

GREECE

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1. Consumer policy institutions

1.1. MINISTRY RESPONSIBLE FOR CONSUMER POLICY

In Greece, the Ministry responsible for EU and national legislation and policy protecting consumer economic interests, certain financial services and general product safety is the Ministry of Development through the General Secretariat of Consumers. Its main responsibilities are as follows:

- Development of consumer policy.

- Harmonization of the Greek legislation in line with the Community Law in issues of consumer protection.

- Monitoring of legislation at national level and abroad with regard to consumer protection.

- Exercising the powers set out under Consumer Protection Law concerning the consumer organizations and the National Consumer Council.

- Consumer information & education.

- Constant updating of the website (www.efpolis.gr) which provides information to consumers on basic issues (consumer protection legislation, product safety, consumer organizations).

- Handling of consumers' complaints with regard to the infringements of regulations in force aiming at consumer protection.

- Imposition of administrative sanctions to those who infringe the legislation in force for consumer protection.

- Offering advice and assistance to consumers.

- Implementation and enforcement of the General Product Safety legislation.

- Operation of RAPEX (Rapid Exchange Information System).

Surveillance on the conditions of circulation of products.

Supervision of the controls, surveillance and sampling performed by the local administration authorities and offer of guidelines and instructions required.

Useful Addresses:

-General Secretariat of Consumers Email:info@efpolis.gr Web Page: www.efpolis.gr

Directorate of Consumer Policy

Kaniggos Sq. 10181 Athens, Greece Tel: +30 2103801507 Fax:+30 2103841932, +30 2103829640

Directorate of Consumer Protection

Kaniggos Sq. 10181 Athens, Greece Tel: +30 2103302708 Fax:+30 2103843549

Technical Surveillance Directorate

Kaniggos Sq. 10181 Athens, Greece Tel: +30 2103817613 Fax: +30 2103842642

Ministry of Development

Tel: +30 2103816241 Web page:

www.ypan.gr

Minister: Mr Chritos Folias, Deputy Minister: Mr Georgios Vlaxos, The General Secretariat of Trade: Mr Dimitrios Skiadas, The General Secretary of Consumers: Mr Ioannis Oikonomou

1.2 PUBLIC AGENCIES

Directives	Public Enforcement Agencies
Directive 84/450/EEC	Ministry of Development General Secretariat of Consumers Addr: Kaniggos Sq. 101 81 Athens – Greece Tel: +30 2103801507 Fax: +30 2103841832, +30 210 3829640 Web page: www.efpolis.gr Web page: www.ypan.gr Email: info@efpolis.gr
Directive 85/577/EEC	
Directive 87/102/EEC	
Directive 93/13/EEC	
Directive 97/7/EC	
Directive 97/55/EC	
Directive 1999/44/EC	
Directive 2002/65/EC	

Directives	Public Enforcement Agencies
Directive 90/314/EEC	Ministry of Tourism Greek National Tourism Organisation Addr: 24, Tsocha str., 115 21 Athens, Greece Tel: +30 2108707000 Fax: +30 2106434050 Web page: www.gnto.gr

Directive 98/6/EC	Ministry of Development General Secretariat of Trade 1. Directorate of prices of foods & drinks 2. Directorate of industrial products & medicine products Addr: Kaniggos Sq. 101 81 Athens – Greece Tel: +30 210 3893495, +30 210 3893171 Fax: +30 210 3840752, +30 210 3805009 Web page: www.gge.gr
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1.3. NATIONAL CONSUMER ORGANISATIONS

• **KEPKA (Consumers' Protection Center)**

Address: 54 Tsimiski str, 54623 Thessaloniki *Tel:* +30 2310233333, +30 2310269449 *Fax:* +30 2310242211 *E-mail:* consumers@kepka.org *Web page:* www.kepka.org Number of members: 5.782

KEPKA is a non-governmental, non-profit, independent Consumers' Organization. The establishment of KEPKA, in 1982, was exclusively a private initiative, due to a strong concern about the lack of a concrete Consumers' protection policy in Greece, and the difference between the level of protection in Greece and that of the other Member States of the EU. This concern was shared among all the founding members.

Its main activities are raising consumers' conscience in Greece and protecting consumers' rights, informing consumers on products, services, economic interests, health, nutrition, environmental problems, human rights, ethics, and urging the Greek Government, the European Commission and the European Parliament to develop a consumer policy towards the improvement of the quality of the consumers' and citizens' lives.

KEPKA has neither commercial activities nor any income coming from political parties, organizations or enterprises. The members' contribution (annual subscription), governmental and EU grants are the only financial sources of the organization.

Every two years, the General Assembly, a body that consists of all members of KEPKA, elects a 9-member board which administers the organization. It represents Greek consumers at local level (Prefectural Friendly Dispute Resolution Committees, Prefectural Market Committee, Open Market Committee, e.t.c.), at national level (National Consumers' Council, Economic and Social Committee), at European level (BEUC - Bureau Européen des Unions de Consommateurs) and at international level (C.I. - Consumers'

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International, HAI - Health Action International, TACD - Transatlantic Consumers' Dialogue and Women's Global Network for Reproductive Rights).

• **E.K.PI.ZO (Consumers' Association "Quality of Life")**

Address: 43-45 Valtetsiou str., GR-106 81 Athens *Tel:* + 30 210 330 44 44 *Fax:* + 30 210 330 05 91

Address: G. Bakatselou 14 GR- 546 31 Thessaloniki *Tel -fax:* + 30 2310 257776 *E-mail :* -
info@ekpizo.gr

-ekpizo@ath.forthnet.gr *Web page:* www.ekpizo.gr

EKPZO – Consumers' Association "The Quality of Life" was established in 1988 aiming at protecting

consumer rights and improving the quality of life. It is a non governmental, non profit making association affiliated by the Prefecture of Athens under Consumer Protection Law 2251/1994.

Its activities are financially supported by its members' subscription fees and subsidies from EU or other public institutions. It is administered by the Council (7 members) and has 6.000 regular members.

Its policy areas/activities include legal, economic, financial, insurance, health, food, environment, safety and consumer education issues.

Within this framework it:

Gives information/advice to the individual consumers and handles their complaints.

Represents consumers in several national and international committees.

Takes legal actions (collective and class actions) on behalf of consumers.

Has significant experience in Out of Court dispute settlement as 95% of 33.000 consumer disputes handled so far have been amicably settled.

