



## **World Consumer Protection Map**

Contribution by  
Lithuania

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Page 2: Contact of respondent

**Q1** Name of responding member State **Lithuania**

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**Q2** Name of responding authority/agency:

State Consumer Rights Protection Authority

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Page 3: Consumer protection legislation

**Q7** Does your country's Constitution contain a provision on consumer protection? **Yes**

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**Q8** If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

**Article 46: "The State shall defend the interests of the consumer."**

URL link

**<http://www3.lrs.lt/home/Konstitucija/Constitution.htm>**

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**Q9** Does your country have have specific law(s) on consumer protection ? **Yes**

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**Q10** If you do, when was the main specific law first enacted?

Date

**10/11/1994**

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**Q11** If your main specific law on consumer protection has been revised, when was the date of its latest revision?

Date

**17/04/2018**

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## Consumer Protection Survey

**Q12** Please provide the following details of the current specific law(s):

1- Name of law	<b>Law on Consumer Protection</b>
1- URL link	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.6020/nAmRBXjvGA">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.6020/nAmRBXjvGA</a> ; English (Consolidated version from 01/01/2016 to 29/02/2016) <a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-czep8bu62">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-czep8bu62</a>
2- Name of law	<b>Law on the Prohibition of Unfair Business-to-Consumer Commercial Practices</b>
2- URL link	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/a3a2a1f0814111e59a1ed226d1cbceb5?jfwid=-czep8bttq">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/a3a2a1f0814111e59a1ed226d1cbceb5?jfwid=-czep8bttq</a>
3- Name of law	<b>Law on Advertising</b>
3- URL link	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/dd69e1e2a58711e59010bea026bdb259?jfwid=-czep8btri">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/dd69e1e2a58711e59010bea026bdb259?jfwid=-czep8btri</a>
4- Name of law	<b>Law on Product Safety</b>
4- URL link	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.82186/tdvPaPvguY?positionInSearchResults=0&amp;searchModelUUID=ead68e8a-3dbc-4b02-b8b0-c5c24a9c3b81">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.82186/tdvPaPvguY?positionInSearchResults=0&amp;searchModelUUID=ead68e8a-3dbc-4b02-b8b0-c5c24a9c3b81</a> ; English (As last amended on 25 June 2015) <a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/f9a7f340736a11e6a0f68fd135e6f40c?jfwid=-czep8btq3">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/f9a7f340736a11e6a0f68fd135e6f40c?jfwid=-czep8btq3</a>

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## Consumer Protection Survey

**Q13** Please check all the fields that your consumer protections law(s) cover.

- Consumer rights/legitimate needs,**
- Access by consumers to essential goods and services** ,
- Protection of vulnerable and disadvantaged consumers** ,
- Physical safety,**
- Product quality,**
- Terms and conditions** ,
- Promotional marketing and sales practices (including misleading advertisement)**
- ,
- Voluntary codes for businesses** ,
- Electronic commerce,**
- Financial services,**
- Dispute resolution,**
- Redress,**
- Consumer education,**
- Consumer information**

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**Q14** From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Restrictive business practices (competition/antitrust)	<b>Law on Competition</b>
Promotion of sustainable consumption	-
Food distribution	<b>Law on Food</b>
Water	<b>Law on Water, Law on Drinking Water Supply and Waste Water Management</b>
Pharmaceuticals	<b>Law on Pharmacy</b>
Energy	<b>Law on Energy</b>
Public utilities	<b>Law on Electricity, Law on Natural Gas, Law on Heat Sector</b>
Tourism	<b>Law on Tourism</b>
Data protection and privacy	<b>Law on Legal Protection of Personal Data</b>

