



European
Commission

CONNECTING EUROPE FACILITY - Telecom Grants 2014-2020

Online Dispute Resolution Generic Services (ODR)

Online Dispute Resolution (ODR) DSI aims at fostering out-of-court, online resolution of disputes between EU consumers and traders. Through the ODR DSI, EU consumers and businesses can have their disputes regarding online purchases dealt with entirely online via the ODR platform. This platform allows consumers and traders to reach the Alternative Dispute Resolution (ADR) bodies in all member states through a secure multilingual interface. While boosting e-commerce, particularly across borders, ODR increases trust of both EU consumers and businesses in the Single Market by enabling a simple, fast and low- cost out-of-court procedure for resolving disputes.

The 2015 ODR call for proposals aimed to support national ADR entities and national online gateways linking such entities to interoperate with the central, EU-wide ODR platform. The 2018 ODR call for proposals aimed to further support the interoperability of ADR entities and online traders with the ODR platform by co-financing both the deployment of e-Delivery Access Points and the upgrade of the case management systems of the concerned entities in order to achieve full interoperability with such platform.

3 agreements have been signed for the ODR DSI under the 2015 and 2018 calls¹. A total of **€30 thousand** of CEF Telecom funding has been earmarked for 3 Member States, corresponding to a total cost of €40 thousand.

See also: [ODR Platform](#), [ADR Directive](#), [ODR Regulation](#)

¹ State of play: December 2021.

Member States

Number of projects and CEF funding (€ thousand)

| | | |
|---|----------------|---------|
| 0 | Austria | 0,00 € |
| 0 | Belgium | 0,00 € |
| 0 | Bulgaria | 0,00 € |
| 1 | Croatia | 0,00 € |
| 0 | Cyprus | 0,00 € |
| 0 | Czech Republic | 0,00 € |
| 0 | Denmark | 0,00 € |
| 0 | Estonia | 0,00 € |
| 0 | Finland | 0,00 € |
| 1 | France | 30,37 € |
| 0 | Germany | 0,00 € |
| 0 | Greece | 0,00 € |
| 0 | Hungary | 0,00 € |
| 0 | Ireland | 0,00 € |
| 1 | Italy | 0,00 € |
| 0 | Latvia | 0,00 € |
| 0 | Lithuania | 0,00 € |
| 0 | Luxembourg | 0,00 € |
| 0 | Malta | 0,00 € |
| 0 | Netherlands | 0,00 € |
| 0 | Poland | 0,00 € |
| 0 | Portugal | 0,00 € |
| 0 | Romania | 0,00 € |
| 0 | Slovakia | 0,00 € |
| 0 | Slovenia | 0,00 € |
| 0 | Spain | 0,00 € |
| 0 | Sweden | 0,00 € |

