

Summary

“Strengthening Consumer Protection Organisations for better Municipal Services in SEE”

Implementing structure	TEN – Think for Europe Network: CEP – Belgrade EPI – Skopje Institut Alternativa – Podgorica
Project Title	Strengthening Consumer Protection Organisations for better Municipal Services in SEE”
Project Duration	13 months
Donor	German organization for international cooperation (Deutsche Gesellschaft für Internationale Zusammenarbeit) - GIZ, through Open Regional Fund for Modernisation of Municipal services
Objective	The capacities of consumer organisations in advocating the rights of consumers of municipal services in South-East Europe are strengthened. -
Implementation	The sub-project will be implemented through the four components: Work Package 0: Project Management Work Package 1: Regional Study and adoption of action plans for advocacy by the COs Work Package 2: Multi-stakeholder dialogue and awareness raising Work Package 3: Establishment a regional consumer organisations network - CONWeB
Results	Result 1: The consumer organisations have developed a position upon the challenges related to protection of consumers of municipal services.

[Type text]

	<p>Result 2: The consumer organisations have strengthened their capacities for raising awareness and improving the information level of their target groups.</p> <p>Result 3: Potential cooperation initiatives among consumer organisations and with other stakeholders have been identified at the regional and national level</p> <p>Result 4: The institutional conditions for the establishment of a network of consumer organisations in South-East Europe are fulfilled.</p>
Main Outcomes	<ol style="list-style-type: none">1. A regional study aiming at identifying the challenges related to the protection of consumers of municipal services as regard to EU integration obligations is conducted2. A set of recommendations for improving the consumer protection practices in each country has been endorsed by the CPOs and action plans agreed for advocating for their implementation3. In each country, a strategy for awareness raising and better information of consumers as regard to municipal services is discussed and monitoring schemes developed.4. A road map for the affiliation to BEUC (European Consumer Organisation) is defined5. Additional funding opportunities for sustainability of CONWeB and its members have been identified and sub-project proposals developed6. The role of CONWeB for supporting CPOs, representing, promoting and defending consumer general interests is agreed by its potential members (CPOs)
Estimated funds	310.120 EUR
EPI staff	Malinka Ristevska Jordanova, PhD – Director Ardita Abazi Imeri, LL.M – Program coordinator for acquis and sectoral policies

