

**Empower Consumer Associations in Europe:  
Comparative Table**

	<b>BELGIUM</b>	<b>CZECH REPUBLIC</b>	<b>FRANCE</b>	<b>GREECE</b>	<b>HUNGARY</b>
<b>IDENTIFICATION</b>					
<b>Name of Organization</b>	Centre de Recherche et d'Information des Organisations des Consommateurs – CRIOC – Information and Research Centre of the Belgian Consumer Organizations	Sdruzeni obrany spotřebitelu České republiky – Consumers Defence Association of the Czech Republic	Consommation, Logement et Cadre de Vie – CLCV – Consumption, Housing and Quality of Life	INKA – General Consumers Federation of Greece	Országos Fogyasztóvédelmi Egyesület – National Association for Consumer Protection in Hungary
<b>INCORPORATION BYLAWS:</b>					
<b>Main National Legislation for Consumers Associations</b>	No.	Consumers' framework law.  Most relevant legislation: 83/1990 Coll. (Act on Association of Citizens); 634/1992 Coll. (Consumer Protection Act).	Consumers' framework law.  Most relevant legislation: Law of July 1901 (Association general law); Consumption code.	Constitutional Law.  Consumers' framework law.  General Interest Services Law.  Most relevant legislation: Civil Law plus Law 2251/1994 (modified by Law 3587/2007).	Constitutional Law.  Consumers' framework law.  Most relevant legislation: Act CLV of 1997 on consumer protection.

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Legal Requirements / Procedures to become a recognized consumers association;</b>	<p>No specific legal framework.</p> <p>Statute recognized by the Consumption Council (Conseil de la Consommation).</p> <p>Applications treated case by case, following an internal procedure (objectives; number of members, interests, structure, etc.).</p> <p>No act of recognition is formally required.</p>	<p>634/1992 Coll. – Consumer Protection Act.;</p> <p>Statute must pursue Consumer protection and 3 persons are needed as members;</p> <p>Act of recognition by Ministry of Interior and Ministry of Industry and Trade, to be put on the list for injunctions.</p> <p>There must be some executive and controlling body.</p>	<p>Number of members: at least 10.000 for national associations and an adequate number, in consideration of the territorial framework of their activity, for local, departmental or regional associations;</p> <p>Approval of national organisations by joint order of the Minister for Consumer Affairs and the Keeper of the Seals. It is published in the official journal;</p> <p>Approval of local, departmental or regional associations by order of the Préfet of the department in which the association has its head office. It is published in the Recueil des Actes Administratifs;</p> <p>The approval is granted for 5 years and is renewable under the same conditions;</p> <p>For its legal recognition, the association must make a declaration to the prefecture of its region and indicate the persons in charge, the statutes.</p>	<p>National Civil law plus Law 2251/1994 (modified by Law 3587/2007).</p> <p>There are specific legal requirements for creating a consumers association.</p> <p>Act of recognition by First Instance Court of the area where it is established, receiving a specific number. It has also to be enrolled in the Ministry of Development;</p> <p>Minimum number of members is required;</p> <p>It must have a board of management and a general assembly.</p> <p>It must also have “First Degree” organizations all over Greece.</p>	<p>Act CLV of 1997 on Consumer Protection;</p> <p>Must be founded by natural persons with fifty members, at least.</p> <p>Act of Recognition by Regional Court.</p>

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Legal Status</b>	Foundation of Public Utility.	Civic Association.	Non profit association.	NGO. Federation. Non profit association.	NGO.Non profit association. Association for prominently public interest.
<b>Number of other national consumers organizations</b>	17	8	17	24	10
<b>ORGANIZATION:</b>					
<b>Association bodies</b>	Board of Directors; Executive Body.	Controlling body.	General assembly; Executive Body; National Council.	- Board of Directors; - General assembly; - Executive Body; - Scientific Advisors Body.	- General assembly; - Presidium; - Expert Committees.
<b>Election and Decision Processes</b>	Members of the Board of Directors are nominated. Board of Directors decides the year programme with its activities.	The Board of Directors is freely elected by universal and secret suffrage by the associates. Executive director decides about simple issues. Republic Committee decides about complex issues. General Assembly decides on issues "of existence".	The National Council is responsible for the policy and strategy of the association. Executive Body is elected amongst the members of the national council, as well as the President.  The propositions of actions and positions are discussed on national council and implemented at the national and local level.  Executive Board prepares the council and takes decision for organizational matters.	Members of the Board of Directors are freely elected by the general assembly and the board of directors.	The president and Vice President are elected. General Assembly carries out decisions suggested by the Presidiums.

