

**COMMISSION IMPLEMENTING DECISION
C(2011)9519**

of 22 December 2011

**concerning the adoption of the annual work programme in the area of consumer policy
for 2012**

THE EUROPEAN COMMISSION,

Having regard to the Treaty on the Functioning of the European Union,

Having regard to Decision 1926/2006/EC of the European Parliament and of the Council of 18 December 2006 establishing a programme of Community action in the field of consumer policy (2007-2013)¹, and in particular Article 7 thereof,

Having regard to Council Regulation (EC, Euratom) No 1605/2002 of 25 June 2002 on the Financial Regulation applicable to the general budget of the European Communities² (hereinafter referred to as the 'Financial Regulation'), and in particular Article 75 thereof,

Having regard to Commission Regulation (EC, Euratom) No 2342/2002 of 23 December 2002 laying down detailed rules for the implementation of Council Regulation (EC, Euratom) No 1605/2002 on the Financial Regulation applicable to the general budget of the European Communities³ (hereinafter referred to as the 'Implementing Rules'), and in particular Article 90 thereof,

Having regard to Commission Decision 2008/544/EC of 20 June 2008 amending Decision 2004/858/EC in order to transform the 'Executive Agency for the Public Health Programme' into the 'Executive Agency for Health and Consumers' and to extend the Agency's implementation tasks to the management of the Consumer programme for 2007 – 2013 pursuant to Council Regulation (EC) No 58/2003⁴, and in particular Article 1(3) thereof,

Having regard to Commission Decision C(2008)4943 of 9 September 2008 delegating powers to the Executive Agency for Health and Consumers with a view to performance of tasks linked to implementation of the Public Health Programme 2003-2008 as adopted by Decision 1786/2002/EC, the Public Health Programme 2008-2013 as adopted by Decision 1350/2007/EC, the Consumer Programme 2007-2013 as adopted by Decision 1926/2006/EC and the food safety training measures covered by Regulation (EC) No 882/2004 and Directive 2000/29/EC,

Whereas,

¹ OJ L 404 of 30.12.2006, p. 39

² OJ L 248, 16.9.2002, p. 1

³ OJ L 357, 31.12.2002, p. 1

⁴ OJ L 369 of 16.12.2004, p. 73

- (1) In accordance with Article 75 of the Financial Regulation and Article 90(1) of the Implementing Rules, the commitment of expenditure from the budget of the European Union shall be preceded by a financing decision setting out the essential elements of the action involving expenditure and adopted by the institution or the authorities to which powers have been delegated by the institution.
- (2) In accordance with Article 110 of the Financial Regulation and Article 7 of Decision 1926/2006/EC, an annual work programme must be adopted for grants.
- (3) The 2012 work programme in the field of Consumer policy being a sufficiently detailed framework in the meaning of Article 90(2) and (3) of the Implementing Rules, the present decision constitutes a financing decision for the expenditure provided for in the work programme for grants and procurement.
- (4) Under Article 181 of the Implementing Rules, the Commission may, in the area of grants, authorise the use of flat-rate financing to cover accommodation costs and daily allowances for mission costs.
- (5) Under Article 168(1)(c) of the Implementing Rules, grants may be awarded without a call for proposals in the case of bodies with a de jure or de facto monopoly.
- (6) This financing decision may also cover the payment of interest due for late payment on the basis of Articles 83 of the Financial Regulation and 106(5) of the Implementing Rules.
- (7) For the application of this decision, it is appropriate to define the term 'substantial change' within the meaning of Article 90(4) of the Implementing Rules.
- (8) In accordance with the procedure referred to in Article 10 of Decision 1926/2006/EC, the Consumer Financial Programme Committee was consulted and delivered a favourable opinion on the work programme for 2012.
- (9) According to Article 1, points 3 and 4 of Commission Decision 2008/544/EC the Executive Agency for Health and Consumers carries out certain activities for the implementation of the Consumer programme for 2007 – 2013 and should receive the necessary appropriations for that purpose.