Cooperates with other consumer NGO's at national, European and international level.

Cooperates with competent authorities, universities, research centers at national and European level.

Conducts studies and researches.

Publishes books, leaflets, newsletter.

Organizes conferences/seminars, campaigns, addresses speeches to target groups.

Has established a national network of over 200 schools supporting their consumer education activities.

Has coordinated for 5 years the EU project 'Young European Consumer Competition'.

Has undertaken several seminars intended for teachers training on consumer protection issues.

Has given numeral speeches to teachers, students of primary / secondary education, parents' and other associations, about consumer protection issues.

It is a member of BEUC (The European Consumer Organization), ANEC (European Organization for the consumers representation to Standardization), Consumers International (the World Consumer Federation), Transatlantic Consumer Dialogue (an entity established with the support of the EU-US governments).

• **NEO INKA – Consumer Association New Inka**

Address: 105, Kalypsous Str., 17671, Athens, Greece

Tel: +30 210 9577 422 / 210 9577 877-9

Fax: +30 210 9533 471

E-mail: inka@inka.org.gr

Web page: www.inka.org.gr

Consumer Association NEW INKA is an Independent, Non-Profit, and Non-Governmental Organization. The Association is in line with the National Consumer Protection Law (Law 2251/1994). It is officially registered to the First Instance Court of Athens according to the Greek Civil Legislation with Decision 24598/1996 as an Association.

Furthermore in order to be considered as a Consumer Association in accordance with the specific Greek Consumer Law (2251/1994), it is also registered at the Prefectural Authorities of Athens (Decision 2404/12.11.1996). It has 5.000 active members.

Consumer information and advice are amongst the main activities of INKA. Consumer Info-Centres form the live access points for Consumers to Information and Advice, Amicable Dispute Resolution, Legal Advice and Support provided by the all around Greece consumer cooperating organizations.

This activity is complemented by a strong presence in the media and the realization of informative campaigns and open meetings. Finally, it is supported by the elaboration of consumer research and

studies, comparative tests, market and price surveys and others.

As a key activity, consumer education focuses a lot of the Organization's concern. The main channel for the provision of consumer education is the implementation of seminars and conferences. Over the past five years, the organization realized numerous seminars and info/educational programs on a variety of topics, including: Food Safety, Consumers and the Euro, Price Surveys, Tourists' Protection, Consumers' Law, Consumers' Awareness, Participation and Sensitization, Medicines – Patients' Rights, Home Accidents, Advertising, Culture Consumer, Citizens First Campaign, Training Consumers on Nutrition, E-Commerce, Energy, and Renewable Sources of Energy etc.

The seminars are organized in a decentralized way and in more than 45 cities covering practically the entire Greek territory, both geographically and demographically. Thousands of consumers, teachers of the primary and secondary education, consumer organization staff, journalists and other key multipliers and opinion makers were educated in relation to the consumers interests on the aforementioned topics.

Furthermore, traditional as well as new technological tools like printed publications, videotapes, Internet and CD Roms have also been used to publish-disseminate educational material and tools to the consumers.

• **INKA – General Consumers' Federation of Greece**

Address: 7, Akadimias str. 10671 Athens, Greece Tel: +30 210 3632443 Fax: +30 210 3633976 E-mail: inka@inka.gr Web page: www.inka.gr Contact Person: Sarantiti Maria – International Relations

The Federation was founded on 15 March 1995.

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INKA/GCFG is an Independent, Non Profit, and Non Governmental Organization. The Federation, as of its Statutes, is in line with the National Consumer Protection Law (Law 2251/1994). INKA/GCFG is officially registered as a Federation according to the Greek law with Decision 2393/25-8-1995 by the First Instance Court of Athens

INKA/General Consumers' Federation of Greece is a non-profit, non-governmental organization (NGO) in line with the Greek Consumer Protection Law (N. 2251/1994). INKA/GCFG is the oldest and biggest network of consumer organizations in Greece. While INKA, the first Consumer Organization in the country was established in the year 1970, INKA/GCFG, the Federation, was founded in 1995 and now counts 46 member organizations all over Greece, forming the widest network of consumer organizations in the country and representing 94% of all citizens-consumers that are actively participating in the Greek Consumer Movement. While being independent from industrial, commercial and political interests, and effectively claiming for consumers' rights, INKA/GCFG actively supports dialogue procedures with the social partners as well as with all political parties and the government and is being significantly appreciated for its steady and effective work towards the protection of consumers. It is worth mentioning that on 13 March 2001, INKA was quoted the Award of the City of Athens (Municipality of Athens) for its contribution to the protection of Consumers since 1970.

The Federation

INKA/GCFG is a Consumer Federation. Only Consumer Associations are eligible to be members of the Federation. There are two kinds of member-organizations of INKA/GCFG:

Full Members are the organization-members of INKA/GCFG that are represented in the Federations' Assembly with a right to vote and

Correspondents are the organization-members that are represented in the Federations' Assembly without the right to vote. INKA/GCFG has now 46 member organizations in total, 7 of which are nationwide organizations, 5 are regional and the rest 34 are at Prefectural level. Amongst the members of INKA/GCFG 28 are Full Members while the rest 18 are Correspondents. Thus, it is estimated that approximately 74.000 individual consumers are represented by INKA/GCFG as a Federation. This number is 94% of all the citizens-consumers actively participating in the Greek Consumer Movement.

E.KAT.O. Hellenic Consumer Organisation

Address: 10, Dimokritou str. 54352 Thessaloniki, Greece *Tel:* +30 2310 226426/949321 *Fax:* +30 2310 908519 *E-mail:* ekato@ekato.org/ ekato@otenet.gr *Web page:* www.ekato.org / www.safeinternet.gr
E.KAT.O is a national, non-profit, non-governmental body aiming at fostering the integrity of businesses when dealing with consumers, encouraging effective understanding between business, government and consumers and promoting their rights. It was established on 26/03/99, the seat of the organization is in Thessaloniki, and it is authorized to establish offices in all Greek territory.

It has as its main objective the protection of rights of the Greek consumer public. That includes:

The fostering and maintenance of effective protection of health and security of consumers and their financial interests, as well as the effective information and education of scientists and professionals.

The enforcement of relations between consumers, trainers, businesses, state and media through the implementation of lectures, seminars, cultural exhibits, press releases and publication of printed and audio-visual material.

