



საქართველოს ენერგეტიკისა და წყალმომარაგების
მარეგულირებელ ეროვნულ კომისიასთან დამოუკიდებლად
არსებული მომხმარებელთა ინტერესების

საზოგადოებრივი დამცველი

PUBLIC DEFENDER OF CONSUMERS INTERESTS

54/1 – 02/09/2021

LETTER OF REFERENCE

I am delighted to be called upon as a reference for Mr Janusz Gwiazdowski, since we are colleagues engaged in the National Energy Ombudsmen Network (NEON) and in this letter I would like to express my respect and appreciation for him as mediator and manager, who brought outstanding contribution to our teamwork due to his creativity and systemic approaches in the work.

We met each other in the NEON workshop where we mutually introduced our ADR bodies. Due to our continuous cooperation we had enough time for sharing our thoughts and strategic suggestions. In my view, Mr Gwiazdowski – as NEON President – stands out in professional creativity and motivation: the well-argued and evidence-based suggestions, that Janusz brings forward, are very frequently helpful tool in terms of finding out the efficient problem solving keys in our teamwork.

I have fairly detailed knowledge of Mr Gwiazdowski work via his annual reports and presentations. In my estimation, the scope and consistency of achievements the Coordinator for negotiations to the President of the Energy Regulatory Office (Coordinator) reached during Mr Gwiazdowski term of office are almost unbelievable. Since my professional occupation refers to the same field, I do comprehend that Janusz and his team labor over effective and efficient protection of consumers' rights through easily-accessible and free-of-charge way to solve disputes between consumers and companies.

With regard to the personal qualities of Mr Gwiazdowski I would like to accentuate innovation and creativity, restraint, problem-solving and crisis-management attitudes and punctuality. I do hope to continue our cooperation in coming years, for, without Janusz's competent participation and leadership in our international ADR-platform, is hardly imaginable the realization of common plans that we jointly worked out in terms of systemic deployment of efficient mechanisms for consumers' rights protection and promotion of a specific model of ADR, based on independent, national and regional ADR services that defend the general interest and the rights of all consumers.

Taking into consideration the foregoing facts and circumstances, I do appreciate the work of Mr Janusz Gwiazdowski in capacity of Coordinator and NEON President, consider his as a deserving representative of ADR community and do urge you to give the most serious consideration to the reapplication of Mr Janusz Gwiazdowski to the position of the Coordinator.

With Best Regards,

Salome Vardiashvili