HAS DECIDED AS FOLLOWS:

Article 1

The work programme 2012 for the implementation of the Programme of Community action in the field of consumer policy (2007 – 2013), as set out in the Annex, is hereby adopted. It constitutes a financing decision in the meaning of Article 75 of the Financial Regulation.

Article 2

The contribution authorised by this Decision for the implementation of the Programme is to be financed from the following lines of the General Budget of the European Union for 2012:

- budget article 17 02 02 (Community activities in favour of consumers): EUR 21 090 000
- budget item 17 01 04 03 (Expenditure on administrative management): EUR 1 000 000
- budget item 17 01 04 30 (Functioning of the Executive Agency for Health and Consumers): EUR 1 691 000

These appropriations may also cover interest due for late payment.

The implementation of this Decision is subject to the availability of the appropriations provided in the preliminary draft budget for 2012 after the adoption of the final budget for 2012 by the budgetary authority, or provided for in the provisional twelfths.

Article 3

Cumulated changes to the allocations to the specific actions not exceeding 20 % of the maximum contribution set in Article 2 of this Decision for each budgetary item are not considered to be substantial within the meaning of Article 90(4) of Regulation (EC, Euratom) No 2342/2002, where those changes do not significantly affect the nature and objective of the work programme.

The authorising officer responsible may adopt such changes in accordance with the principles of sound financial management and of proportionality.

Article 4

The Commission authorises grants in the forms of flat-rate financing, in accordance with the conditions detailed in the annexed work programme.

Article 5

Grants may be awarded without a call for proposals to bodies with a de jure or de facto monopoly, in accordance with the conditions detailed in the annexed work programme.

Article 6

The administrative/operating budget of the Executive Agency for Health and Consumers necessary for the management in 2012 of the Consumer programme for 2007 – 2013 shall be available under budget line 17 01 04 30.

Done at Brussels, 22 December 2011

For the Commission

Member of the Commission

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ANNEX

Consumer Policy Annual Work Programme 2012, including budgetary implications and funding criteria for grants

1. INTRODUCTION

The main initiatives under the work programme for 2012 include consumer safety (RAPEX and joint actions), new initiatives on redress and financial services, support to the network of European Consumer Centres and to the network of national enforcement authorities (CPC Network), the further development of the evidence base, support to consumer organisations and consumer education.

According to the Financial Regulation applicable to the general budget of the European Communities⁵, the commitment of the expenditure should be preceded by a financing decision adopted by the institution or the authorities to which powers have been delegated by the institution (Art.75).

Decision **No 1926/2006/EC** of the European Parliament and of the Council of 18 December 2006 establishing a programme of Community action in the field of consumer policy (2007-2013)⁶, states, in its Article 7 (2) that the Commission shall adopt:

- the annual work plan for implementation of the programme, setting out:
 - priorities and actions to be undertaken, including the allocation of financial resources;
 - selection and award criteria and criteria for the percentage of Community financial contribution;
 - use made of flat rate financing;
 - the planned timing of the calls for tender, the joint actions and the calls for proposals.
- the arrangements, including selection and award criteria for implementing actions referred to in Article 4.1.a.

This document aims to fulfil those obligations and present the different activities scheduled for 2012.

Decision **1926/2006** establishing a programme of Community action in the field of consumer policy (2007-2013) sets a total budget of EUR 156.8 million for the period from 1 January

⁵ Council Regulation (EC, Euratom) n°1605/2002 on the Financial Regulation applicable to the general budget of the European Communities (OJ L248/1 of 16.09.02).

⁶ OJ L 404 of 30.12.2006 p. 39

2007 to 31 December 2013. The total budget allocation for 2012 for EU 27 is **EUR 23.7 million**⁷.

