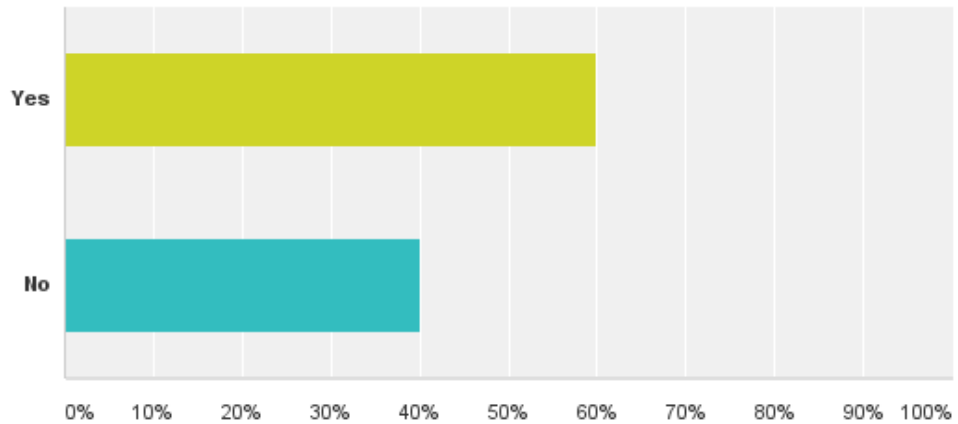


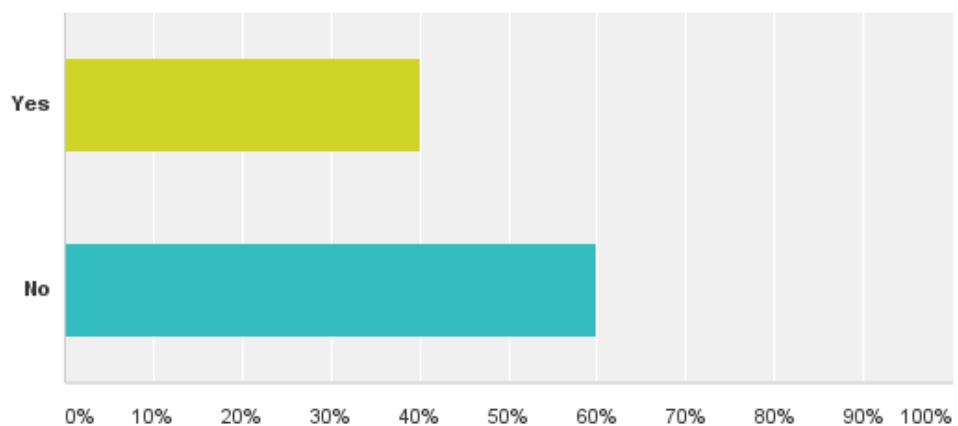
Implementation of the ADR Directive

Have proposals regarding the implementation of the ADR Directive (Directive 2013/11/EU) been published?



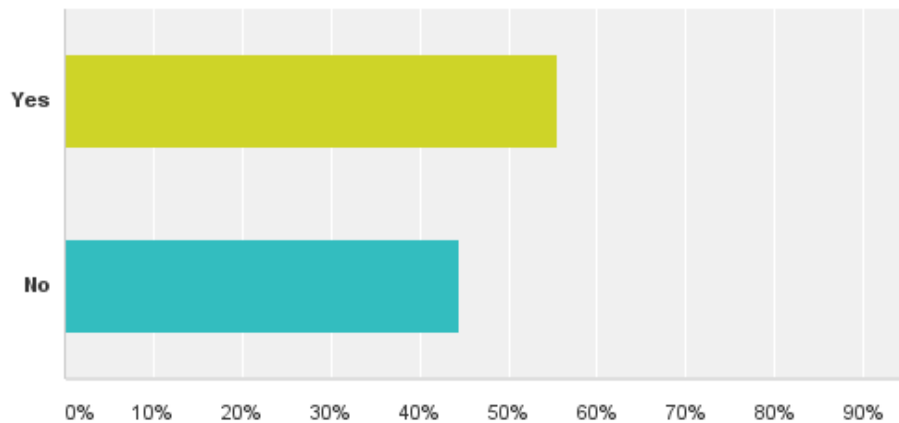
Proposals regarding the implementation of the ADR Directive have been published in 6 of the jurisdictions who answered this question. Four jurisdictions who answered this question are still awaiting the publication of proposals.

Has your Office been invited to engage in the development of these proposals?



Two institutions made a submission to the consultation (in one case following a proactive letter on their part). Another institution stated that they had not been specifically invited to make a submission.

Has the competent authority charged with monitoring the function of ADR in your country/State been identified?