E.KAT.O. has been the National Awareness node for the EU initiative “Safer Internet” since 2000. Not only in several European efforts, but also on a peripheral level with the support of Greek local authorities and the media, E.KAT.O. has been in the forefront of the Safer Internet awareness campaign in Greece, organizing events and initiatives. E.KAT.O. has had the opportunity to develop links of cooperation with key players, as well as to raise the issue of Safe Use of Internet in the media, hence leading to more students & young people benefiting from targeted information and more citizens and organizations getting actively interested in the campaign both in the public and the private sector.

- **BIOZO – Hellenic Consumers’ Association “BIO-Consumers for Qualitative Life”**

Address: 12, Agiou Konstantinou, 10431 Omonia, Athens *Tel/Fax:* +30 210 5222323 *Mobile:* +30 697 9734591 *Email:* email@biozo.org *Web page:* www.biozo.org

BIOZO was founded on 23 September 2003 as a Greek Consumers Association, under the full name «BIO-CONSUMER FOR QUALITATIVE LIFE».

The main goal of BIOZO is to organize a massive and dynamic Association with active presence and everyday action/involvement in local, national and international levels, in order to protect and improve consumers’ social and financial interests, make their health and security better, upgrade and improve the quality of their life. It also aims at promoting consumers’ rights and interests, especially consumers’ organic rights, at local, regional and national levels, in Greece and abroad, by mobilizing and calling consumers to join BIOZO’s actions.

BIOZO had 2512 members at the end of May 2006.

- **EPKAS – Consumer’s Protection Union of Serres**

Address: 6, P.Kostopoulou, 62121 Serres *Tel/Fax:* +30 3210 22518 *E-mail:* epkas@mail.gr *Web page:* www.epkas.gr

The Consumers’ Protection Union of Serres was founded in 1997 and is a local, politically independent, non-profit organization based in the Prefecture of Serres (about 200.000 inhabitants), Northern Greece, and it has about 600 members. It has its own weekly telecast in a local TV Station. The organization also publishes a newspaper every 3 months and publishes books over consumer matters. EPKAS participates as the alternate member in Greece’s National Consumer Council.

- **EN.KA.L. – Consumers’ Association of Lesbos**

Address: 2, Kavetsou & Xenofodos, 81100 Mytilini *Tel/Fax:* +30 22510 25738 *E-mail:*

enkal@ath.forthnet.gr

The Consumers' Association of Lesvos (EN.KA.L) was founded in 1996. It is a non-profit association that belongs to non-governmental organisations and its main aim is the protection of Consumers' interests. Up to now it has 390 members and it is managed by a seven member administrative Council that is elected every two years.

The main aims of the Union are:

- The development of consumers' conscience in Lesvos.
- Consumers' information about consuming subjects.
- The protection of consumers' health and their quality of life.
- The protection of the environment in relation to consumers' actions.

The EN.KA.L is collaborating with bodies such as the National Council of Consumer in the Ministry of Development, the Economic and Social Committee of the Ministry of Economics.

• **INKA OF MACEDONIA – Institute of Consumer's of Macedonia**

Address: 17, Monastiriou str., 546 27 Thessaloniki *Info Center:* 11721 *Tel/Fax:* +30 2310 535263 *E-mail:* inka@inkamak.gr *Web page:* www.inkamak.gr

The Institute of Consumers of Macedonia (INKA) was founded in 1995, as a guild and was recognized as 'Union of Consumers'. The INKA of Macedonia is an independent and autonomous consumers' association.

Every citizen can become a member of the INKA of Macedonia and make use of the following departments: Information, Research, Legal Advice, Settlements, Tourist Protection, Publication, Product Testing and other services.

The region of activities of the INKA of Macedonia is the major Northern Greek Area and addresses a population of more than 2.645.575 citizens. It counts 4.364 members, all physical individuals. It collaborates with the Prefectural and Local Administrative Authorities and creates a nucleus in the districts of Macedonia and Thrace. It is directed by a Board of Directors (seven members), which is supported by 25 volunteering members and two external collaborators. Its income resources are the subscription of its members. It publishes a special edition "The INKA of the North". It is concerned about the education of the citizens in consumption matters and represents consumers in various manifestations according to 2251/94 law. It turns to justice with collective appeals when necessary and organizes radio broadcasts and it is the first and only consumer association which has its own regular television program under its own responsibility, with almost all the social associates. There are publications in the daily press at least twice a week, as well as some which are submitted by its members, dealing with consumer matters. It participates in international conferences and other congresses.

The INKA of Macedonia is not influenced by interests concerning any business or political party. It is a Non Profit / Non Governmental Organization. Main Activities: Law of Consumers, Law Counseling, Friendly Settlements, Center for Information and Appeals, Price Research, Tourist Protection, Nutrition Advice, Magazines Publication, Special Editions, Education of Consumers, Representation of Consumers, Product Testing, Comparative Tests of Products, Research in Consumption Matters, Operation of Appeals, Collective Appeal, Radio Broadcasting, T V Broadcasting, Articles and Reports in newspapers, Use of Multimedia, Organization of Seminars Lectures.

• **KE.P.KA. Kozanis – Consumers Protection Centre in Kozani**

Address: 2, Pandoras str., 50100 Kozani, Greece *Tel:* +30 24610 42282 *Fax:* +30 24610 42282 *E-mail:* kepka@in.gr , kepkakoz@in.gr *Web page:* www.kepka.org

It is a non-profit and non-governmental organization. It was established in 2001 and its target is the

consumers' movement in the area of Kozani.

Its basic activities are: 1) The consumer's protection when he buys defective products or has bad services; 2) The publication of approximately 60 press release annually with instructions in consumer issues; 3) The organization of lectures regarding issues of nutrition, environment, use of medicines, health, price of products and their quality etc. 4) Interviews (of the members of the Board) in the local Mass Media (TV, radio, newspapers) regarding seasonal consumer matters. 5) Local Market inquiries (prices of products, especially in Christmas and Easter, quality of products, sales etc.). 6) Surveys of consumers' opinions in several consuming matters, using questionnaires. 7) Annual participation (each September) in Kozani's Products Exhibition and distribution of +/- 5000 brochures regarding consumer issues to the Exhibition visitors. 8) Participation in the activities of the Ministry of Development Consumer's Secretariat General. 9) Lectures to the schools for the pupils' sensitization in consuming matters. Distribution of an ecological book to elementary school's pupils. 10) Lectures to special groups (pensioners). 11) Consumers advise in several consumer matters.

