STANDARD SUMMARY PROJECT FICHE – TRANSITION FACILITY

1. Basic Information
1.1 CRIS Number: CZ 2004/006-237/01.01
1.2 Title: Improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection
1.3 Sector: Political Criteria
1.4 Location: Czech Republic

2. Objectives
2.1 Overall objective(s)
to achieve stability of institutions guaranteeing democracy, the rule of law, human rights and respect for and protection of minorities;
to promote the acquis in the field of consumer protection.

2.2 Project purpose
To increase the ability of Czech consumer organizations to effectively protect consumer interests in the internal market.

2.3 Justification
Comprehensive Monitoring Report 2003
„The acceding countries need to effectively enforce the acquis through appropriate judicial and administrative systems, including market surveillance and a role for consumer organisations“.
“Consumer organisations should participate more actively in the creation and observation of product safety standards and in raising awareness of consumers' rights”.

3. Description
3.1 Background and justification
Since 1st May 2004 the Czech Republic will become a new Member state of the European Union. In order to complete preparations for membership, the Czech Republic needs to improve the market surveillance to ensure the proper enforcement of legislation on safety and non-safety related measures including strengthening the administrative capacity and structures. One of the main key players in the area of consumer protection are consumer organisations that have a valuable and essential role in creating an effective, transparent and functioning market economy.
Specifically, consumer organisations have a role:
- in providing information and education to consumers and improving citizens involvement in protection of their rights;
- carrying out market surveillance and assessment goods, services and the effective functioning of institutions, laws and guidelines aimed to protect consumers;
- ensure that the views of consumers, particularly those most disadvantaged, are heard and taken on board by policy and decision makers;
- balance the voice of business

In the acceding countries the consumer organizations need more support in order they could help reach the same high levels of consumer protection and consumer safety as exist in the European Community. Nowadays in the area of consumer policy two basic documents create the framework for consumer protection on the European and national level. On the European level it is Consumer Policy Strategy 2002-2006, issued in May 2002, and on the national level it is Concept of Consumer Policy for the years 2001-2005, issued by MoIT in 2000.

Consumer Protection on the European Level
Consumer Policy Strategy provides the Commission’s strategy for consumer policy at the European level over the five years (2002-2006). It sets out three mid-term objectives:
Objective 1: “A high common level of consumer protection”.
Objective 2: “Effective enforcement of consumer protection rules”.
Objective 3: “Involvement of consumer organisations in EU policies”.
The Commission stresses that the benefits of a common level of protection can not be reaped fully, if consumer organisations are not strong enough to play their role by providing policy makers with policy
input, evidence of problems and by helping to enforce rules through market surveillance. Especially under Objective 3 the Commission announces specific actions to be taken in the area of consultation requirements (the current challenge for consumer organisations is to have the opportunity and the capacity to make an input into wider EU initiatives), standardisation work (the participation of consumers in the European standardisation is still insufficient), consumer information and education, support and capacity building of consumer organisations.

The Commission invites all interested parties to support the overall approach and the three objectives in particular. The Commission also invites them to foster the adoption of the measures proposed and to support their implementation.

**Consumer Protection on the National Level**

The goals of the Czech Republic’s consumer policy are to protect the citizens’ lives, health and economic interests, contribute to the protection of its internal market from fraud, develop activities of non-governmental consumer organizations, improve the citizens’ awareness of their rights when purchasing goods and services, and of the ways of enforcing their economic interests on the market, contribute towards the achievement of compatibility of CR’s domestic market with EU’s internal market, by the reference date of CR’s accession to the EU and participate in the generation of confidence in the electronics market and in its further enhancement.

The Concept of Consumer Policy states in relation to education, questions of consumer rights and awareness and sustainable development that it will become incorporated into the curricula of primary and secondary schools within the context of natural science subjects, language and civics courses through examples, exercises, model information. In terms of consumer organizations the main political goals concerning collaboration with consumer organizations are strengthening their influence and expanding their membership.

