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THE EUROPEAN COMMISSION

**COMMISSION DECISION  
C(2010)9023**

**of 16 December 2010**

**concerning the adoption of the annual work programme in the area of consumer policy  
for 2011**

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**concerning the adoption of the annual work programme in the area of consumer policy  
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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)<sup>1</sup>, 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 Communities<sup>2</sup> (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 Communities<sup>3</sup> (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 58/2003<sup>4</sup>, 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,

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<sup>1</sup> OJ L 404 of 30.12.2006, p. 39

<sup>2</sup> OJ L 248, 16.9.2002, p. 1

<sup>3</sup> OJ L 357, 31.12.2002, p. 1

<sup>4</sup> OJ L 369 of 16.12.2004, p. 73

Whereas,

- (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 the Programme, an annual work programme must be adopted for grants.
- (3) The 2011 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 lump sums to cover one or more different categories of eligible costs, or 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 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), the Consumer Financial Programme Committee was consulted and delivered a favourable opinion on the work programme for 2011.
- (9) According to Article 1, points 3 and 4 of 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 2011 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 2011:

- budget line 17 02 02 (Community activities in favour of consumers): maximum amount EUR 20 140 000
- budget line 17 01 04 03 (Expenditure on administrative management): maximum amount EUR 950 000
- budget line 17 01 04 30 (Functioning of the Executive Agency for Health and Consumers): maximum amount EUR 1 660 000

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 draft budget for 2011 after the adoption of the final budget for 2011 by the budgetary authority.

## *Article 3*

Cumulated changes to the allocations to the specific actions not exceeding 20 % of the maximum contribution authorised by this Decision are not considered to be substantial provided that they 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 lump sums or 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 budget necessary for the management in 2011 of the Consumer programme for 2007 – 2013 shall be allocated to the Executive Agency for Health and Consumers under budget line 17 01 04 30.

Done at Brussels,

*For the European Commission*

*Member of the European Commission*

## ANNEX

### **Consumer Policy Annual Work Programme 2011, including budgetary implications and funding criteria for grants**

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## 1. INTRODUCTION

According to the Financial Regulation applicable to the general budget of the European Communities<sup>5</sup>, 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)<sup>6</sup>, 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 and lump sum 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 2011.

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 2007 to 31 December 2013. The total budget allocation for 2011 for EU 27 is **EUR 21.09 million**<sup>7</sup>.

In 2011, the Commission and 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. Calls for offers and calls for proposals and all relevant information will be published on the EAHC website<sup>8</sup> as well as on the Consumers Affairs website on Europa<sup>9</sup>.

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<sup>5</sup> 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).

<sup>6</sup> OJ L 404 of 30.12.2006 p. 39

<sup>7</sup> TBC depending upon EP decision on PDB 2011

<sup>8</sup> <http://ec.europa.eu/eahc/>

<sup>9</sup> <http://ec.europa.eu/consumers/>

## 2. PROGRAMMING

A total budget of EUR 21.09 million will be available for 2011 for the budget lines 17 02 02 and 17 01 04 03, provided that it will be approved by the budgetary authority.

Budget line	
17 02 02 – Community activities in favour of consumers	€ 20 140 000
17 01 04 03 – Expenditure on administrative management	€950 000
<b>TOTAL</b>	<b>€ 21 090 000</b>

The 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 Europa<sup>10</sup>, communication activities and other current expenditure supporting the implementation of the objectives of the programme. The Commission will remain responsible for the implementation of this budget line.

A budget of EUR 1 660 000 will be available for the budget line 17 01 04 30 (administrative budget for the functioning of the Agency for Health and Consumers EAHC), provided that it will be approved by the budgetary authority.

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 479 000 for budget line 17 02 02,
- EUR 22 600 for budget line 17 01 04 03,
- EUR 39 500 for budget line 17 01 04 30.

### 2.1. Indicative amounts

The amounts indicated in the following chapters are indicative. Some variations of +/- 20% are possible under each objective.

## 3. ACTIONS

### 3.1. **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 8.85 million**. Grants under Objective 1 will be covered by grant agreements.

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<sup>10</sup> <http://ec.europa.eu/consumers>

### 3.1.1. *Improved evidence basis (Actions 1 and 2 of Decision 1926/2006)*

At this stage of analysis, the estimated total amount for 2011 is **EUR 4.94 million**.

The Commission's Directorate General for Health and Consumers (DG SANCO) will, in line with its data strategy, continue its efforts to upgrade the content, quality and dissemination of its evidence base of statistics and other qualitative and quantitative data relating to consumers and their concerns. In particular it will work on the development of a better understanding towards market outcomes for consumers. The development of such statistical and economic data will help to identify if and where consumer policy action is required and help correctly prioritise action for achieving specific policy aims. It should also contribute to the better integration of consumer concerns, particularly in the context of the current financial crisis, into other EU policies.

