



ODR EXPERT GROUP MEETING – 1 March 2013

Albert Borschette Meeting Centre (Room AB-4A)

36, Rue Froissart, 1040 Brussels

PROGRAMME

1. **INTRODUCTION** [10h00 - 10h30]
 - Regulation on consumer ODR: state of play of the legislative process (*Cristina Russo, DG SANCO, Head of Unit "Financial Services and Redress"*)
 - Mandate of the ODR expert group (*C. Russo*)
 - Timetable and structure of the ODR expert group meetings (*Philippe Loopuyt, DG SANCO, Head of Unit "Information systems"*)

2. **PRESENTATION OF THE ODR EXPERTS** [10h30 - 10h45]

(*Tour de table*)

3. **MAIN ELEMENTS OF THE ODR REGULATION** [10h45 – 12h30]*

(*Susanne Richter/Claudia Consoli, DG SANCO, "Financial Services and Redress" team*)

4. **ODR PLATFORM: FUNCTIONS AND WORKFLOWS** [14h00 – 16h45]

(*Rebecca Vanhecke/Caroline Fabre, DG SANCO, "Information systems" team*)

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

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

BACKGROUND

In November 2011, the European Commission proposed a legislative package on alternative and online dispute resolution consisting of:

- A Directive on alternative dispute resolution for consumer disputes (Directive on consumer ADR)¹;
- A Regulation on online dispute resolution for consumer disputes (Regulation on consumer ODR)²;
- A Communication on Alternative Dispute Resolution for consumer disputes in the Single Market³.

The Regulation on consumer ODR, which is expected to be formally adopted later this year, foresees the establishment of a European platform for the online dispute resolution of consumer disputes ('ODR platform'). Significant changes to the original Commission's proposal were agreed upon during the inter-institutional negotiations, in particular with regard to the scope and functioning of the ODR platform. These changes will be presented during the meetings of the ODR Expert Group.

The ODR Expert Group is a group of national experts in online dispute resolution, which has been set up in order to assist the Commission (DG SANCO) in the development of the ODR platform. The group met four times in 2012.

A new series of meetings is scheduled to take place in 2013 (see schedule below). The purpose of these meetings is to pursue technical discussions on the development and testing of the ODR platform, with a view to its full operation by the end of 2015.

TIMETABLE – ODR EXPERT GROUP MEETINGS (2013)

Date	Subject
1 March	<ul style="list-style-type: none">▪ Presentation of the main elements of the ODR Regulation▪ Overview of the expected functionalities of the ODR platform
19 April	<ul style="list-style-type: none">▪ Technical discussion on "Front Office"
14 May	<ul style="list-style-type: none">▪ Technical discussion on "Back Office"
26 June	<ul style="list-style-type: none">▪ Technical discussion on "Front Office"
27 September	<ul style="list-style-type: none">▪ Technical discussion on "Back Office"
28 October	<ul style="list-style-type: none">▪ Technical discussion on "Interoperability"
20 November	<ul style="list-style-type: none">▪ Any other outstanding issues - Conclusions

¹ http://ec.europa.eu/consumers/redress_cons/docs/directive_adr_en.pdf

² http://ec.europa.eu/consumers/redress_cons/docs/odr_regulation_en.pdf

³ http://ec.europa.eu/consumers/redress_cons/docs/communication_adr_en.pdf