



Statistic of provided consultations 2016

Advising consumers – statistics of advising

As part of our regular activities, CEZAP had a total of 1,638 complaints in past year. Consumers had most complaints on public services (electricity, water, telecommunications) and these are mostly regarding the amounts of the bills, non-recognition of outdated receivables, non-compliance with contractual provisions, non-compliance with the legal deadline for responding to the complaint, etc.

As for the other complaints, consumers had generally most complains about the quality of goods, disrespect of rights regarding the deadline for the complaint, enforcement of obligations of the trader on the basis of the rights from the warranty when it comes to technical goods, clothing and footwear, furniture and so on. Complaints relating to markets, largely are in connection with so-called fraud by emphasizing price - different prices on the shelf and at the cash register, as well as discounts. Often, there were customer complaints on product labels, which are incomplete, unclear, and often not translated into Montenegrin language, which according to the Law on Consumer Protection is obligatory.

CEZAP provides advices and practical assistance to consumers on protection and realization of consumers rights. CEZAP also informing and helping consumers to prepare complaints, and documentation they need for traders and public institutions. Consumers may file a complaint to CEZAP in person, by e-mail, phone, sending a compliant via mail or by filling out the form on our website.

Personal and legal consultations	Phone consultations	E-mail consultations	TOTAL
338	863	437	1638

Statistic of provided consultations by topics

Topic	Consultation provided
electrical energy	203
telephone operators	170
technical goods	297
clothing and footwear	65
furniture	61
supermarkets	136
financial services	454
water supply	160
other services	92