Among others, this amount will be dedicated to:

#### 3.1.1.1. Implementation by the Agency EAHC

##### **a) Market monitoring studies and surveys, for example on consumer conditions, prices, satisfaction and consumer behaviour**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contracts in the context of the Consumer Markets Scoreboard (SANCO/2009/B1/009,) and related in depth market monitoring studies (SANCO/2009/B1/010)

TIMEFRAME FOR LAUNCH OF PROCEDURES: First and third quarter

##### **b) Behavioural economics studies**

FORM OF FINANCING AND REFERENCES: Procurement – setting up and use of new framework contract

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

#### 3.1.1.2. Implementation by Directorate General SANCO

##### **c) Development of a Commission bank fees comparison website**

FORM OF FINANCING AND REFERENCES: Procurement either through the use of framework contract ESP DESIS II or SANCO/2009/B1/010 or an open call for tender

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

##### **d) Financial contribution to the work of the Financial Services Users Group**

FORM OF FINANCING AND REFERENCES: Payment of indemnities to the members of the group

TIMEFRAME: First and second semester

**e) Eurobarometers to collect data on core trend questions from previous consumer and retailer Eurobarometers**

FORM OF FINANCING AND REFERENCES: Procurement - use of framework contract PO/2007/-01.A04

TIMEFRAME FOR LAUNCH OF PROCEDURES: First semester

**f) Further development and maintenance of an IT tool on classifying and reporting consumer complaints and a database for the consumer markets Scoreboard**

FORM OF FINANCING AND REFERENCES: Procurement - use of IT framework contracts DI/5710, DI/5716, DI/5719

TIMEFRAME FOR LAUNCH OF PROCEDURES: Second and fourth quarter

3.1.1.3. Implementation by Directorate General JUST

**g) Follow-up study on consumer problems and the legal situation regarding digital content services**

FORM OF FINANCING AND REFERENCES: Procurement – negotiated procedure

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

**h) Maintenance of the compendium database on the Consumer Acquis**

FORM OF FINANCING AND REFERENCES: Procurement - use of framework contract SANCO/2007/B2/011

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

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

The estimated total amount to be financed from the Consumer policy budget line for 2011 is approximately **EUR 330 000**.

Implementation by Directorate General SANCO

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.

FORM OF FINANCING AND REFERENCES: Payment of indemnities of the committee members, external experts, associate members and rapporteurs

TIMEFRAME: First semester

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

The estimated total amount for 2011 is **EUR 230 000** and is allocated to:

Implementation by Directorate General SANCO

**a) Evidence base in support of a green paper on the safety of certain consumer services**

FORM OF FINANCING AND REFERENCES: Procurement – open call for tender

TIMEFRAME FOR LAUNCH OF PROCEDURE: 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 Hungarian Presidency during the first semester and the Polish Presidency during the second semester. The programmes of these events will be subject to acceptance of the proposals by Directorate General SANCO.**

FORM OF FINANCING AND REFERENCES:

Grants - 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.

TIMEFRAME FOR LAUNCH OF PROCEDURES: First semester: HU presidency.  
Second semester: PO presidency

**3.1.4. Financial contributions to the functioning of European consumer organisations (Actions 5 and 6 of Decision No 1926/2006)**

The estimated amount for both actions is **EUR 2.65 million**.

Implementation by the Agency EAHC

**a) Financial support for annual activities of European consumer organisations (Action 5 of Dec. 1926/2006)**

FORM OF FINANCING AND REFERENCES: Specific grant. – use of Framework partnership agreement EAHC-2010-CP-OG-ACTION-5 and signature of specific grant agreement. 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.

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

- b) Financial support for annual activities of European consumer organisations representing consumer interests in the development of standards for products and services at Community level (Action 6 of Dec. 1926/2006).**

FORM OF FINANCING AND REFERENCES: Specific grant. – use of Framework partnership agreement EAHC-2010-CP-OG-ACTION-6 and signature of specific grant agreement. 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.

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

- 3.1.5. 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)**

The estimated amount for this action is **EUR 700 000**.

- 3.1.5.1. Implementation by Directorate General SANCO**

- a) Organisation and implementation of training sessions for professionals of consumer organisations in 2011 (six courses on management, work with administrations, and EC law)**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract SANCO/2007/B1/002

TIMEFRAME FOR LAUNCH OF PROCEDURES: Second and fourth quarter

- 3.1.5.2. Management of new open call for tender by the Agency EAHC**

- b) Organisation and implementation of training sessions for professionals of consumer organisations**

Launch of call for tender to set up a new framework contract for procurement, to be used as from 2012

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

- 3.2. 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 11.29 million**. Grants under Objective 2 will be covered by grant agreements.

### **3.2.1. Enforcement cooperation and redress (Actions 8 and 9 of Decision 1926/2006)**

The estimated amount is **EUR 2 555 000**.