The members of the organization are: 230 members.

• **IN.KA. IOANNINON – Consumer Institute (INKA) of Ioannina**

Address: 52, Th. Pasxidi str. 45445 Ioannina, Greece *Tel:* +30 26510 65168, 65175 *Fax:* +30 26510 65178 *E-mail:* ioannina@inka.gr, inkaioanninon@hotmail.com

The Institute of Consumers of Ioannina is a united responsible voice, a voluntary autonomous body that today represents all consumers of Epirus. Being an independent organization, nonprofit, non-governmental, INKA Ioanninon speaks with authority on behalf of all consumers of Epirus. Its opinions are sought by manufacturers, retailers, the agricultural sector and Government. It works in close co-operation with all the above where the interest of the consumer is concerned. Its policy has always been one of communication and consultation before confrontation. It aims to build up consumers' awareness of their rights, responsibilities and bargaining powers through education, information and protection.

Its range of action goes beyond the limits of the Prefecture, as it extends in all the region of Epirus, since there are no active consumers' unions in the adjacent Prefectures Thesprotia-Preveza-Artis. The following offices are available and fully functioning: Consumer information-complaintsoffice, Office regarding Tourists' Protection, Food safety Advices Office, Office of Legal Support, Office of Euro Briefing. Number of members 651.

• **Kavala's Consumer Association**

Address: 18, Agiou Orous str., 65403 Kavala *Tel/Fax :* +30 2510 243942 *E-mail:* enoikokav@yahoo.com

Kavala's Consumer Association is an NGO established in 1995 at Kavala aiming at the information, education and protection of consumers. Its actions have no geographical limit within Greece and sometimes its actions are international (mainly European countries). At the moment its members are 300 and its Board of Directors consists of 7 members.

Its main activities are:

Receiving complaints from consumers and taking the appropriate action;
Conducting market researches;
Participating in research projects with other partners (mainly NGO's);
Raising issues through media concerning consumer protection;
Cooperating with other consumer or environmental organizations;
Representing consumers in court;
Representing consumers at local, national or international levels in their conflicts with private or public members;
A library in consumer, environmental and social issues open to everybody for educational or research reasons.

It is also member of its local Committee of Friendly Settlement, the Greek Bureau of Consumer Associations, The Pan-Hellenic Net of Ecological Organizations, The Net of Consumer Organizations of South Europe.

- **Consumer's Protection Center of Naousa**

Address: 25, Venizelou str. 59200 Naousa *Tel:* +30 23320 52152 *Fax:* +30 23320 52153 *E-mail:* kepkaima@otenet.gr

The Consumer's Protection Center of Naousa is a consumer's union which works on a voluntary basis for the rights of consumers. Its main purposes are: 1) The effective protection of consumers against the dangers that can affect their health and security; 2) The effective protection against the dangers that can harm the financial benefits of consumers; 3) Giving advice and help to consumers; 4) Informing and educating consumers; 5) The protection of environment; 6) The improvement of the quality of life; 7) The protection of citizen as a user of public services and private enterprises. The number of members is 170.

- **Institute of Consumer Protection of Rodos – INKA RODOY**

Address: 11, Alexandrou Diakou str. 85100 Rodos, Greece *Tel:* +30 22410 63290-25561-43822 *Fax:* +30 22410 23787 *E-mail:* kazinka@otenet.gr

The Institute of Consumers of Rodos promotes Consumer protection and has full responsibility for the accurate information and prevention of the consumer's problems. Its total number of members is 250.

Services & social Activities:

Articles on the local newspapers;
Presentations on TV;
Presentation of the consumer's principals in the education sector;
Presentation of a TV program which is called "the consumer's time";
Presentation of consumers' principles in the Local University of Aegean and the Tourism schools of Rodos.

- **Consumers' institute of Creta – INKA CRETA**

Address: 14, New-Zealanders soldiers, 73 133 Chania Crete *Tel/Fax:* +30 28210 43144 *Address* (Secretariat and Correspondence): 45, Distomou, 18533 Piraeus *Tel:* +30 4225421 *Fax:* +30 4118849 *E-mail:* inkakritis@inkakritis.gr *Web page:* www.inkakritis.gr

The basic activities of the organization are the protection of citizens, as consumers, the protection of their environment and generally the improvement in the quality of life as well as the protection of income from illicit misleading marketing practices. The organization has 1.800 members.

- **Union of Consumers of AITOLOAKARNANIA- INKA**

Address: 48, S. Tsiknia st, 30 100 Agrinio Greece *Tel:* +30 26410 24444 *Fax:* +30 26410 21344 *E-mail:* inka-ait@otenet.gr

The organization represents the consumers that have interests as consumers because of their provisional or permanent stay in Agrinio. It was founded on 11/02/1995 in Agrinio.

The basic activities of organization are:

The protection of citizens, as consumers, the protection of their environment in any of its form as well as the protection of the ecosystem. In general the Union's aim is to improve the quality of life and to protect the income from illicit misleading marketing practices.

The acceptance and management of variances of Consumers and Market.

Educating consumers how to be more aware when purchasing new products. The organization has 875 members.

