



DET KONGELIGE BARNE-, LIKESTILLINGS-
OG INKLUDERINGSDEPARTEMENT

Nærings- og handelsdepartementet
Postboks 8014 Dep
0030 OSLO

Deres ref
201003921-2

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Europakommisjonen melding om det indre marked – kommentarer fra BLD

Vi viser til Deres brev datert 10.11.2010.

Barne-, likestillings- og inkluderingsdepartementet har følgende innspill til et eventuelt norsk høringenssvar:

Chapter 2.5. A single market for consumers

A number of actions (proposals 39-43) are foreseen under this point, and some aspects of consumers' situation singled out in the introductory comments. In basis, we agree to the comments and find the proposed actions interesting and constructive.

However, other challenges for consumers, afflicting as well the single market, could have been highlighted.

One example is the topic of ADRs - alternative dispute solution. The experience of the ECC-net, the network of European Consumer Centres which assist consumers in (inter alia) cross-border complaints, is that there are too many gaps as concerns appropriate complaint bodies in Member States. In the first hand, the result is problems for consumers obtaining redress in case of faulty products, in the second hand, this may compromise the trust in the single market and prevent them from shopping cross-border. Closely related to this topic are the challenges for cross-border enforcement of public consumer rights in the field of consumer protection, where a proper functioning is vital for consumer trust.

A third issue, and a general source for initiatives, is the Consumer Market Scoreboard, which over four years now have uncovered shortcomings in consumer markets in the EEA Area. The Scoreboard has developed to a major instrument for documenting how, and to which degree, different consumer markets function as supposed, and thus to a valuable basis for actions and initiatives.

Med hilsen


Bodhild Fisknes (e.f.)


Hilde Merethe Berg