

Consumer Society and Citizen Networks project (CSCN)



Project Budget:
€3.15 million

Duration:
2006 - 2010

Funded by:
• European Union
• United Nations Development Programme (UNDP)

Country of Implementation:
Ukraine

Project is implemented by:
United Nations Development Programme (UNDP)

Key Project Partner and Beneficiary:
State Committee of Ukraine on Technical Regulation and Consumer Policy

Project's Objectives and Tasks:

Overall objective:

To enhance the role of the civil society in sound economic governance in Ukraine according to EU standards.

Specific objective:

- To raise the competence of relevant target groups (consumer organisations, media, judiciary, education institutions) in consumer issues;
- To enhance the citizens' access to information on goods' and services' safety and quality and to supply them with tools for exchanging such information.

CSCN works in 4 interrelated spheres:

- (1) Knowledge transfer, spreading European practices of independent testing and product safety awareness;
- (2) Providing citizens with access to consumer / economic empowerment information;
- (3) Access to consumer education; and
- (4) Capacity building of the judiciary.

Expected results:

- Capacity building programmes for civil society organisations and media involved in consumer protection;
- Methodology for Consumer Satisfaction Measurement Index developed and tested;
- Courses on consumer issues for secondary schools and universities conducted;
- Collection of best advocacy practices and a handbook for judges on hearing and ruling cases on consumer issues;
- Round tables and surveys on consumer-friendly business practices;
- Consumers' information web resource (www.consumerinfo.org.ua) launched;
- Conducted surveys of consumers' behaviour;
- Launched consumers awareness campaign.

Project's Achievements to date:

- A number of awareness campaigns aimed at Ukrainian consumers organised:
 - "Fast food - fast help!" Campaign drawing attention to the damage fast food can cause to human health, especially to young people;
 - "What hides behind the E", a Campaign encouraging consumers to pay more attention to the additives in food;
 - "Anything Fishy" Campaign, which encouraged consumers to check the sell-by dates of products;
 - "Change your Future Now" Campaign aiming at reminding consumers that ensuring and protecting their rights today, now, and every time at the moment of purchase or return of goods they influence the consumer goods market of the future;
 - "New Ukrainian Consumer" Campaign to encourage Ukrainian consumers to be more responsible towards the choice of products they buy and take active stance in protecting their violated consumer rights in case of buying faulty goods or services.
- In cooperation with the Lviv Polytechnic National University a course book and an on-line distance learning course of consumer essentials developed for higher schools, which will volunteer to pilot the course. The aim of the course is to familiarize students with European and international practices of consumer rights protection, origin of consumer movement and activities of civil society organizations.
- 3 International Forums on consumer rights protection organized.
- In cooperation with the Ministry of Education and Science of Ukraine a handbook "Consumer essentials" for 1-12 forms of secondary educational establishments of Ukraine developed. A series of seminars for teachers on consumer education conducted in a number of regions of Ukraine to familiarize methodologists with specifics of the course. Presently, more than 1000 schools and other secondary educational establishments from around Ukraine have filed their applications to pilot the course "Consumer essentials".
- A series of special education events for representatives of civil society organizations was organised.
- A study tour to Sweden for a group of Ukrainian consumer activists to familiarize Ukrainians with the European experience of consumer rights protection was organised.
- A Book of Complaints developed to enable consumers to leave their feedback on the Consumer Portal www.consumerinfo.org.ua.

More information about the Project: <http://www.undp.org.ua/cscn>

"We acknowledge the work done by the Consumer Society Project in the sphere of knowledge and information sharing, development of Consumer Portal, development of cooperation strategy between the State Committee for technical regulation and consumer policy with consumer CSOs, facilitation of cooperation between European and Ukrainian CSOs, introduction and promotion of Consumer Satisfaction Index Methodology; promotion of Consumer friendly Business Practices and its other results and hope that consolidation effort that the Project has vested into bringing together consumer organizations in Ukraine will be sustainable enough after the termination of the Project."

Yuriy Shyrko, Deputy Head of the State Committee of Technical Regulation and Consumer Policy

ENPI - European Neighbourhood and Partnership Instrument

The European Union is the largest donor to Ukraine. EU assistance to Ukraine over 2007-2013 will principally be provided under the new European Neighbourhood and Partnership Instrument (ENPI) which is being established to promote the development of an area of prosperity and good neighbourliness between the EU and the partner countries covered by the European Neighbourhood Policy.

ENPI envelope for Ukraine will focus on the following three priority areas:

Support for Democratic Development and Good Governance

- Public administration reform and public finance management
- Rule of law and judicial reform
- Human rights, civil society development and local government
- Education, science and people-to-people contacts/exchanges

Support for Regulatory Reform and Administrative Capacity Building

- Promoting mutual trade, improving the investment climate and strengthening social reform
- Sector-specific regulatory aspects

Support for Infrastructure Development

- Energy
- Transport
- Environment
- Border management and migration including re-admission related issues

Indicative budget for Ukraine for the period 2007-2010 is €494 million:

Support for Democratic Development and Good Governance: €148.2 million (30%)

Support for Regulatory Reform and Administrative Capacity Building: €148.2 million (30%)

Support for Infrastructure Development: €197.6 million (40%)



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Respect for democratic principles, the rule of law and good governance are critical for strengthening citizens' rights, increasing the accountability of, and confidence in, public decision-making, combating corruption and generally improving business and investment climate. As such, they have always been and remain key priorities of EU-Ukrainian cooperation.

EU's support in the area draws on earlier substantial assistance provided by the EU and it's ongoing programmes. However, given the overall importance of the sector and its pervasive influence on all areas of cooperation, there still is a compelling need for additional support in this area.

One practical dimension of the support to strengthening the rule of law in Ukraine concerns implementation of reforms designed to enhance the independence and effectiveness of main institutions in the justice and home affairs domain. In order to confirm Ukraine's strong commitments in the area of criminal justice reform, the Cabinet of Ministers has issued a concept aiming to improve pre-trial investigation procedures, strengthen the protection of victim's rights and improve the conditions and procedures for punishment. Furthermore, in April 2008, a Concept on the Reform of the General Prosecutor Office was introduced. EU's active support of these recent efforts of Ukraine has been expanded with two major assistance programmes on support of judicial reforms totalling to €11 million in 2008 alone.

The development of free, independent and professional media able to protect and further basic democratic values is a must if Ukraine is to sustainably move towards democracy and prosperity. The EU-Ukraine Action Plan emphasises the importance of "ensuring respect for the freedom of the media and freedom of expression" with specific reference to the need to "further improve and enforce the legal and administrative framework for freedom of media taking into account relevant Council of Europe recommendations" and "ensure effective respect of freedom of media, including journalists' rights".

The Project on Promotion of European standards in the Ukrainian media environment is the most recent addition to the already impressive series of projects funded by the European Union to assist Ukraine in improving the conditions of its media operation. While the advances in media standards improvement in Ukraine since 2004 undeniably significant – particularly in terms of state censorship – the Project still has before itself a wide range of outstanding issues in the mass media area to address. These areas include: public broadcasting, privatization of state-owned print press, and raising the ethical standards of the journalism profession.