

# The implementation of the Recommendation – experiences from Sweden

CCEG, Jan 25. 2013

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The Swedish Consumer Agency

# The Swedish Consumer Agency

- A state agency whose task is to safeguard consumer interests
- About 130 people work at the agency with different types of consumer issues:
  - Safety with regard to goods and services
  - Company advertising and contract conditions
  - Domestic finances
  - Educate and inform the municipalities' consumer advisors

# Konstat

- Webb-based case handling system – municipalities' consumer advisors
- 250 users, representing 229 municipalities
- Answer individual questions, e.g. inform in individual disputes
- 99 200 consumer cases in 2012
  - Consumer complaints: 85 %
  - Enquires: 15 %


# Konstat – new version

- Background
  - Better handling of different kinds of cases
  - The Recommendation
- Development work
  - Started in the spring of 2010
  - Together with a reference group and IT consultant
- Launch date: January 1. 2012

# Konstat – development work focus

- User perspective
- Information
- Education
- The technical solution
- Teamwork with different competencies
- Registration and reporting
  - Adjustments to the contents of the Recommendation

# Konstat - registration and reporting



[Hjälp](#)

Dagens datum: 2012-12-20  
 Inloggad: Ulrika Mollstedt -  
 Admin: Stockholms stad

[Ärenden](#)
[Rapporter](#)
[Om Konstat](#)
[Administration](#)

Nytt ärende – Rådgivning
Ärendenr 153567
[Hjälp](#)

**Kontaktdatum \***  
2012-12-20

**Kommun \***  
Stockholms stad

**Kontaktsätt \***  
Telefon

**Kön**  
Välj kön

[Avvisa](#)

**Ärendetyp \***

Klagomål
  Förfrågan
  Vardagsekonomi

**Partsförhållande \***  
Konsument (K – NI)

**Typ av vara/tjänst \***  
Välj typ av vara/tjänst

**Specificerad vara/tjänst \***  
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**Typ av klagomål/förfrågan**  
Välj typ av klagomål/förfrågan

**Försäljningsmetod \***  
Välj försäljningsmetod

**Näringsidkarens land \***  
Sverige

**Näringsidkare**

**Bevakning** (Håll ner Ctrl för att välja flera)


Miljö

**Anteckning**

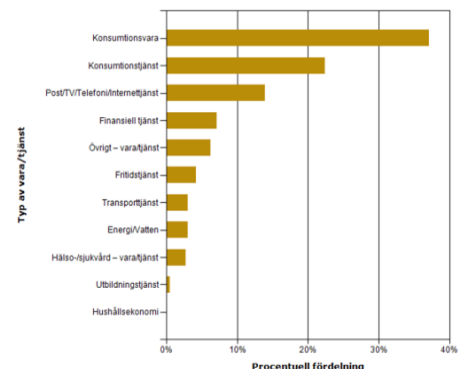
**Tid (minuter)**

[Spara/Nytt – Rådgivning](#)
[Spara](#)
[Avbryt](#)

Konsument  
verket – KO



**Ärenden per typ av vara/tjänst – Rådgivning**



Typ av vara/tjänst	Procentuell fördelning
Konsumtionsvara	~38%
Konsumtionstjänst	~22%
Post/TV/telefon/internetjänst	~15%
Finansiell tjänst	~8%
Övrigt – vara/tjänst	~7%
Fritidstjänst	~5%
Transporttjänst	~4%
Energi/vatten	~3%
Hälsa/hjuktård – vara/tjänst	~2%
Utbildningstjänst	~1%
Hushållsekonomi	~0.5%

# Konstat in use – experiences

Follow-up during 2012 of:

- user opinions
- user questions, most on the categories
- the statistics
- Dialogue with DG SANCO
- Adjustments in Konstat
  - technical
  - user guidelines
- Information to the users

## Konstat – lessons learned

It is a challenge to get the users of one case handling system think alike when registering consumer cases.

In order to see trends and tendencies in the statistics, the users need a common ground.

The users need to know what and how to register and the information technology tool is there to support their work.



# Some challenges on a European level

- Clear guidelines are crucial
- Categories and guidelines should:
  - suit different kinds of organizations
  - suit different aspects of the member states
  - be able to be adapted to future changes in markets and the way consumers act
- The exchange of information between member states and DG SANCO

# Thank you!

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