







Basic information	
<p>2023/0375(COD)</p> <p>COD - Ordinary legislative procedure (ex-codecision procedure) Regulation</p>	Procedure completed
<p>Discontinuation of the European ODR Platform</p> <p>Repealing Regulation 2013/524 2011/0374(COD) Amending Regulation 2017/2394 2016/0148(COD) Amending Regulation 2018/1724 2017/0086(COD)</p> <p>Subject</p> <p>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</p>	

Key players				
European Parliament	Committee responsible		Rapporteur	Appointed
	 Internal Market and Consumer Protection		BALLARÍN CEREZA Laura (S&D)	13/09/2024
	Former committee responsible		Former rapporteur	Appointed
	 Internal Market and Consumer Protection		BALLARÍN CEREZA Laura (S&D)	10/11/2023
	Former committee for opinion		Former rapporteur for opinion	Appointed
	 Legal Affairs		The committee decided not to give an opinion.	
	Council of the European Union	Council configuration	Meetings	Date
General Affairs		4059	2024-11-19	
European Commission	Commission DG		Commissioner	
	Justice and Consumers		REYNDERS Didier	

Key events			
Date	Event	Reference	Summary
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
13/03/2024	Results of vote in Parliament		
13/11/2024	Resumption of business from the previous parliamentary term		
21/11/2024	Council position published	14152/1/2024	Summary
28/11/2024	Committee referral announced in Parliament, 2nd reading		
03/12/2024	Vote in committee, 2nd reading		
06/12/2024	Committee recommendation tabled for plenary, 2nd reading	A10-0028/2024	
17/12/2024	Decision by Parliament, 2nd reading	T10-0057/2024	Summary
17/12/2024	Results of vote in Parliament		
19/12/2024	Final act signed		
30/12/2024	Final act published in Official Journal		

Technical information	
Procedure reference	2023/0375(COD)
Procedure type	COD - Ordinary legislative procedure (ex-codecision procedure)
Procedure subtype	Legislation
Legislative instrument	Regulation
Amendments and repeals	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 European Union TFEU 114
Other legal basis	Rules of Procedure EP 165
Mandatory consultation of other institutions	European Economic and Social Committee
Stage reached in procedure	Procedure completed
Committee dossier	IMCO/10/01326



Documentation gateway
European Parliament

Document type	Committee	Reference	Date	Summary
Committee draft report		PE757.943	11/01/2024	
Amendments tabled in committee		PE758.716	26/01/2024	
Committee report tabled for plenary, 1st reading/single reading		A9-0058/2024	26/02/2024	Summary
Text adopted by Parliament, 1st reading/single reading		T9-0140/2024	13/03/2024	Summary
Committee draft report		PE766.590	27/11/2024	
Committee recommendation tabled for plenary, 2nd reading		A10-0028/2024	06/12/2024	
Text adopted by Parliament, 2nd reading		T10-0057/2024	17/12/2024	Summary

Council of the EU

Document type	Reference	Date	Summary
Council position	14152/1/2024	21/11/2024	Summary
Draft final act	00103/2024/LEX	19/12/2024	

European Commission

Document type	Reference	Date	Summary
Legislative proposal	COM(2023)0647 	17/10/2023	Summary
Commission communication on Council's position	COM(2024)0551 	20/11/2024	

Other institutions and bodies

Institution/body	Document type	Reference	Date	Summary
EESC	Economic and Social Committee: opinion, report	CES4939/2023	14/02/2024	

Additional information

Source	Document	Date
European Commission	EUR-Lex	

Final act

Regulation 2024/3228 OJ OJ L 30.12.2024	Summary
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Discontinuation of the European ODR Platform

2023/0375(COD) - 17/10/2023 - Legislative proposal

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

2023/0375(COD) - 21/11/2024 - Council position

The Council adopted its position at first reading with a view to the adoption of 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 regard to the discontinuation of the European Online Dispute Resolution Platform.

As a reminder, Regulation (EU) No 524/2013 of the European Parliament and of the Council established, and mandated the Commission to develop and maintain, the European Online Dispute Resolution Platform (ODR platform) at Union level, offering a single point of entry to consumers and traders seeking the out-of-court resolution of disputes arising from online sales or service contracts.

Regulation (EU) No 524/2013 requires online traders and online marketplaces to provide, on their website, an easily accessible link to the ODR platform. That obligation, together with information campaigns organised by the Commission and national stakeholders, has brought between two and three million visitors to the ODR platform every year.

However, only a minority of visitors use the ODR platform to submit a complaint and only 2 % of those complaints receive a positive reply from traders, meaning that their request can be transmitted to an ADR entity listed on the ODR platform. All in all, this represents about 200 cases per year across the Union.

The Commission published a call for evidence on adapting out-of-court dispute resolution to digital markets, which ran from 28 September to 21 December 2022. The Commission concluded that the ODR platform had been used by only 5 % of consumers who responded to that call for evidence.

The Regulation aims to **repeal Regulation (EU) No 524/2013, thus discontinuing the ODR platform** and removing the associated obligations. The level of performance of the ODR platform 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.

On substance, the Council position at first reading does not amend the Commission proposal and, consequently, is in line with the European Parliament's position. The Council position at first reading only includes changes resulting from the legal-linguistic revision.

Discontinuation of the European ODR Platform

2023/0375(COD) - 30/12/2024 - Final act

PURPOSE: to discontinue the European Online Dispute Resolution Platform.

LEGISLATIVE ACT: Regulation (EU) 2024/3228 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 regard to the discontinuation of the European Online Dispute Resolution Platform.

CONTENT: Regulation (EU) No 524/2013 of the European Parliament and of the Council established, and mandated the Commission to develop and maintain, the European Online Dispute Resolution Platform (the 'ODR platform') at Union level, offering a single point of entry to consumers and traders seeking the out-of-court resolution of disputes arising from online sales or service contracts.

This Regulation aims to repeal Regulation (EU) No 524/2013 with effect from 20 July 2025, **thereby terminating the ODR platform** and the obligations related to it. The level of performance of the existing ODR platform does not justify the public and private costs necessary to maintain it.

The submission of complaints to the ODR platform will be discontinued on 20 March 2025.

The Commission will inform users of the ODR platform with ongoing cases of the discontinuation of the ODR platform by 20 March 2025 and offer such users assistance to retrieve data related to their cases and accessible to them, where they wish to do so.

At the latest by 20 July 2025, all information, including personal data, related to cases in the ODR platform will be deleted.

ENTRY INTO FORCE: 31.12.2024.

Discontinuation of the European ODR Platform

2023/0375(COD) - 26/02/2024 - Committee report tabled for plenary, 1st reading/single reading

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

2023/0375(COD) - 13/03/2024 - Text adopted by Parliament, 1st reading/single reading

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.

Discontinuation of the European ODR Platform

2023/0375(COD) - 17/12/2024 - Text adopted by Parliament, 2nd reading

The European Parliament adopted a legislative resolution **approving without amendments** the Council position at first reading with a view to the adoption of 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 regard to the discontinuation of the European Online Dispute Resolution Platform.

The proposed Regulation aims to repeal Regulation (EU) No 524/2013 and amend Regulations (EU) 2017/2394 and (EU) 2018/1724 with regard to the discontinuation of the European Online Dispute Resolution Platform.

On 13 March 2024, the European Parliament adopted its first reading position, without amending the Commission proposal. The Council's first reading position does not amend the Commission proposal and is, consequently, in line with the European Parliament's position.