



Consumer Programme

Proposal templates

2019 ECC-Net Specific Grant Agreements

Technical content of the proposed 2019 Work Plan (Part B)
Detailed budget tables

CONS-ECC-SGA-2019

Version 1.0
13 June 2018

Disclaimer

This document is aimed at informing potential applicants for Consumer Programme funding. It serves only as an example. The actual Web forms and templates, provided in the online proposal submission system on the Participant Portal, might differ from this example. Proposals must be prepared and submitted via the Electronic Submission System under the Participant Portal.





EUROPEAN COMMISSION
CONSUMERS, HEALTH, AGRICULTURE AND FOOD EXECUTIVE AGENCY

Consumers Unit

Part B: Technical content of the proposed 2019 Work Plan
2019 ECC-Net Specific Grant Agreements

Example, not to complete

INTRODUCTION

This template for Part B has been designed to assist you with the preparation of your proposal for financial contribution for 2019 activities. It is not legally binding.

It can take some time to fill in the template and collect all the mandatory supporting documents properly completed, dated and signed. We advise you not to wait until the last minute to prepare your applications and to make sure that you have allocated a sufficient time to carry out this work.

Host organisations are expected to provide a strong support to the implementation of the proposed actions, to contribute to the excellence of the network and of its services. Host organisations should therefore be actively involved in the preparation of the proposals. Particular attention should be given to coherence between the ECC and the host organisation strategies and activities should be ensured to maximise economies of scale and multiplication effects.

CONTENT OF THE PROPOSALS

Proposals should explain in detail how the objectives of this invitation can be reached with the resources proposed. Applicants are requested to submit:

- a **Work Plan** covering the third year of operations. It should translate the Implementation Strategy set in the FPA 2018-2021 into specific activities to be implemented in 2019.

The relevant templates including explanatory guidelines are included hereafter.

Template

Work Plan 2019

Implementation period: 01/01/2019 to 31/12/2019

Country:

Host(s):

1. ECC CONTACT DETAILS

Name of the ECC:	
Address:	
Tel./Fax number:	
E-mail:	
Website address:	
ECC's opening hours to the public:	

2. DETAILED ACTIVITY PLANNING

The 2019 Work Plan should detail the actual activities to be performed under each of the 9 Vademecum objectives and this **in line with the Implementation Strategy 2018-2021**.

For each objective, the following information must be given:

- **Estimated % of total staff months:** estimate of the number of staff-months allocated to the respective objective compared to the total staff months. The addition of the shares in the nine objectives should equal to 100%. Attention must be paid to allocate adequately the human resources on all objectives.
- **Planned activities in 2019:** describe detailed activities. For some objectives, activities are further broken down in the template.
- **Indicators Target 2021 (FPA):** use the target proposed in the Implementation Strategy.
- **Indicators Target 2019:** give an indicative intermediary target for 2019.
- **2019 Challenges, risk factors:** describe important external factors which you took into account for your planned targets and the possible risks of not achieving these plans and missing the 2019 target.

When necessary, additional explanatory notes are given under certain objectives.

Objective 1	Providing consumers with information <ul style="list-style-type: none"> – Informing consumers about European legislation on consumer rights and about national transposition of EU legislation – Providing information material – Informing consumers about possibilities and schemes for problem-solving – Providing information to recipients of services for those ECCs notified as contact points in accordance with Article 21 (2) of the Service directive 		
Number and % of total staff months (effort)			
Planned activities in 2019			
2019 Challenges and risk factors			
Indicator Number of requests for information/general questions received directly from consumers	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
Sub-indicator I Directly via the ECC-Net IT platform			
Sub-indicator II All other direct individual requests for information/general questions from consumers received via social media			

Objective 2	Assisting consumers with a complaint <ul style="list-style-type: none"> – Encouraging and helping consumers to make contact with the trader or assisting in handling a complaint – Informing consumers of their rights and duties in terms of procedures and time-limits in relation to a complaint – Informing consumers on the options available in case of a complaint – Informing consumers about available translation services, when required 		
Number and % of total staff months (effort)			

Planned activities in 2019			
2019 Challenges and risk factors			
Indicator I Number of complaints received	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
Sub-indicator I via the ECC-Net IT platform: As Consumer ECC: As Trader ECC:			
Sub-indicator II All other direct individual complaints from consumers received via social media (if applicable)			
Indicator II	Baseline 2016	Benchmark to be achieved by 2019	Benchmark to be achieved by 2021
% of amicable solutions achieved compared to all registered and closed complaints in the reporting period, where your ECC was involved, calculated on complaints both as a consumer ECC and a trader ECC (excluding ill-founded complaints)			Increase by 20 %