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Structure</b>	Single office.	Head and regional offices.	Local associations with autonomy in choice of their actions and priorities and confederation acting at the national level.	Head and regional offices.	Head and regional offices.
<b>Main Activities developed</b>	Research; Documentation ; Consumer representation; Consumer education and information; Consumers associations' advice.		Consumption: dealing with questions of goods and services; food; nutrition; health, etc. Housing: questions of housing, like renting; co-ownership problems; quality; social housing; etc. Sustainable consumption and quality of life.	Consumer campaigns and information; Consumers associations advice; Dispute resolution mechanisms; Consumers representation.	Consumer Education; Campaigns on services of general interest; Consumers representation.
<b>Number of employees</b>	38	97	15	11	3
<b>Membership requirements</b>	Members are the Belgian consumers associations	sympathizing membership (just moral support and registration); supporting membership (registration and payment of membership fee).	payment of membership fee.	first degree organizations.	singular and legal persons.
<b>Publications</b>	Magazines; Newsletters; Brochures and leaflets; Thematic Editions; Website.	Magazines; Newsletters; Brochures and leaflets; Thematic Editions.	Brochures and leaflets.	Magazines; Brochures and leaflets.	Magazines; Brochures and leaflets; Thematic Editions.

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Kind of support provided to consumers</b>	Information; Documentation.	Legal support; Over indebtedness Support (in preparation); Mediation (in preparation); Information.	Legal support; Over indebtedness support; Mediation; Information.	Legal support; Mediation; Information.	Legal support; Information.
<b>Main channels of support used</b>	E-mail; Website.	Call Center; Regional advice offices; Internet.	Call Center; Help Desk.	Call Center; E-mail; Help Desk; Others: Written applications.	Call Center; E-mail; Help Desk.
<b>First three main financial sources</b>	Grants from Government (61%); Local or Regional authorities subsidies (20%); Grants from Foundations (9%).	European Commission Projects (47, 9%); Grants from Government (41, 3%); Service provision (6, 6%).	Grants from Government (42%); Magazine or Publication subscription or sale (22%); Membership fees (17%).	Grants from Government (?%); European Commission Projects (?%); Membership fees (?%).	Grants from Government (85%); European Commission Projects (4 a 6%); Other Authorities (3 a 5%).
<b>REPRESENTATIVENESS</b>					
<b>Level of Representation</b>	National level.	National, regional and local level.	National, regional and local level.	National, regional and local level.	National, regional and local level.
<b>Interests represented</b>	General interests. Specific interests.	General interests. Specific interests.	General interests.	General interests.	General interests.
<b>Members and Subscribers</b>	Members: 17 (consumers associations) Subscribers: 11.000 (Newsletter).	Members: 6850 Subscribers: 6950	Members: 30.400 Subscribers: 30.000	Members: 25	Members: 1.500 Subscribers: 1.150

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Main activities</b>	Campaigning and/or lobbying; Research / Policy analysis; Drafting and enforcement of consumer legislation; Networking; Consumer education and training; Information via documentation centre; Standardisation.	Legislation; Consumer Protection; Financial Services; Credit and debt; Product Safety.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Research / Policy analysis; Drafting and enforcement of consumer legislation; Publishing.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Publishing; Consumer education and training.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Product testing; Research / Policy analysis; Drafting and enforcement of consumer legislation; Networking; Publishing; Consumer education and training.
<b>Information and Mediation data</b>	Information (2007): 160 Mediation (2007): 1710	Information (2006): 34.000	Not available.	Information (2007): 72.327 Mediation (2007): 57.000	Information (2007): about 10.000
<b>Most remarkable actions</b>	Political issues.	Political issues; Courts; Over indebtedness; Mediation; ADR's; Others – media.	Political issues; Courts; Over indebtedness; Mediation.	Political issues; Mediation; ADR's..	Political issues; Courts; Over indebtedness; Mediation; ADR's; Others: Daily press.

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>REPRESENTATION</b>					
<b>Membership in International organizations</b>	No.	Consumers International; Transatlantic Consumer Dialogue.	CI	CI	CI
<b>Membership in European organizations</b>	No.	EUROSAFE; BEUC (Consumers Organization)	BEUC	BEUC.	ANEC BEUC
<b>Membership in European Union Committees</b>	ECCG – European Consumer Consultative Group; ANEC.	ECCG	Working Groups: Fraud Prevention Expert Group (DG Justice); Financial Services Consumer Expert Group (DG Market/DG Sanco); Competition Expert Group (DG Comp).	No.	EESC - European Economic and Social Committee.
<b>Membership in National Committees</b>	Belgian Consumer Council; Federal Council for Sustainable Development; AFSCA - Advisory Committee on the safety of the food chain; Advisory Committee on Food; Council for Animal Welfare.	Consumer Advisory Committee.	National Consumer Council; National Committee for financial services; Food National Committee; Unfair Clauses Commission; Committee for the Safety of Payment cards; National Committee on Wastes; National Housing Council.	National Council for Food Safety; National Consumer Council; National Council on Quality; National Agricultural Policy Council; Hellenic Food Authority; National Ecological Awarding Authority; Consumers Committee for Public Utilities; National Committee for Public Markets; Recycling and Updating Committee.	Reconciliation Forum; Product committees in agriculture and food; Energy Reconciliation Forum; Telecommunications Forum; Financial services Forum.

