

**Eighth Intergovernmental Group of Experts on
Consumer Protection Law and Policy
Room XIX, Palais des Nations, Geneva
1-2 July 2024**

**Enhancing the consumer movement:
Means to facilitate the development of independent consumer groups**

Presentation

The Office of Competition and Consumer Protection (UOKiK)

Poland

This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of UN Trade and Development.



The Office of Competition and
Consumer Protection (UOKiK)

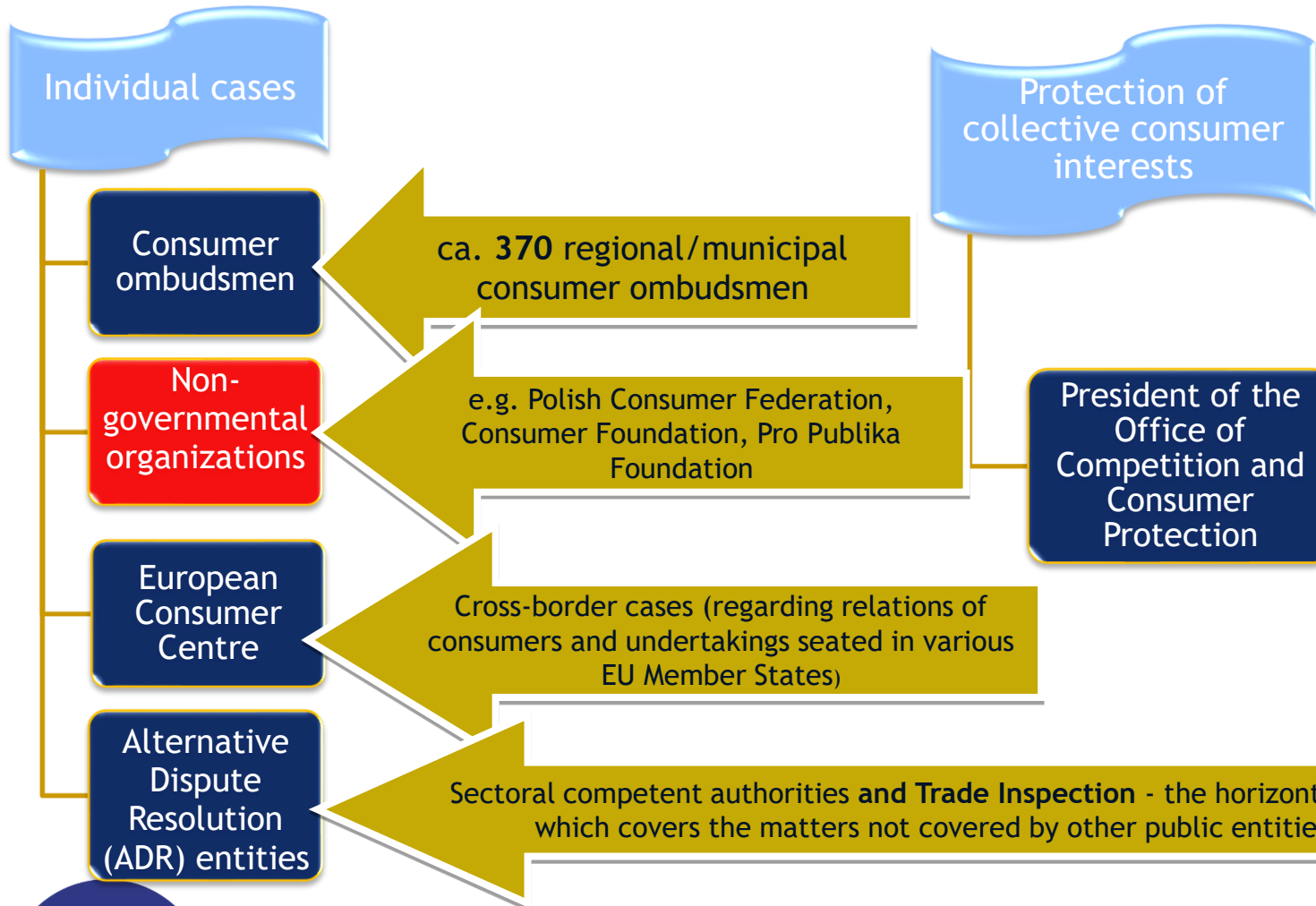
The Intergovernmental Group of
Experts (IGE) on Consumer Protection
Law and Policy:

Enhancing the consumer movement:
Means to facilitate the development of
independent consumer groups





Consumer protection system in Poland



Consumer ombudsmen



Act on competition and consumer protection - art. on consumer organisations

Article 45.

1. *Consumer organisations shall represent consumer interests before central and local government authorities and may participate in the implementation of government consumer policy.*

2. *The organisations referred to in paragraph 1 are, in particular, entitled to:*

- 1) *express opinions on legislative proposals and other documents concerning rights and interests of consumers;*
- 2) *develop and disseminate consumer awareness programmes;*
- 3) *conduct tests on products and services and publish the results;*
- 4) *issue periodicals, research papers, brochures and leaflets;*
- 5) *provide free-of-charge consumer advisory services and free-of-charge assistance offered to consumers pursuing their claims, unless the statutes of the organisation provide that a charge is payable;*
- 6) *participate in standardisation works;*
- 7) *carry out the state's tasks with regard to consumer protection, referred to them by central and local government authorities;*
- 8) *apply for public funds for the tasks referred to in subparagraph 7.*

3. *Central and local government authorities have an obligation to consult consumer organisations on matters concerning areas of activity aimed at protection of consumer interests.*

Grants for consumer NGOs



YEAR	PROJECTS			
	Consumer counselling	ABC of the Young Consumer	Youth with rights @modern times	GRANTS IN TOTAL
2023	<p>PLN 1,4 milion (EUR 0,32 milion)</p> <p>134 660 advice/information provided</p> <p>12 education webinars and 12 podcasts on consumer rights</p> <p>development and implementation of a form system for providing advice</p>	<p>almost PLN 75 thousand (EUR 17,4 thousand)</p> <p>367 kindergartens included in the project</p> <p>11,195 children participating in the activities</p> <p>375 trained teachers through 16 trainings</p>	<p>PLN 125 thousand (EUR 29 thousand)</p> <p>67 participating schools</p> <p>460 activities with students</p> <p>10,745 students participating in classes</p>	<p>PLN 1,6 million</p> <p>(EUR 0,37 milion)</p>
2022	<p>PLN 1,4 mln (EUR 0,32 milion)</p> <p>89,350 telephone consultations</p> <p>27,054 e-mail consultations</p> <p>11 webinarson consumer rightgs</p> <p>Development and implementation of a form-based advisory system</p>	<p>almost PLN 75 thousand (EUR 17,4 thousand)</p> <p>134 kindergartens</p> <p>4, 222 children</p> <p>186 trained teachers as part of 9 training courses</p>	<p>PLN 125 thousand (EUR 29 thousand)</p> <p>86 schools</p> <p>520 classes</p> <p>12,379 students</p>	<p>PLN 1,6 million</p> <p>(EUR 0,37 milion)</p>
2021	<p>almost PLN 1,6 milion (EUR 0,37 milion)</p> <p>74, 928 pieces of consumer advice/information provided by Consumer Helpline</p> <p>31,047 cases handled, including 23,375 pieces of consumer advice given via Consumer e-Advice Centre</p>			<p>almost PLN 1,6 million</p> <p>(EUR 0,37 milion)</p>



Office of Competition
and Consumer Protection



Thank you

Martyna Derszniak-Noirjean, PhD
Director, International Cooperation Office

www.uokik.gov.pl

