



## ODR EXPERT GROUP MEETING – 19 April 2013

Albert Borschette Meeting Centre (Room AB-3D)

36, Rue Froissart, 1040 Brussels

### PROGRAMME

1. **FRONT OFFICE – NATIONAL ODR SYSTEMS** [10h00 - 11h30]
  - Presentation of the front-office of the Belgian ODR System Belmed (*Mboloko Alain Ikolo, Ministère de l'Economie*)
  - Presentation of the front-office of the Dutch ODR System e-SGC (*Robin Perik, De Geschillencommissie*)
  - Presentation of the front-office of the Icelandic ODR System (*Tryggvi Axelsson, Consumer Agency*)
  
2. **FRONT OFFICE – ODR PLATFORM** [11h30 - 12h30]\*
  - Presentation of a prototype of the front-office of the ODR platform (*Rebecca Vanhecke/Caroline Fabre, DG SANCO, "Information systems" team*)
  
3. **DISCUSSION ON FRONT OFFICE** [14h00 – 15h00]
  
4. **BACK OFFICE – NATIONAL ODR SYSTEMS** [15h00 – 16h15]
  - Presentation of the back-office of the Belgian ODR System Belmed (*Mboloko Alain Ikolo, Ministère de l'Economie*)
  - Presentation of the back-office of the Dutch ODR System e-SGC (*Robin Perik, De Geschillencommissie*)
  - Presentation of the back-office of the Icelandic ODR System (*Tryggvi Axelsson, Consumer Agency*)

**5. PRELIMINARY DISCUSSION ON BACK OFFICE** [16h15 - 16h45]

**6. CONCLUSIONS AND PREPARATION OF NEXT MEETING** [16h45 - 17h00]

*\* The lunch break will take place between 12h30 and 14h00.*