2. PROGRAMMING

Provided that the 2012 budget will be approved by the budgetary authority, the following amounts will be available in 2012:

Budget line	
17 02 02 – Community activities in favour of consumers	EUR 21 090 000
17 01 04 03 – Expenditure on administrative management	EUR 1 000 000
17 01 04 30 – Administrative budget for the functioning of the Agency for Health and Consumers (EAHC)	EUR 1 691 000

Additional contributions from EFTA countries members of the European Economic Area (Iceland, Liechtenstein, and Norway) will be made during the year, which will amount to approximately

- EUR 548 000 for budget line 17 02 02,
- EUR 26 000 for budget line 17 01 04 03,
- EUR 43 966 for budget line 17 01 04 30.

2.1. Indicative amounts

The amounts indicated in the following chapters are indicative. Cumulated variations to the allocations to the specific actions of +/- 20% are possible.

3. IMPLEMENTATION

In 2012, the Executive Agency for Health and Consumers (EAHC), here after referred to as 'the Agency', will implement the present Work Programme in full compliance with Commission decision C(2008)4943 of 9 September 2008. Where specifically indicated, the Commission will implement the concerned projects. The estimated total amounts for implementation by the Agency and the Commission are indicated under point 5.

All grants and procurement under point 4 – Actions - concern budget line "17 02 02 – Activities in favour of consumers". Calls for tenders and calls for proposals and all relevant information will be published on the EAHC website⁸ and/or, if implemented by the Commission, on the Consumers Affairs website on Europa⁹. All grants under the present Work Programme will be covered by grant agreements.

⁷ TBC depending upon EP decision on DB 2012

⁸ <http://ec.europa.eu/eahc/>

⁹ <http://ec.europa.eu/consumers/>

Budget line “17 01 04 03 – Expenditure on administrative management” will be used for the organisation of workshops and experts meetings, publications, the regular update of the Consumers Affairs website on Europa¹⁰, communication activities and other current expenditure supporting the implementation of the objectives of the programme. The Commission will be responsible for the implementation of this budget line.

Budget line "17 01 04 30 – Administrative budget for the functioning of the Agency for Health and Consumers (EAHC)" will be fully implemented by the Agency.

4. ACTIONS

4.1. **Objective 1: To ensure a high level of consumer protection, notably through an improved evidence basis, better consultation and better representation of consumers' interests**

The total estimated amount for Objective 1 is **EUR 10 215 000**.

4.1.1. <i>Improved evidence basis (Actions 1 and 2 of Decision 1926/2006)</i>
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The estimated total amount for 2012 is **EUR 5 535 000**. This amount will be dedicated to:

- a) **1 service contract for the consumer market monitoring survey** on consumer confidence, problems, transparency and satisfaction. This survey will provide the trend data at the centre of the Consumer Markets Scoreboard.

Use of framework contract by the Agency during the second semester.

- b) **2 in-depth market studies**, one on the market for fuels and one to be defined as a result of the October 2012 Consumer Markets Scoreboard, and **2 to 3 contracts on consumer behaviour**.

Use of framework contracts by the Agency and the Commission during the first and second semester.

- c) **2 service contracts for Eurobarometers** to collect data on consumer conditions in the Member States and cross-border e-commerce, to deliver trend data for the Consumer Conditions Scoreboard.

Use of a framework contract by the Commission during the first semester.

- d) **1 service contract for the coordination of a scientific network of behavioural experts**.

Implementation by the Joint Research Centre upon establishment of an administrative agreement with Directorate General SANCO.

- e) **1 to 3 service contracts for studies** in areas such as safety of certain consumer

¹⁰ <http://ec.europa.eu/consumers>

services and sustainable consumption.

Use of framework contracts or calls for tender, by the Agency and the Commission during the first and second semester.

- f) **3 to 6 service contracts for the further development and maintenance of IT tools**, eg for classifying and reporting consumer complaints, the consumer markets Scoreboard and the European consumer research database.

Use of IT framework contracts, by the Commission, during the first and second semester.

- g) **Financial contribution to the work of the Financial Services Users Group.**

Payment, by the Commission, of indemnities to the members of the group throughout the year.