In the Czech Republic the co-ordinator of consumer policy and organiser of co-operation between individual state administration authorities and civic consumer organisations is the Ministry of Industry and Trade (MoIT). Consumer organizations are represented in the Consumer Advisory Committee, which advises the MoIT. The number of active CSOs has increased and now covers broader area but should participate more actively.

In terms of funding, the total sum, earmarked by the state budget for the assistance of consumer organizations in the sphere of consumer policy nowadays represent around 18 million CZK per year (approx. MEUR 0.6).

**The present situation**

The EC Comprehensive Monitoring Report, issued in November 2003, states under Chapter 23 that consumer organisations in the Czech Republic should participate more actively in the creation and observation of product safety and in the raising awareness of consumers’ rights.

All these aspects have brought together the Ministry of Industry and Trade (MoIT) and Civil Society Development Foundation (NROS) to submit this project aimed at improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection. The cooperation of Czech state authority represented by the MoIT and NROS as a representative of Czech non-profit sector on the other hand represents a synergy put into this project and guarantee that common effort of state and non-governmental sectors to achieve the ability of Czech consumer organizations to effectively protect consumer interests in the Czech market bring consumer organization’s products and services close to the standards as exist in the European Community, which finally resulted in the benefits for all consumers in the CR.

3.2 Linked activities

*Project Phare 2003 [CZ2003/004-338.02.01]* that contains seminars for CSOs concerning pro-active campaigns in general product safety. The project is under responsibility of MoIT.

The activities are also indirectly linked to Project under responsibility of NROS: *Project CZ 00.02.01 Civil Society Development / Support to Roma Integration Initiatives (MEUR 3)*, which aims at supporting information and training activities for CSOs and project grant activities, and provides a special emphasis on CSOs’ activities in the field of the further integration of the Roma community into Czech society, supporting training/education, legal assistance and social integration projects.

*Project CZ 0011 Strengthening CSOs for aquis implementation (MEUR 1.67)*, which aims at the
consolidation and further development of democratic practises and the rule of law, strengthening the institutional capacity of non-governmental organizations and social partners at all levels and supporting the inclusion and participation of individuals or groups who risk being socially, economically or politically marginalised.

Project CZ 01-02-01 Strengthening of Civil Society Organizations in the Czech Republic (MEUR 3), which aims at strengthening the development of a civil society and a sustainable non-profit sector in the Czech Republic, and at promoting the development of democracy on a local, regional and national level with special support to disadvantaged groups and to fighting discrimination.

Project CZ2002/000-282.02.02 Fight Against Marginalisation of Senior Citizens (MEUR 1), which aims at improving the active participation and involvement of pensioners and senior citizens in the Czech Republic.

Project CZ2002/000-282.02.01 Long-term Sustainability of Civil Society Development (MEUR 2), which aims at ensuring the sufficient capacity of CSOs to acquire funds by attracting potential contributors.

Project CZ2002/000-282.02.03 Rehabilitation of Flooded Areas - Support to Assisting CSOs (MEUR 1), which aims at supporting Civil Society Organisations who strive to improve the living conditions of inhabitants of the areas affected by the floods of August 2002.

Project CZ2003/004-338.01.01 Improvement of long term opportunities for Roma (MEUR 1), which aims at providing employment opportunities and requalification courses for Roma, including assistance for those who have become requalified, as well as establishing community and / or social field workers and improving access to education and housing, particularly among those experiencing serious exclusion.

3.3 Results

• Consumer advisory and information centres further developed;
• Integrated methodological aids covering the issues of consumer protection on primary and secondary schools prepared; educational actions thematically focused at consumer protection implemented;
• Consumer periodicals and prints issued, information disseminated via Internet, awareness of consumer rights raised, product and knowledge comparative testing results publicised within protection against the dangerous products placed on the market;
• Consumer organisations activities supported at their integration in the region development programmes and in programmes of auto-regulation enforcement in the area of commercial connections and consumer protection, consumer organizations involved into the creation and observation of product safety standards;
• Civil consumer organisations further involved into international standardization process; consumer organizations integrated into European consumer structures.

