









Procedure file

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

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

Key events			
17/10/2023	Legislative proposal published	COM(2023)0647	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	A9-0058/2024	Summary
13/03/2024	Decision by Parliament, 1st reading	T9-0140/2024	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 2011/0374(COD) Amending Regulation 2017/2394 2016/0148(COD) Amending Regulation 2018/1724 2017/0086(COD)
Legal basis	Treaty on the Functioning of the EU TFEU 114
Other legal basis	Rules of Procedure EP 159
Mandatory consultation of other institutions	European Economic and Social Committee
Stage reached in procedure	Awaiting Council's 1st reading position
Committee dossier	IMCO/9/13489

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