



Cooperation between the EEC- network and the Consumer Protection Cooperation network : a future challenge

by

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Main Points

- European Consumer Centres network (ECC-Net)
- The Consumer Protection Cooperation (CPC-network)
- Cooperation between the networks: future challenge

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European Consumer Centres Network (ECC-Net)



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What is it?

- A one-stop shop network to assist consumers experiencing problems with cross- border transactions
- The present Network is the result of a merger of the former Euroguichets and EEJ-Net or Clearing Houses
- European Consumer Centres in 25 Member States, plus Norway and Iceland. Bulgaria and Romania are expected to function before the end of the year
- Joint financing with MS: 8,6 Mio €

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Why?

- Need for individual redress for cross-border problems with the emergence of the Internal Market
- Special characteristics of cross-border transactions

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Main tasks

- To inform consumers on EU and national rules
- To assist consumers facing a cross-border problem and to support them through an amicable solution or Alternative Dispute Resolution scheme
- To cooperate with each other and with other EU-networks

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Main tasks (2)

- To conduct cross border comparisons of prices legislation and other issues of consumer concern
- To provide Member States and Commission with « grassroots » information on consumer concerns and behaviour

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Partners

- Public authorities
- Consumer organisations
- EU-networks

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The Commission's role

■ Facilitator

■ Co-financer

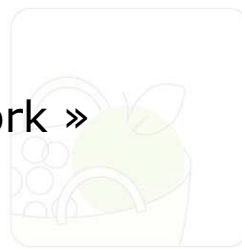
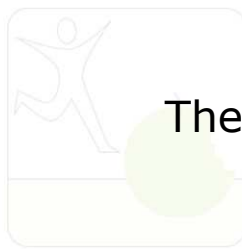


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Consumer Protection Cooperation

The CPC « network »



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CPC-Background

- Fragmented enforcement of consumer protection laws in EU
- Increasing cross-border shopping/e-commerce
- Cross-border rogue traders
- Enlargement
- Cooperation in other areas (ICPEN, OECD, other EU policies)

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The Regulation

Regulation (EC) 2006/2004 on Consumer Protection Cooperation

- was adopted in 2004
- is fully applicable since 29 December 2006

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CPC – Main elements

- A network of public enforcement authorities provided with the means to cooperate intensively
- A database/IT- system to ensure fast and secure exchange of information
- CPC-Committee

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CPC - Main elements (2)

- **Scope:** collective consumer economic interests, cross-border element - intra-community infringements
- **Key actors:** national, public authorities – notified by Member States
 - Single Liaison Offices
 - Competent authorities
- Authorities have certain, minimum common powers to make the system work effectively
 - Investigation
 - Enforcement

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CPC- Main elements (3)

■ Mutual assistance:

- Alerts
- Request for information
- Request for enforcement measures
- Coordination of market surveillance and enforcement activities

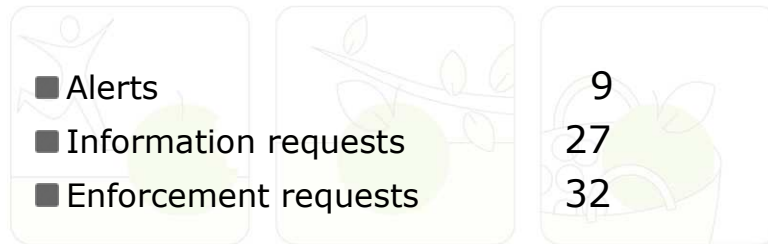
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CPC – Main elements (4)

- Enforcement cooperation
- Administrative cooperation

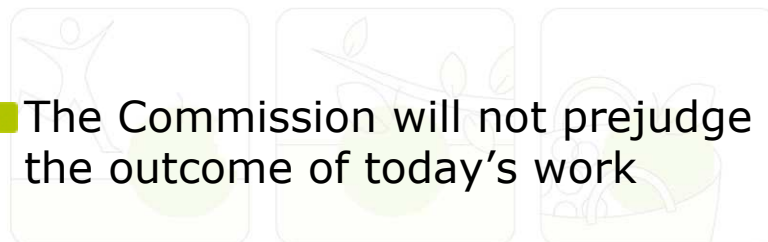
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Statistics (as of 12 June 2007)



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Cooperation EEC – CPC

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- The Commission will not prejudge the outcome of today's work

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Cooperation EEC – CPC

■ Why this cooperation?

- Common scope: Cross-border issues
- Common players: businesses & consumers
- Common ultimate goal: happy consumers (well functioning markets)

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ECC – CPC Cooperation (2)

■ Potential benefits:

- information sharing
- best-practice: share national experiences

■ Levels:

- National
- EU

- Commission's role: facilitator, common classification in IT-tools

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