Objective 3:	Assisting consumers with a dispute <ul style="list-style-type: none"> – Identifying the appropriate out-of-court entity (ADR) or a Court using the Small Claims Procedure or the European order for payment – Providing consumers with detailed information about these procedures – Informing consumers about the advantages and disadvantages of the proposed out-of-court resolution's procedures – Transferring complaints to ADR or other competent bodies where appropriate – Following up, to the extent possible, the outcome of the case and introducing the information in the database – Informing consumers about available translation services when required
Number and % of total staff months (effort)	

Planned activities in 2019			
2019 Challenges and risk factors			
Indicator	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
% of those cases dealt with by the ECCs and not resolved directly with traders which were subsequently referred to alternative dispute resolution (ADR)			75% of cases referred to ADR

Objective 4	Organising promotional activities <ul style="list-style-type: none"> – Publication programme (including information regarding planned types of tools/formats, main topics, languages, way of distribution etc) – Advertising and promotional activities, including participating in any EU information campaigns on consumer rights – Contacts with the press, press releases, articles written by the ECC and published, media response – Developing and maintaining the national website – Events on consumer protection issues such as conferences, seminars, workshops – Cooperating with other stakeholders in the field of consumer protection (including Representation of the European Commission), Cooperation with other EU networks (e.g. EJM, EEN, Europe Direct , SOLVIT, FINNET ...) – Cooperating with 3rd countries (when relevant)
Number and % of total staff months (effort)	
Planned activities in 2019	
2019 Challenges and risk factors	

Indicator	Baseline 2016	Benchmark to be achieved by 2019	Benchmark to be achieved by 2021
Indicator I Number of unique visitors to the ECC's website			Yearly increase by 10%
Indicator II Number of visits to the ECC's website			Yearly increase by 10%

Explanatory notes:

- **Contacts with the press, press releases, articles written by the ECC and published, media response:** It is requested to provide a general description of the media activities planned to be implemented and the objectives to be reached. Applicants are required to specify details such as expected number of contacts, number of articles/press releases/press conferences, timeframe.
- **Website:** Applicant is requested to provide the URL addresses of the website(s) of the centre. Applicants should foresee a development/maintenance of an own website, independent from the host website, where consumers shall be provided with easy access to information about the centre's services and the network. Applicants should describe what will be the improvements (incl. SEO activities), new developments on the website planned for 2019.
- **Events:** Indicative formats, target audience and timeframe should be provided. Applicants should foresee the organisation or promotion of appropriate knowledge sharing events on consumer protection issues such as conferences, seminars, workshops and participating in any EU information campaigns on consumers' rights. ECCs are encouraged to organise joint promotion activities (e.g. national events, media relations or promotional campaigns) with key national partners (including host authorities and other EU networks). As indicated in the Vademecum, in planning these actions the centres shall as far as possible co-ordinate such activities taking into account the activities of the European Commission/Chafea and the activities of other Institutions including Council Presidency events, sessions of the European Parliament, and networks of the European Union.
- **Cooperating with other stakeholders in the field of consumer protection/ Cooperation with other EU network:** Applicants should provide a clear description of the foreseen cooperation activities in the year and explain the main objectives and reasons of the planned cooperation. The added value for the centre activities from the planned cooperation should be also outlined. Possible cooperation could be to agree on signposting and client follow-up procedure; create mutual links between their websites and stakeholders' websites, etc.

Objective 5:	Contributing to “ADR/ODR” development – Ensuring an efficient and effective co-operation with national out-of-court entities – Assisting the national authorities in the promotion and development of new out-of-court entities, to the extent possible
Number and % of total staff months (effort)	
Planned activities in 2019	

2019 Challenges and risk factors			
Indicator	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
% of those cases dealt with by the ECCs and not resolved directly with traders which were subsequently referred to alternative dispute resolution (ADR)			75% of cases referred to ADR

Explanatory notes:

Examples of possible actions could be mailing to business organisations to explain the advantages to set up an ADR system; questionnaire to national notified ADR bodies to evaluate how they apply the recommendations criteria; analysis of ADR bodies' Decisions; etc. It is not sufficient to say for example “contact will be taken with ADR bodies” or “assistance will be given to national authorities with regards the promotion of ADR bodies”. It is to be reminded that costs directly and uniquely attributed to the functioning of an ODR contact point (and especially the costs of staff acting as ODR advisers) are not eligible for the ECC grant. However, costs related to the overall promotion of the ADR system (ODR included) are eligible.

