



BEUC's Views on the Future of the Horizontal Evaluations

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Evaluating the Performance of SGEI

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BEUC



- ✓ Represents Consumer Interests towards the EU Institutions since 1962
- ✓ 40 Members from 29 Countries
- ✓ Funded by Members and European Commission



BEUC



- ✓ Polish Consumer Federation National Council
- ✓ Association of Polish Consumers – SKP
- ✓ Altroconsumo (Italy)
- ✓ Organización de Consumidores y Usuarios – OCU (Spain)
- ✓ Forbrugerradet (Denmark)
- ✓ VZBV (Germany)
- ✓ Which? (UK)
- ✓ Test Achats (Belgium)
- ✓ UFC - Que Choisir (France)
- ✓ National Association for Consumer Protection in Hungary - NACPH
- ✓ Sdruzeni obrany spotřebitelu Ceske republiky (Czech Republic)
- ✓ Zveza Potrošnikov Slovenije – ZPS (Slovenia)
- ✓ Consumentenbond (NL)



Future of Horizontal Evaluations ^{****}*beuc*

Current Analysis: Overview of Trends per Sector



Future Analysis:

- Enlarge Scope of Analysis
- Change Focus of Analysis:
 - the Provision of Universal Service,
 - the Strength and Functioning of Regulators
 - the Views of and Effects on Consumers

Enlarge Scope of Analysis



- ✓ Starting point: Public Service View:
 - Guarantee Access to Services needed to Participate in Society

- ✓ E.g. Financial Services: Basic Bank Account and Basic Insurance

- ✓ Defining Services:
 - Evolving Concept
 - Community Level: Principles
 - Member States: Implementation
 - Proper Monitoring from Independent National Regulatory Authorities

Change the Focus of the Analysis



Definition of the Universal Service:

- A. *Universal service is a concept developed by the Community institutions. It refers to the set of general interest demands to which services such as telecommunications and the mail should be subject throughout the Community. The aim is to ensure that all users have access to **quality** services at an **affordable price***

(Glossary of European Commission)



Change the Focus of the Analysis

B. Universal service must meet consumers' expectations as regards to:

Access

Fairness

Choice

Prevention

Transparency

Independence

Quality

Representation

Safety

Redress

Security

(European Consumer Consultative Group)

Change the Focus of the Analysis

Look at Market Participants:

Strength and Functioning of Regulators

- ✓ Present in all Network Industries
- ✓ Crucial in Financial Industry
- ✓ Analyze their Role, Functioning and Powers

Views of and Effects on Consumers

- ✓ Analyse the Problems Consumers Face
- ✓ Take account of Specificities of Consumer Organisations
- ✓ Establish Dialogue between Regulators and Consumers



Satisfaction of basic needs



Safety



Information



Choice

Consumer Rights



Representation



Redress



Consumer education



Healthy environment



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