	BELGIUM	CZECH REPUBLIC	FRANCE	GREECE	HUNGARY
<b>Membership in Regional Committees</b>	Flemish Media Council; Walloon High Council for the Audiovisual Sector; Conseil de l'Environnement de la Région de Bruxelles-Capitale; Conseil Wallon de l'Environnement et du Développement Durable; Commission Wallone des Déchets.	Regional Branches of SOS.	CLCV represents consumers in the numerous committees existing at regional level, differing from one region to another.	Participation in all meetings and activities of Prefectures related to consumers protection.	Public Utility Services Price Decision Commission.
<b>Membership in Alternative Dispute Resolution mechanisms</b>	Yes.	No.	No.	Prefectures Dispute Resolution Mechanisms.	Hungarian ADR Mechanism.
<b>Membership in Companies Councils</b>	No.	No.	1	No.	No.
<b>Representation in Regulator authorities</b>	No.	No.	No.	No.	Energy; Agriculture and food.
<b>Representation in other political fora</b>	Close contact with Ministers, members of Federal and Regional Parliaments, Economic and Social committees, NGO.	National parliament; Economic and Social Committee or similar.	Economic and Social Committee or similar.	Government; National parliament.	Government; National parliament; Economic and Social Committee or similar.

	<b>BELGIUM</b>	<b>CZECH REPUBLIC</b>	<b>FRANCE</b>	<b>GREECE</b>	<b>HUNGARY</b>
<b>Brief characterization of the activities comprised</b>	Networking, exchange of opinions and experiences.	Give opinion in all matters and issues concerning consumers' protection.	Give opinion in all matters and issues concerning consumers' protection, namely health care in public hospital.	Give opinion in matters concerning consumers' protection.	Preparing decisions and reconciliations on the discussed topics.
<b>Consultation on EU and national legislative issues</b>	EU Commission; EESC; National Government; National Parliament; Belgian consumer associations.	EU Commission; European Parliament; EESC National Government; Consultant and agencies.	EU Commission; National Government; National Parliament.	National Government; National Parliament.	EU Commission; EESC National Government; National Parliament.
<b>Special national statute such as social partner</b>	No.	No.	No.	No.	No.
<b>Involvement in European or national projects concerning better legislation and regulation</b>	Public consultation on the Green paper concerning the consumer acquis.	No.	No.	Antismoking campaign; Food safety; Internet consumers services; Product safety; Recycling and upgrading wastes from food production for use within the food chain; Healthy-Profood (lupin); Consumers information for application of EC Regulation 2065/2001.	No.
<b>Other national associations representing consumers in other organizations</b>	<b>Alliance Nationale des Mutualités Chrétiennes</b> – in AIM, and AISS; <b>Test-Achats</b> – in CI and in Transatlantic Consumer Dialogue.	<b>Sdruzeni ceskych spotrebitelu</b> – in ANEC.	<b>UFC-Que Choisir</b> – in CI and BEUC; <b>Orgeco</b> – in BEUC; <b>ALLDC</b> – in ANEC; <b>CNAFAL</b> – in ECCG.	No.	<b>National Federation of Consumer Associations in Hungary</b> , at a national level.

	ITALY	LITHUANIA	MALTA	PORTUGAL	ROMANIA
<b>IDENTIFICATION</b>					
<b>Name of Organization</b>	Associazione Difesa Consumatori e Ambiente – ADICONSUM Association for Consumer and Environmental Protection	Vakaru Lietuvos vartotoju federacija-WLCR Western Lithuania Consumer Federation	Ghaqda tal-Konsumaturi – Consumers Association	Associação Portuguesa para a Defesa do Consumidor – DECO Portuguese Association for Consumer Protection	Asociatia pentru Protectia Consumatorilor din România Romanian Consumers Protection Association
<b>INCORPORATION BY LAWS</b>					
<b>Main National Legislation for Consumers Associations</b>	Consumers framework law;  Most relevant legislation: Law of the 30 <sup>th</sup> of July 1998, n. 281 (fundamental law for consumers associations);  Code of Consumption.	Constitutional Law; General Interest Services Law.  Most relevant legislation: Association law of the Republic of Lithuania.	Consumers' framework law.  Most relevant legislation: Voluntary Organization Act;  Consumer Affairs Act.	Constitutional Law; Consumers framework law; General Interest Services Law.  Most relevant legislation: Lei n.º 24/96, 31.07.1996 (Consumers Defence Act).	Consumers framework law;  Most relevant legislation: Governmental Ordinance 26/2000 (associations in general);  Governmental Ordinance 21/1992 (consumers protection);  Law 296/2004 (Consumer Code).