4.1.2. *Non-food Scientific Committees (Action 3 of Decision 1926/2006)*

The estimated total amount to be financed from the Consumer policy budget line for 2012 is approximately **EUR 370 000** and is allocated to:

- a) **Financial contribution** to the work of the **Scientific Committee on Consumer products** (100 % from the Consumer Policy budget line) and to the **Scientific Committee on Emerging risks and Newly Identified Health Risks** (50 % from the Consumer Policy budget line and 50% from the Public Health budget line). Co-ordination activities will be financed 50% from the Consumer Policy budget line and 50% from the Public Health budget lines.

Payment of indemnities, by the Commission, of the committee members, external experts, associate members and rapporteurs throughout the year.

4.1.3. *Preparation of legislation and events organised by the Presidencies of the Union (Action 4 of Decision 1926/2006)*

The estimated total amount for 2012 is **EUR 1 200 000**, which is allocated to:

- a) **3 service contracts for studies in the area of consumer overindebtedness, consumer credit and bank fees transparency.**

Use of framework contracts and launch of an open call for tender, by the Commission, during the first semester.

- b) **Co-financing of events** such as conferences, seminars or workshops in the area of consumer policy covered by Decision n° 1926/2006, **organised by the Presidencies**. The programmes of these events will be subject to acceptance of the proposals by Directorate General SANCO.

Grant agreements will be signed with the responsible national authorities holding the Presidency or with the bodies designated by them for a maximum amount of EUR 100 000 or 50 % of total eligible costs. By their own nature, Presidencies hold a de facto monopoly during a given semester. According to article 168 (1)(c) of the

implementing rules of the Financial Regulation, grants can be allocated without a call for proposals to organisations in a monopoly situation.

4.1.4. *Financial contributions to the functioning of European consumer organisations (Actions 5 and of Decision No 1926/2006)*

The estimated total amount for actions 5 and 6 is **EUR 2 710 000**.

- a) **Financial support** for annual activities, taking place during 2013, of **European consumer organisations**.

Use of a Framework partnership agreement and signature of specific grant agreement during the second semester. Estimated amount: EUR 1.35 million. The financial support shall not exceed 50 % of the expenditure involved in carrying out eligible activities.

The renewal of the financial contributions to eligible organisations that in the preceding year have actively and effectively represented consumer interests will not be subject to the rule of gradual decrease as indicated in Article 4.4 of Decision 1926/2006.

- b) **Financial support** for annual activities, taking place during 2013, of **European consumer organisations representing consumer interests in the development of standards for products and services at Community level**.

Use of a Framework partnership agreement and signature of specific grant agreement during the second semester. Estimated amount: EUR 1.3 million. The financial support shall not exceed 95 % of the expenditure involved in carrying out eligible activities.

The renewal of the financial contributions to eligible organisations that in the preceding year have actively and effectively represented consumer interests will not be subject to the rule of gradual decrease as indicated in Article 4.4 of Decision 1926/2006.

- c) **1 service contract for the evaluation of the grants to European consumer organisations and to European consumer organisations representing consumer interests in the development of standards for products and services at Community level**.

Use of a framework contract, by the Commission, during the first semester.

4.1.5. *Capacity building for regional, national and European consumer organisations, notably through training and exchange of best practice and expertise for staff members (Action 7 of Decision 1926/2006)*

1 framework service contract for the organisation and implementation of **training for professionals of consumer organisations**.

Launch of an open call for tender for a new framework service contract during the first semester. Estimated amount for **2 to 4 specific contracts**, to be signed during

the second semester: **EUR 400 000**.

4.2. Objective 2: to ensure the effective application of consumer protection rules notably through enforcement cooperation, information, education and redress

The total estimated amount for Objective 2 is **EUR 10 875 000**.

4.2.1. Enforcement cooperation and redress (Actions 8 and 9 of Decision 1926/2006)

The estimated amount at this stage is **EUR 3 665 000**.