**Q15** Please indicate the URL Link of the relevant law(s) to each field:

## Consumer Protection Survey

Restrictive business practices (competition/antitrust)	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.77016/Qbvmygw pzm? positionInSearchResults=0&amp;searchModelUUID=ef6499b8-5afd-459c-bc4c-2c70209b44dc">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.77016/Qbvmygw pzm? positionInSearchResults=0&amp;searchModelUUID=ef6499b8-5afd-459c-bc4c-2c70209b44dc</a>
Promotion of sustainable consumption	-
Food distribution	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.98953/BQoArPq qsg? positionInSearchResults=9&amp;searchModelUUID=448d3476-8e3c-44cb-a32f-1d8bf19e4821">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.98953/BQoArPq qsg? positionInSearchResults=9&amp;searchModelUUID=448d3476-8e3c-44cb-a32f-1d8bf19e4821</a>
Water	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.45987/qNNSEXMIcn? positionInSearchResults=5&amp;searchModelUUID=b97a1614-35c8-4619-b678-afeef518e45f">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.45987/qNNSEXMIcn? positionInSearchResults=5&amp;searchModelUUID=b97a1614-35c8-4619-b678-afeef518e45f</a> ; <a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.280587/GouJEtMKpK">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.280587/GouJEtMKpK</a>
Pharmaceuticals	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.280067/mKCNQWAlxa? positionInSearchResults=0&amp;searchModelUUID=a2929a6f-96a2-420f-90e1-458b89bc3b20">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.280067/mKCNQWAlxa? positionInSearchResults=0&amp;searchModelUUID=a2929a6f-96a2-420f-90e1-458b89bc3b20</a>
Energy	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.167899/YXoWBw mwPn? positionInSearchResults=3&amp;searchModelUUID=0831ce32-3660-4e57-9d1e-c080bf657bb6">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.167899/YXoWBw mwPn? positionInSearchResults=3&amp;searchModelUUID=0831ce32-3660-4e57-9d1e-c080bf657bb6</a>
Public utilities	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.106350?jfwid=-czep8bpr2">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.106350?jfwid=-czep8bpr2</a> ; <a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.111558/ZefFLpKFOM? positionInSearchResults=1&amp;searchModelUUID=db5a8893-ab44-459c-a86c-5a02d7f70ed9">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.111558/ZefFLpKFOM? positionInSearchResults=1&amp;searchModelUUID=db5a8893-ab44-459c-a86c-5a02d7f70ed9</a> ; <a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.211524/iFaxWpHHfw? positionInSearchResults=0&amp;searchModelUUID=bff3d16f-c1c8-4eea-9fb0-1f6cd31eb033">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.211524/iFaxWpHHfw? positionInSearchResults=0&amp;searchModelUUID=bff3d16f-c1c8-4eea-9fb0-1f6cd31eb033</a>
Tourism	<a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.52605/EOmEAX Qxmf? positionInSearchResults=0&amp;searchModelUUID=6c164075-0293-4826-8859-13d4c6fbaa03">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.52605/EOmEAX Qxmf? positionInSearchResults=0&amp;searchModelUUID=6c164075-0293-4826-8859-13d4c6fbaa03</a>

## Consumer Protection Survey

Data protection and privacy

<https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.29193/tZmHKefvAp?positionInSearchResults=0&searchModelUUID=47d50383-8597-4265-a13c-327d7e2675b1>

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### Page 5: Consumer protection institutions

**Q16** Name of Ministry responsible for consumer protection:

The Ministry of Justice of the Republic of Lithuania is responsible for the development of the consumer protection policy. The Ministry of Economy responsible for the development of non-food product safety and market surveillance policy.

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**Q17** URL link of responsible Ministry for consumer protection:

Ministry of Justice: [www.tm.lt](http://www.tm.lt)

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**Q18** Year when consumer protection was assumed by the current responsible ministry:

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### Page 6: Consumer protection institutions

**Q19** Do you have a main consumer protection authority/agency? **Yes**

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**Q20** Name of main consumer protection authority/agency:

State Consumer Rights Protection Authority

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**Q21** URL of main consumer protection authority/agency:

[www.vvtat.lt](http://www.vvtat.lt)

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**Q22** Year of creation:

2001

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**Q23** Annual budget: (in USD)

3894774

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## Consumer Protection Survey

**Q24** Total number of staff:

165

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**Q25** Total number of staff directly affected to consumer protection:

There is no clear separation, but in general about 140 (including non food market surveillance)

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**Q26** Do you have a law/decree that governs the main consumer protection authority/agency? **Yes**

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**Q27** If you do, please provide the following details:

Reference of the law/decree

**23/12/2015 Decision of the Government No 1333 regarding the approval of the Regulation of the State Consumer Rights Protection Authority**