	ITALY	LITHUANIA	MALTA	PORTUGAL	ROMANIA
<b>Legal Requirements and Procedures to become a recognized consumers association;</b>	<p>Law of the 30<sup>th</sup> of July 1998, n. 281 incorporated in the Code of Consumption (Decreto Legislativo 6 Settembre 2005, n. ° 206). Inclusion on the Ministry of productive Activities list of representative consumers and users <a href="#">associations</a> is needed;</p> <p>The association must have been founded at least 3 years before and shall have articles of association <a href="#">regulating a democratic system with the sole aim of protecting consumers</a>;</p> <p>Must not be a profit-making association;</p> <p>N.° of members shall not be less than 0,5 per mille of Italian population and shall be present in at least 5 regions/autonomous provinces with a n.° of members no lower than 0,2 per mille inhabitants in each region;</p> <p>Its legal representatives must be independent to manufacturing or services companies and not have been convicted of any offences in relation to</p>	<p>Association law (any association);</p> <p>Establishment agreement signed by all founders;</p> <p>Minimum number of 3 members;</p> <p>Registration in the juridical persons registry;</p> <p>Bylaws accepted by general assembly;</p> <p>Recognition by Ministry of Justice.</p>	<p>Voluntary Organization Act and Consumer Affairs Act (Chapter 378);</p> <p>All voluntary associations are under a Commissioner guidance;</p> <p>A constitutive deed or statute is needed to appliance to the Register of Voluntary Organisations;</p> <p>Must have a non-profit making;</p> <p>Must comply high standards of accountability and transparency;</p> <p>No other special legal criteria is required;</p> <p>No act of recognition is needed;</p> <p>A minimum number of members is needed;</p> <p>The Consumer Affairs Council is the public body in charge of managing the formation process of a consumers association.</p>	<p>National Civil Code (any association); Statute must be approved by Public Prosecution;</p> <p>Statute publication in national official journal;</p> <p>Minimum number of members;</p> <p>Board of Management, General Assembly and a Fiscal Council is required.</p>	<p>Must only aim the defence of rights and interests of consumers;</p> <p>Must be taken in evidence by the National Authority for Consumers Protection;</p> <p>Association Statute; leading public Administration personnel is not allowed to hold functions in leading bodies of consumers associations;</p> <p>Registration at the Associations and Foundations Register, from the Court where the siege will be; Board of Management and a General Assembly are required.</p>

Deleted :

	association activities. Act of recognition is needed by Ministry of Product Activities.				
	<b>ITALY</b>	<b>LITHUANIA</b>	<b>MALTA</b>	<b>PORTUGAL</b>	<b>ROMANIA</b>
<b>Legal Status</b>	Non profit association.	Non profit association.	NGO Non profit association.	Non profit association.	Public Organization NGO Non profit association.
<b>Number of other national consumers organizations</b>	15	3	1	16	7
<b>ORGANIZATION:</b>					
<b>Association bodies / Election and Decision Processes</b>	<p>National Congress; National Council; Executive Committee; Secretary General; National Secretariat; Board of Auditors; Internal Tribunal.</p> <p>National Congress is composed by the delegates elected by Adiconsum members in regional congresses, and elects every 4 years the national Council. The Council elects the General Secretary and the National Secretaries as well</p>	<p>Board of Directors; General assembly.</p> <p>The Board of Directors is freely elected by open and direct elections. Decisions are taken by simple majority of the general assembly.</p>	<p>General assembly; Executive Body; Council.</p> <p>The Council members, together with the officials of the association are elected by the General Assembly, every year. The General Assembly is the highest body of the association composed by all registered members. The Council is the main decision body, functioning as a kind of board of directors, developing policies and taking major</p>	<p>Board of Directors; General assembly; Executive Body; Fiscal Council.</p> <p>The Board of Directors is freely elected by universal and secret suffrage by the associates and is responsible for consumers' policy decisions. General Assembly is responsible for internal functioning rules and action strategy decisions.</p>	<p>Board of Directors; General assembly.</p> <p>The Board of Directors is freely elected by universal and secret suffrage by the associates. Decisions regarding association current activities are taken by the President and by the Board of Directors. General Assembly approves the budget and establishes the general policy.</p>