Objective 6:	Networking and feedback <ul style="list-style-type: none"> – Meetings of the Network (Cooperation day / Presidency event, network meetings, Chafea meeting, etc.) and organisation of Cooperation Day (if applicable) – Study visits and staff exchanges – Contributing to consumer policy related consultations at EU level – Additional EU dimension activities in 2018 (when relevant): – Leader of Joint projects – Mentoring scheme 		
Number and % of total staff months (effort)			
Planned activities in 2019			
2019 Challenges and risk factors			
Indicator	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
% of staff time allocated in networking activities relevant to objective 6			

Explanatory notes:

- **Meetings of the network:** The following meetings are considered as compulsory and therefore ECCs must ensure their participation.
 - ECC Directors' meetings – two meetings in Brussels
 - Chafea meeting – one meeting in Luxembourg
 - Cooperation Day
 - Presidency event (if the topic is relevant)
 - At least one workshop on networking and/or communication activities

The centres are advised to foresee as well meetings for joint activities and other meetings relevant for their activities.
- **Study visits and staff exchange:** The planned activities and purpose must be indicated. The centre planning a study visit in another centre should ensure that the respective centre is informed in good time about the visit. Study visits can be combined with the proposal for a mentoring scheme. Applicants are requested to justify the reasons of the visits and are advised to plan a maximum of two study visits to another centre per year. The staff exchange is designed to help network staff members broaden their competencies by working in a different network partner for a short period of time, thereby learning about new working methods and approaches. The minimum duration of the staff exchange should be 5 working days.
- **Joint projects:** Leaders of a joint project or of a shared tool initiative should indicate the title of the project. In addition, the relevant concept paper (See template in Annex I) should be annexed to the proposal. ECCs that are not leading joint projects should indicate in which joint project they will take part and in what role. It is advised to consult the European Commission/Chafea on the topics, in advance to the submission.

European ECC two-yearly conference: The European ECC two-yearly conference must be a key ECC event that brings together ECC partners, representatives from European institutions and key external stakeholders. The conference should offer an opportunity for ECC partners to discuss shared plans, celebrate successes and achievements for consumer policies and prepare future ambition. The event could cover sessions to widen contacts, plenary sessions, workshops and working meetings. In order to use this opportunity to promote the ECC network, dissemination activities, such as press conference and a media briefing should be foreseen. The Joint project proposal for the organisation of this conference can be presented by a maximum of three ECCs, who, in cooperation, will organize the event and will be eligible for extra funding.
- **Mentoring schemes:** Mentoring schemes should aim at developing a working relationship in which a centre with a specific expertise offer an improvement plan to a centre or a group of centres. Mentoring schemes can also cover capacity building and legal assistance activities targeted to the whole network. Activities proposed under mentoring should go beyond answering occasional questions or providing ad hoc help. The centre applying as mentor should propose and define a working method with the partner centre(s) and/or a sound capacity building programme in an area of interest of the network. The proposed mentoring scheme will have to be thoroughly detailed in a concept paper according to the attached template (Annex II).
- **Development and management of shared tools:** These activities may include development and management of an online document repository and knowledge sharing system, FAQ, a newsletter, a quality monitoring system, a case encoding system, a legal advice centre. The partner shall describe the activity in detail in the relevant template (see Annex III).

Objective 7:	Cooperating with enforcement authorities
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Number and % of total staff months (effort)			
Planned activities in 2019			
2019 Challenges and risk factors			
Indicator	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
Indicator I Number of notifications of information or of complaints to the enforcement authorities			
Indicator II Number of collaboration events with enforcement authorities (awareness raising campaigns, training, workshops and other)			

Explanatory notes: Cooperation arrangements with enforcement authorities could be covering exchange of case-related or sector-related information, case referrals, legal advice, and case-handling techniques. In particular, a follow-up procedure could be agreed for the cases referred to an enforcement authority by the ECC for further investigation and possible enforcement action. Meetings should review these arrangements and the outcome.