URL to law/decree

**<https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/15bd0000a96f11e59010bea026bdb259/sGpiSHEoKU?positionInSearchResults=0&searchModelUUID=a5c03335-fea4-4bad-9fce-da38f27cf954>**

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**Q28** Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

**Respondent skipped this question**

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## Consumer Protection Survey

**Q29** From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Consumer rights/legitimate needs	<b>Ministry of Justice</b>
Access by consumers to essential goods and services	<b>Ministry of Justice</b>
Protection of vulnerable and disadvantaged consumers	<b>Ministry of Justice</b>
Physical safety	<b>Ministry of Economy, Ministry of Justice</b>
Product quality	<b>Ministry of Economy, Ministry of Justice</b>
Terms and conditions	<b>Ministry of Justice</b>
Promotional marketing and sales practices (including misleading advertisement)	<b>Ministry of Justice, Ministry of Economy</b>
Voluntary codes for businesses	<b>Ministry of Economy, Ministry of Justice</b>
Restrictive business practices(competition/antitrust)	<b>Ministry of Economy</b>
Electronic commerce	<b>Ministry of Transport and Communications, Ministry of Justice</b>
Financial services	<b>Ministry of Finance (Bank of Lithuania)</b>
Promotion of sustainable consumption	<b>Ministry of Environment, Ministry of Justice</b>
Food distribution	<b>Ministry of Agriculture (State Food and Veterinary Inspectorate)</b>
Water	<b>Ministry of Environment, Ministry of Health, Municipalities</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Ministry of Energy</b>
Public utilities	<b>Ministry of Environment, Municipalities</b>
Tourism	<b>Ministry of Economy</b>
Data protection and privacy	<b>Ministry of Justice</b>
Dispute resolution	<b>Ministry of Justice</b>
Redress	<b>Ministry of Justice</b>
Consumer education	<b>Ministry of Justice</b>
Consumer information	<b>Ministry of Justice</b>

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## Consumer Protection Survey

### Q30 URL Link of the relevant authority/agency to each field:

Consumer rights/legitimate needs	<a href="http://www.tm.it/">http://www.tm.it/</a>
Access by consumers to essential goods and services	<a href="http://www.tm.it/">http://www.tm.it/</a>
Protection of vulnerable and disadvantaged consumers	<a href="http://www.tm.it/">http://www.tm.it/</a>
Physical safety	<a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a> , <a href="http://www.tm.it/">http://www.tm.it/</a>
Product quality	<a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a> , <a href="http://www.tm.it/">http://www.tm.it/</a>
Terms and conditions	<a href="http://www.tm.it/">http://www.tm.it/</a>
Promotional marketing and sales practices (including misleading advertisement)	<a href="http://www.tm.it/">http://www.tm.it/</a> , <a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a>
Voluntary codes for businesses	<a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a> , <a href="http://www.tm.it/">http://www.tm.it/</a>
Restrictive business practices(competition/antitrust)	<a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a>
Electronic commerce	<a href="http://sumin.lrv.it/">http://sumin.lrv.it/</a> , <a href="http://www.tm.it/">http://www.tm.it/</a>
Financial services	<a href="https://finmin.lrv.it/">https://finmin.lrv.it/</a> ( <a href="https://www.lb.it/">https://www.lb.it/</a> )
Promotion of sustainable consumption	<a href="http://www.am.it/VI/index.php">http://www.am.it/VI/index.php</a> , <a href="http://www.tm.it/">http://www.tm.it/</a>
Food distribution	( <a href="http://vmvt.it/">http://vmvt.it/</a> )
Water	<a href="http://www.am.it/VI/index.php">http://www.am.it/VI/index.php</a> , <a href="http://sam.lrv.it/">http://sam.lrv.it/</a> , <a href="http://www.lsa.it/en/">http://www.lsa.it/en/</a>
Pharmaceuticals	<a href="http://sam.lrv.it/">http://sam.lrv.it/</a>
Energy	<a href="https://enmin.lrv.it/">https://enmin.lrv.it/</a>
Public utilities	<a href="http://www.am.it/VI/index.php">http://www.am.it/VI/index.php</a> , <a href="http://www.lsa.it/en/">http://www.lsa.it/en/</a>
Tourism	<a href="http://ukmin.lrv.it/">http://ukmin.lrv.it/</a>
Data protection and privacy	<a href="http://www.tm.it/">http://www.tm.it/</a>
Dispute resolution	<a href="http://www.tm.it/">http://www.tm.it/</a>
Redress	<a href="http://www.tm.it/">http://www.tm.it/</a>
Consumer education	<a href="http://www.tm.it/">http://www.tm.it/</a>
Consumer information	<a href="http://www.tm.it/">http://www.tm.it/</a>