Deleted: Board of Directors;¶

	as the Executive Committee. National Council takes the strategic-political decisions, while the executive implementation is referred to a restricted Executive committee. The ordinary administration is assigned to the National secretariat.		decisions. The Executive Body, composed by 3 officials of the association: president, secretary general and financial secretary, is responsible for the daily decisions of the association and implements the policies defined by Council.		
	<b>ITALY</b>	<b>LITHUANIA</b>	<b>MALTA</b>	<b>PORTUGAL</b>	<b>ROMANIA</b>
<b>Structure</b>	Head and regional offices.	Single office.	Single office.	Head and regional offices.	Single office.
<b>Main Activities developed</b>	Quality and safety of products; Consumer contracts; Energy saving and environmental protection; Financial, banking and insurance services; Food quality and safety; Usury and over indebtedness prevention; ICT and digital media; Commerce and services; Transport, travel and tourism; Telephony and postal services.	Consumer education.	Consumer Redress; Consumer Representation; Consumer Education; Consumer advocacy.	Consumer information; Training; Consumers representation.	Consumer information; Comparative Testing.
<b>Number of employees</b>	52	17	0	51	17
<b>Membership requirements</b>	Singular persons and associations, movements, groups that carry the	singular person citizen of Lithuania.	singular person (at least 16 years of age); Payment of fee.	singular person; Payment of fee.	Singular person resident in Romania; Must not have a penal

Deleted: 6

	interests of consumers, citizens, users or workers; Payment of fee.				record; Must not have a management function in a political party.
	<b>ITALY</b>	<b>LITHUANIA</b>	<b>MALTA</b>	<b>PORTUGAL</b>	<b>ROMANIA</b>
<b>Kind of Publications</b>	Newsletters; Brochures and leaflets; Thematic Editions; Web site, Cd Roms, posters.	Brochures and leaflets; Thematic Editions; Others – virtual book.	No.	Magazines; Newsletters; Brochures and leaflets; Thematic Editions.	Brochures and leaflets.
<b>Kind of support provided to consumers</b>	Legal support; Over indebtedness support; Mediation; Information; Awareness raising, education, research and studies.	Information; Others: consultation.	Legal support; Mediation; Information.	Legal support; Over indebtedness support; Mediation; Information.	Legal support; Over indebtedness support; Information.
<b>Main channels of support used</b>	Call Center; E-mail; Help Desk; Info-points, Fax.	Call Center; E-mail; Help Desk.	Help Desk.	Call Center; E-mail; Help Desk.	Call Center; E-mail; Help Desk.
<b>First three main financial sources</b>	Others: Projects at National Level (45%); European Commission Projects (25%); Service Provision (15%).	Grants from Foundations (55%); Grants from Government (28%); Local or Regional Authorities subsidies (17%).	European Commission Projects (50%); Individual donations (30%); Membership fees (20%).	Membership fees (71, 62%); Local or Regional authorities subsidies (15, 02%); Service provision (7, 29%).	European Commission Projects (40%); Grants from Government (40%); Membership fees (10%); Service provision (10%).

	ITALY	LITHUANIA	MALTA	PORTUGAL	ROMANIA
<b>REPRESENTATIVENESS</b>					
<b>Level of Representation</b>	National, regional and local level.	Regional level.	National level.	National, regional and local level.	National level.
<b>Interests represented</b>	General interests. Specific interests.	General interests.	General interests.	General interests.	General interests. Specific interests.
<b>Members and Subscribers</b>	Members: 130.228 Subscribers: 500 (printed version); 130.228 (electronic version).	Members: 220	Members: 189	Members: (2006) 306.161 Subscribers: 322.900	Members: 7.500
<b>Main activities</b>	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Research / Policy analysis; Drafting and enforcement of consumer legislation; Networking; Publishing; Consumer education and training; Other: awareness raising, information.	Consumer advice; Research / Policy analysis; Networking; Publishing; Consumer education and training.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Research / Policy analysis; Networking; Consumer education and training.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Product testing; Research / Policy analysis; Drafting and enforcement of consumer legislation; Publishing; Consumer education and training.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Product testing; Research / Policy analysis; Consumer education and training. Main concerns on: review of the consumer law acquis; roaming; services of general interest, consumer credit and nutrition labelling.
<b>Information and</b>	Information: 200 per day	Not available.	Not available.	Information (2007):	Information (2007):

<b>Mediation data</b>	Mediation (2007): 2.100			225.000 Mediation (2007): 15.000	1.959 Mediation (2007): 531
	<b>ITALY</b>	<b>LITHUANIA</b>	<b>MALTA</b>	<b>PORTUGAL</b>	<b>ROMANIA</b>
<b>Most remarkable actions</b>	Political issues; Over indebtedness; Mediation; ADR 's.	Others: Consumer education.	Mediation.	Political issues; Courts; Over indebtedness; Mediation.	
<b>REPRESENTATION:</b>					
<b>Membership in International organizations</b>	No.	No.	Consumers International	Consumers International	Consumers International; Transatlantic Consumer Dialogue.
<b>Membership in European organizations</b>	ECRC – European Coalition for Responsible Credit; ECC- <a href="#">Net</a> – European Consumer Centre <a href="#">Network</a> ; <a href="#">Unsafe Network</a> ; YPRT – YouthProtection RoundTable.	No.	BEUC	ANEC BEUC	BEUC
<b>Membership in European Union Committees</b>	No.	No.	No.	ECCG EESC Fishing Consultative Committee.	ECCG
<b>Membership in National Committees</b>	National Council of Consumers; Consumers Forum; Forum of the Third Sector; FALSTAFF network; Table for the fight against counterfeiting; National Council of Users;	Consumer Rights Protection Council.	Consumer Affairs Council; Depositor and Investor Compensation Scheme Mgt Cmt; Insurance Protection Compensation Scheme Mgt Cmt;	Consumer Services and Products Safety Commission; National Consumer Council; Blue Flag Association; ANACOM's Advisory Council;	Interministerial Committee on Products and Services Market Surveillance and Consumers Protection; National Committee