3.4 Activities

Grant scheme
The project will be implemented by the means of grant scheme. The procurement will strictly follow the PPD PRAG and Manual of Procedures prepared by NROS during EDIS audit. On the basis of Project fiche NROS will prepare Guidelines for Grant Applicants that contain the description of objective, priority, eligibility of applicants, projects, actions, costs, and evaluation criteria. The description of each follows:

Objective of the programme
To promote the aquis in the field of consumer protection

Priority of the programme
To increase the ability of Czech consumer organizations to effectively protect consumer interests in the internal market

Eligibility of applicants
Applicants must be civil society organisations with status of:
- Civil Association,
- Public Benefit Corporation,
- Church Institutions,
Applicants must use a double-entry book-keeping system, publish annual reports and their mission anchored in their statutes must reflect consumer protection.

Eligibility of projects:
Size: There are no restrictions on the total costs. However, the grant applied for must fall within the
minimum 30,000 € and maximum 50,000 €. In addition, no grant may exceed 90% of the total eligible costs of the project. The balance must be financed from the applicant's or partners' own resources, or from sources other than the European Community budget.

Duration: The duration of a project may not exceed 12 months.

Location: Actions must take place in the Czech Republic.

Number of proposals and grants per applicant: An applicant may submit more than one proposal. An applicant may be awarded more than one grant under one call for proposals.

Eligibility of Actions
- Development of consumer advisory and information centres including institutional safeguarding of extra-judicial consumer disputes settlement;
- Preparation of integrated methodological aids covering the issue of consumer protection on primary and secondary schools, implementation of educational actions thematically focused at consumer protection;
- Raising awareness of consumer rights, editing of consumer periodicals and prints, information dissemination via Internet, publication of product and knowledge comparative testing results within protection against the dangerous products placed on the market;
- Support of consumer organizations activities at their integration in regional development programmes and in programmes of auto-regulation enforcement in the area of commercial connections and consumer protection, support to activities that shall increase the participation of applicant in the creation and observation of product safety standards;
- Involvement of civil consumer organizations into international standardization process, integration of consumer organizations into European consumer structures.

Eligibility of costs
The eligibility of costs is determined by standard Guidelines for Grant Applicants, part. 2.1.4

The Evaluation criteria for project selection
Qualitative: benefits for society, expected benefits for consumers, the continuity of activities, clearly described outputs and outcomes, sustainability of results achieved;
Quantitative: the kind and thematic of information provided, the number of periodicals and prints issued, the number of participants in education events, the presumed cases of extra-judicial consumer disputes settlements, running hours, expected visits of advisory centres;
Economic: clear and detailed budget, to what extent the proposed expenditures are necessary for the implementation of the project with relation to the social benefits.

These criteria will be involved in the evaluation grids E10 that will be published within the Guidelines for grant applicants together with call for proposals.

Schedule for call for proposals
The call for proposals will be launched, twice in 2004 and 2005, after the Commission Decision is notified. Each CIP represents approx. half of the total allocation, ie. 600.000 eur. If an insufficient number of well qualified proposals is submitted in the first launched CIP, the funds will be saved for the second CIP launched in 2005. Each call for proposals is published for 60 days, after the deadline the submitted proposals will be assessed by external assessors and reviewed by the Evaluation Committee.

Assessors and Evaluation Committee members
The assessors will be selected on the basis of submitted CVs, the members of the Evaluation Committee will be chosen on the personal basis. Representatives of MoIT, responsible for coordinating consumer policy in CR, will be involved both among the assessors and the Evaluation Committee members. The PAO will give the final approval of the project list prepared by the Evaluation Committee. The project selection procedure will follow the PPD PRAG and Manual of Procedure, part K. Procurement.

