

**NATIONAL ACTIVITIES OF GREECE IN SUPPORT OF THE OBJECTIVES OF THE
CONSUMER POLICY STRATEGY (2002-2006)**

Report on the implementation of the strategy

This model is in keeping with the structure of the rolling programme of actions for the Consumer Policy Strategy 2002-2006 (COM (2002) 208 final)

OBJECTIVE 1: A HIGH COMMON LEVEL OF CONSUMER PROTECTION THROUGHOUT THE EU

Action	Description	Timeframe/State of play
Legislation relating to the protection of consumers' economic interests		
1. Injunctions	Presidential Decree 301/2002 to bring Greek legislation into line with the provisions of Directive 98/27/EC of the European Parliament and of the Council of 19 May 1998 on injunctions for the protection of consumers' interests (Official Journal L 166, 11/06/1998, pp. 0051 - 0055).	GOVERNMENT GAZETTE 267/I/4.11.2002
2. Aspects of the sale of consumer goods and associated guarantees	Law 3043/2002 on the responsibility of vendors for material faults and the absence of agreed characteristics – harmonisation with the provisions of Directive 1999/44/EC of the European Parliament and of the Council of 25 May 1999 on certain aspects of the sale of consumer goods and associated guarantees (Official Journal L 171, 07/07/1999, pp. 0012 - 0016).	GOVERNMENT GAZETTE 192 I/21.8.2002
3. Liability for defective products	Bringing Article 6(6) of Law 2251/94 on consumer protection (I 191) into line with Council Directive 85/374/EEC of 25 July 1985 on the approximation of the laws, regulations and administrative provisions of the Member States concerning liability for defective products (Official Journal L 210, 07/08/1985, pp. 0029 - 0033).	GOVERNMENT GAZETTE II 1373/25.10.2002
4. E-commerce	Presidential Decree 131/2003 to bring Greek legislation into line with Directive 2000/31/EC of the European Parliament and of the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market.	GOVERNMENT GAZETTE 116 I/16.5.2003
CONSUMER INFORMATION		
1. EURO: Information Campaign conducted by the Secretariat-General for Consumer Affairs to reinforce the protection of consumers during the conversion to the euro (television programmes, radio spots, market stalls-metro, Internet, Eurohelp), February - March 2002		
2. Restructuring and updating of the website of the Secretariat-General for Consumer Affairs (www.efpolis.gr).		

OBJECTIVE 2: EFFECTIVE ENFORCEMENT OF CONSUMER PROTECTION RULES

Action	Description	Timeframe/State of play
ENFORCEMENT OF LEGISLATION/INSPECTIONS/IMPOSITION OF PENALTIES		
1.	CONSUMER COMPLAINTS: The Secretariat-General receives written and telephone complaints from consumers concerning their commercial transactions and, in particular, quality, defective products, warranty conditions, after-sales service, safety, etc., investigates them, makes recommendations and resolves consumers' problems.	
2.	ADMINISTRATIVE PENALTIES: It imposes administrative penalties for infringements of consumer protection legislation (Law 2251/94, P.D. 182/99 on timeshare properties, etc.). In 2002, 2 timeshare companies were fined.	
INSPECTIONS		
1.	Checks on phthalics in PVC toys for children less than 36 months old, seizure/withdrawal of products, imposition of administrative penalties.	
2.	Checks on categories of products investigated by the EU Committee on Product Safety Emergencies on the basis of the General Product Safety Directive: <ul style="list-style-type: none"> - Restricting the circulation of common household cleaning products containing more than 1% hydrofluoric acid. - Checks on personal care products to ensure they are accompanied by warnings of any risks, e.g. tampons. 	
3.	Safety checks on foods whose packaging contains toys.	
	4. Checks on dangerous products notified via the Rapid Exchange of Information System (RAPEX), e.g. the hardness of electric drill heads, toys, etc.	
	5. Checks to ensure the obligatory information concerning exhaust fumes and CO ₂ emissions is displayed on the sale signs of new passenger cars (environmental protection measure).	
MISCELLANEOUS		
1.	In the context of the activity of EEJ-NET (European Extra-judicial Network), the network of national information centres for administrative cooperation for the settlement of crossborder consumer disputes, the Consumer Protection Directorate of the Secretariat-General has been appointed as the national information centre and promotes the resolution of cross-border consumer disputes.	
2.	The Directorate also participates in RAPEX (Rapid Exchange of Information System) for dangerous products, as part of the implementation of Directive 92/59/EEC on General Product Safety.	

OBJECTIVE 3: PROPER INVOLVEMENT OF CONSUMER ORGANISATIONS IN EU POLICIES

Action	Description	Timeframe/State of play
Relations/cooperation with consumer organisations		
1.	National Consumer Council: restructuring of the new NCC - three sessions in 2002 and two in the first half of 2003.	
2.	Individual organisations: funding consumer associations in 2002 (€ 37 800)	
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ACTIVITIES TO IMPROVE THE QUALITY OF CONSUMER POLICIES

Action	Description	Timeframe/State of play
Impact assessment		
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Documentation policy		
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