- a) **Financial contributions to joint actions to improve the effective application of Directive 2001/95/EC on General Product Safety (GPSD)** through cooperation between national authorities responsible for the assessment, market surveillance and enforcement of the safety of non-food consumer products and services.

Grants – indicative amount EUR 1.5 million. Contributions may only be awarded to a public body or a non-profit-making body designated through a transparent procedure by the Member States or the competent authority concerned and agreed by the Commission.

The contribution will, in principle, be 50% and in no event exceed 70% of the total cost of the action. Financial contributions of up to 50% are permitted for joint actions with the participation of bodies from 5 or more Member States.

The effective implementation of the General Product Safety Directive will be reinforced if a large number of eligible bodies from different Member States are involved in the action or if Member States which have acceded to the European Union since 1 May 2004 are fully involved in the process. Actions which involved a large number of Member States or which are lead by a new Member State are considered of exceptional utility.

Therefore, financial contributions of more than 50% and up to 70% are permitted for joint actions with the participation of bodies from 10 or more Member States or joint actions with participation of bodies from minimum 3 Member States, where the action is proposed by a body from a Member State which has acceded to the European Union since 1 May 2004.

The agency will address a call for proposals for such joint actions to the Member States, during the first semester 2012.

Selection criteria

The selection criteria make it possible to assess the applicant's financial standing and operational capability to complete the proposed work programme.

The applicant must have adequate financial resources in order to carry out the proposed programme. Each applicant must provide:

- A declaration concerning both the availability of sufficient financial own resources that will cover those expenses not supported by the Community's contribution and a decision to commit its own sources in the case of a lack of

financial support awarded by the Community.

- A copy of the annual accounts for the last financial year for which the accounts have been closed preceding the submission of the application (for non-profit bodies other than public bodies).

Award criteria (weighting of 100 points; proposals have to reach a minimum of 60 points to be accepted)

- Potential benefits of the co-operation activities in terms of increased effectiveness of market surveillance and enforcement in the area covered (20 points).
- Level of risks for consumer health and safety posed by the products considered or level of risk to consumers' economic interests or to consumer confidence in the market (15 points).
- Degree to which the estimated budget is clear, exhaustive and well detailed for the expenses in relation to the corresponding activities carried out by each body taking part to the joint project (20 points).
- Number of Member States participating, above the minimum (10 points).
- Clarity and quality of the objectives, work plan, organisation and description of the results and benefits expected (20 points).
- Balanced and fair distribution of tasks and activities between the participants to the Joint actions (15 points).

- b) **Financial contributions to joint actions to improve the effective application of Directive 2001/95/EC on General Product Safety (GPSD) through cooperation between national authorities responsible for the assessment, market surveillance and enforcement of the safety of non-food consumer products and services and the Chinese authority with the same mandate** (The General Administration of Quality Supervision, Inspection and Quarantine - AQSIQ). As over half of dangerous products sold on the EU market and notified by EU Member States every year are of Chinese origin, improving cooperation between Member State Authorities and AQSIQ is vital to improving the effectiveness of the GPSD.

Grants – estimated amount EUR 250 000. Contributions may only be awarded to a public body or a non-profit-making body designated through a transparent procedure by the Member States or the competent authority concerned and agreed by the Commission. Contributions may only be awarded to cover costs incurred by public bodies or non-profit making bodies based within the EU. No funding will be provided to AQSIQ.

The contribution will, in principle, be 50% and in no event exceed 70% of the total cost of the action. Financial contributions of up to 50% are permitted for joint actions with the participation of bodies from 5 or more Member States.

The effective implementation of the General Product Safety Directive will be reinforced if a large number of eligible bodies from different Member States are involved in the action or if Member States which have acceded to the European

Union since 1 May 2004 are fully involved in the process. Actions which involved a large number of Member States or which are lead by a new Member State are considered of exceptional utility.