Objective 8:	Collaborating with traders (associations or professional bodies)		
Number and % of total staff months (effort)			
Planned activities in 2019			
2019 Challenges and risk factors			
Indicator	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
Number of collaboration events with traders (information, trainings, awareness campaigns and others)			

Objective 9:	Ensuring a uniformly high quality standardised service – Description of the Centre's quality improvement plan to improve consumer satisfaction describing among other elements : <ul style="list-style-type: none"> • Regular consumer surveys and follow-up • Acknowledgement of receipt of correspondence with consumers • Adherence to case handling protocol • Use of IT Tool – Human resources management & Other Management activities		
Number and % of total staff months (effort)			
Planned activities in 2019			
2019 Challenges and risk factors			
Indicator I	Baseline 2016	Target to be achieved by 2019	Target to be achieved by 2021
Response rate to the consumer satisfaction survey			
Indicator	Baseline 2016	Benchmark to be achieved by 2019	Benchmark to be achieved by 2021
Indicator II % of answers (of all replies) where consumers indicated that they were satisfied with the services provided by your ECC			90%
Indicator III When handling complex complaints (where more than one centre is involved) via the ECC-Net IT platform - average time trader ECC to accept complaints after consumer ECCs shared them with you - average time as trader ECC - between accepting the complaint and proposing a solution			Max. 3 calendar days Max. 6 calendar weeks

Explanatory notes:

Principles of quality management: Applicants have to describe how the goal of providing **uniform quality standardised services** will be achieved in 2019, including information as regards surveys, other forms of collecting customer feedback, quality standards, IT-tool management, information sharing etc. ECCs are encouraged to carry out surveys on regular basis in order to assess the level of satisfaction of consumers vis-a-vis the services provided by the ECC. A proper follow up of these surveys or customer feedback should be ensured.

Human resources management & Other Management activities: Applicants should provide information about the type of training planned for the centre's staff and describe any policy regarding staff motivation and/or staff performance evaluation planned in the year. Other management activities may include reporting activities for the host organisation.

Maintain and continuously improve the professionalism of the services provided by the Network; and strive to achieve excellence in the services provided to consumers and in all related Network activities;

3. WORK PACKAGES AND DELIVERABLES

WP number	Title	Description
WP 1	Project Management	Activities undertaken to manage both the project as much as the activities of the respective ECC. In essence, the work carried out by the Coordinator in his/her capacity of the Director of the ECC.
WP 2	Activity of the ECC	All the activities undertaken by the respective ECC related to the implementation of the activities as stipulated in the Grant Agreement across all 9 Objectives of the Vademecum. These are in essence activities related to case handling, information and promotion, networking and quality assurance.
WP 3	Joint Project/Shared Tool/ Mentoring Scheme	Activities related to implementation of the Joint Project/Shared Tool/ Mentoring Scheme as set down by the Grant Agreement.

Work Package descriptions:

Work Package 1

Work package title	Project Management		
Starting month	1	Ending month	12
Person month (effort) ¹	To be inserted		
Objectives <ul style="list-style-type: none">• Ensuring timely, effective and efficient management of the Action• Ensuring effective and efficient work of the ECC in the capacity of the Director• Ensuring oversight and necessary leadership in relation to 9 Objectives of the ECC Vademecum and implementation of the Action as stipulated in the Grant Agreement			
Work package description <p>Activities undertaken to manage both the project as much as the activities of the respective ECC. In essence, the work carried out by the Coordinator both in the capacity of the Manager of the Action and in his/her capacity of the Director of the ECC.</p>			
Deliverables linked to this work package:			
D.1. Final report			
General Description of All Deliverables: <p>All the deliverables come as the output of the Action. The main objective of the ECC Network is providing information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution. In relation to this, the relevant Deliverable for WP 1 is as follows:</p> <p>D.1. Final report</p> <p><i>The Final Report shall be delivered in line with the Grant Agreement.</i></p> <p>Delivery month: 14</p>			

¹ The Efforts in a Work Package lists the number of people involved in this WP in person months. The cumulative effort for all work packages shall be equal to cumulative effort for each of the 9 Objectives and equal to the person months in the estimated budget.

$$\text{Effort WP1+WP2+WP3} = \text{Effort O1+O2...+O9} = \text{Number of person/months in estimated budget}$$