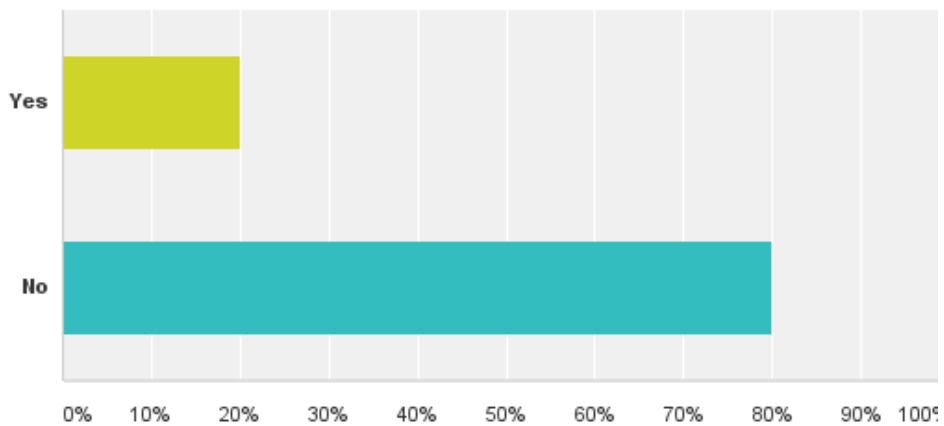
Of those who responded to this question, five institutions advised that the competent authority had been identified. In two instances, this is the relevant Ministry of Economic Affairs while in another two instances it is the relevant commission for the resolution of consumer disputes.

In all cases where the competent authority has been identified, this body will be within the jurisdiction of the Ombudsman.

What are the current arrangements for providing individuals with redress in respect of public utilities (e.g.: water, electricity) in your country/State?

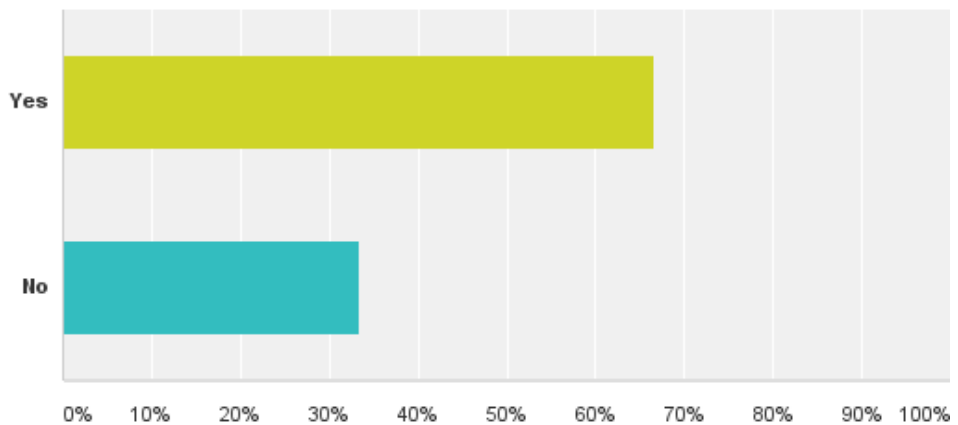
In three jurisdictions who responded, the relevant Consumer Disputes Board can provide redress for individuals. The sector regulators provide redress in two jurisdictions while the Courts is the avenue for redress in another two jurisdictions. The national Competition Authority, the competent ombudsman for utilities and private ombudsman services are also sources of redress.

Will this change following the implementation of the ADR Directive?



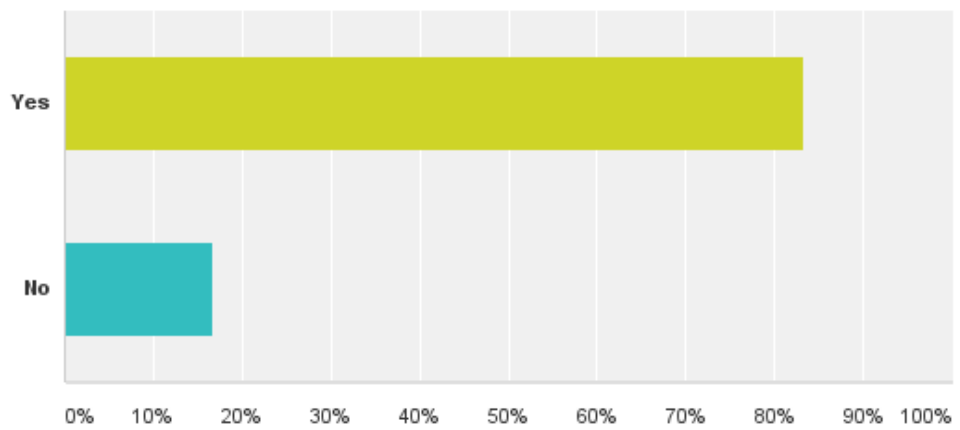
Only one respondent to this question was of the view that this would change following the implementation of the ADR Directive. In that case, it is expected that the Ombudsman will take over certain duties

Does your country/State have a consumer ombudsman / consumer agency?



Six respondents to this question have a consumer ombudsman / consumer agency. Of these, three jurisdictions have a consumer agency while one has a consumer Ombudsman. Another jurisdiction will have a consumer Ombudsman in 2015

Is this body within jurisdiction?



The consumer agency / consumer Ombudsman is within the remit of the Ombudsman in five jurisdictions.