

Question for written answer E-002457/2016
to the Commission
Rule 130
Viviane Reding (PPE)

Subject: Implementation of the Alternative and Online Dispute Resolution package

On 21 May 2013 the European co-legislators reached an agreement on the Alternative and Online Dispute Resolution (ADR-ODR) package. The Commission stated that the legislation would 'allow consumers and traders to resolve their disputes without going to court in an easy, fast and inexpensive way' – an objective of lasting importance for consumers, e-businesses and the general climate of trust in e-commerce, especially in light of the Digital Single Market.

As per the legislation, the Commission set up an ODR platform, which was made accessible on 15 February 2016. In accordance with Article 7(1) of Regulation (EU) No 524/2013, Member States were required to 'designate one ODR contact point and communicate its name and contact details to the Commission'. The deadline for notifying the Commission was 9 January 2016.

- Can the Commission indicate which countries have missed the deadline for setting up a national ODR contact point?
- What has the Commission done to exhort Member States to implement the package?
- How does the Commission plan to ensure that the system becomes better known and is used more often by its beneficiaries, namely citizens and consumers?