Work Package 2

Work package title	Activity of the ECC		
Starting month	1	Ending month	12
Person month (effort)	To be inserted		
Objectives <ul style="list-style-type: none">Effective implementation of the activities as stipulated in the Grant Agreement across all 9 Objectives of the Vademecum, in essence, but not exhaustively: case handling, promotion and information, networking and quality assurance.			
Work package description <p>All the activities undertaken by the respective ECC related to the implementation of the Objectives as set down by the Grant Agreement across all 9 Objectives of the Vademecum; in essence, but not exhaustively: case handling, promotion and information, networking and quality assurance.</p>			
Deliverables linked to this work package: <p>D.2. Publication Programme – Information and Promotion</p> <p>D.3. Consumer Survey Results</p>			
General Description of all Deliverables: <p>All the deliverables come as the output of the Action. The main objective of the ECC Network is providing information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution. In relation to this, the relevant Deliverables for WP 2 are as follows:</p> <p>D.2. Publication Programme – Information and Promotion</p> <p><i>The Publication Programme shall provide the exact topics of the information and promotion tools/formats, languages, timeline for production, way of distribution.</i></p> <p>D.3. Consumer Survey Results</p> <p><i>The consumer survey results shall be described shortly in English. The brief summary shall be accompanied with graphical/chart presentation of results.</i></p>			
Delivery month: 14			

Work Package 3

Work package title	Joint Project/Shared Tool/ Mentoring Scheme		
Starting month	1	Ending month	12
Person month (effort)	<i>To be inserted</i>		
Objectives <ul style="list-style-type: none"> Ensuring effective and efficient implementation of all the activities related to Joint Project/Shared Tool/ Mentoring Scheme, as set down by the Grant Agreement. 			
Work package description <p>Work Package covers all the activities to be undertaken so to effectively and efficiently implement the Joint Project//Shared Tool/ Mentoring Scheme as set down in the Grant Agreement.</p>			
Deliverables linked to this work package: <p>D.4. Joint Project/Shared Tool/Mentoring Scheme Final Report</p>			
General Description of All Deliverables: <p>All the deliverables come as the output of the Action. The main objective of the ECC Network is providing information and assistance to consumers to help them exercise their rights and obtain access to appropriate dispute resolution. In relation to this, the relevant Deliverable for WP 3 is as follows:</p> <p>D.4. Joint Project/Shared Tool/ Mentoring Scheme Final Report</p> <p><i>The Final Report shall provide feedback on the implementation of all the activities set down by the Grant Agreement related to the Joint Project/Shared Tool/Mentoring Scheme. The report shall provide the relevant results, lessons learned and option for a potential follow-up.</i></p> <p>Delivery month: 14</p>			

4. MILESTONES

Milestone	Content specification	Delivery month
Final report	This report describes the project implementation and the results achieved. The supporting documents are annexed.	Month 14 after the start of the action.

Annex II

Template Joint Project Concept Paper

Title of joint project

1. INVOLVED PARTIES:

Lead country:

Contact person:

Phone:

E-mail:

2. WORKING GROUP COUNTRIES:

Country 1:

Contact person:

Phone:

E-mail:

Country 2:

Contact person:

Phone:

E-mail:

Etc...

3. OBJECTIVES OF THE JOINT PROJECT:

- Background and scope
What consumer issues does the project intend to address?

What evidence is available on these issues?

Which EU legislation is concerned?

What activities are currently undertaken by the Network, consumer organisations, enforcement authorities, European Institution to address the issue.

What solution, value added does the project aim to provide?

- Target audience

Who is the principal target audience of the Joint Project?

Who is the secondary target audience?

- Impact

What does the project concretely aim to achieve in terms of benefits for:

- Consumers
- traders
- ECCs
- policy makers ?

How can the impact be measured?

4. DATA SOURCES:

Which data set will be used?

- Existing data: please list them (eg ECC-Net IT Tool, Consumer scoreboard, Eurostat, Eurobarometers...)
- New collection (e.g. mystery shopping, internet survey, study of websites, annual press reviews, collection of testimonials, opinion survey among experts or ECC-Net....):
- Are the data sources valid throughout the EU or are there discrepancies between countries?
- Which sources or method will be used to get projections or trends for the coming years?

5. OUTPUT/DELIVERABLES:

- What will be the main content of the deliverables of the Joint Project? (e.g report, statistics, testimonies, policy recommendation, tips for consumers and/or traders, guidelines...)
- What will be the format of the final Output/deliverable? (e.g. a report and/or more innovative formats such as web reportage, journalist seminar, guidelines,

interactive tool...). *NB: Several formats can be envisaged so as to reach multiple audiences*

- What is the calendar of the project?
What will be the key phases?

