



1.4.2015

NOTICE TO MEMBERS

(02/2015)

Subject: "Legislative scrutiny time" on the implementation of the ODR Regulation: ODR Platform

At their meeting on 17 March, the political groups Coordinators of the IMCO committee agreed that one of the first topics of the scrutiny time should be the development of the ODR Platform during one of the IMCO committee meetings in April.

Practical arrangements: The first IMCO scrutiny session will be held during the IMCO meeting of 23 April 2015. A separate item ("Legislative scrutiny time: development of the ODR Platform") will be included in the agenda and has been allocated about 10 minutes at the beginning of the meeting.

Director Despina Spanou from Directorate E - Consumers of DG Justice and Consumers (DG JUST) of the European Commission is invited to be present and take questions from Members.

The Chair may first give the floor to the Parliament's former Rapporteur of the legislative dossier, namely

- Róża Gräfin von Thun und Hohenstein (EPP).

Also, the floor will be given to

- "shadow suiveurs" from each political group, and
- to any other Member wishing to ask questions to the Commission, exclusively on this

specific topic and depending on the available time.

Content of the session:

The **Directive on consumer ADR**¹ aims to ensure that consumers can, on a voluntary basis, submit complaints against traders to entities offering independent, impartial, transparent, effective, fast and fair alternative dispute resolution procedures.

The ADR directive was accompanied by the **Regulation on consumer ODR**² which aims to provide a European online dispute resolution platform ('ODR platform') facilitating the independent, impartial, transparent, effective, fast and fair out-of-court resolution of disputes between consumers and traders online. The Directive and the Regulation are legislative acts which are linked and complementary.

The ODR Platform is currently being developed; the deadline for the system to be operational is 9 January 2016.

On 2 March 2015, the Commission services have given a live presentation on Parliament's premises for interested IMCO Members on how to use the Platform, with a role play between different colleagues of the Commission acting as consumer, as trader and as ADR entity (the mediating body).

IMCO Members could further enquire about the quality of machine translation, which seems to be good for common language combinations, but weak for rarer language combinations, and even for most combinations involving 'smaller' languages.

Additionally, it seems that Member States are rather slow in the designation of ADR entities which have to be included in the ODR Platform. Officially, they have until 9 July 2015 (deadline for transposition of the ADR Directive).

Parliament will be invited to participate in the next test of the system, probably beginning of May. It is expected that 8 MEPs, advisors and/or IMCO staff will be able to assume themselves the four different roles (consumer, trader, ADR entity, ODR contact point).

¹ Directive 2013/11/EU of the European Parliament and of the Council on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC.

² Regulation (EU) n° 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC .