COUNCIL

IN-DEPTH EVALUATION OF THE COMMITTEE ON CONSUMER POLICY:

Second Round Monitoring of the Implementation of Recommendations

For further information or queries, please contact Mr. Kevin Williams: (kevin.williams@oecd.org; +33 1 4524 1867).

JT03253481

Document complet disponible sur OLIS dans son format d'origine
Complete document available on OLIS in its original format
1. Introduction

1. The conclusions of the In-depth Evaluation of the Committee on Consumer Policy (CCP), which reported in December 2006, were that over the 2001 to 2006 period it had performed strongly. Against this backdrop, two recommendations addressed to the Committee were approved by Council:

- **Recommendation №1** - the Committee, given the cross-cutting nature of consumer policy issues, should endeavour to be more actively involved in horizontal work, insofar as this is compatible with its available resources;
- **Recommendation №2** - the Committee should continue to develop the outreach dimension of its activities, insofar as this is compatible with its available resources.

2. The Evaluation Committee was invited to monitor the implementation of the recommendations by the CCP and to submit a first report by the end of 2007.

3. On the basis of the first monitoring report, Council welcomed the response of the CCP to the evaluation recommendations. It also invited the Evaluation Committee to pursue the monitoring process and to report back on the matter before the end of July 2008.

4. In July 2008, the Evaluation Committee reviewed the actions undertaken by the CCP on the basis of information and supporting material received from its Secretariat (see Annex I).

5. The CCP Chair’s Dialogue with Council took place on 17 July 2008, during which the results of the evaluation were recalled (see Annex II).

6. The results of the monitoring exercise indicate that actions relative to the recommendations are underway and will continue to be implemented on an ongoing basis into the future. The Evaluation Committee recognises that the actions taken by the CCP in response to the recommendations are appropriate and consequently recommends to Council that the monitoring process be now closed.

**Proposed Action**

7. In the light of the preceding, Council is invited to adopt the following draft conclusions.

THE COUNCIL

a) noted document C(2008)102;

b) noted the response by the Committee on Consumer Policy to the evaluation recommendations;

c) agreed to examine the consequences of the full implementation of the recommendations at the time of the next In-depth Evaluation of the Committee on Consumer Policy.

---

1. Following the rating framework for In-depth Evaluation results, the Committee’s performance was assessed as very high in terms of the evaluation criterion of *relevance*, and high in respect to the criteria of *efficiency*, *effectiveness* and *sustainability* [C(2006)190].


ANNEX I

Information presented in this Annex reflects the situation as of 31 July 2008.

<table>
<thead>
<tr>
<th>Recommendation N°1</th>
<th>The Committee, given the cross-cutting nature of consumer policy issues, should endeavour to be more actively involved in horizontal work, insofar as this is compatible with its available resources.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action</td>
<td>The CCP is pursuing horizontal work with the following OECD Committees and bodies:</td>
</tr>
</tbody>
</table>
| | • **Committee for Information, Computer and Communication Policy, and its Working Parties**: the CCP has provided three policy instruments in support of the ICCP-led Ministerial on the *Future of the Internet Economy*:
| | o **Identity theft**: *Scoping Paper on Online Identity Theft* (completed in Jan-08) and *OECD Policy Guidance on Online Identity Theft* (completed in Mar-08): In preparing the two documents, CCP’s Secretariat consulted with the ICCP’s Working Party on Information Security and Privacy (WPISP). The enforcement section of the *Scoping Paper* informed the 2008 background report prepared by the WPISP on *Malicious Software: A Threat to the Digital Economy*.
| | o **Communication services**: *Report on Enhancing Competition in Telecommunications: Protecting and Empowering Consumers* (completed in Jan-08) and *OECD Policy Guidance on Empowering and Protecting Consumers in Communication Services* (completed in Mar-08): this was joint work with the ICCP’s Working Party on Communications Infrastructure and Services Policy (CISP).
| | o **Mobile commerce**: *Report on Mobile Commerce* (completed in 2007) and *OECD Policy Guidance for Addressing Emerging Consumer Protection and Empowerment Issues in Mobile Commerce* (completed in April 2008): in developing the guidance, the CCP’s Secretariat consulted with the CISP’s Secretariat.
| | • **OECD Innovation Strategy**: the CCP agreed to contribute to the project as part of its 2009-2010 PWB, focusing on consumer-driven innovation.
| | • **Competition Committee**: In February 2008, the CCP partnered with the Competition Committee in organizing the OECD Global Forum on Competition. The interface between competition and consumer policy was a key theme, as was the political economy of reform (*i.e.*, the role of consumers in formulating and carrying out competition policy).
| | • **Environmental Policy Committee; Education Committee; Annual Meeting of Sustainable Development Experts**: The CCP is co-operating with several OECD bodies on projects related to the role consumers can play in helping countries achieve sustainable development and climate change goals. A joint meeting on how education can be used to boost sustainable consumption behaviour among consumers was to be held in Oct-2008. Further work is proposed in CCP’s 2009-2010 PWB.
| | • **International Energy Agency**: The CCP is currently exploring a joint project with the IEA to examine how to address the challenges that deregulated energy markets are posing to consumers and the implications for overall energy policy objectives.
<p>| | • <strong>Committee on Financial Markets (CMF)</strong>: As part of its PWB for 2009-2010, the CCP will co-operate with the CFM in its project on consumer information on financial credit markets. |</p>
<table>
<thead>
<tr>
<th>Status <em>(indicate with an X)</em></th>
<th>Under preparation</th>
<th>Underway</th>
<th>Completed</th>
<th>(Expected) Result</th>
<th>Documentary references</th>
<th>Comments and observations <em>(including critical assumptions)</em></th>
</tr>
</thead>
</table>
## Recommendation N°2

The Committee should continue to develop the outreach dimension of its activities, insofar as this is compatible with its available resources.