Deleted: U

	<p>Permanent Table in telecommunications; National Committee "Italia Digitale"; National Committee for the transition to Single Euro Payments Area (SEPA); National Council of Economy and Labour; Observatory on Crime; Board for the Consumer Credit Fund; General Council of the Foundation "Forum Permanente ANIA-consumatori"; Advisory Board of the Foundation ANIA for road safety; Partner of Sicurstrada; Technical Table at ENAC; Ecolabel Committee; Control Committee of the PMI cert; Italian Institute for the Quality label of products and systems; Control committee of the CSQA; Control Committee of the IMCQ; Control Committee of Agroqualità; national Platform on Nutrition; Coalition "ItalyEurope – free from GMOs".</p>		<p>MCESD; Medicinal Price Monitoring Committee; Malta Euro Changeover Consumer Sector Committee and Price Task Force; E-security National Committee; Users Committee MEPA; Forum Malta fl-Ewropa.</p>	<p>Consultative Council of the Energy Services Regulatory Authority (ERSE); Consultative Council of the Water and Waste Regulating Institute (IRAR); Justice Consultative Committee; Medicines Consultative Council; National Environment and Sustainable Consumption Council; Goldsmith's Technical Council; Advisory Council of Portuguese Insurance Institute.</p>	<p>for Fight against the Lodine Deficiencies.</p>
<b>Membership in</b>	Regional and local offices	NGO	No.	General Council (GC)of	Consumers

<b>Regional Committees</b>	participate in a number of committees at regional level.	Collaboration Committee of Klaipeda.		Gaia Water; GC of Vimágua; General Council of Trofáguas; GC of Metropolitan Parking Company of Maia; GC of Transports Company of Braga; GC of Eamb; GC of Bragahabit; Economic Observer of Coimbra District; GC of Inova; GC of Planalto Waters; GC of Moveaveiro; Advisory Council of Tavira Verde; Advisory Council of EMARP; Advisory Council of FAGAR.	Consultative Council Bucharest.
<b>Membership in Alternative Dispute Resolution mechanisms</b>	ADR's mechanisms on telephony; energy; postal services; insurance and banking sector.	No.	No.	Dispute Settlement Arbitrage Centres (5); Automobile Insurance Information, Mediation and Arbitration Centre (CIMASA); Automobile Sector Arbitration Centre (CASA); Tourism Arbitration Committee; Arbitration Committee of National Construction and Estate Agents	No.

				Institute.	
	ITALY	LITHUANIA	MALTA	PORTUGAL	ROMANIA
<b>Membership in Companies Councils</b>	2	1	0	5	0
<b>Representation in Regulator authorities</b>	Water; Telecommunications; Energy; Competition; Financial services; Media; Others: privacy, insurance.	No.	No.	Water; Telecommunications; Energy.	Telecommunications; Energy.
<b>Representation in other political fora</b>	Government; National parliament.	Government.	EESC.	Government; National parliament; EESC Safety commissions.	National parliament; Safety commissions.
<b>Brief characterization of the activities comprised</b>	Give opinion in all matters and issues concerning consumers' protection.	Give opinion and provide guidelines on the main goals for the consumer policy in Lithuania, decide on the finance distribution in this sector and pricing policy (in water distribution).	Give opinion about economic and social development issues.	Give opinion in all matters and issues concerning consumers protection, namely introduction or revision of consumers protection law or definition of sectorial policies.	Give opinion in matters and concerning consumers protection.
<b>Consultation on EU and national legislative</b>	EU Commission; National Government; National Parliament; Others: regional	National Government; National Parliament;	EU Commission; European Parliament; EESC	EU Commission; European Parliament; EESC National	EU Commission; National Government.