Projects implementation and monitoring
After beneficiaries are selected, NROS will sign standard grant contract with each beneficiary and will ensure all projects are implemented and monitored as described in NROS Manual of Procedures, Part M.
Monitoring and Evaluation. The implementation of projects will be monitored partly by the obligatory
drawing up of interim and final reports. Additionally, NROS will administer and perform on-the-spot
monitoring of CSOs which obtained a grant. The timetable for drawing up and handing in interim and final
reports will be laid down by the grant contract concluded with the beneficiary. On-the-spot monitoring
visits will be performed and effected with regard to the drawing up of interim and final reports and flexibly
respond to the activities carried out by the beneficiary. Based on the duration of the project, NROS will
designate merely the minimum number of monitoring visits, at least two. An on-the-spot monitoring
record, with a predetermined structure, will be made out by the person appointed by NROS. The project
monitoring reports will be filled in project dossier. The continues outputs will be summarised in
Monitoring Reports and presented to the Joint Monitoring Committee every half year

NROS will also ensure that Beneficiary organises a final audit for each project, i.e. even when the project
is less than 100 000 €;
NROS will provide Monitoring reports related to the programme to the DEC and the CFA every half year
or by request;
NROS will maintain the project database; ensure input of all relevant information and indicators from
projects.

Management and Operating cost of NROS (maximum of 7% of the allocation)
NROS ensures the management of the entire project. Management and operational costs for the running of
NROS in relation to the running and implementation of the programme according to the PPD PRAG; for
co-ordination of projects selection, monitoring and evaluation and for implementation of relevant activities
– including staff; travel, publicity, IT, translations, rent; telephone, travel, WWW, internet, post, repairs
and maintenance, and security; 7% of the allocation, ie 84 000 €.

Assessors (max 0,5% of the allocation)
A maximum 0,5 % of the total allocation (i.e. 6000 €) may be used to cover costs of Assessors/Evaluation
Committee/experts responsible for appraising grant applications. Assessors and EC members are selected
in accordance with the PPD PRAG.

NROS shall ensure a maximum level of EU credit and visibility - particularly through its grantees, which
are contractually bound in this regard. The Visual Identity Guidelines will be adhered to by NROS and all
grant beneficiaries. The grant scheme will be publicised as widely as possible, the responsibility for this
task resting with the Implementing Agency.

3.5 Lessons learned
All conclusions and recommendations of previous Interim Evaluations and Monitoring and Assessment
Reports on previous Phare projects implemented by NROS will be considered and taken into account.

4. Institutional Framework

The project will be implemented by the Civil Society Development Foundation (NROS). NROS is both an
independent Czech Foundation (with a 9-person Board of Directors, which is the decision-making body
with regard to Foundation activities, and a 3-person Supervisory Board), and the Implementing Agency for
EU programmes at the same time.

NROS was established in 1993, acting as local management unit for the administration of Phare
programmes support to civil society development (both National and Multi-Country Programmes). NROS
has acted, since its establishment, as a source of major support to the overall advancement of the non-profit
sector in the Czech Republic, primarily as a resource and information centre supporting enhanced
professional standards and capacities for CSOs, plus as a grant provider to co-finance specific CSO
activities in selected sectors. From 1993 to year 2002 the NROS evaluated around 7,300 applications, of
which it supported almost 2,700 projects with grants totalling more than CZK 700 million (MEUR 23,3).

Assessors and EC members will be selected in accordance with the PPD PRAG and must be approved on
the basis of their submitted standard CVs. The Evaluation Committee will recommend the final list of
projects to be financed as part of the Evaluation Report. The Evaluation Report will be submitted to the
NROS, which must decide whether it accepts. The PAO will have the final approval.