Communication Plan

- What are your usual communication channels for the target audience?
- How will you involve the target audience? (e.g. Blogs, newsletters, specialised press, social media page, mailing list, web advertising...)
- What are the key communication moments of the project and which tools will you use (e.g. social media updates, RSS, blog posts, media partnerships, press articles...)?

Template Mentoring Scheme Concept Paper

Title:

1. INVOLVED PARTIES:

Lead organisation (mentor):

Contact person:

Phone:

E-mail:

Beneficiary(ies):

- whole network
- centre or centres: *list the centre(s) involved*

Contact person(s):

Phone:

E-mail:

2. OBJECTIVES OF THE MENTORING SCHEME:

- **Issues**

What specific issue does the project intend to address? (e.g capacity building needs of the beneficiary, insufficient experience/knowledge of the network on certain problems, ...)

What evidence is available on this issue? (e.g case handling statistics, bilateral discussions with the beneficiary, experience regarding the application of a certain legislation...)

Which EU legislation is concerned? (if relevant for example in case of capacity building regarding the implementation of a specific regulation).

What activities are currently undertaken by the Network, or existing capacity building schemes or other organisations which are related to the issue?

What solution and value added does the mentoring scheme aim to provide?

- **Impact**

What does the project concretely aim to achieve in terms of benefits for:

- The ECC Network
- The beneficiary(ies) of the scheme
- Users of the ECC-Net in general

Joint statement of the shared goals by the involved parties (except if activity is targeted at the whole network)

3. DESCRIPTION OF THE PROPOSED OUTPUT

- Give an outline of the mentoring plan with the various activities foreseen
- Describe the improvement targets
- Describe the intended working method, in particular the organisation of the relationship between the mentor and s) and what each participant has committed to do
- Describe how progress will be monitored and assessed and how the improvement targets will be reviewed and adapted where necessary in order to better achieve aims

4. INDICATIVE TIMEFRAME

5. NUMBER OF STAFF AND STAFF DAYS SPENT ON MENTORING SCHEME FOR THE MENTOR ORGANISATION AND FOR THE ORGANISATION (S) BENEFITTING FROM THE MENTORSHIP

Annex IV

Template Development and management of shared tools Concept Paper

Title:

1. INVOLVED PARTIES:

Lead organisation:

Contact person:

Phone:

E-mail:

Beneficiary(ies):

- whole network
- centre or centres: *list the centre(s) involved*

Contact person(s):

Phone:

E-mail:

2. OBJECTIVES OF THE TOOL(S):

- **Issues**

What specific issue does the tool intend to address? (e.g capacity building needs, promotional activities, case handling, ...)

What evidence is available on this issue? (e.g case handling statistics, specific needs of the network, consumer feedback...)

What activities are currently undertaken by the Network which are related to the tool proposed?

What solution and value added does the tool aim to provide?

- **Impact**

What does the tool concretely aim to achieve in terms of benefits for:

- The ECC Network
- The beneficiary(ies) of the scheme
- Users of the ECC-Net in general

3. DESCRIPTION OF THE PROPOSED TOOL

- Describe the content and format of the proposed tool
- Describe the intended working method, in particular the organisation of the relationship between the lead organisation and what each participant has committed to do, and the various activities foreseen
- Describe the improvement targets
- Describe how progress will be monitored and assessed and how the improvement targets will be reviewed and adapted where necessary in order to better achieve aims

4. INDICATIVE TIMEFRAME

ANNEX V: FINANCIAL COMMITMENT STATEMENT BY CO-FUNDER

For the implementation period (1/1/2019 to 31/12/2019)

I, the undersigned,, being the legal representative of the organisation, a co-funder in the project entitled “European Consumer Centres’ Network” which is being run by the organisation, hereby certify that the organisation I represent

1. will participate in the project for the entire project duration, contributing a total amount of expenditure put at _____ for the implementation period;
2. will inform Chafea immediately of any changes in respect of this participation;
3. is / is not (*delete as appropriate*) subject to VAT (registration number) and recovers VAT on purchases to the amount of%;
4. accepts that Chafea, the Commission and/or the Court of Auditors of the European Union may check on any use which is made of the grant throughout the duration of the grant decision and for a period of five years from the date of the last payment made under the project. Checks by the Commission or the Court of Auditors of the European Union may be carried out on the basis of documents or on site;
5. will retain the detailed accounts for the project in question for five years.

