## Basic information

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| **2023/0375(COD)**<br><br>COD - Ordinary legislative procedure (ex-codecision procedure)<br>Regulation | Procedure completed |
| Discontinuation of the European ODR Platform<br><br>Repealing Regulation 2013/524 2011/0374(COD)<br>Amending Regulation 2017/2394 2016/0148(COD)<br>Amending Regulation 2018/1724 2017/0086(COD)<br><br>**Subject**<br><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 | Rapporteur | Appointed |
|---|---|---|
| IMCO Internal Market and Consumer Protection | BALLARÍN CEREZA Laura (S&D) | 13/09/2024 |
| | Shadow rapporteur<br><br>VAIDERE Inese (EPP)<br><br>PIPEREA Gheorghe (ECR)<br><br>YON-COURTIN Stéphanie (Renew)<br><br>LANGENSIEPEN Katrin (Greens/EFA) | |

| Former committee responsible | Former rapporteur | Appointed |
|---|---|---|
| IMCO Internal Market and Consumer Protection | BALLARÍN CEREZA Laura (S&D) | 10/11/2023 |

| Former committee for opinion | Former rapporteur for opinion | Appointed |
|---|---|---|
| JURI Legal Affairs | The committee decided not to give an opinion. | |

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| Council of the European Union | **Council configuration** | **Meetings** | **Date** |
| | General Affairs | 4059 | 2024-11-19 |

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| European Commission | **Commission DG** | **Commissioner** |
| | Justice and Consumers | REYNDERS Didier |

European Economic and Social Committee

## 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

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| **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)<br>Amending Regulation 2017/2394 2016/0148(COD)<br>Amending Regulation 2018/1724 2017/0086(COD) |
| **Legal basis** | Treaty on the Functioning of the European Union TFEU 114 |
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| **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<br>OJ OJ L 30.12.2024 | Summary |

# 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 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

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.