#### **3.2.1.1. Implementation by the Agency EAHC**

##### **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**

#### **FORM OF FINANCING AND REFERENCES:**

Grants – indicative amount EUR 1.3 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.

**TIMEFRAME FOR LAUNCH OF PROCEDURE:** EAHC will invite the Member States by letter to present proposals for such joint actions, during the first semester 2011. This call for proposals will also be published on the EAHC website.

#### **SELECTION AND AWARD CRITERIA:**

##### **1. 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).

In order to ensure the application of operational capacity in relation to the improvement of administrative co-operation among the market surveillance authorities, the joint action participants must be bodies to which Member States have attributed tasks concerning market surveillance or assessment of compliance of products with the GPSD, as appropriate to the area covered in the call for proposals.

## 2. Award criteria (weighting of 100 points)

- 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 (20 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 (15 points).
- Number of Member States participating, above the minimum (15 points).
- Clarity and quality of the objectives, work plan, organisation and description of the results and benefits expected (15 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 Consumer Protection Cooperation Regulation (Regulation (EC) N° 2006/2004), notably Articles 16 and 17, through cooperation between Competent Authorities/Single Liaison Offices**

#### FORM OF FINANCING AND REFERENCES:

Grants – estimated amount: EUR 150 000. Contributions may only be awarded to competent authorities/Single Liaison Offices in the list published in the Official Journal of the European Union as referred to in article 5(2) of the Regulation.

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.

**TIMEFRAME FOR LAUNCH OF PROCEDURE:** EAHC will invite the Member States by letter to present proposals for such joint actions, during the first semester 2011. This call for proposals will also be published on the EAHC website.

#### **SELECTION AND AWARD CRITERIA:**

##### **1. 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.
- Joint action participants must be the most appropriate Competent Authorities/Single Liaison Offices in regard to the area covered by the action.

##### **2. 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 (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 competent authorities/Single liaison Offices taking part to the joint project (20 points).

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

**c) Financial contributions towards travel and subsistence expenses in the form of grants for the exchange of officials of Competent Authorities/Single Liaison Offices in the list published in the Official Journal of the European Union as referred to in article 5(2) 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.**

FORM OF FINANCING AND REFERENCES:

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 €.

TIMEFRAME FOR LAUNCH OF PROCEDURE: EAHC will invite the Member States by letter to present proposals for the exchange of officials, through a call for proposals during the first semester 2011. The call for proposals detailing the selection of the candidates and the award criteria shall be published on the EAHC website.

3.2.1.2. Implementation by Directorate General SANCO

**d) 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.**

FORM OF FINANCING AND REFERENCES:

Grants – estimated amount EUR 150 000. 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 AQSIIQ.

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.

**TIMEFRAME FOR LAUNCH OF PROCEDURE:** DG SANCO will invite the Member States by letter to present proposals for such joint actions, during the first semester 2011. This call for proposals will also be published on DG SANCO's website.

#### **SELECTION AND AWARD CRITERIA:**

##### **1. 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).

In order to ensure the application of operational capacity in relation to the improvement of administrative co-operation among the market surveillance authorities, the joint action participants must be bodies to which Member States have attributed tasks concerning market surveillance or assessment of compliance of products with the GPSD, as appropriate to the area covered in

the call for proposals.

## 2. Award criteria

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

**e) Workshops with the OECD Consumer Cooperation Policy working party on product safety to improve the safety of consumer products on the EU market through enhanced coordination, both between other importing economies and major producers of consumer goods.**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract SANCO/2009/A1/005, estimated total amount EUR 50 000.

TIMEFRAME FOR LAUNCH OF PROCEDURE: First and second semester

**f) Technical assistance for a pilot project on products traceability in the context of the EU-USA High Level Regulatory Forum**

FORM OF FINANCING AND REFERENCES: Procurement – negotiated procedure

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

**g) Evaluation study in view of the revision of the CPC regulation**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract SANCO/2008/01/055

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

**h) Maintenance of existing IT tools: ECC, CPC, RAPEX**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contracts SANCO/2008/B2/017, DI/02390, DI/02454, DI/02850, DI/03130, DI/04550, DI/05210, DI/05650, DI/06350, DIGIT/5270, DIGIT/5370, DIGIT/5710, DIGIT/5711, DIGIT/5714, DIGIT/5715, DIGIT/5716, DIGIT/5717, DIGIT/5719,

DIGIT/5720, DIGIT/5723, DIGIT/5850, DIGIT/5851, DIGIT/6210, DIGIT/6211

TIMEFRAME FOR LAUNCH OF PROCEDURES: Second and third quarter

3.2.1.3. Implementation by Directorate General JUST

**i) Maintenance of existing IT tools: database UCP**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contracts SANCO/2008/B2/017, DI/02390, DI/02454, DI/02850, DI/03130, DI/04550, DI/05210, DI/05650, DI/06350, DIGIT/5270, DIGIT/5370, DIGIT/5710, DIGIT/5711, DIGIT/5714, DIGIT/5715, DIGIT/5716, DIGIT/5717, DIGIT/5719, DIGIT/5720, DIGIT/5723, DIGIT/5850, DIGIT/5851, DIGIT/6210, DIGIT/6211, JLS/B3/2007/05

TIMEFRAME FOR LAUNCH OF PROCEDURES: Second semester

**3.2.2. Information (Action 10 of Decision 1926/2006)**

The estimated total amount is **EUR 5 705 000**.