Date:
representative

Signature of the co-funder’s legal

Place:

INSTRUCTIONS (DETAILED BUDGET TABLE —

General

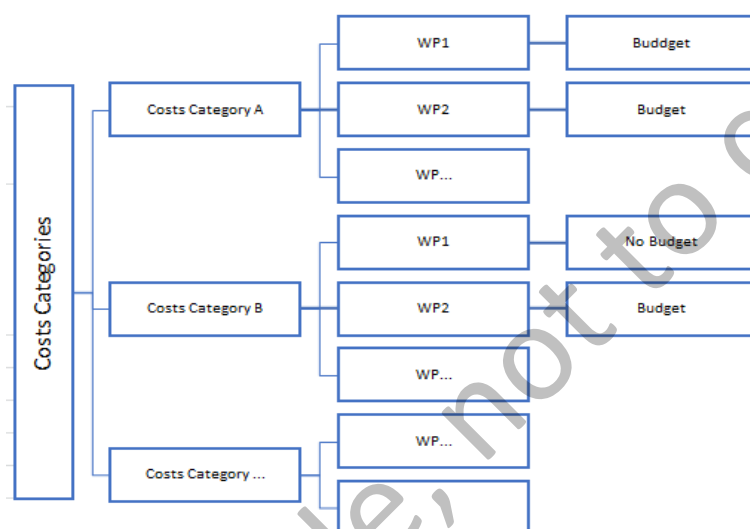
The file is composed of 5 sheets (Instructions, Start, Detailed budget table, Consolidated table (participants) and Consolidated table (project)) which must be used to create your detailed budget table.

You should submit the budget table as part of your proposal, i.e.:

- scan and attach sheets 3, 4 and 5 as PDF to your proposal Part B (Participant Portal Submission System; for sheets 3 and 4: one per beneficiary/linked third party)
- upload the Excel file as attachment to the grant agreement description of the action (DoA) Annex 1 (Participant Portal Grant Preparation tool).

ATTENTION! Use the same table both for the proposal and grant preparation. No need to fill it in twice. You may be asked to provide an Excel file already during evaluation, if needed.

The budget table is broken down by cost category and work packages. For technical reasons the number of work packages has to be the same in all categories. Please leave them empty, if there are no costs.



The budgeted amounts should be based on detailed, reasonable and accurate estimates. Keep sufficient documentation to be able to explain them if requested.

Please take care to insert only costs that are eligible under the EU grant agreement (see eligibility article).

You will be asked to fill in a similar table later on, for the detailed cost reporting before payments (Participant Portal Periodic Reporting tool).

Contrary to this table, the cost reporting table must however NOT contain the estimated costs, but the really incurred costs.

Getting started

To use the file, the Excel Macro security settings must be enabled on your computer. This is managed and checked when opening the file, but contact your IT support if you encounter Save the file on your computer and close all other excel files (open excel files may hamper the Please complete the sheets in their order (Start - Detailed budget table - Consolidated table

ATTENTION! White cells mean that you are required to enter data. Blue cells are calculated

Start sheet

Use this sheet to define the generic data (project/participant name and PIC), the work packages (number and names) and the number of travels. This information will be automatically copied. By default one work package and travel is already in the table (minimum number possible).

Leave them empty,

Provide a short name, a description for the work package and confirm the number of travels linked.

To add a work package, click on 'Add a new WP' and enter the name and description (name in

ALL CAPITALS). To delete a work package, tick the check box and click on 'Update detailed

Travels can be increased or decreased by changing the number and clicking on 'Update detailed

Attention! If you delete work packages or travels on the start sheet AFTER having already

started working on the other sheets:

- the work package and all costs will be automatically deleted

Detailed budget table sheet

Use this sheet to enter the budget for each cost category

and work package.

New lines can be added only when column B is white. Select the cell B on the line that should

Sub-totals and totals are calculated automatically.