Therefore, financial contributions of more than 50% and up to 70% are permitted for joint actions with the participation of bodies from 10 or more Member States or joint actions with participation of bodies from minimum 3 Member States, where the action is proposed by a body from a Member State which has acceded to the European Union since 1 May 2004.

The Commission will address a call for proposals for such joint actions to the Member States, during the first semester 2012.

Selection criteria

The selection criteria make it possible to assess the applicant's financial standing and operational capability to complete the proposed work programme.

The applicant must have adequate financial resources in order to carry out the proposed programme. Each applicant must provide:

- A declaration concerning both the availability of sufficient financial own resources that will cover those expenses not supported by the Community's contribution and a decision to commit its own sources in the case of a lack of financial support awarded by the Community.
- A copy of the annual accounts for the last financial year for which the accounts have been closed preceding the submission of the application (for non-profit bodies other than public bodies).

Award criteria (weighting of 100 points; proposals have to reach a minimum of 60 points to be accepted)

- Potential benefits of the co-operation activities in terms of increased effectiveness of market surveillance and dangerous product detection and related enforcement in the area covered (30 points).
- Degree to which the estimated budget is clear, exhaustive and well detailed for the expenses in relation to the corresponding activities carried out by each body taking part to the joint project (20 points).
- Number of Member States participating, above the minimum (10 points).
- Balanced and fair distribution of tasks and activities between the participants to the Joint actions (10 points).
- Clarity and quality of the objectives, work plan, organisation and description of the results and benefits expected (30 points).

- c) **Financial contributions to joint actions to improve the effective application of Consumer Protection Cooperation Regulation (Regulation (EC) N° 2006/2004), notably Articles 16 and 17, through cooperation between Competent**

Authorities/Single Liaison Offices.

Grants – estimated amount: EUR 150 000. Contributions may only be awarded to competent authorities/Single Liaison Offices notified to the Commission pursuant to article 5(1) of Regulation (EC) N° 2006/2004.

The contribution will, in principle, be 50% and in no event exceed 70% of the total cost of the action. Financial contributions of up to 50% are permitted for joint actions with the participation of Competent Authorities/Single Liaison Offices from 5 or more Member States.

The effective application of the Consumer Protection Regulation will be reinforced if a large number of Competent Authorities/or Single Liaison Offices of several Member States are involved in the action or if Member States which have acceded to the European Union since 1 May 2004 are fully involved in the process. Actions which involved a large number of Member States or which are lead by a new Member State are of exceptional utility.

Therefore, financial contributions of more than 50% and up to 70% are permitted for joint actions with the participation of Competent Authorities/Single Liaison Offices from 10 or more Member States or joint actions with participation of Competent Authorities/Single Liaison Offices from minimum 3 Member States, where the action is proposed by a competent authority/Single Liaison Offices from a Member State which has acceded to the European Union since 1 May 2004.

The Agency will address a call for proposals for such joint actions to the Member States, during the first semester 2012.

Selection criteria

The selection criteria make it possible to assess the applicant's financial standing and operational capability to complete the proposed work programme.

The applicant must have adequate financial resources in order to carry out the proposed programme. Each applicant must provide:

- A declaration concerning both the availability of sufficient financial own resources that will cover those expenses not supported by the Community's contribution.

Award criteria (weighting of 100 points)

Actions shall be ranked on the basis of the award criteria below. Financial contribution shall be awarded to the highest scoring actions up to available budget.

- Relevance of the action to increase effectiveness of market surveillance and enforcement in the area covered (35 points).
- Degree to which the estimated budget is clear, exhaustive and well detailed for the expenses in relation to the corresponding activities carried out by each competent authorities/Single liaison Offices taking part to the joint project (20 points).

- Number of Member States participating, above the minimum (10 points).
- Clarity and quality of the objectives, work plan, organisation and description of the results and benefits expected (20 points).
- Balanced participation and benefits for the participants in the activities (15 points).

d) Financial contributions towards travel and subsistence expenses in the form of grants for the exchange of officials of Competent Authorities/Single Liaison Offices notified to the Commission pursuant to article 5(1) of the Consumer Protection Cooperation Regulation (Regulation (EC) N° 2006/2004) and of the surveillance and enforcement authorities in the area of non-food consumer product and service safety under Directive N° 2001/95/EC.

