










# Procedure file

| Basic information  |   |
|--|---|
| COD - Ordinary legislative procedure (ex-codecision procedure)<br>Regulation   | 2023/0375(COD)<br>Awaiting Council's 1st reading position |
| Discontinuation of the European ODR Platform<br>Repealing Regulation 2013/524 <a href="#">2011/0374(COD)</a><br>Amending Regulation 2017/2394 <a href="#">2016/0148(COD)</a><br>Amending Regulation 2018/1724 <a href="#">2017/0086(COD)</a>   |   |
| Subject<br>1.20.05 Public access to information and documents, administrative practice<br>2.80 Cooperation between administrations<br>3.30.06 Information and communication technologies, digital technologies<br>3.30.25 International information networks and society, internet<br>3.45.05 Business policy, e-commerce, after-sales service, commercial distribution<br>4.60.06 Consumers' economic and legal interests<br>7.40.02 Judicial cooperation in civil and commercial matters |   |

| Key players  |  |   |                         |
|--|--|---|-------------------------|
| European Parliament                                  | Committee responsible<br> <a href="#">Internal Market and Consumer Protection</a> | Rapporteur<br> <a href="#">BALLARÍN CEREZA</a><br><a href="#">Laura</a><br>Shadow rapporteur<br> <a href="#">MANDERS Antonius</a><br> <a href="#">CHARANZOVÁ Dita</a><br> <a href="#">LANGENSIEPEN Katrin</a><br> <a href="#">BIELAN Adam</a><br> <a href="#">KOULOGLOU Stelios</a> | Appointed<br>10/11/2023 |
|  | Committee for opinion<br> <a href="#">Legal Affairs</a>                           | Rapporteur for opinion<br>The committee decided not to give an opinion.   | Appointed               |
| Council of the European Union<br>European Commission | Commission DG<br><a href="#">Justice and Consumers</a>   | Commissioner<br>REYNDERS Didier   |                         |
| European Economic and Social Committee               |  |   |                         |

| Key events |   |   |         |
|------------|---|---|---------|
| 17/10/2023 | Legislative proposal published                          | <a href="#">COM(2023)0647</a>   | Summary |
| 20/11/2023 | Committee referral announced in Parliament, 1st reading |   |         |
| 22/02/2024 | Vote in committee, 1st reading                          |   |         |
| 26/02/2024 | Committee report tabled for plenary, 1st reading        | <a href="#">A9-0058/2024</a>  | Summary |
| 13/03/2024 | Results of vote in Parliament                           |  |         |
| 13/03/2024 | Decision by Parliament, 1st reading                     | <a href="#">T9-0140/2024</a>  | Summary |

| Technical information                        |  |
|--|--|
| Procedure reference                          | 2023/0375(COD)   |
| Procedure type                               | COD - Ordinary legislative procedure (ex-codecision procedure)   |
| Procedure subtype                            | Legislation  |
| Legislative instrument                       | Regulation   |
|  | Repealing Regulation 2013/524 <a href="#">2011/0374(COD)</a><br>Amending Regulation 2017/2394 <a href="#">2016/0148(COD)</a><br>Amending Regulation 2018/1724 <a href="#">2017/0086(COD)</a> |
| Legal basis                                  | Treaty on the Functioning of the EU TFEU 114   |
| Other legal basis                            | Rules of Procedure EP 165  |
| Mandatory consultation of other institutions | <a href="#">European Economic and Social Committee</a>   |
| Stage reached in procedure                   | Awaiting Council's 1st reading position  |
| Committee dossier                            | IMCO/9/13489   |

| Documentation gateway   |  |                               |            |     |         |
|---|--|-------------------------------|------------|-----|---------|
| Legislative proposal  |  | <a href="#">COM(2023)0647</a> | 17/10/2023 | EC  | Summary |
| Committee draft report  |  | <a href="#">PE757.943</a>     | 11/01/2024 | EP  |         |
| Amendments tabled in committee                                  |  | <a href="#">PE758.716</a>     | 26/01/2024 | EP  |         |
| Economic and Social Committee: opinion, report                  |  | <a href="#">CES4939/2023</a>  | 14/02/2024 | ESC |         |
| Committee report tabled for plenary, 1st reading/single reading |  | <a href="#">A9-0058/2024</a>  | 26/02/2024 | EP  | Summary |
| Text adopted by Parliament, 1st reading/single reading          |  | <a href="#">T9-0140/2024</a>  | 13/03/2024 | EP  | Summary |

## Discontinuation of the European ODR Platform

**PURPOSE:** to repeal the Regulation on Online Dispute Resolution (ODR) by discontinuing the European Online Dispute Resolution Platform (the ODR Platform).

**PROPOSED ACT:** Regulation of the European Parliament and of the Council.

**ROLE OF THE EUROPEAN PARLIAMENT:** the European Parliament decides in accordance with the ordinary legislative procedure and on an equal footing with the Council.

**BACKGROUND:** the European Online Dispute Resolution (ODR) Platform, set up by Regulation (EU) No 524/2013 on online dispute resolution for consumer disputes, has been operating since 2016 as a fully multilingual digital infrastructure where consumers can request online traders to solve a dispute using an alternative dispute resolution (ADR) entity.

Despite a high number of visits, the ODR platform is only enabling on average 200 cases EU wide to be treated by an ADR entity per year. However, only a minority of visitors use the platform to launch a complaint, and only 2% of those actually receive a positive reply from traders so that their request can be transmitted to an ADR body listed on the platform.

This level of performance does not justify the costs incurred by the Commission to maintain the tool, nor the cost borne by public administrations and by online businesses to comply with their obligations under the ODR Regulation.

There was a consensus that the useful effect of the ODR Platform was very limited and thus not cost-effective.

**CONTENT:** this proposal aims to repeal the ODR Regulation, thus discontinuing the ODR platform and remove the obligation on the online businesses to provide a link to the ODR platform and manage an email for communication.

The Commission should inform users of the platform with open ADR cases of the discontinuance of the platform by two months after the date of entry into force of this Regulation and offer assistance to retrieve case data accessible to them if they wish to do so.

The discontinuation of the ODR platform would permit to save costs for businesses, Member States and for the Commission, while the cost for ADR entities would not be impacted. Discontinuing the platform therefore does not have any negative budgetary implications.

## Discontinuation of the European ODR Platform

---

The Committee on the Internal Market and Consumer Protection adopted the report by Laura BALLARÍN CEREZA (S&D, ES) on the proposal for a regulation of the European Parliament and of the Council repealing Regulation (EU) No 524/2013 and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regards to the discontinuation of the European ODR Platform.

The committee responsible recommended that the European Parliament adopt its position at first reading taking over the Commission's proposal.

The proposal aims to repeal the Regulation setting up the European Online Dispute Resolution (ODR) Platform, thus discontinuing the ODR platform and remove the obligation on the online businesses to provide a link to the ODR platform and manage an email for communication.

## Discontinuation of the European ODR Platform

---

The European Parliament adopted by 618 votes to 3, with 1 abstention, a legislative resolution on the proposal for a regulation of the European Parliament and of the Council repealing Regulation (EU) No 524/2013 and amending Regulations (EU) 2017/2394 and (EU) 2018/1724 with regards to the discontinuation of the European ODR Platform.

Parliament adopted its position at first reading by taking over the Commission proposal.

The proposal aims to repeal the Regulation setting up the European Online Dispute Resolution (ODR) Platform, thus discontinuing the ODR platform and remove the obligation on the online businesses to provide a link to the ODR platform and manage an email for communication.