

The State Consumer Rights Protection Authority of the Republic of Lithuania



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IMPLEMENTATION

**OF THE RECOMMENDATION IN THE
STATE CONSUMER RIGHTS PROTECTION
AUTHORITY OF THE REPUBLIC OF
LITHUANIA**

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Authority of the Republic of Lithuania**

Implementation of the Recommendation in the State Consumer Rights Protection Authority of the Republic of Lithuania (1)

- Until 2012 information on consumer complaints and enquiries was collected according the internal order established by the Authority.
- After the adoption of the European Commission Recommendation of 12 May 2010 on the use of a harmonized methodology for classifying and reporting consumer complaints and enquiries (hereinafter – the Recommendation) the decision was made to asses possibilities to implement it and to chose the best way for the Authority.

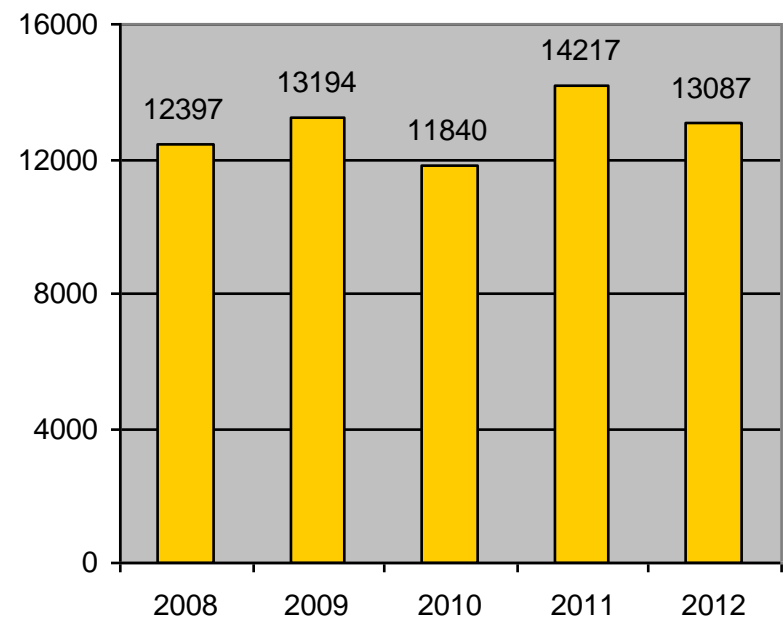
Implementation of the Recommendation in the State Consumer Rights Protection Authority of the Republic of Lithuania (2)

2 conditions have been taken into the account:

- IT tool (document management system) are used in the Authority for the storage of information concerning the consumer requests;
- Relatively high number of consumer complaints and requests received by the Authority.

The way how the Recommendation should be implemented – to adopt current IT tool to the requirements established in the Recommendation.

Consumer requests received by the Authority in 2008 - 2012



Implementation of the Recommendation in the State Consumer Rights Protection Authority of the Republic of Lithuania (3)

- Additional funds were necessary in order to adopt existing IT system to the requirements established in the Recommendation. Because of that in 2011 the decision to apply to the Commission with the request to grant a financial support.
- At the end of 2011 application was evaluated positively and information about the Commission's decision to provide financial resources covering up to 50 % of Authority's expenses, dedicated to implement the Recommendation. Other 50 % were covered from it's own resources.

Implementation of the Recommendation in the State Consumer Rights Protection Authority of the Republic of Lithuania (4)


The Authority's IT system was adopted to the requirements of the Recommendation in **2 steps**:


- **Classification of complaints and enquiries was adopted to the requirements of the Recommendation;**
- **Measures for transmission of data about consumer complaints and enquiries to the Commission was installed.**

Since 2012 all consumer complaints and enquiries received by the Authority are classified according to the requirements established in the Recommendation and data transmission to the Commission is also ensured.

Adoption of the complaints and enquiries classificatory system (1)


Pagrindinis puslapis | Darbastalis | Dokumentai | Užduotys | Kontaktai | Ieška ir ataskaitos | Administravimas | Apie

 Naujas(-a) (7) gautas piliečio prašymas Darbuotojas: Neringa Sankauskaitė

 Išsaugoti | Grįžti

Pagrindinis | Vykdymas | Klasifikavimas


Registras (forma): * (7) Gautas piliečio prašymas ▼ Prižastis: * Skundas ▼

El. dokumentas: Reikalaujama atsakymo: Terminas: 

Vartotojo šalis: * Lietuva ▼ Prekiautojo šalis: * Lietuva ▼

Sektorius: * (Nenurodyta) ▼ Skundo tipas: * (Nenurodyta) ▼

Pardavimo būdas: * (Nenurodyta) ▼

Gavimo data: * 2012-06-05  12:00 AM Gavimo būdas: *

- El. būdu
- Faksu
- Įteikta tiesiogiai
- Paštu
- Per kurjerį

Adoption of the complaints and enquiries classificatory system (2)

After the application of this classificatory system partially grounds of the consumer complaints and enquiries have been corrected. Seeking, that the new order would be applicable correctly, the biggest attention was paid to the human resources:

- All specialists of the Authority received the detailed presentation of this new system;
- Internal trainings of the Authority's staff have been organized;
- Recommendations how the consumer complaints or enquiries should be classified have been prepared and presented.