Other official consumer organizations

	Name	Address	Telephone	Fax
1	Consumer Union of Syros	Laikis Kiriarchias Sq.1, Ermoupoli, Syros 84100	+30 22810-88279	+30 22810 86661
2	Consumer Union of Heraklion (Crete)	Milatou 1 & Agiou Titou , 712 00 Heraklion, Crete	+30 2810 381911	+30 2810-542650
3	Consumer Union of Patra	Ipsiladou 68, 262 25 Patra	+30 2610-272481	+30 2610-451256
4	Consumer Union of Volos and Thessaly	Agiou Nikolaou 104, 38221 Volos	+30 24210-45615	+30 24210-71331
5	Association for the Rights of Consumers and Citizens	Kolokotroni 70, 18531 Piraeus	+30 210 4226879	+30 210 4226879
6	Union of Citizens General Consumer Association of Greece	Alkyonis 9, 175 61 Palaio Faliro E-mail: cun@inka.gr Website: www.cun.gr	+30 2109829152 +30 2310 676220	+30 2109825096 +30 2310 676221
7	Consumer Protection Union of Evros (EIIKE)	P.O.B. 172, Thermopylon 21A / Tsimiski 681 00 Alexandroupoli, E-mail: epkevrou@hotmail.com	+30 25510 20729 +30 25510 23206	+30 25510 20729 +30 25510 23206
8	Consumer Institute of Thessaly	Anthimou Gazi 31, 263 31 Larissa	+30 2410- 538080 +30 2410-251626	+302410- 251626
9	Consumer Union of Karditsa	Kolokotroni 11, 431 00 Karditsa	+30 24410-26005	+30 24410 26005
10	Consumer Union of Greece	Gounari 4-6, 18531 Piraeus	+30 210 4111080	+30 210 4111080
11	Consumer Institute of Corfu	Akadimias 3, 49 100 Corfu	+30 26610- 45826	+30 26610- 36250
12	Consumer Institute of the Dodecanese	Marmaroto, 85 300 Kos E-mail: fil.pap@yahoo.com	+30 22420 26377 +30 22420 30278	+30 22420 48905
13	Pan- Hellenic Consumer Union	Amaliados 4-6, 11523 Athens	+30 210 6465928	+30 210 6465928
14	Union for the Rights of Citizens	Lykavitou 18, 106 73 Athens	+30 210 3600410	+30 210- 3600411
15	Consumer Union Attica	25th Martiou 4, Tavros	+30 210 82 31 817	
16	Consumer Union Neas Ionias Magnisias	K. Kartali 150, 382 21 Nea Ionia Volou	+30 24210- 32389	+30 24210- 32389
17	Viewer Protection Association	Akadimias 37, 106 72 Athens	+30 210 3618849	+30 210- 3619822
18	Consumer Union of the Prefecture of Aitoloakarnania	S. Tsiknia (Tsaldari) 48, 301 00 Agrinio E-mail: inka-ait@otenet.gr	+30 26410- 24444	+30 26410-21344
19	Consumer Protection Association of Edessa	Ionos Dragoumi 2, 582 00 Edessa	+30 23810-27647	+30 23810- 29966
20	Consumers' Protection Union of Serres - EPKAS	Peristeri Kostopoulou 12, 62100 Serres E-mail: epkas@mail.gr	+30 23210-22518	+30 23210- 22518

	Name	Address	Telephone	Fax
21	Consumer Union of Rodopis	7-9, A Theodosiou str., Ktirio Ergatoipallilikou Kentrou 691 00 Komotini	+30 25310 35222 +30 23510 59200 +30 25310- 20011	+30 25310 35222 +30 23510 59208 +30 25310- 20011
22	Consumer Defence	Athens		
23	Consumer Protection Centre of Athens	Flemigk 4, Agios Dimitrios	+30 210- 9704701	
24	Consumer Institute of Phokida	Episkopou David 15, 331 00 Amfissa	+30 22650- 29124	+30 22650-29997
25	Consumer Institute of Xanthi	Filellinon 22, 67100 Xanthi, Email:xanthi@inka.gr	+30 25410- 72203	+30 25410- 26116
26	Consumer Union of Messinia “EKME”	Kanari 86, 24100 Kalamata, Email:enkatmes@in.gr	+30 27210- 93317/85367/24050	+30 27210- 93317 +30 27210- 85367
27	Consumer Union of Western Athens-Piraeus & Nison	Kanari 6, 12351 Agia Varvara	+30 210 5446460	+30 210- 5690341
28	Consumer Union of Kefalonia & Ithaki (EN.KA.KI.)	281 00 Lasse – Argostoli Kefalonia E-mail: sanloren@otenet.gr	+30 26710- 27051 +30 26710- 28549	+30 26710- 27051
29	Consumer Union of Kallithea	Filaretou 60, 176 72 Kallithea E-mail: ekatkall@acn.gr	+30 210 9577045	+30 210 9577044
30	Consumer Protection Union “Better Life” - Alonissos	Patr. Ioakim 4, 546 22 Thessaloniki	+30 2310 220918 +30 2310 241655	+30 2310 220918
31	Greek Consumer Organisation of Peloponneso «EKATO»	Pileos 17, 204 00 Xylokastro	+30 27430 22737, 23661	+30 27430- 25555
32	PIERIA Consumer Institute «INKA PIERIAS»	28 th Oktomvriou 40, 601 00 Katerini	+30 23510 92660	+30 23510 92659
33	KEIIKA Prevesa	Idragogio Prevesas, 481 00 Prevesa	+30 26820 22832	+30 26820- 61385
34	Consumer Union of Drama	Eleftherias Sq. 19 (5 th Floor), 661 00 Drama	+30 25210-27111 +30 25210-35 775	+30 25210-35 775
35	Consumer Institute of Arkadia	Terma Fana, 22100 Tripoli	+30 2710 226127	+30 2710- 237577

36	Consumer Protection Centre of Halkidiki (Poligyros)	Chalkis 19,551 32 Kalamaria Thessaloniki	+30 2310 451133 +30 23990-51247	+30 2310 451115
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	Name	Address	Telephone	Fax
37	Consumer Protection Centre of Halkidiki (Nea Moudania)	Ethnikis Antistaseos 45, 632 00 Chalkidiki	+30 23730 24447	+30 23730 65271
38	Consumer Institute of Arta	Makriyianni 15, 47100 Arta	+30 26810-76959	+30 26810- 72220
39	Consumer Union of Grevena	G. Boussiou 1, 511 00 Grevena	+30 24620- 25480	+30 24620- 25480
40	Greek Consumer Organisation of Grevena	M. Alexandrou 37, 51 100 Grevena	+30 24620-23491	+30 24620- 28741
41	Consumer Institute of Lakonia	Menelaou 24, 231 00 Sparti	+30 27310 81342	+30 27310 25233
42	Consumer Protection Centre of Florina	P.O.B. 77 Florina	+30 23850-28326	+30 23850-54581
43	Greek Consumer Organization of Florina (E.KAT.O)	M. Alexandrou 62 Florina, Email:mail@dide.flo.sch.gr	+30 23850- 22332	+30 23850- 22332
44	INKA Korinthias	Korai 15, 201 00 Korinthos	+30 27410- 72386	+30 27410- 81090
45	INKA Argolidos	Dimokratias 13, 212 00 Pyrgela Argos	+30 27510- 61114	+30 27510- 21881
46	Consumer Protection Centre of Kozani	Blioura (Pandoras) 2 (3 rd floor), 501 00 Kozani	+30 24610- 42282	+30 24610- 54098 +30 24610- 22204
47	Pan Hellenic Association of Passengers of Coastal Transport	Filonos 48, 185 35 Piraeus E-mail: n.thodos@freemail.gr	+30 210 4531311 +30 210 4119329	+30 210 4524659
48	Institute of Consumers of Sterea Ellada	Dimoula 14, 351 00 Lamia E-mail: dimpallas@sch.gr	+30 22310- 51676	+30 22310-25136
49	Consumer Association of Kilkis	Lekka 13, 611 00 Kilkis E-mail: skanki@in.gr	+30 23410-22455 +30 23410-25181	+30 23410-25181
50	Consumer Union of Rethymno	Portaliou Ave. 28, 74100 Rethymno Website: www.inaep.org/enka	+30 28310-58350 +30 28310-20315	+30 28310- 58354
51	Greek Consumer Organization of Athens «EKATO ATHINAS»	Patision 46, 106 82 Athens	+30 210- 3645800	+30 210- 3600863
52	Consumer Protection Union of N.Kilkis	Byzantiou 3, 611 00 Kilkis	+30 23410 22384 +30 23410-28705	+30 23410 22384

