



Consumer Programme

Call for proposals document

Grants for actions with Member States for capacity building of the alternative dispute resolution (ADR) bodies for consumers disputes

CONS-ADR-2019

Version 1.1
2 July 2019

Objective III of Regulation (EU) No 254/2014 of the European Parliament and of the Council on a multiannual consumer programme for the years 2014-2020.



HISTORY OF CHANGES

Version	Publication date	Changes
1.0	07.05.2019	<ul style="list-style-type: none">▪ Initial version.
1.1	02.07.2019	<ul style="list-style-type: none">▪ Change of the deadline for submission of proposals and the update of the Section 3. "Timetable"
		<ul style="list-style-type: none">▪ Update of the Section 5. "Admissibility requirements"
		<ul style="list-style-type: none">▪ Introducing deadlines for submission of Questions and Answers in the Section 12. "Procedure for the submission of the proposal"

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1. INTRODUCTION– BACKGROUND

This call for proposals implements the EU [Consumer programme](#) and more specifically action 2.1.3 of the [2019 Work Programme](#): "*Grants for actions with Member States for capacity building of the alternative dispute resolution bodies for consumer disputes*".

Ensuring access to simple, efficient and low-cost ways of resolving domestic and cross-border issues, notably via alternative dispute resolution (ADR), is a crucial element of the European Consumer Policy. [Directive 2013/11/EU](#) (Directive on consumer ADR) has established the legal framework, including harmonised high quality requirements that ADR entities must meet to be certified by the Member States. [Regulation \(EU\) No 524/2013](#) (Regulation on Consumer ODR) has provided an additional facility (the European Online Dispute Resolution Platform) for consumer disputes related to online purchases. The multiannual Consumer programme and the ADR Directive give the Commission a mandate to support the ADR entities and their networks.

[The Consumers, Health, Agriculture and Food Executive Agency](#) (hereafter Chafea) is entrusted by the European Commission with the implementation of parts of the Consumer programme and will be in charge of this Call for proposals.

2. OBJECTIVE(S) – THEME(S) – PRIORITIES – ELIGIBLE ACTIVITIES

The aim of this Call for proposals is to facilitate the consumers' access to alternative dispute resolution entities compliant with Directive 2013/11/EU; including through measures for vulnerable consumers, developing the networking of national alternative dispute resolution entities, promoting monitoring activities on the functioning and the effectiveness of dispute resolution mechanisms.

The expected results:

- Increased accessibility of ADR entities to consumers, including in a cross-border context;
- Improved operational capacity in resolving consumer disputes.

Within these objectives, the following activities are eligible:

- Awareness raising on consumer ADR and the European ODR platform, including ADR networks, bringing knowledge on ADR and ODR to a wider groups of consumers and traders;
- ADR networks support: meetings, conferences, development of common tools and common knowledge;
- Case handling: development of case management systems, including information technology tools, advice and staff training on the relevant European legislation;
- ADR operational capacity: mentoring, study visits and consulting to allow ADR entities to implement working methods and organisational models to better fulfil their mission.

3. TIMETABLE

The deadline for submission is **18/07/2019, 17:00:00 (Brussels local time)**

	Stages	Date and time or indicative period
a)	Publication of the call	07/05/2019
b)	Deadline for submitting applications	18/07/2019
c)	Evaluation period	July - August 2019
d)	Information to applicants	September 2019
e)	Signature of grant agreement	October - November 2019

4. BUDGET AVAILABLE AND THE GRANT AMOUNTS

The total amount earmarked for co-financing the actions is **EUR 1 000 000**.

The maximum co-financing rate for each action is **50%** of the eligible costs, within the following ceilings;

- For each selected mono-beneficiary proposal, the minimum grant requested cannot be lower than 10 000 EUR, while maximum grant requested cannot exceed 60 000 EUR.

- For each selected multi-beneficiary proposal (submitted by a consortium of at least two entities), the minimum grant requested cannot be lower than 20 000 EUR, while maximum grant requested cannot exceed 60 000 EUR.

The maximum grant amount (EU contribution) for each proposal selected for funding will be determined by applying the co-financing rate to the eligible costs of the action budget submitted by the applicant(s).

Nevertheless, the maximum amount of a grant (EU contribution) envisaged for each selected proposal – be it mono-beneficiary or multi-beneficiary - cannot exceed 60 000 EUR.

Chafea reserves the right not to distribute all the funds available.

5. ADMISSIBILITY REQUIREMENTS

Applications must be submitted via the online submission system before **18/07/2019 at 17:00:00** Brussels local time.

Failure to comply with these requirements will lead to the rejection of the application.

Applications must be drafted in one of the EU official languages*.

The maximum duration of the action is 18 months. Applications for projects scheduled to run for longer than 18 months will be rejected as inadmissible.

**As the working language of Chafea is English, the applicants are requested, as a matter of courtesy, to accompany the proposal with an English translation to expedite the evaluation process.*

6. ELIGIBLE APPLICANTS

The applicants must be, on the date of the submission of the proposal, an Alternative Dispute Resolution (ADR) entity notified to the European Commission pursuant to Article 20(2) of [Directive 2013/11/EU on consumer ODR](#);

Applicants are advised to verify their status by consulting the public list of ADR entities registered on the [ODR platform](#), and to contact their national competent authorities in case they are not listed in the platform or their details are incorrect.

Abovementioned entities with legal personality, whether public or non-public, are eligible.

Abovementioned entities which do not have legal personality under the applicable national law are eligible, provided that their representatives have the capacity to undertake legal obligations on behalf of the entity and offer guarantees for the protection of the Union's financial interests equivalent to those offered by legal persons.