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## Consumer Protection Survey

**Q31** Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

**Consumer rights/legitimate needs,**  
**Access by consumers to essential goods and services,**  
**Protection of vulnerable and disadvantaged consumers,**  
**Physical safety,**  
**Product quality,**  
**Terms and conditions,**  
**Promotional marketing and sales practices (including misleading advertisement),**  
**Voluntary codes for businesses,**  
**Electronic commerce,**  
**Water,**  
**Tourism,**  
**Dispute resolution,**  
**Redress,**  
**Consumer education,**  
**Consumer information**

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**Q32** From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Restrictive business practices (competition/antitrust)	<b>Competition Council</b>
Financial services	<b>Bank of Lithuania</b>
Promotion of sustainable consumption	-
Food distribution	<b>State Food and Veterinary Inspectorate</b>
Pharmaceuticals	<b>State Medicine Control Agency</b>
Energy	<b>Energy Inspectorate</b>
Public utilities	<b>Municipalities</b>
Data protection and privacy	<b>State Data Protection Agency</b>

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## Consumer Protection Survey

**Q33** URL Link of the relevant authority/agency to each field:

Restrictive business practices (competition/antitrust)	<a href="https://www.kt.gov.it/">https://www.kt.gov.it/</a>
Financial services	<a href="https://www.lb.it/">https://www.lb.it/</a>
Promotion of sustainable consumption	-
Food distribution	<a href="http://vmvt.it/">http://vmvt.it/</a>
Pharmaceuticals	<a href="http://www.vvkt.it/it/English">http://www.vvkt.it/it/English</a>
Energy	<a href="https://vei.lrv.it/">https://vei.lrv.it/</a>
Public utilities	<a href="http://www.lsa.it/en/">http://www.lsa.it/en/</a>
Data protection and privacy	<a href="https://www.ada.it/">https://www.ada.it/</a>

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**Q34** Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

253 (according to the data of 2017, cases related to the consumer rights infringements in the field of contract terms, unfair commercial practices, advertising, product safety).

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**Q35** Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)? **Yes**

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**Q36** Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

40600

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**Q37** Record highest amount for any sanction/measure imposed: (in USD)

17400

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**Q38** Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

Notifications, warnings, financial sanctions.

In case of contract terms - prohibition to apply unfair contract term

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**Q39** Are there any non-governmental consumer organizations/associations in your country? **Yes**

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**Q40** Do you have a law/decree that governs consumer organizations/associations? **Yes**

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## Consumer Protection Survey

**Q41** In case you have a law/decreed that governs consumer organizations, please provide the following details:

Reference of the law/decreed	<b>Law on Consumer Protection (especially Articles 13 and 31)</b>
URL to law/decreed	<b><a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.6020/nAmRBXjvGA?positionInSearchResults=0&amp;searchModelUUID=0defdad e-6274-4ea8-b4de-55f965133246">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.6020/nAmRBXjvGA?positionInSearchResults=0&amp;searchModelUUID=0defdad e-6274-4ea8-b4de-55f965133246</a></b>

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**Q42** Do consumer organizations/associations fulfil any of the following functions?

**Consultation in policy making,**  
**Legal advice to consumers,**  
**Consumer education,**  
**Consumer information,**  
**Consumer publications,**  
**Legal representation of consumers' individual interests before courts,**  
**Legal representation for consumer collective actions**

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**Q43** Do consumer groups/associations receive public funding?

**Yes**

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**Q44** Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	<b>The Alliance of Lithuanian Consumer Organizations</b>
1- Website	<b><a href="http://www.lvoa.lt/en/">http://www.lvoa.lt/en/</a></b>
2- Name	<b>National Consumer Confederation</b>
2- Website	<b><a href="http://vartotojai.eu/">http://vartotojai.eu/</a></b>
3- Name	<b>Lithuanian Consumer Institute</b>
3- Website	<b><a href="http://www.vartotojai.lt/en">http://www.vartotojai.lt/en</a></b>

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**Q45** Can consumers obtain redress through judicial channels?