3.2.2.1. Implementation by the Agency EAHC

**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 2012.**

FORM OF FINANCING AND REFERENCES:

Grants up to 50% of eligible expenditures – estimated amount: EUR 4.5 million. This is a joint action co-financed with the Member States.

Publication of the calls for proposals on the EAHC internet site describing the areas for funding and the procedures for application and approval.

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second quarter

SELECTION AND AWARD CRITERIA:

1. 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

2. The award criteria is defined as follows (weighting of 100 points):

- Quality of the work plan in line with the objectives set out for the European Consumer Centres' Network (40 points). Each project proposal must
  - concern Cross border issues
  - include Promotional activities
  - provide for direct provision of information
  - assist consumers with a complaint
  - assist consumers with a dispute
  - support ADR development
  - participate in Networking with the other centres and provide feedback information to the Commission
- 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) Information campaign about consumer rights in Romania**

FORM OF FINANCING AND REFERENCES: Procurement – launch of open call for tender

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

### 3.2.2.2. Implementation by Directorate General SANCO

#### c) **Ex-ante flash Eurobarometers for the information campaign in Romania**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract PO/2007/-01.A04

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

#### d) **Maintenance of an informatics tool for the ECC-net (“IT tool merged network”)**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contracts DI/5710, DI/5716, DI/5719

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

#### e) **Organisation of the European Consumer Summit**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract SANCO/2009/A1/005, estimated amount EUR 250 000

TIMEFRAME FOR LAUNCH OF PROCEDURE: Second semester

### 3.2.3. *Education (Action 11 of Decision 1926/2006)*

The estimated total amount is **EUR 3.03 million.**

#### 3.2.3.1. Implementation by the Agency EAHC

#### a) **2012/2013 edition of the “Europa Diary” dealing with consumer issues**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract EAHC/2010/CP/01, indicative amount EUR 1.2 million

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

#### b) **Regular updating of the existing interactive consumer education tools (DOLCETA)**

FORM OF FINANCING AND REFERENCES: Procurement – use of new framework contract to be signed in first semester 2011 (call for tender was launched in 2010); estimated amount EUR 950 000

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

#### c) **New DOLCETA module on New Media Technology**

FORM OF FINANCING AND REFERENCES: Procurement – use of new framework contract to be signed in first semester 2011 (call for tender was launched in 2010); estimated amount EUR 800 000

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

3.2.3.2. Implementation by DG SANCO

**d) Evaluation study concerning the consumer policy education projects**

FORM OF FINANCING AND REFERENCES: Procurement – use of framework contract SANCO/2008/01/055

TIMEFRAME FOR LAUNCH OF PROCEDURE: First semester

**3.3. Summary of estimated operational budget 2011 per objective and action**

<b>OBJECTIVE I - To ensure a high level of consumer protection, notably through an improved evidence basis, better consultation and better representation of consumers' interests.</b>	<b>8 850 000</b>
Action 1. Knowledge base economic interest	4 940 000
Action 2. Knowledge base safety	
Action 3. Support for scientific advice	330 000
Action 4. Preparation of legislation	230 000
Action 5. European consumer organisations	1 350 000
Action 6. Community consumer organisations for standardisation	1 300 000
Action 7. Capacity building for consumer organisations.	700 000
<b>OBJECTIVE II - To ensure the effective application of consumer protection rules, in particular through enforcement cooperation, information, education and redress.</b>	<b>11 290 000</b>
Action 8. Joint actions GPSD and CPC	2 555 000
Action 9. Transposition (notably UCP and CPC)	
Action 10. Information, advice and redress	5 705 000
Action 11. Consumer education	3 030 000
<b>TOTAL</b>	<b>20 140 000</b>

**3.4. Summary of estimated operational budget 2011 for implementation by EAHC, DG SANCO and DG JUST**

	EAHC	DG SANCO	DG JUST	<b>TOTAL</b>
Procurement	6 920 000	3 435 000	345 000	10 700 000
Grants	8 750 000	250 000	0	9 000 000
Indemnities to committee members	0	440 000	0	440 000
<b>TOTAL</b>	15 670 000	4 125 000	345 000	<b>20 140 000</b>