53	ΚΕΠΗΚΑ Consumer Protection Centre of Kavala	Kountouriotou 11, Kavala	+30 2510 220380	
54	Motorcyclists' Consumer Union	Lagoumitzi 44, 117 45 Athens	+30 210 9212588 +30 210 4973364	+30 210 9212588 +30 210 4973364

	Name	Address	Telephone	Fax
55	Greek Consumer Centre -ΕΑΚΕΚΑ	Kaniggos 19, 6 th floor, 106 77 Athens E-mail: elceka@yahoo.gr Website:www.ekeka.exnet.gr	+30 210 3803116	+30 210 3803116
56	Union of Active Consumers ΕΝ.Ε.ΚΑ.	Efranoros 9, 116 35 Athens	+30 210 7518749	+30 210 7518749 +30 210 7470501
57	Consumer Awareness	Miaouli 3, 27100 Pyrgos Ilias	+30 26210 32652	
58	INKA Ilias	P.D. Machou of Municipality of Vartholomeou	+30 26230 42052	

1.4 CONSUMER MEDIA

- **Consumer Ministry or equivalent:** Ministry of Development – General Secretariat of Consumers: www.efpolis.gr/www.ypan.gr

- **National consumer NGOs (consumer organizations)**

- 1 **KEPKA:** www.kepka.org
- 2 **EKPIZO:** www.ekpizo.gr
- 3 **NEO INKA:** www.inka.org.gr
- 4 **EKATO:** www.ekato.org

1.5 REDRESS BODIES: COURTS AND ADRS

Civil courts of different level are responsible for consumer cases.

1.5.1. ADRs

- **Consumer Ombudsman**

Address: 144, Alexandras Ave. 114 71 Athens *Tel:* +30 210 6460814/210 6460612 *Fax:* +30 210 6460414 *Email:* grammateia@synigoroskatanaloti.gr *Website:* www.synigoroskatanaloti.gr

- **Hellenic Ombudsman for Banking-Investments Services**

Address: 12-14, Karagiorgi Servias 10562 Athens *Tel:* +30 210 33 76700 *Fax:* +30 210 32 38821 *E-mail:* contact@bank-invest-omb.gr *Website:* www.bank-omb.gr

1.6 EUROPEAN CONSUMER CENTRE

- **European Consumer Centre of Greece**

Consumer General Secretariat Hellenic Ministry of Development *Addr:* Kaniggos Sq., GR-10181 (Office 114A), Athens-Greece *Tel:* +30 210 3847253 / 210 3893104 *Fax:* +30 210 3847106 *Email:* eurocons1_eccgr@efpolis.gr and eurocons2_eccgr@efpolis.gr *Website:* www.eccefpolis.gr

1.7 SELF OR CO-REGULATION

- **Hellenic Bank Association**

Addr: 21A, Amerikis Street, 106 72 Athens, Greece *Tel:* +30 210 3386500, *Fax:* +30 210 3615324 *E-mail:* hba@hba.gr *Website:* www.hba.gr

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The Hellenic Bank Association (HBA) is a non-profit organization representing Greek and foreign banks operating in Greece. It was founded in 1928 and today has 29 members, of which 25 are regular and 4 associated. The HBA seeks to promote the collective modernization of its member banks and develop the banking sector in general, thereby contributing to the advancement of the Greek economy. Moreover, as a representative body, the HBA contributes in a consultative capacity to regulatory issues, by participating in the formulation of legislative proposals or in technical committees on the international, European and national levels.

At the same time, the HBA is not an employers' association; aware of its responsibilities, it also makes a social contribution through its self-regulatory role and the know-how it produces. Furthermore, its top priority is the amicable settlement and resolution of disputes between

private customers and banks, via the services offered by the Banking Ombudsman.

The Hellenic Bank Association's goals are implemented by its General Secretariat along guidelines set by the Board of Directors and the Executive Committee. They involve the following actions:

- formulating the regulatory framework governing the banking system, with the support of its specialized staff, interbank committees and the committees of the Banking Federation of the European Union;
 - promoting banks' views to the competent authorities and legislative committees;
 - coordinating the smooth cooperation between banks and conduct of transactions in Greece, so as to address issues of common interest and encourage convergence of views among its members;
 - dispersing information to the public on developments in the banking sector through its communication policy;
 - examining developments in banking supervision and the money and capital markets;
 - formulating legal, accounting and fiscal issues relevant to the banking sector;
 - fostering international, bilateral cooperation with other banking bodies so as to serve as a channel of expertise on banking operations, capital markets and developments in the banking sector;
 - fostering participation in European Projects; •offering training through its Hellenic Banking Institute;
 - conducting surveys and research;
 - producing a number of publications, including its quarterly HBA Bulletin and more specialized studies on legal and economic issues relating to the banking system;
 - exploring ways to improve security of banks and banking transactions;
 - addressing problems related to consumer protection;
 - creating and develops mechanisms for settling disputes out of court;
- **Hellenic Association of Communication Agencies**

Addr.: Yperidou 7, 105 58 Athens *Tel.:* +30 210-3246.215/216/217 *Fax:* +30 210-3246.880 *E-mail:* edee@edee.gr *Website:* www.edee.gr

• **Hellenic Advertisers Association**

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Addr: Kritis 1 & 25th Martiou 8, GR-15451 – Neo Psychiko *Tel.:* +30 210 67 46568 *Fax:* +30 210 67 71559 *E-mail:* sde@sde.gr *Website:* www.sde.gr

• **Advertising Self Regulation Council**

Addr: Astronafton 19, Marousii *Tel:* +30 210-68 99331/2 *Fax:* +30 210 68 95711 *E-mail:* info@see.gr *Website:* www.see.gr

Since December 2003, the Hellenic Association of Communication Agencies and the Hellenic Advertisers Association founded the Advertising Self-regulation Council which undertook to implement the Hellenic Advertisement & Communication Code and to operate a self-regulation system. The Advertising Self-regulation Council is member of EASA (European Advertising Standards Alliance).

