

COMPETITION AND CONSUMER PROTECTION IN KOSOVO



Prishtina, 30th June 2010

On 8th June, Balkan Policy Institute (IPOL) organized a round-table about consumer protection and competition, where were presented two analysis on the same topic: 'Consumer Protection: Legal Framework, Challenges in Kosovo and EU Standards' and 'Competition: Legal framework and practice among European standards'. That analysis contains recommendation

for changes in the applicable legislation in Kosovo on consumer protection and free competition.

Consumer Protection and free Competition has been one of the most criticizes areas in the EU Progress Report 2009 for Kosovo. Within the competition area, European Commission in the progress report considers that: *'Except little progress in the implementation of anti-trust policies, the implementation of competition policies is in the beginning'*. In the published analysis, IPOL recommends to change the law on competition and the adaption of it with the EU treaties and regulations. Also it is necessary to increase the capacities of the Kosovo Commission on Competition (KCC), including qualitative and quantitative increase of the personnel, especially in areas like law, increase of the working conditions and increase of the budget for operational activities. It is necessary to take actions in education and awareness campaign on law implementation that protects competition like trainings, public awareness, seminars, trainings, guidebooks etc. It is more necessary to begin ex-officio investigation from KCC to investigate strategic sectors of the economy where the processes are solid and almost the same from all companies.

In General terms the rights of consumer are not protected and are not authentically guaranteed by law, because it provides no clearly identified mechanism for dealing with the protection of their rights, which would facilitate the appeal of discontent and presenting cases where their rights are not respected. IPOL recommends changes in the current law for consumer protection, both from the terminology, determining the final price and improving the institutional structure that deals with consumer protection. Also the analysis emphasize the importance that Post and Telecommunication of Kosovo to stop charging consumers with additional costs for detailed list of calls within the billing period, and the Consumer Protection Council to proceed to request reimbursement of PTK for customers who are charged with it. It is necessary that the Ministry of Education and Trade to begin the preparation of plans and educational programs to promote consumer protection, which is their legal obligation.

About us: Balkan Policy Institute (IPOL) is engaged to promote sustainable development and good governance through pragmatic policy-making that functions for the welfare of the citizens.

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