

THE ECC-NET



Different institutions and resources, one aim:
the protection of the European consumer

Name of the centre: ECC Portugal

Name of the host structure: Consumer Directorat-General



Type of the host structure: central service of the direct administration of the State

Date of foundation: 2001

Members of foundation: Consumers Institute
and
European Commission



Focus of the host structure:

Definition and execution of consumer policy.

Missions:

- **Policy making**
- **General information for consumers and consumer education**
- **Promote and support consumer associations and all entities that form the Portuguese System for Consumer Protection**
- **Cooperation with stakeholders**
- **Enforcement**

STAFF



ECC Portugal

- **total 6**
- Director: 1
- (Legal) advisors: 3, 1 part time (currently 2)
- Support staff: 2

Occasional Collaborations:

- Designer
- Financial Support

Host structure

- **Total: 67**
(excluding ECC)

- **Main topics**

e-commerce, air passenger rights, car purchase, tourism

- **Main activities**

pro-active information
case handling,
education activities,
reporting to stakeholders



- **What we do not do**

name and shame, judicial procedures

