

# "Consumer Rights and Trade "

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In Latvia, consumer rights protection policy is developed and coordinated by the Ministry of Economics. The aim of the policy is to ensure high-level protection of consumer rights, when purchasing goods and services. The Ministry of Economics also develops and implements the policy in trade sector, as well as develops draft laws and regulations governing the sector and development planning documents.

The Consumer Rights Protection Centre (CRPC) supervised by the Ministry of Economics is the main body, which supervises the fulfilment of regulatory enactments governing consumer rights and provides assistance in resolving consumer conflicts. The CRPC website is available at [www.ptac.gov.lv](http://www.ptac.gov.lv)

## Authorities

Consumer Rights Protection Centre ([www.ptac.gov.lv](http://www.ptac.gov.lv))

The Consumer Rights Protection Centre supervises the trade of non-food products, excluding medical products, medicines, veterinary medicines, pharmaceuticals, cosmetics, veterinary pharmaceuticals, animal care products, household chemicals and chemical products, as well as supervises hazardous equipment and monitors unfair commercial practice and advertising, except for the field of medicines and veterinary medicines. The Centre examines consumer applications and complaints regarding the violations of consumer rights, provides free consultations to consumers on the matters related to the regulatory enactments concerning consumer rights and procedures for exercising consumer rights, as well as provides free consultations on the issues of product (footwear, electrical appliances and textile goods) quality.

Competition Council ([www.kp.gov.lv](http://www.kp.gov.lv))

The aim of the Competition Council is to ensure a possibility to every participant of the market to carry out its economic activities in free and fair competition environment, as well as to promote competition development in all the sectors of national economy for the benefit of the entire society.

Public Utilities Commission ([www.sprk.lv](http://www.sprk.lv))

The Public Utilities Commission is an institutionally and functionally independent, full-fledged, autonomous body governed by public law, which carries out the regulation of public services in energy, electronic communications, post, railway transport, municipal waste management and water management sectors in accordance with the Law On Regulators of Public Utilities and special regulatory enactments of the regulated sectors.

## Market Surveillance Institutions

The main aim of market surveillance is to protect consumers from risks and threats to their life, health and economic interests by means of an effective market surveillance system and successful fulfilment of duties of the parties involved (performers of

economic activities, consumers and State authorities).

Effective market surveillance plays a crucial role in both protecting consumer rights and ensuring equal and fair competition, since it comprises the surveillance and verification of conformity of goods and services placed on the market, as well as ensures the performance of relevant activities, if necessary, if it is established that a product or service does not comply with the requirements. Market surveillance is a part of the general process of introducing regulatory enactments and the main tool in monitoring the safety of goods.

Market surveillance is organised at two basic levels:

Market surveillance authorities ensure that the goods placed on the market comply with the requirements of Community Harmonisation Legislation adopted in national laws and regulations.

If necessary, market surveillance authorities take measures in order to improve the goods non-compliant with requirements and to achieve their conformity, withdraw non-compliant goods from the market and/or prohibit them, or destroy them in the relevant cases.

In serious cases, a third level is also possible — market surveillance authorities may apply sanctions commensurate to the seriousness of violation to the violator.

In Latvia, market surveillance functions are fulfilled by the following authorities

[Consumer Rights Protection Centre](#)

[Health Inspectorate](#)

[State Environmental Service](#)

[Excise Goods Department of the State Revenue Service](#)

[VSIA Latvijas probes birojs \(Assay Office of Latvia\);](#)

[State Plant Protection Service](#)

[Food and Veterinary Service](#)

[State Technical Control Agency](#)

Certain market supervision functions are also fulfilled by the following:

[Central Customs Board of the State Revenue Service](#)

Examination of Consumer Complaints

In Latvia, consumer protection policy is developed and coordinated by the Ministry of Economics. This policy plays the main role in preparing draft regulatory enactments in the field of consumer protection. The Consumer Rights Protection Centre (CRPC) supervised by the Ministry of Economics is the main body, which supervises the fulfilment of regulatory enactments

governing consumer rights and provides assistance in resolving consumer conflicts. The CRPC website is available at [www.ptac.gov.lv](http://www.ptac.gov.lv)

Institutions which examine consumer complaints:

Consumer Rights Protection Centre  
Brīvības iela 55, Rīga, LV-1010 |  
Phone: +371 65452554  
Fax: +371 67388634  
E-mail: [ptac@ptac.gov.lv](mailto:ptac@ptac.gov.lv)

Food and Veterinary Service  
Peldu iela 30, Rīga, LV-1050;  
Phone: +371 67095230; Fax: +371 67322727;  
E-mail: [pvd@pvd.gov.lv](mailto:pvd@pvd.gov.lv)

Housing and Environment Department of Riga City Council  
Brīvības iela 49/53 (9th floor — administration), Rīga, LV-1010  
Phone: +371 67012453  
Fax: +371 67012471  
E-mail: [mvd@riga.lv](mailto:mvd@riga.lv)

Health Inspectorate  
Klijānu iela 7, Rīga, LV-1012,  
Phone: +371 67819671  
Hotline — voice mail: +371 67819696  
Fax: +371 67819672  
E-mail: [vi@vi.gov.lv](mailto:vi@vi.gov.lv)

State Language Centre  
K.Valdemāra iela 37, Rīga, LV-1010  
Phone: +371 67331814  
Fax : +371 67336038  
E-mail: [info@vc.gov.lv](mailto:info@vc.gov.lv)

VSIA *Latvijas proves birojs* (Assay Office of Latvia)  
Teātra iela 9, Rīga, LV-1050  
Phone: +371 67216485  
Fax : +371 67814427  
E-mail: [prove@prove.lv](mailto:prove@prove.lv)

Financial and Capital Market Commission  
Kungu iela 1, Rīga, LV-1050  
Phone: +371 6 7774800  
Fax : +371 6 7225755  
E-mail: [fktk@fktk.lv](mailto:fktk@fktk.lv)

State Plant Protection Service  
Lielvārdes iela 36, Rīga, LV-1006  
Phone: +371 67027098, +371 67027406  
Fax : +371 67027302  
E-mail: [info@vaad.gov.lv](mailto:info@vaad.gov.lv)

Public Utilities Commission

Brīvības iela 55, Rīga, LV-1010

Phone: +371 67097200

Fax : +371 67097277

E-mail: [sprk@sprk.gov.lv](mailto:sprk@sprk.gov.lv)

State Technical Control Agency

Central Office: Republikas laukums 2, Rīga, LV-1010

Phone: +371 67027149

Hotline: +371 67027557

Fax: +371 67027444

E-mail: [vtua@vtua.gov.lv](mailto:vtua@vtua.gov.lv)

Information on regional departments (<http://www.vtua.gov.lv/lv/kontakti/>)

<https://www.em.gov.lv/en/consumer-rights-and-trade>