Deleted: 1

<b>issues</b>	governments and regulation authorities.	Others: media.		Government; National Parliament.	
	<b>ITALY</b>	<b>LITHUANIA</b>	<b>MALTA</b>	<b>PORTUGAL</b>	<b>ROMANIA</b>
<b>Special national statute such as social partner</b>	Recognized as Social Promotion Association and association for the prevention of usury.	Status of Social Partner.	No.	Status of public utility.	Status of public utility and as an important actor in the social dialogue.
<b>Involvement in European or national projects concerning better legislation and regulation</b>	Self Regulation and Co-regulation agreements; Others: Class Action.	National Study on consumer rights protection acts in the area of culture and sports events.	No.	Web Trader – e-commerce code of conduct. Self – discipline advertising code of conduct.	No.
<b>Other national associations representing consumers in other organizations</b>	<b>Altroconsumo</b> , in BEUC, Transatlantic Consumer Dialogue, Consumer International; <b>UNC</b> , in ECCG; <b>ADOC</b> , in ANEC; <b>ADOC; ADUSBEF; ACU; CODACONS;</b> <b>Federconsumatori; MC;</b> participate in Transatlantic Consumer Dialogue; <b>ACU and Movimento dei consumatori Veneto</b> , in ASECO; <b>ADUSBEF</b> is founder of the Federazione utenti bancari	No.	No.	<b>FENACOOP</b> – in EEGC and EUROCOOP; Advisory Councils of Anacom and Erse. <b>UGC, ACMEDIA, ATV, ACRA, FENACOOP and PLURICOOP</b> – in National Council of Consumers.	No.

	Europei (FUBE). <b>Assoutenti</b> , in FATURE.				
--	---	--	--	--	--

	SLOVAKIA	SLOVENIA	SPAIN
<b>IDENTIFICATION</b>			
<b>Name of Organization</b>	Zdruzenie slovenskych spotrebiteľov – ASC – Association of Slovak Consumers	Zveza potrošnikov Slovenije – ZPS – Slovene Consumers Association	Asociacion de Usuarios de Bancos, Cajas y Seguros de España – ADICAE Banks and Insurance Consumers Association
<b>INCORPORATION BYLAWS</b>			
<b>Main National Legislation for Consumers Associations</b>	Constitutional Law; Consumers' framework law. Most relevant legislation: Consumer code (250/2007); Civil Code and amending acts (40/1964).	Consumers framework law; Most relevant legislation: Societies Act and Institute Act.	Consumers framework law; Most relevant legislation: Organic Law 1/2002, of 22 <sup>nd</sup> of March (General legislation of associations); Law 26/1984, of 19 <sup>th</sup> of July; Real Legislative Decree 1/2007.
<b>Legal Requirements and Procedures to become a recognized consumers association;</b>	General legal requirements for civic associations; No recognition act is necessary; Minimum number of members; Board of Management and General Assembly are required.	Consumer Protection Act (OJ, 98/2004); Rules on the procedure and requirements for the entry of consumer organizations into the register (OJ, 46/1998, 97/2003); Fulfilment of relevant provisions in art.º 63 of the Consumer Protection Act and Rules on the procedure and requirements for the entry of consumer organizations into the register; Registration upon its application for registration filed at the Consumer Protection Office; Must be registered as a society, as an institution or	Law 44/2006 of 29 <sup>th</sup> of December on improvement of consumers' rights (modifies law 26/1984). Members must be single persons and 3 at least; Independence; Foundation Act and Statute; Statute deposit in the Consumption National Institute and in the Consumers and Users Council; No institution gives its approval on the

		as other organization, which is not performing profitable activities and is founded by the consumers for protection of their rights; Must perform consumer protection activities and has to act exclusively in the interest of consumers for at least 1 year before applying; The CPO issues a formal decision upon registration of the organisation. Act of recognition is necessary by CPO. Minimum number of 3 members is required.	constitution of the association; Board of management and General Assembly are required.
	<b>SLOVAKIA</b>	<b>SLOVENIA</b>	<b>SPAIN</b>
<b>Legal Status</b>	NGO	Non profit association.	NGO.
<b>Number of other national consumers organizations</b>	8	6	9
<b>ORGANIZATION:</b>			
<b>Association bodies / Election and Decision Processes</b>	Board of Directors; General assembly; Executive Body.  Main program-tasks must be declared and approved by the General Assembly. The Board of Directors is freely elected and is responsible for budget and plan of actions decisions. Executive body is responsible for operation decisions and Executive director takes the daily decisions.	General Assembly; Executive Body.  Executive Body, every 4 years, accepts general guidelines for action approved by the general assembly.	Board of Directors; General assembly; Executive Body.  The President is elected each 5 years and nominates his Directive Board. Future objectives of the association are defined by the general assembly. Departmental Projects are then proposed to the Board of Directors for approval.
<b>Structure</b>	Head and regional offices.	Single office.	Head and regional offices.
<b>Main Activities</b>	Consumer Education;	Introduction of new legislation;	European and national projects;