Grants – estimated amount: EUR 150 000. The grants shall be awarded by the Agency to officials of the organisations above mentioned that are responsible for the application of Regulation (EC) N°2004/2006 or Directive N° 2001/95/EC. They take the form of flat rates which shall be calculated according to the travel and subsistence allowances applied by the European Commission to its officials. The salary of the exchanged official and any other expenses (insurance etc.) shall be met by the official's authority and shall constitute the national contribution to the joint action. The maximum amount for the total of such funding by grant per official is EUR 25 000 €

The Agency will invite the Member States to present proposals for the exchange of officials, through a call for proposals during the first semester 2012. The call for proposals shall also be published on the EAHC website.

Selection criterion:

The applicant official must possess the necessary professional competences and/or academic qualifications that will allow him/her to accomplish the exchange programme at the highest possible professional standards. In specific, his/her competences and/or qualifications must be of a level that is likely to contribute to the attainment of the objectives set by the EU Consumer Programme 2007-2013, related to the enforcement of Directive 2001/95/EC on General Product Safety.

The applicants' professional competences and/or academic qualifications will be assessed on the basis of his/her Curriculum Vitae. Applications that comply with the selection criterion will be then assessed in light of the award criterion.

Award criterion:

Priority numbers shall be attributed to the applications by the Member State or EFTA/EEA country via their representative in the GPSD Committee. According to the provisions included within the present call, the applications which meet the eligibility and selection criteria and have been ranked as priority 1 by the Member State or EFTA/EEA country shall be considered first.

In case where the total sum of the received applications that meet the eligibility and selection criteria and have been ranked as priority 1 exceeds the total budget available, they shall be considered by order of arrival. In case of applications of

priority numbers other than number 1, if there are still funds available, after funding the applications that meet the eligibility and selection criteria and have been ranked as priority 1, EAHC shall consider applications that meet the eligibility and selection criteria and have been ranked as priority 2. However, if the total sum of the received applications which meet the eligibility and selection criteria and have been ranked as priority 2 exceeds the total budget available, these applications shall be considered by order of arrival.

The same process shall apply to applications that meet the eligibility and selection criteria and have been ranked as priority 3, 4 and so on.

- e) **2 to 6 service contracts** in the context of the collaboration with the **OECD Consumer Cooperation Policy working party on product safety** and for the organisation of the **International Product Safety Week**.

Use of framework contracts, by the Commission, during the second semester.

- f) **3 service contracts for studies in the area of collective redress and technical aspects for online dispute resolution; and for the development of an IT platform for online dispute resolution**

Use of framework contracts and launch of an open call for tender, by the Commission, during the first semester.

- g) **3 to 5 service contracts in the context of the CPC regulation**, such as training of members of the judiciary, an evaluation study, and a stakeholder event.

Use of framework contracts, by the Agency and the Commission, during the first and second semester.

- h) **3 to 6 service contracts for the maintenance of existing IT tools**, notably for ECCs, CPC, RAPEX.

Use of framework contracts, by the Commission, throughout the year .

- i) **1 to 3 service contracts for work on the databases for the Consumer Acquis and for Unfair Commercial Practices**.

Use of IT framework contracts and/or launch of a call for tender by the Commission (Directorate General JUST) during the first semester.

4.2.2. Information (Action 10 of Decision 1926/2006)

The estimated total amount for this action is **EUR 6 210 000**.

- a) **Financial contribution to the functioning of the European Consumer Centres Network – ECC-net**. These Centres are active in the 27 Member States as well as in Norway and Iceland. The European financial contribution will cover the actions of the Centres (focusing on cross-border issues, i.e. promotional activities, direct provision of information, assisting consumers with a complaint, assisting consumers with a dispute, Alternative Dispute Resolution development, networking and feedback) in 2013.

