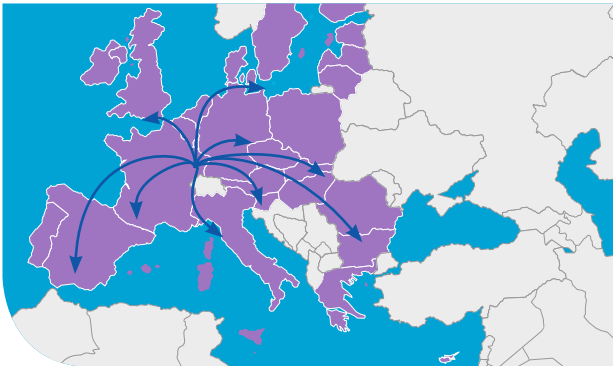




Based in Luxembourg, EAHC implements the EU Health and Consumer Programmes and the BTSF initiative. Set up in 2005 as the Public Health Executive Agency, it was transformed into the Executive Agency for Health and Consumers in 2008.

The Consumer Programme

The EU Consumer Programme aims to complement, support and monitor the policies of the Member States and to contribute to protecting the health, safety and economic and legal interests of consumers, as well as to promoting their rights to information, to education and to organise themselves.



Further information:

Contact

For more information on calls for proposals and calls for tenders, please visit:

ec.europa.eu/eahc/consumers

Executive Agency for Health and Consumers
DRB A3
L-2920 Luxembourg

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E-mail: eahc@ec.europa.eu

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Consumer Programme



The objectives

The Consumer Programme 2007–2013 constitutes the financial framework of EU consumer policy. It aims primarily to ensure:

- a high level of consumer protection notably through improved information on consumer-related data, better consultation and better representation of consumers' interests.
- the effective application of consumer protection rules, notably through cooperation between authorities and organisations responsible for the implementation of consumer legislation, information, education and redress.

Examples of Projects

The EAHC manages various actions funded under the Consumer Programme.

The European Consumer Centres Network (ECC-Net)

Set up in 2005, ECC-Net consists of 29 national Consumer Centres (EU, Norway and Island), which provide information and free of charge support to consumers across Europe. The ECC-Net is financed by the European Union and national authorities. The EAHC manages call for proposals, concludes contracts with ECC-Net members and supervises implementation.

The ECC-Net liaises with other European networks and works to:

- Inform citizens about their rights as consumers
- Help consumers to address problems with cross-border shopping
- Provide input to the EU's new consumer policy initiatives



Exchange of officials

The Consumer Programme supports the exchanges of officials among competent national authorities active in the field of consumer protection. This initiative:

- Improves the effective application of consumer protection legislation
- Improves cooperation between competent authorities and training by fostering networks and education projects

Co funding is available to cover travel and subsistence allowances for officials of surveillance and enforcement authorities or non-profit making bodies. All applicants must be approved by the Member States' competent authorities.

Consumer rights information campaign

An important objective of the EU Consumer Programme is to empower consumers in the new Member States of the EU. For example, in January 2010, an information campaign was launched on consumer rights in Bulgaria. Working with the consumers and the business community, the Bulgarian information campaign covered consumer rights in the areas of faulty products, bank services and package holidays. Information is distributed in TV, web, print advertising and regional road shows. Similar campaigns were carried out in other new EU countries.



Funding and Public Procurement

Every year, the Commission establishes its annual work programme for consumer policy, detailing the priorities, actions to be taken and budget. These priorities are realised either by providing grants or through public procurement.

■ **Calls for proposals** – The EAHC publishes calls for proposals, in which organisations active in the field of consumer affairs may apply for grants to co-finance activities in the field of consumer affairs, for example, funding joint actions to enforce consumer protection laws or to support European consumer organisations.

■ **Calls for tender** – The EAHC launches calls for tender to develop other actions in the field of consumer affairs. For example the management and enhancement of the interactive consumer education website DOLCETA, market studies, and consumer rights information campaigns were procured through calls for tender.

How to apply for funding or participate in procurement procedures

EAHC publishes several calls each year. Interested organisations should consult the EAHC website to check the current funding and procurement opportunities.



EU Consumer Programme – empowering consumers, enhancing their welfare, effectively protecting them