**Yes**

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**Q46** Is there a specialized judicial mechanism for consumer complaints?

**Yes**

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## Consumer Protection Survey

**Q47** If there is, please provide the following details

Name	<b>European Small Claim Procedure</b>
URL Link	<b><a href="https://e-justice.europa.eu/content_small_claims-42-en.do">https://e-justice.europa.eu/content_small_claims-42-en.do</a></b>

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**Q48** Do you have collective redress/class actions for consumer complaints? **Yes**

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**Q49** Who can represent consumer interests in court? **Consumers individually, Lawyers, Consumer protection enforcement authority/agency, Consumer associations**

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**Q50** What is the highest damages award following a collective redress/class action? **Respondent skipped this question**

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**Q51** Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Mediation/ Conciliation,**  
Comments:  
Mediation/Consulation form of ADR is used in Lithuania according to the Law on Consumer Protection which implements EU Directive 2013/11/EU on alternative consumer Dispute resolution.

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**Q52** If there are any of the above, please provide the following details:

1- Name	<b>Law on Consumer Protection (Section VI)</b>
1- URL Link	<b><a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-g0zrz95ob">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-g0zrz95ob</a></b>

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**Q53** Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives? **Yes**

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## Consumer Protection Survey

**Q54** If there are, please provide the following details:

1- Name	<b>Law on Consumer Protection (Section VI)</b>
1- URL Link	<b><a href="https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-g0zrz95ob">https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/e86e8310231911e6acbed8d454428fb7?jfwid=-g0zrz95ob</a></b>

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**Q55** Are there any self-regulation initiatives from businesses? **Yes**

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**Q56** Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	<b>Self-Regulation Guidance for entities approved by the Order of the Director of the State Consumer Rights Protection Authority</b>
1- Scope of application	<b>These self-regulation guidance provide the main principles for entities promoting to adopt Codes of Conduct. Based on it some Codes of Conduct are adopted.</b>
1- URL link	<b><a href="http://www.vvtat.lt/lt/bendradarbiavimas/bendradarbiavimas_lietuvoje/sazininga-verslo-praktika.html">http://www.vvtat.lt/lt/bendradarbiavimas/bendradarbiavimas_lietuvoje/sazininga-verslo-praktika.html</a></b>

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**Q57** Are there any co-regulation initiatives between businesses and public entities? **Yes**

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**Q58** Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	<b>Arbitration Commission of Lithuanian Advertising Bureau</b>
1- Scope of application	<b>Advertising</b>
1- URL link	<b><a href="http://www.reklamosbiuras.lt/lt.php/apie">http://www.reklamosbiuras.lt/lt.php/apie</a></b>
2- Name of initiative	<b>Honorary Court of Insurance Brokers' House</b>
2- Scope of application	<b>Insurance Services</b>
2- URL link	<b><a href="http://www.dbr.lt/garbes-teismas">http://www.dbr.lt/garbes-teismas</a></b>

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**Q59** Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11) **Respondent skipped this question**

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## Consumer Protection Survey

**Q60** What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

	Bilateral	Multilateral/Regional
Formal (treaties)		
Informal (memoranda of understanding)		2

**Q61** Please provide name and URL link of formal bilateral agreements (treaties):

-

**Q62** Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

-

**Q63** Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

-

**Q64** Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

Agreement for the Cooperation in the Field of Consumer Protection and Non Food Products Market Surveillance between Lithuania, Latvia and Estonia.

ICPEN Memorandum of Understanding.

## Consumer Protection Survey

**Q65** Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

- Enforcement,**
- Consumer rights/legitimate needs,**
- Access by consumers to essential goods and services ,**
- Physical safety,**
- Product quality,**
- Terms and conditions ,**
- Promotional marketing and sales practices (including misleading advertisement)**
- ,**
- Voluntary codes for businesses ,**
- Electronic commerce,**
- Tourism,**
- Dispute resolution,**
- Redress,**
- Consumer education,**
- Consumer information**

**Q66** Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

- Investigate,**
- Pursue,**
- Share information and evidence**

**Q67** Do you have any experience in cross-border cooperation on enforcement?

**Yes**

**Q68** If you do, please provide a short description

As in all EU countries EU Regulation 2004/2006 on Consumer Protection Cooperation is applied in Lithuania.