2. Consumer Policies

2.1 CONSUMER PROTECTION LEGISLATION

• Transposition of Consumer Aquis Directives to Greek Law

	DIRECTIVES	GREEK LEGISLATIVE ACTIONS
1	Directive on Unit Pricing (98/6/EC)	Joint Ministerial Decision Z1 – 404/14.6.2001 for the indication of prices of products offered to consumers (Official gazette 827/ B/28.6.2001)
2	Directive on Timeshare (94/47/EC)	Presidential Decree 182/13.8.1999 for timeshare (Official gazette 171/A/25.8.1999) as amended by Presidential Decree 293/10.9.2001 (Official gazette 205/A/17.9.2001)
3	Directive on Package Travel (90/314/EEC)	Presidential Decree 339/5.9.1996 for the package travel (Official gazette 225/A/11.9.1996)
4	Directive on Distance Selling (97/7/EC)	Law 2251/1994 about “Consumer Protection”, article 4 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 4 (Official gazette 152/A/10.07.07)
5	Directive on Injunctions (98/27/EC)	Law 2251/1994 about “Consumer Protection”, article 10 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 13 (Official gazette 152/A/10.07.07)
6	Directive on Doorstep Selling (85/577/EEC)	Law 2251/1994 about “Consumer Protection”, article 3 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 3 (Official gazette 152/A/10.07.07)

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	DIRECTIVES	GREEK LEGISLATIVE ACTIONS
7	Directive on Sell of Consumer goods and guarantees (99/44/EC)	Law 2251/1994 about “Consumer Protection”, article 5 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 6 (Official gazette 152/A/10.07.07) and articles 534 – 561 of Greek Civil Code. Law 3043/21.8.2002 for product liability (Official gazette 192/A/21.8.2002)
8	Directive on Unfair Contract Terms (93/13/EEC)	Law 2251/1994 about “Consumer Protection”, article 2 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 2 (Official gazette 152/A/10.07.07)

• **Legislation outside the scope of the acquis**

	DIRECTIVES	GREEK LEGISLATIVE ACTIONS
1	Directives on misleading advertising & comparative advertising (84/450/EEC – 97/55/EC)	Law 2251/1994 about “Consumer Protection”, article 9 (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 11 (Official gazette 152/A/10.07.07)
2	Directives on unfair commercial practices (2005/29/EK)	Law 2251/1994 about “Consumer Protection”, articles 9a, 9b, 9c, 9d, 9e, 9f, 9g, 9h and 9i (Official gazette 191/A/16.11.1994) as added by Law 3587/2007, article 12 (Official gazette 152/A/10.07.07)
3	Directive on consumer credit (87/102/EEC)	Joint Ministerial Decision Φ1-983/1991 for consumer credit (Official gazette 172/B/21.03.1991) as amended by Joint Ministerial Decision Φ1-5353/14.12.1994 (Official gazette 947/B/21.12.1994) and Joint Ministerial Decision Z1-178/13.2.2001 for credit card transactions (Official gazette 255/B/9.03.2001)
4	Directive on pursuit of television broadcasting activities (89/552/EEC)	Presidential Decree 100/2000 (articles 5,6,7) (Official gazette 98/A/17.3.2000)
5	Directive on electronic commerce (2000/31/EC)	Presidential Decree 131/2003 for electronic commerce (Official gazette 116/A/16.5.2003)
6	Directive on medicinal products for human use (2001/83/EC)	Joint Ministerial Decision ΔΥΓ3(α)/83657/30.12.2005 (Official gazette 59/B/24.01.2006)
7	Directive on the distance marketing of consumer financial services (2002/65/EC)	Law 2251/1994 about “Consumer Protection”, article 4a (Official gazette 191/A/16.11.1994) as modified by Law 3587/2007, article 5 (Official gazette 152/A/10.07.07)
8	Regulation on common rules compensation and assistance to air passengers (261/2004)	
9	General Product Safety Directive 2001/95/EC	Joint Ministerial Decision Z3-2810/2004 for general product safety (Official gazette 1885/B/20.12.2004) and Joint Ministerial Decisions Z3-840/2004 & Z3-443/2004
10	Directive 87/357/EOK concerning products which, appearing to be other than they are, endanger the health or safety of consumers	Joint Ministerial Decision Φ3-193/8.8.1989 (Official gazette 609/B/21.8.1989)

Useful link: www.efpolis.gr

The new technologies and the entrance of new products and services in the market have underlined the importance of a more effective legislative framework for protecting consumers. Therefore, the Law 3587/2007 (Official gazette 152/A/10.07.07) has recently modified the Consumer Protection Law 2251/1994. The basic modifications/innovations of the modified Law are as follows:

- Introduction of the “sustainable consumption” term.
- New provision for vulnerable consumers. Obligation of the State to provide information and education.
- Cooling – off period is fixed to 14 calendar days.
- New provision for the spiritual welfare of minors.
- Provision for the supplier’s obligation to inform the consumer for the possible Product Life.
- Consumer’s right to demand the replacement of the product in case the time of repair exceeds 15 working days.
- Introduction of a greater definition of “defective” products.
- Retraction of dangerous products and information to consumers.
- Accurate definition of “producer” term.
- Introduction of seven (7) new articles concerning the unfair commercial practices.
- Accurate provisions for the comparative advertisement.
- Provision for the constitution of consumer organizations at secondary level.
- Provision for the consumer organizations at secondary level to institute collective actions.
- Provision for the consumer organizations’ right to demand for the consumer, financial redress for material damages immediately after the court’s decision (issue of payment order).
- Regulation for the distribution of the amounts gained for non-material damages.
- Provisions for empowering the role of alternative dispute resolutions.
- Change of the name and operation of National Consumer Council. The new term is National Council of Consumer and Market.
- Definition of the participation procedure of the representatives of consumer organizations to working groups at National, European and International level.
- Provision for the obligation of the suppliers to respond within a well-defined time period to consumers’ complaints sent to them by the GSC.
- Readjustment of the amount limits for the fines imposed by the Minister of Development (up to 1.000.000 euro).
- Provision for the issue of Ministerial Decision regulating the contracts with health centres and gyms.