All monitoring reports relevant to the implementation of the current Programme will be made widely
available.
5. Detailed Budget (M€)

<table>
<thead>
<tr>
<th>Project Components</th>
<th>Transition Facility</th>
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<tbody>
<tr>
<td></td>
<td>Investment Support</td>
<td>Institution Building</td>
<td>Total TF (=I+IB)</td>
<td>*Final Beneficiary Co-financing</td>
</tr>
<tr>
<td>Grant scheme</td>
<td>1,110</td>
<td>1,110</td>
<td>0,120</td>
<td>1,230</td>
</tr>
<tr>
<td>Management and Operating Costs (7%) plus further up to 0,5% support for assessors/EC members</td>
<td>0,090</td>
<td>0,090</td>
<td>0,090</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>1,200</td>
<td>1,200</td>
<td>0,120</td>
<td>1,320</td>
</tr>
</tbody>
</table>

* min. 10% of co-financing by final beneficiary. There will be parallel co-financing

6. Implementation Arrangements

6.1 Implementing Agency
This Programme shall be managed by the Implementing Agency: Civil Society Development Foundation (NROS). NROS together with the remaining 4 Implementing Agencies in the Czech Republic asks for EDIS accreditation. In December 2003 the NAO confirmed that NROS fulfilled the minimum criteria and conditions for decentralized management as set out in Council Regulation No 1266/99, and requested the waiver of ex-ante approval by submitting EDIS application. The implementation of this project will be carried out on the basis of Financing Agreement between the NF and the IA.

The Contact Person is Ms Hana Šilhánová, NROS Director, who acts as PAO, Programme Authorising Officer. The address is Civil Society Development Foundation (NROS), Jelení 15/196, 118 00 Prague 1, Czech Republic, tel: +420-2-3335 6173 / 1831 / 0021, fax: +420-2-3335 4708, e-mail: nros@nros.cz.

6.2 Twinning
n.a.

6.3 Non-standard aspects
n.a.

6.4 Contracts
Grant scheme (2 CfPs): 1,110 M €

7. Implementation Schedule

7.1 Start of tendering 1st call for proposals 3Q/04
7.2 Start of project activity 1Q/05
7.3 Project Completion 2Q/06

7.1 Start of tendering/ 2nd call for proposals 3Q/05
7.2 Start of project activity 1Q/06
7.3 Project Completion 2Q/07

8. Sustainability

On the level of NROS as Implementing Agency
Compliance Assessment Report about NROS capacity to implement Phare under the EDIS, prepared by PricewaterhouseCoopers as the first draft on November 2003, notes that the auditors have been impressed by the knowledge and experience of the NROS staff pertaining to the PHARE project cycle management in its rules and procedures. The report marks NROS staff as very capable and dedicated to the activities, which relate to its core activities of awarding of grant. In terms of financial resources, the needed sources for maintain the administrative functions are ensured by using the 7% of the allocation for management and operation costs of NROS. The 7% of the allocation enables to assign the adequate number of staff needed for implementation of the project.
On the level of particular grant beneficiary
An evaluation of the quality of proposals submitted by the beneficiaries, including the proposed budget, will be carried out in accordance with the evaluation criteria set out in the Evaluation Grid (E10). There are two types of evaluation criteria: selection and award criteria.

The selection criteria are intended to help evaluate the applicants’ financial and operational capacity to ensure that they:

- have stable and sufficient sources of finance to maintain their activity throughout the period during which the action is being carried out and to participate in its funding;
- have the professional competencies and qualifications required to successfully complete the proposed project. This also applies to any partners of the applicant.

These selection criteria ensure the selection of the beneficiary with capacity strong enough to maintain the administrative function.

9. Conditionality and Sequencing

- Grantee organisations are required to provide co-financing from other sources in the amount of 10% of project costs.
- NROS gains EDIS accreditation by the accession in order to implement the project under the system of ex-post control;

ANNEXES TO PROJECT FICHE

1. Logframe Planning Matrix
2. Detailed implementation chart
3. Contracting and disbursement schedule
### LOGFRAME PLANNING MATRIX

**Project title:** Improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection

**Beneficiary institution:** Civil Society Development Foundation (NROS)

<table>
<thead>
<tr>
<th>Programme number: CZ TF 2004</th>
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<tbody>
<tr>
<td>Total budget: 1,320 M€</td>
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<tr>
<td>TF budget: 1,200 M€</td>
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</table>

#### Overall objective

- To achieve stability of institutions guaranteeing democracy, the rule of law, human rights and respect for and protection of minorities;
- To promote the aquis in the field of consumer protection.