Implementation of means, ensuring data transmission (1)

Data is transmitted to the Commission strictly following technical characteristics. Because of that all data on complaints and enquiries collected by the institution is exported into the XML format and sent to the data base administrated by the Commission.

Document management system got an additional module ensuring that data on complaints and enquiries is converted into the necessary format and transmitted properly.

Implementation of means, ensuring data transmission (2)

Pagrindinis puslapis | Darbastalis | Dokumentai | Užduotys | Kontaktai | Ieška ir ataskaitos | Administravimas | Apie

Dėl kainų nesutapimo Darbuotojas: Neringa Sankauskaitė

Redaguoti | Operacijos | Rinkinys | Dokumento procesas | Dokumento užduotis | Registras | Įrankiai

Išsaugoti ir uždaryti | **Išsiųsti į SANCO** | Grįžti

Pagrindinis | Vykdymas | Klasifikavimas

Registras (forma): **(7) Gautas piliečio prašymas** Priežastis: * Skundas

El. dokumentas: Reikalaujama atsakymo: Terminas:

Vartotojo šalis: **Lietuva** Prekiautojo šalis: **Lietuva**

Sektorius: **1.1. Maistas. Vaisiai ir daržovės** Skundo tipas: **3. Kainos ir tarifai**

Pardavimo būdas: **61. Tiesiogiai pirkėjui. Sandorio patalpos, taip pat parduotuvės**

Gavimo data: * 2012-06-04 12:00 AM Gavimo būdas: *

- El. būdu
- Faksu
- Įteikta tiesiogiai
- Paštu
- Per kurjerį

Implementation of means, ensuring data transmission (3)

Pagrindinis puslapis | Darbastalis | Dokumentai | Užduotys | Kontaktai | Ieška ir ataskaitos | Administravimas | Apie

Dėl prekių iš internetinės parduotuvės

Redaguoti | Operacijos | Rinkynys | Dokumento procesas | Dokumento užduotys | Ieška ir ataskaitos

Išsaugoti ir uždaryti | Atnaujinti SANCO | Grįžti

Pagrindinis | Vykdymas | Klasifikavimas

Vartotojo šalis:	Lietuva	Prekiautojo šalis:	Lietuva
Sektorius:	10.1. Kita (prekės ir paslaugos)	Skundo tipas:	2. Prekių pristatymas ir paslaugos teikimas
Pardavimo būdas:	63. Elektroninė prekyba, išskyrus mobiliąją prekybą ir interneto aukcionus		
Gavimo data: *	2012-05-11 12:00 AM	Gavimo būdas: *	<input type="checkbox"/> El. būdu <input type="checkbox"/> Faksu <input type="checkbox"/> Įteikta tiesiogiai <input checked="" type="checkbox"/> Paštu <input type="checkbox"/> Per kurjerį
Registracijos data:	2012-05-11 1:11:13 PM	Registracijos Nr.:	7-905 Užregistravo: Živilė Žubrickaitė
Siuntimo į SANCO data:	2012-06-08 3:32:07 PM	Siuntimo į SANCO numeris:	1339158727316-378

Transmission of data is fixed in the system forming date and number of the transmission.

The possibility is also left to correct data provided in the registration form.

Implementation of the Recommendation in the State Consumer Rights Protection Authority of the Republic of Lithuania (5)

Challenges:

- Preparatory and technical tasks;
- Trainings of the Authority's staff;
- Assurance that data is transmitted;
- Monitoring;
- The need to change the form of annual reports – after changes in the consumer complaints and enquiries classification it was also necessary to modify order of analysis and preparation of reports).

Current Situation in Lithuania (1)

The Authority coordinates 18 state and 60 municipal institutions' activity in the field of consumer rights protection and constantly cooperate with them in the field of implementation of the Recommendation:

- In 2008 the survey was conducted seeking to get accounted with the opinion of Lithuanian institutions on the harmonized methodology for classifying and reporting consumer complaints and enquiries;
- In 2010 and in 2011 the application was sent to the consumer complaints investigating institutions and consumer associations providing information about the Recommendation;
- On 11 June 2012 together with the Commission the practical conference was organized;
- At the end of 2012 institutional survey was conducted.

Current Situation in Lithuania (2)

Problems:

1. Currently Lithuanian institutions analyzing consumer complaints apply their own classificatory systems and are not keen to change them, because that requires a lot of additional financial, human resources or because of the above mentioned reasons they can not fully apply requirements established in the Recommendation. But it is worth saying that at the beginning of new budgetary period for 2013 – 2014 situation may become more active;
2. Majority of Lithuanian institutions have and other functions such as market surveillance, because of that implementation of the Recommendation is time costly and takes a lot of additional resources;
3. Grounds of the classification established in the Recommendation are not sufficient for all institutions;
4. A part of institutions can apply/apply just a small peace of the criteria listed in the Recommendation.

Current Situation in Lithuania (3)

Trends:

- Majority of consumer complaints investigating institutions are considering the possibility to adopt their IT systems according to the requirements established in the Recommendation;
- Consumer complaints investigating institutions which have no IT means, necessary for the registration of complaints or enquiries, are encouraged to test practically free of charge IT tool (ECCRS), created by the Commission;
- Interinstitutional cooperation is strengthened and best practice which was gained implementing the Recommendation is shared.



Thank you for your attention!

If you have questions, please do not
hesitate to contact me via e-mail:
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