**Q69** Do you engage in technical cooperation or capacity building activities on consumer protection?

Bilaterally

Through an international organization/network

As a recipient

As a donor

**Yes**

**Yes**



## Consumer Protection Survey

**Q70** If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

1- Name of programme/project	<b>Twinning project - Strengthening the Capacities of the Technical and Construction Supervision Agency (TCSA) in Development of the Market Surveillance System in Georgia (project No GE/14/ENI/EC/02/17(GE/29)</b>
1- Name of cooperating partner(s)	<b>NICO</b>
1- Starting date of programme/project	<b>January 2018</b>
1- Finish date of programme/project	<b>December 2019</b>
1- Scope of programme/project (list areas of work)	<b>Non food market surveillance</b>

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**Q71** Does your authority/agency carry out information and education initiatives? **Yes**

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**Q72** Do information and education initiatives carried out by your authority/agency cover any of the following fields?

**Product hazard,**  
**Product labelling,**  
**Legislation, dispute resolution,**  
**Weight and measures, prices and quality,**  
**Electronic commerce,**  
**Financial services,**  
**Efficient use of materials, energy, water**

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**Q73** Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers? **Yes**

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## Consumer Protection Survey

**Q74** If your authority/agency does, please provide the following details:

1- Name of initiative	<b>Seminars, information initiatives for elders in Third Age Universities</b>
1- Scope of initiative	<b>Protection of consumer rights in general</b>
1- URL link	-
1- Impact (short description)	<b>Trust in protection of consumer rights</b>
2- Name of initiative	<b>Seminars, information initiatives for young people in secondary schools, universities</b>
2- Scope of initiative	<b>Protection of consumer rights in general</b>
2- URL link	-
2- Impact (short description)	<b>Trust in protection of consumer rights</b>

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**Q75** Do consumer organizations/associations provide education and information initiatives? **Yes**

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**Q76** If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	<b>The Alliance of Lithuanian Consumer Organizations</b>
1- URL link of initiative	<b><a href="http://www.lvoa.lt/en/">http://www.lvoa.lt/en/</a></b>
2- Name of consumer organization/association	<b>National Consumer Confederation</b>
2- URL link of initiative	<b><a href="http://vartotojai.eu/">http://vartotojai.eu/</a></b>
3- Name of consumer organization/association	<b>Lithuanian Consumer Institute</b>
3- URL link of initiative	<b><a href="http://www.vartotojai.lt/en">http://www.vartotojai.lt/en</a></b>

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**Q77** Does your authority/agency conduct research and analysis on consumer protection issues? **Yes**

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## Consumer Protection Survey

**Q78** If your authority/agency does, please provide the following details:

1- Main area of work

1- URL link to online library or publication(s)

2- Main area of work

2- URL link to online library or publication(s)

3- Main area of work

3- URL link to online library or publication(s)

4- Main area of work

4- URL link to online library or publication(s)

**Consumer complaints analysis**

<http://www.vvtat.lt/lt/teisine-informacija/tyrimai-ir-analizes/savivaldybiu-apklausos.html>

**Market monitoring**

<http://www.vvtat.lt/lt/teisine-informacija/tyrimai-ir-analizes/reklamos-srities-tyrimai-aje3.html> ,  
<http://www.vvtat.lt/lt/teisine-informacija/tyrimai-ir-analizes/kiti-tyrimai-ir-apklausos.html>

**Annual consumer surveys**

<http://www.vvtat.lt/lt/teisine-informacija/tyrimai-ir-analizes/vartotoju-apklausos.html>

**Annual business surveys**

<http://www.vvtat.lt/lt/teisine-informacija/tyrimai-ir-analizes/imoniu-apklausos.html>

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**Q79** Do other organizations/associations conduct research and analysis on consumer protection?

**Yes**

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**Q80** If other organizations/associations do, please provide the following details:

**Respondent skipped this question**

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