<table>
<thead>
<tr>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adequate services to consumers provided to implement the aquis fully</td>
<td>EC Reports for the Council and the European Parliament monitoring the further progress as to the adoption, implementation and enforcement of the aquis by the CR.</td>
</tr>
</tbody>
</table>

#### Project purpose

- To increase the ability of Czech consumer organizations to effectively protect consumer interests in the internal market.

<table>
<thead>
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<th>Objectively verifiable indicators</th>
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<th>Assumptions</th>
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</thead>
<tbody>
<tr>
<td>Approx. 24 consumer organizations projects supported in (8 in 2004, 8 in 2005 and 8 consumer CSOs awarded in 2006) in order they could reach the results and OVIs below.</td>
<td>TF Monitoring and Evaluation Reports.</td>
<td>Synergy and co-operation with twinning project of MoIT aimed at strengthening of administrative capacity of consumer organisations in the CR.</td>
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</tbody>
</table>

#### Results

- Consumer advisory and information centres further developed;
- Integrated methodological aids covering the issues of consumer protection on primary and secondary schools prepared; educational actions thematically focused at consumer protection implemented;
- Consumer periodicals and prints issued, information disseminated via Internet, awareness of consumer rights raised, product and knowledge comparative testing results publicised within protection against the dangerous products placed on the market, consumer organizations involved into the creation and observation of product safety standards;
- Consumer organizations activities supported at their integration in the region development programmes and in programmes of auto-regulation enforcement in the area of commercial connections and consumer protection;
- Civil consumer organizations further involved into international standardization process; consumer organizations integrated into European consumer structures

<table>
<thead>
<tr>
<th>Objectively verifiable indicators</th>
<th>Sources of Verification</th>
<th>Assumptions</th>
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<tbody>
<tr>
<td>At least 10 advisory/info centres further developed; Institutional safeguarding of extra-judicial consumer disputes settlements exist by the end of 2005; The methodology exists by the end of 2005, cca 8 seminars in all NUTS II regions for at least 200 teachers from primary and secondary schools, promo materials about consumer protections made and distributed to 3000 elementary and secondary schools in all regions; Monitoring consumer reports issued regularly (monthly basis) for general public (consumer) since 2005, notably on the hazards which consumers are exposed and products that do not comply with safety standards; the number of articles in press about the consumer rights inspired by awarded CSOs during project period;</td>
<td>Consumer CSOs Internet websites; Website of the European Commission: Europe.eu.int ; CSOs interim and final reports; CSOs Annual Reports; NROS Annual Report; TF interim Evaluation Reports; TF Monitoring reports.</td>
<td>Consumer CSOs gain co-financing funds from sources of MoIT within their grant policy or co-finance it from their own resources.</td>
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</table>
• Consumer CSOs involved fully in the regional and auto-regulation commercial programmes by 2005;
• Czech Consumer organization are members of consumer organizations at EU level (like AEC, ANEC, BEUC, COFACE etc.) and Czech representative is a member of consumer committee in the date of the accession.