Add New Line		Delete Line			
		Type of rate (monthly)	Monthly/ [daily][hourly] rate	[Estimated person-months] [Months][days][hours] worked on the action]	
			a	b	
WORK PACKAGE 1	Name 1				
	A.1 Employees (or equivalent)				
	Select a staff category	monthly	0,00		0,00
	Select a staff category	monthly	0,00		0,00
	Other				
	[category1]	Select a type of rate	0,00		0,00
	[category 2]	Select a type of rate	0,00		0,00

Consolidated table (participant) sheet

This sheet shows your budget overview, per work package and cost category. It is calculated

Consolidated table (project) sheet

This sheet shows the budget overview for the project, per beneficiary, work package and cost category. It needs to be filled in manually.

START (DETAILED BUDGET TABLE – PROPOSAL/GRANT PREPARATION)

PROJECT DATA

Project number:		
Project acronym:		
Participant short name:		
Participant PIC:		

WORK PACKAGES & TRAVELS

[illegible]

EU GRANTS DETAILED BUDGET TABLE (ACTION GRANTS)									
Project number:		22-05-2018 08:47							
Project acronym:									
Participant short name:									
Participant PIC:									
ATTENTION: This table should be filled out one per participant (beneficiary, linked third party/affiliated entity)									
ATTENTION: This table may ONLY contain eligible costs (i.e. costs that comply with the eligibility rules of the model grant agreement that is part of your call documents). At proposal stage and during grant preparation, it should contain <u>estimated</u> costs/income.									
ATTENTION! List each budgeted cost item ONLY once in this table, for the main WP.									
ATTENTION! White cells mean that you are required to enter data. Blue cells are calculated automatically.									
EU PROJECT BUDGET TABLE (PER PARTICIPANT)									
PROJECT COSTS									
A. Direct personnel costs									
ATTENTION! If you are used to measure your time-effort in days or hours, please translate them into months (by using 0.1, 0.2, 0.3 months for the time and 18 days/143 hours as standard productive hours to calculate the rate for each staff category)									
	Costs					Also working for other work packages? YES/NO and which WP	Description of project role/activities/responsibilities		
	Type of rate (monthly/other)	Rate (amount)	Time (months/other of work on the action)	Total					
		a	b	c = a * b					
Total personnel (all WPs)				0.00					
B. Direct subcontracting costs									
	Costs EUR					Also used for other work packages? YES/NO and which WP	Description of subcontracted project tasks/activities		
Total subcontracting (all WPs)				0.00					
C. Other direct costs									
C1. Direct travel & subsistence costs									
	Actual costs					Also part of other work packages? YES/NO and which WP	Description (e.g. international/not international; place of activity/destination; number of days; number of persons (speakers, personnel and participants whose costs will be covered); transport means; average price per person; subsistence costs/daily allowances)		
Total travel & subsistence (all WPs)				0.00					
C.2 Equipment									
Total equipment (all WPs)				0.00					
C.3 Goods & services									
Total goods & services (all WPs)				0.00					
Total other direct costs (all WPs)				0.00					
D. Indirect costs									

ALL WORK PACKAGES	Total estimated direct costs (on which indirect cost flat-rate is based, see GA eligibility article)	0.00							
	Flat-rate from SyGMa (%)	0.00%							
	Total indirect costs	0.00							
Total indirect costs		0.00							
			TOTAL COSTS BENEFICIARY			0.00			
PROJECT INCOME									
INCOME									
		Amount (EUR)					Description of the income (type of generated income and number of users; purpose of financial contribution and reason, etc)		
Receipts									
Income generated by the action									
ALL WORK PACKAGES	Estimated income generated by the action	0.00							
	Total income generated by the action	0.00							
Financial contributions by third parties to be specifically used for costs that are eligible under the action									
ALL WORK PACKAGES	Estimated financial contributions by third parties for specific action costs	0.00							
	Total financial contributions by third parties	0.00							
		Total receipts	0.00						
Other income									
Other financial contributions by third parties									
ALL WORK PACKAGES	Estimated other financial contributions by third parties	0.00							
	Total other financial contributions	0.00							
		Total other income	0.00						
		TOTAL INCOME	0.00						
EU CONTRIBUTION									
EU contribution									
		Amount (EUR)							
	Total costs	0.00							
	Reimbursement rate (%)	0%							
	Maximum EU contribution	0.00							
	Requested EU contribution	0.00							
		EU CONTRIBUTION	0.00						
OWN CONTRIBUTION									
Own contribution									
		Amount (EUR)							
	Own contribution	0.00							
	OWN CONTRIBUTION	0.00							
		TOTAL PROJECT INCOME	0.00						