<b>developed</b>	Public utilities; Legislation on consumer protection.	Consumer Redress; Consumer Campaigns and information; Projects.	Publications; Legal consultation and information to consumers. Consumers' representation.
	<b>SLOVAKIA</b>	<b>SLOVENIA</b>	<b>SPAIN</b>
<b>Number of employees</b>	19	12	56
<b>Membership requirements</b>	Singular person; Agreement with statute.	Singular person; Payment of fee.	Singular person; Payment of fee.
<b>Kind of Publications</b>	Brochures and leaflets.	Magazines; Brochures and leaflets; Thematic Editions.	Magazines; Brochures and leaflets; Thematic Editions; Cds; Calendars.
<b>Kind of support provided to consumers</b>	Legal support; Over indebtedness support; Mediation; Information.	Legal support; Mediation; Information.	Legal support; Over indebtedness support; Mediation; Information.
<b>Main channels of support used</b>	Call Center; E-mail; Help Desk.	Call Center; E-mail; Help Desk.	E-mail; Help Desk.
<b>First three main financial sources</b>	European Commission Projects (49%); Grants from Government (40%); Local or Regional authorities subsidies (10%).	Grants from Government (47,81%); European Commission Projects (36,52%); Membership fees (6,63%).	Membership fees (40%); Grants from Government (25%); Local or Regional authorities subsidies (15%).
<b>REPRESENTATIVENESS</b>			
<b>Level of Representation</b>	National level.	National level.	National level.
<b>Interests represented</b>	General interests.	General interests.	General interests.

<b>Members and Subscribers</b>	Members: 439	Members: 5.400 Subscribers: 6.000	Members: 100.000 Subscribers: 100.000
	<b>SLOVAKIA</b>	<b>SLOVENIA</b>	<b>SPAIN</b>
<b>Main activities</b>	Consumer advice; Networking; Consumer education and training.	- Campaigning and/or lobbying; Consumer advice; Dispute resolution; Drafting and enforcement of consumer legislation; Networking; Consumer education and training.	Campaigning and/or lobbying; Consumer advice; Dispute resolution; Research / Policy analysis; Drafting and enforcement of consumer legislation; Networking; Publishing; Consumer education and training.
<b>Information and Mediation data</b>	Information (2007): 25 Mediation (2007):14	Information (Nov.2007): 3531	Information (2007): 140.000
<b>Most remarkable actions</b>	Mediation.	Political issues; Courts; Over indebtedness.	Political issues; Courts; Over indebtedness; Mediation; ADR's.
<b>REPRESENTATION</b>			
<b>Membership in International organizations</b>	Consumers International	Consumers International Transatlantic Consumer Dialogue	Consumers International
<b>Membership in European organizations</b>	BEUC	ICRT; ECRC; ANEC BEUC	Euroshareholders.
<b>Membership in European Union Committees</b>	Working groups on Eco labelling; Food Safety; Financial services.	ECCG ECCG Competition; FSCG;	Working Groups in the Payment System market Group (PSMG); Fraud Prevention Expert Group (FPEG);

		Working Groups in Mortgage Dialogue; Bank accounts.	Grupo de Expertos FIN-USE; Financial Services Consumer Group (FSCG); Expert Group on Investment Fund Market Efficiency.
	<b>SLOVAKIA</b>	<b>SLOVENIA</b>	<b>SPAIN</b>
<b>Membership in National Committees</b>	Committees of Slovak Parliament; Commission for economical sciences of Ministry of Education; Commission for Environmental product-making of Ministry of Environment.	Nine Governmental Committees (eco label, organic farming, GMO, national chemical safety, accreditation, etc.); Four governmental Committees within Ministry of Economy (general products safety, protective equipment, electric safety, legislation on textiles and leather).	Consumers and Users Council (CCU); Advisory Committee of the Comision Nacional del Mercado de Valores; National Comission of Attended Human Reproduction; Advisory Board of Insurances; Advisory Committee of the National Institute of Statistic; Observatory of Electronic Payment Means.
<b>Membership in Regional Committees</b>	No.	No.	Aragonese Council of Consumers and Users; Council of Consumers of Catalonia; Local Council of Consumption of Lérida; Council of the City of Barcelona; City Council of Mataró; Barcelona Consumers Council; Parish Council of Consumption.
<b>Membership in Alternative Dispute Resolution mechanisms</b>	No.	No.	Arbitration Boards.
<b>Membership in Companies Councils</b>	0	0	5
<b>Representation in Regulator authorities</b>	No.	No.	Financial Services.

<b>Representation in other political fora</b>	No.	No.	No.
	<b>SLOVAKIA</b>	<b>SLOVENIA</b>	<b>SPAIN</b>
<b>Brief characterization of the activities comprised</b>	Does not apply.	Does not apply.	Give opinion in matters related to insurance and financial services.
<b>Consultation on EU and national legislative issues</b>	National Government; Others: BEUC.	EU Commission; European Parliament; National Government.	EU Commission; European Parliament; EESC; National Government; National Parliament.
<b>Special national statute such as social partner</b>	No.	No.	No.
<b>Involvement in European or national projects concerning better legislation and regulation</b>	No.	No.	Consumers Collective Agreement; Self Regulation and Co-regulation agreements.
<b>Other national associations representing consumers in other organizations</b>	A3S – in Consumers International.	No.	No.