<table>
<thead>
<tr>
<th>Activities</th>
<th>Means</th>
<th>Assumptions</th>
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<tbody>
<tr>
<td><strong>Grant scheme</strong></td>
<td><strong>Grant scheme - 1,110 M€</strong></td>
<td>• High quality and number of projects in the proposed fields;</td>
</tr>
<tr>
<td>The project will be implemented by the means of the grant scheme. The</td>
<td>One grant scheme will be prepared</td>
<td>• Relevant capacity of selected CSOs;</td>
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<tr>
<td>procurement will follow the PPD PRAG and the Manual of Procedures</td>
<td>- 2 calls for proposals (CfPs) will be launched</td>
<td>• Funding shall be made available to NROS through the National Fund in a</td>
</tr>
<tr>
<td>prepared by NROS during EDIS audit. On the basis of Project fiche NROS</td>
<td>(2004 and 2005), each CfP for approx. allocation of 600.000 EUR;</td>
<td>timely and efficient manner.</td>
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<tr>
<td>will prepare Guidelines for Applicants that contain the description of</td>
<td>- minimum grant EUR 30.000, maximum grant EUR 50.000;</td>
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<td>objectives, priorities, eligibility of applicants, projects, costs,</td>
<td>- maximum project duration 12 months;</td>
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<tr>
<td>actions and evaluation criteria.</td>
<td>- 10 % co-financing (by the beneficiary) mandatory;</td>
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<tr>
<td><strong>Schedule for call for proposals</strong></td>
<td>- Management and operating costs (NROS) to be maximum of 7 % (i.e.</td>
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<tr>
<td>The call for proposals will be launched twice (in 2004 and 2005), after</td>
<td>84.000 EUR) of the total allocation;</td>
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<td>the Commission Decision is notified. Each CfP represents half of the total</td>
<td>- maximum of 0,5 % of the total allocation to cover the assessment</td>
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<td>allocation, i.e. approx. 600.000 EUR. Each CfPs will be published for 60</td>
<td>costs;</td>
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<tr>
<td>days, after the deadline the submitted proposals will be assessed by</td>
<td>- Representative(s) of the MoIT will be a</td>
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<td>external assessors and reviewed by the Evaluation Committee.</td>
<td>member(s) of the Evaluation Committee and will be involved in the</td>
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<td>project assessment.</td>
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<td><strong>Assessors and Evaluation Committee members</strong></td>
<td>- The IA will be the Civil Society Development Foundation (NROS)</td>
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<td>The assessors will be selected on the basis of submitted CVs, the members</td>
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<td>Representatives of MoIT, responsible for coordinating consumer policy in</td>
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<td>CR will be involved both among the assessors and EC members. The PAO</td>
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<td>will give the final approval of the project list prepared by the</td>
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<td>Evaluation Committee. The whole project selection procedure will follow</td>
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<td><strong>Eligibility of actions:</strong></td>
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<td>• Development of consumer advisory and information centres including</td>
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consumer protection on primary and secondary schools, implementation of educational actions thematically focused at consumer protection

- Raising awareness of consumer rights, editing of consumer periodicals and prints, information dissemination via Internet, publication of product and knowledge comparative testing results within protection against the dangerous products placed on the market
- Support of consumer organizations activities at their integration in region development programmes and in programmes of auto-regulation enforcement in the area of commercial connections and consumer protection, support to activities that shall increase the participation of applicant in the creation and observation of product safety standards;
- Involvement of civil consumer organizations into international standardization process, integration of consumer organizations into European consumer structures

**The Evaluation criteria for project selection:**

**Qualitative:** benefits for society, expected benefits for consumers, the continuity of activities, clearly described outputs and outcomes, sustainability of results achieved

**Quantitative:** the kind and thematic of information provided, the number of periodicals and prints issued, the number of participants in education events, the presumed cases of extra-juridical consumer disputes settlements, running hours, expected visits of advisory centres.

**Economic:** clear and detailed budget, to what extent the proposed expenditures are necessary for the implementation of the project with relation to the social benefits.

These criteria will be involved in the evaluation grids E10 that will be published within the Guidelines for grant applicants together with call for proposals.