Grants up to 50% of eligible expenditures – estimated amount: EUR 5 million. This is a joint action co-financed with the Member States.

The Agency will publish the calls for proposals, during the second quarter, on its website, describing the areas for funding and the procedures for application and approval.

Selection criteria

The selection criteria make it possible to assess the applicant's financial standing (not applicable to public bodies) and operational capability to complete the proposed work programme.

Each Member State has the right to propose one hosting organisation which is registered in the respective Member State to operate its European Consumer Centre. The applicant must have adequate financial resources in order to carry out the proposed programme. Each applicant must provide:

- A declaration concerning the availability of sufficient financial sources of the co-financing Member State that will cover those expenses not covered completely or not supported at all by the European Union's contribution
- Detailed Curriculum Vitae of the proposed full time employed Director and proposed full time employed Lawyer of the European Consumer Centre. These representatives of the ECC have to be two different persons
- Bodies other than public bodies are required to submit a copy of the annual accounts (profit/loss statement and balance sheet) of the hosting organisation for the last financial year for which the accounts have been closed preceding the submission of the application

Award criteria

The award criteria are defined as follows (weighting of 100 points):

- Quality of the work plan set up in line with the objectives for the European Consumer Centres' Network (40 points).
- Degree of the networking with national, regional and local authorities and/or consumer organisations (30 points)
- A clear, exhaustive and well detailed estimated budget of the expenses in relation to the corresponding activities (30 points)

- b) 3 to 5 service contracts in the context of the conception and implementation of a campaign to inform consumers about credit contracts**, including pre-research studies and ex-ante flash Eurobarometers.

Use of framework contracts by the Agency and the Commission during the first and second semester and launch of an open call for tender by the Agency during the second semester.

- c) **1 to 3 service contracts for the maintenance of an informatics tool for the ECC-net ("IT tool merged network").**

Use of framework contracts, by the Commission, during the first semester.

- d) **1 to 2 service contracts for the organisation of consumer awareness-raising events.**

Use of framework contracts, by the Commission, during the second semester.

4.2.3. Education (Action 11 of Decision 1926/2006)

The estimated total amount is **EUR 1 million.**

1 to 3 service contracts for the conception and follow-up to existing consumer education tools ("Europa Diary" and "DOLCETA").

Use of framework contracts, by the Agency and the Commission, and launch of a call for tender, by the Agency, during the first semester.

4.3. Summary of estimated operational budget 2012 per objective and action (in EUR)

OBJECTIVE I - To ensure a high level of consumer protection, notably through an improved evidence basis, better consultation and better representation of consumers' interests.	10 215 000
Action 1. Knowledge base economic interest	5 535 000
Action 2. Knowledge base safety	
Action 3. Support for scientific advice	370 000
Action 4. Preparation of legislation	1 200 000
Action 5. European consumer organisations	
Action 6. Community consumer organisations for standardisation	2 710 000
Action 7. Capacity building for consumer organisations.	400 000
OBJECTIVE II - To ensure the effective application of consumer protection rules, in particular through enforcement cooperation, information, education and redress.	10 875 000
Action 8. Joint actions GPSD and CPC	3 665 000
Action 9. Transposition (notably UCP and CPC)	
Action 10. Information, advice and redress	6 210 000
Action 11. Consumer education	1 000 000
TOTAL	21 090 000

5. SUMMARY OF ESTIMATED OPERATIONAL BUDGET 2012 FOR IMPLEMENTATION BY EAHC, DG SANCO AND DG JUST (IN EUR)

	EAHC	DG SANCO	DG JUST	JRC	TOTAL
Service contracts	6 013 000	4 300 000	345 000	192 000	10 850 000
Grants	9 450 000	350 000	0	0	9 800 000
Indemnities to committee members	0	440 000	0	0	440 000
TOTAL	15 463 000	5 090 000	345 000	192 000	21 090 000