The Minister of Development may impose a fine of Eur 1.500 to Eur 1.000.000 on any supplier who infringes any provision of the Consumer Protection Law 2251/1994 as modified by Law 3587/2007. In case of more than 3 fines imposed to the same supplier, the maximum fine shall be doubled and the Minister of Development may order the shut-down of a company or one of its sections for a period of three (3) months up to one (1) year (according to Law 2251/94, article 13(a) as modified by Law 3587/2007, article 17).

2.2 CONSUMER ORGANIZATIONS

In Greece, consumer associations are constituted as legal bodies and are governed by the provisions of Article 10 of Law 2251/1994 (as modified by Law 3587/2007, article 13) and by the Civil Code. Consumer associations have the exclusive objective of protecting the interests of consumers. They represent consumers in the organisations in which consumer representation is provided for, and they inform and advice consumers, represent them in court and out of court and initiate procedure for collective actions in accordance with the provisions in force.

Consumer associations are constituted at first and secondary level. Members of consumer associations at first level shall be natural persons. Members of consumer associations at secondary level are only consumer associations at first level. At least 100 persons shall be required to establish a consumer association at first level. In municipalities with a population of up to 5000 persons, 50 persons shall suffice. Consumer associations may constitute offices away from their headquarters. Each natural person may not belong to more than one consumer association at first level. At least 5 consumer associations at first level shall be required to establish a consumer association at secondary level. Each consumer association of first level may not participate in more than one consumer association at secondary level. Consumer association may be constituted at a higher level than secondary, according to the procedure of constitution of secondary level consumer associations.

Consumer associations shall acquire legal personality on entry in the register of consumer associations. Anybody may consult it or seek a copy or certification of any entry.

The exclusive sources of income of the consumer associations, in Greece, under Law 3587/2007 (article 13) which modifies Law 2251/1994 (article 10),

are:

- a) Registration fees, contributions and voluntary members' contributions.
- b) Income from exploitation of their property.
- c) Heritage, bequest.
- d) State grants or grants from local government associations of first and secondary level.
- e) Subsidy by the European Union, international organizations and international consumer associations.
- f) 35% of the amount of financial redress of non-material damages to consumers' with the procedure of collective actions.
- g) Income from offer of documents/leaflets and public events.

According to the Consumer Protection Law (Law 2251/1994), article 10, "Consumer Organisations – Collective means of protection" as modified by Law 3587/2007, article 13, consumer organisations shall institute collective actions in accordance with the provisions in force. In particular, consumer organisations which have at least 500 active members and which have been entered in the register of consumer organisations for at least one year may bring any kind of actions to protect the general interest of consumers (**collective action**).

Specifically, they may bring actions of the following kind:

- Actions to cease and desist in regard to illegal behaviour on the part of the supplier.
- Actions for the financial redress of non-material damages to consumers.
- Actions for interim measures with regard to infringements or financial redress pending a court order.
- Actions for recognition of consumers' rights to redress of damages due to illegal behaviours.

Additionally, chambers of commerce, industry, crafts, and professions can bring collective actions against suppliers.

2.3 ENFORCEMENT / REDRESS

• Consumer Ombudsman

It was established with the Law 3297/2004 (Official gazette 259/A/23.12.2004) and represents an independent agency of extrajudicial dispute resolution in the area of consumer disputes. This agency is supervised by the Minister of Development.

• **Hellenic Ombudsman for Banking-Investments Services**

It examines disputes that arise from the supply of banking and investment services provided by the banks and investment companies situated in Greece. It also handles cross border disputes as member of FIN-NET and complaints of consumers of other Member-States who make transactions with banks situated in Greece.

2.4 INFORMATION AND EDUCATION

The General Secretariat of Consumer over the past 2 years has taken a number of initiatives and actions to inform and educate Greek consumers about their rights and protections.

As far as the initiatives taken are concerned, the Greek Secretariat of Consumer has published and distributed an informative booklet, the “Consumer Guide”, covering a wide range of consumer issues. It has also put together and distributed a large amount of informative leaflets on several topics that apply to the interest of Greek consumers, for instance bank loans, time-share, tenancy agreements, insurance policies, product labelling, etc. It was recently issued an informative leaflet on the safe internet use providing all the necessary information to consumers in order to protect them by illegal actions via the websites. Additionally, an informative leaflet on product labelling and product guarantees has been issued as well as informative leaflets on sustainable consumption and useful information on travelling.

Trying to raise public awareness, representatives of the General Secretariat of Consumer have participated in panels and have also given lectures in schools about several consumer issues, so that young consumers are aware and can, therefore, exercise their rights.

In the foreseeable future, the General Secretariat of Consumer (GSC) aims at providing information to children and teenagers about sustainable and responsible consumption. It is well mentioned that representatives of GSC have participated in many seminars in cooperation with the Environmental Education Center, local administrations and consumer organizations, aiming to raise consumer awareness on sustainable consumption, on unfair commercial practices and be aware of the new legislative framework for consumer protection.

Finally, GSC in cooperation with the Greek Utility Services has issued Guidelines on Utility Services’ obligations towards the consumers. These Guidelines was published on a special edition which was distributed to the public in the light of the European Consumer Day on 15 March 2007. In November 2007, the GSC has also organised a seminar on nutrition habits raising issues on food safety, food quality control and nutrition habits of Greek consumers.

2.5 INFORMATION GATHERING/RESEARCH

Recently completed projects:

- 1 January 2005: Survey on “Greek Consumer’s Tendencies and Opinions” conducted by Prognosis.
- 2 February 2005: Survey on “Greek Consumer Profile” conducted by ICAP.
- 3 May 2005: Survey on “Greek Consumer’s Attitude towards the new working hours system of Stores” conducted by Kapa Research.
- 4 February 2007: Survey on “Consumer Behavior & Consumer Awareness” conducted by Stratego.
- 5 November 2007: Survey on “Greek Citizens’ nutrition attitude, habits and perception” conducted by VPRC.