**Projects implementation and monitoring**

After beneficiaries are selected, NROS will sign standard grant contract with each beneficiary and will ensure all projects are implemented and monitored as described in Manual of Procedures, Part M. Monitoring and Evaluation. Implementation of projects is monitored partly by the obligatory drawing up of interim and final reports. Additionally, NROS administers and performs on-the-spot monitoring of CSOs which obtained a grant. The timetable for drawing up and handing in interim and final reports is laid down by the grant contract concluded with the beneficiary. On-the-spot monitoring visits are

<table>
<thead>
<tr>
<th>Projects implementation and monitoring</th>
</tr>
</thead>
<tbody>
<tr>
<td>After beneficiaries are selected, NROS will sign standard grant contract with each beneficiary and will ensure all projects are implemented and monitored as described in Manual of Procedures, Part M. Monitoring and Evaluation. Implementation of projects is monitored partly by the obligatory drawing up of interim and final reports. Additionally, NROS administers and performs on-the-spot monitoring of CSOs which obtained a grant. The timetable for drawing up and handing in interim and final reports is laid down by the grant contract concluded with the beneficiary. On-the-spot monitoring visits are</td>
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</tbody>
</table>
planned and effected with regard to the drawing up of interim and final reports and flexibly respond to the activities carried out by the beneficiary. Based on the duration of the project, NROS designates merely the minimum number of monitoring visits, at least two. An on-the-spot monitoring record, with a predetermined structure, is made out by the person appointed by NROS. The project monitoring reports will be filled in project dossier. The continues outputs will be summarised in TF Monitoring Reports and presents to the Joint Monitoring Committee every half year.

Management and Operating cost of NROS (7% of the allocation)
NROS ensures the management of the entire project. Management and operational costs for the running of NROS in relation to the running and implementation of the programme according to the PPD PRAG; for coordination of projects selection, monitoring and evaluation and for implementation of relevant activities – including staff; travel, publicity, IT, translations, rent; telephone, travel, WWW, internet, post, repairs and maintenance, and security; 7% of the allocation, i.e. 84,000 €.

Preconditions
- NROS receives EDIS accreditation by EU accession in order NROS could start to implement the project in Ex-post regime
## DETAILED IMPLEMENTATION CHART

### Project: Improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection

<table>
<thead>
<tr>
<th>Action</th>
<th>Year</th>
<th>2004</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
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</thead>
<tbody>
<tr>
<td>- Grant schemes</td>
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<td>- 1st Call for Proposals</td>
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<td>- Launching CIP</td>
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<tr>
<td>- Project Consultations, FAQ</td>
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<tr>
<td>- Training for applicants</td>
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<tr>
<td>- Deadline for Grant Applications</td>
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<tr>
<td>- Project Evaluation / Selection</td>
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<td>- Projects Implementation</td>
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<td>- Projects Monitoring</td>
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<td>- Assistance to beneficiaries</td>
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<tr>
<td>- Analysis of Interim and Final Reports both financial and non-financial</td>
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<td>- 2nd Call for Proposals</td>
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## CONTRACTING AND DISBURSEMENT SCHEDULE BY QUARTER

### Cumulative Quarterly Contracting Schedule (mil.€)

<table>
<thead>
<tr>
<th>Project</th>
<th>4Q/04</th>
<th>1Q/05</th>
<th>2Q/05</th>
<th>3Q/05</th>
<th>4Q/05</th>
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<th>2Q/06</th>
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<th>4Q/06</th>
<th>1Q/07</th>
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</thead>
<tbody>
<tr>
<td>Improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection</td>
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<td>1,200</td>
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### Cumulative Quarterly Disbursement Schedule (mil.€)

<table>
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<tr>
<th>Project</th>
<th>4Q/04</th>
<th>1Q/05</th>
<th>2Q/05</th>
<th>3Q/05</th>
<th>4Q/05</th>
<th>1Q/06</th>
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<th>3Q/06</th>
<th>4Q/06</th>
<th>1Q/07</th>
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<th>1Q/08</th>
<th>2Q/08</th>
<th>3Q/08</th>
<th>Total</th>
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</thead>
<tbody>
<tr>
<td>Improving efficiency of Civil Society Organisations (CSOs) working in the field of consumer protection</td>
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<td>0,480</td>
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<td>1,080</td>
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<td>1,200</td>
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