### Action

<table>
<thead>
<tr>
<th>The CCP has benefited from the participation of India as an observer to the Committee since 2007.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the framework of accession, Chile participated in the February 2008 Committee meeting, at which it provided delegations with an overview of its consumer policy regime. The Secretariat subsequently met with Chilean officials, in Santiago (in April 2008) and Paris (in June 2008), to address accession issues. Accession meetings have also been held between the Secretariat and Slovenia (in Ljubljana in May 2008), Estonia (in Paris and Tallinn in May 2008) and Israel (in Paris in February 2008). Co-operation is expected to intensify as all countries have been invited to take part in Committee meetings and related events in October 2008. The Committee will invite the accession countries to prepare reports on their consumer policy regimes; the reports, together with the information provided in initial memoranda, will be subject to Committee review at upcoming meetings; the first reviews are expected to be held in April 2009. Efforts to engage Russia are underway, but have not progressed significantly as we have tried but have not been able to establish direct contact with officials responsible for consumer policy.</td>
</tr>
<tr>
<td>As regards enhanced engagement countries, the Committee has invited each to take part in a Roundtable it will be holding on consumer product safety in October 2008. Brazil and South Africa have indicated that they are likely to take part in the meeting (as has India). Special efforts will be made to engage China which has a major stake in product safety as one of the world’s largest producers of toys, electrical equipment, etc. We have been in direct contact with Indonesian officials responsible for consumer policy; we expect co-operation will increase, over time.</td>
</tr>
<tr>
<td>Egypt, who has expressed interest in becoming more closely associated with the Committee, perhaps as an observer, has been invited to participate in both the CCP’s Roundtable on consumer product safety and Joint meeting on consumer education, in October 2008.</td>
</tr>
<tr>
<td>The CCP maintains close relationships with international bodies such as ICPEN, Consumers International, the Trans-Atlantic Consumer Dialogue (TACD), the Business and Industry Advisory Committee (BIAC) to the OECD, the United Nations Conference on Trade and Development (UNCTAD), and ISO-COPOLCO. In particular, the CCP is currently working with the following international bodies:</td>
</tr>
<tr>
<td><strong>ICPEN</strong>: CCP and WPISP are exploring ways to implement the SPIRE project with, notably, ICPEN’s participation. CCP and ICPEN are envisaging organising a joint meeting in the second quarter of 2009 to strengthen law enforcement co-operation.</td>
</tr>
<tr>
<td><strong>United Nations Office on Drugs and Crimes (UNODC)</strong>: CCP’s Secretariat is working with the UNODC’s expert group on identity-related crime to foster enforcement co-operation against identity crime. CCP’s Secretariat participated in the UNODC International Conference on Identity-related Crime in November 2007. The 2008 OECD Policy Guidance on Online Identity Theft itself recommends closer co-operation with international fora dealing with identity theft, such as the UNODC.</td>
</tr>
<tr>
<td><strong>UN Environment Programme (UNEP), UN Marrakech Task Force (UNMTF), UNESCO and Consumer Citizenship Network (CCN)</strong>: On 24 October 2008, the CCP will organise a conference on consumer education jointly with UNEP, UNESCO and the UNMTF, focusing on sustainable consumption. In addition, Malaysia, Thailand, Chile and Brazil have co-operated with the Committee which is preparing a report on education. In addition, CCP’s Secretariat is working with the CCN on the preparation of a report on education, and will provide input to their</td>
</tr>
</tbody>
</table>
• **2008 OECD Global Forum on Competition**: 16 consumer authorities from non-member economies participated in the event which included a session on the interface between consumer and competition policies. These non-members included Cameroon, Chile, Chinese Taipei, Columbia, Egypt, El Salvador, Estonia, India, Israel, Kenya, Lithuania, Panama, Papua New Guinea, Tanzania, Thailand and Tunisia.

<table>
<thead>
<tr>
<th>Status <em>(indicate with an X)</em></th>
<th>Under preparation</th>
<th>(Expected) Completion date</th>
<th>Ongoing.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Underway</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(Expected) Result*  
Broader application of the Committee’s work is helping to strengthen the cross-border commerce, thereby supporting more open and transparent markets; efforts to combat fraudulent business are also being enhanced.

Documentary references  

Comments and observations *(including critical assumptions)*  
CCP’s outreach activities are being boosted in 2007 and 2008 through the participation of non-member economies in a number of CCP’s projects. Within the framework of the accession and enhanced engagement process, it is expected that such links with non-members will be reinforced.
Operating at a High Level

- In-depth Evaluation of the CCP (2006)
  - CCP “performed strongly”: “very high” relevance; “high” efficiency, effectiveness and long-term policy impact
  - recommended that the OECD Secretariat should draw lessons from the working methods of the CCP and its Bureau

- OECD medium-term objectives
  - in top-ranked output area in 2005 (area 1.3.1 --digital economy); 6th (out of 47) in 2007

- PIR (2005-2006)
  - Work on SPAM (with the ICCP) and cross-border fraud highly ranked