Natural persons are not eligible except self-employed persons or equivalent (i.e. sole traders) where the company does not possess legal personality separate from that of the natural person.

Only applications from entities established and operating in the following countries are eligible:

- EU Member States
- Countries of the European Free Trade Association participating in the European Economic Area

• ***For British applicants:*** Please be aware that eligibility criteria must be complied with for the *entire* duration of the grant. If the United Kingdom withdraws from the EU during the grant period without concluding an agreement with the EU ensuring in particular that British applicants continue to be eligible, you will cease to receive EU funding (while continuing, where possible, to participate) or be required to leave the project on the basis of Article 34.3(b) of the grant agreement.

In case of a multi-beneficiary grant - Consortium composition: each of the entities within the consortium has to be eligible as per point 6 of present Call. Entities can originate from the same or different eligible countries.

The consortia shall designate a co-ordinator for the multi-beneficiary action. This co-ordinator will act as a contact point for Chafea and will have the responsibility of receiving the payments and coordinating the reporting exercise.

7. EXCLUSION CRITERIA

Chafea shall exclude an applicant from participating in the award in case the applicant is in any of the situations listed in article 136 of the [Financial Regulation](#) (see Declaration of honour listing the aforementioned situations).

7.1. Remedial measures

If an applicant declares one of the situations of exclusion listed above, it should indicate the measures it has taken to remedy the exclusion situation, thus demonstrating its reliability. This may include e.g. technical, organisational and personnel measures to prevent further occurrence, compensation of damage or payment of fines. The relevant documentary evidence which illustrates the remedial measures taken must be provided in annex to the Declaration.

7.2. Supporting documents

Applicants must provide a **Declaration of their honour** certifying that they are not in one of the situations listed in article 136 of the Financial Regulation. Declaration of honour template (listing all the situation of exclusions) needs to be filled in and signed.

8. SELECTION CRITERIA

8.1. Financial capacity

The applicants must have stable and sufficient sources of funding in order to carry out the proposed actions.

The applicants' financial capacity will be also confirmed on the basis of the above-mentioned Declaration of honour.

8.2. Operational capacity

Applicants must have the necessary professional resources, skills and experience required to complete the proposed action.

The applicant's operational capacity will also be confirmed on the basis of the above-mentioned Declaration of honour.

9. AWARD CRITERIA

Eligible applications will be evaluated and ranked against the following award criteria.

Criteria	Points	Minimum threshold*
Relevance of the action, including the expected results and impact, in view of the objectives of the call;	1-5	3
Quality of the proposed action: clear and feasible description of activities, schedule and deliverables; appropriate and cost-effective allocation of resources, including management.	1-5	3

*Proposals which do not meet the minimum thresholds for each award criteria will not be considered further.

Proposals will be ranked based on the total score obtained.

Funding will be awarded within the limits of the available budget.

All applicants, whether successful or not, will be informed of the results of the evaluation.

10. GRANT AGREEMENT

The Model Grant Agreements – both Mono and Multi - are available on the [Funding & Tender Opportunities Portal](#). Please read it carefully. The agreement will only be signed in English.

Applicant(s) whose proposal is selected for funding may be invited to correct or adjust their proposal.

The corrections aim at ensuring that the proposal retained for funding complies with the rules. These corrections do not lead to any substantial changes to the proposal and do not call into question the completed evaluation.

Recommended adjustments are allowed if they do not lead to substantial changes. Non-substantial adjustments aim at maximising the impact (cost-effectiveness) of a proposal which has already been considered as of sufficient quality to be funded. Applicant is entitled to refuse such adjustments without award being questioned.

11. PROCESSING OF PERSONAL DATA

The reply to any call for proposals involves the recording and processing of personal data (such as name, address and CV). Such data will be processed pursuant to Regulation (EC) No 2018/1725 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data. Unless indicated otherwise, any personal data will be processed solely for evaluation purposes under the call for proposals by the data controller Gilda Capuano, Head of Consumers Unit. [Details concerning the processing of your personal](#) data are available on Chafea website.

Personal data may be registered in the [Early Detection and Exclusion System](#) by the Commission, should the beneficiary be in one of the situations mentioned in Article 136(1) and 141 of the [Financial Regulation](#).

12. PROCEDURE FOR THE SUBMISSION OF THE PROPOSAL

Proposals must be submitted via [Funding & Tenders Opportunities Portal](#) and before the call deadline.

No modification to the application is allowed once the deadline for submission has elapsed. However, if there is a need to clarify certain aspects or for the correction of clerical mistakes, Chafea may contact the applicant for this purpose during the evaluation process.

Applicants will be informed in writing about the results of the selection process.

Before submitting a proposal:

- (1) [Find the call](#)
- (2) [Create an account to submit a proposal](#)
- (3) [Register all partners via the beneficiary registry](#)

Helpdesk

For questions on the Electronic Submission System, please contact the [IT Helpdesk](#).

For non-IT related questions a helpdesk at Chafea is available via CHAFFEA-CP-CALLS@ec.europa.eu.

The deadline to submit questions is **11 July 2019, 17:00:00** (Central European Time). Answers to relevant questions will be published on http://ec.europa.eu/chafea/consumers/funding/calls-for-proposals/index_en.htm by **15 July 2019, 17:00:00** (Central European Time).

Frequently asked questions are published on the [website of Chafea](#).

Please note that any replies from the help desk provided in the frame of the current procedure can by no means be regarded as Chafea's binding opinion producing any legal effect. All aspects of the proposals to be submitted in response of the call (including the eligibility, selection and award criteria) will be formally evaluated by the evaluation committee(s) that will be set up on the basis of the applicable rules.

Please indicate clearly the reference of the call for proposals and the topic to which the question relates (*see call document cover page*).