

# Online Info Session

## Call for Proposals (SMP-CONS-2026-ADR-RAD)

10 March 2026, 10:00 – 12:00 CET



# Moderated by

Salva Shima  
Project Officer, EISMEA

# Agenda

- 10:00** Welcome & introduction
- 10:10** Policy context of the call
- 10:30** Overview of the call for proposals
- 10:45** Presentation from the Operational Finance Team
- 11:00** Networking Session in breakout rooms
- 11:30** Q&A session via Slido
- 11:55** Closing remarks



# Welcome address

Gorana Krsikapa

Head of the Consumers Sector, EISMEA

# Policy context of the call

ADR : Stephanie Darmanin, Policy Officer

RAD : Malgorzata Posnow-Wurm, Team Leader

**European Commission, DG JUST**

**Unit B3, consumer enforcement and redress**

# The amending ADR Directive (EU) 2025/2647 entered into force on 19 January 2026

## What are the main elements?

- **extension of the material scope** of the ADR Directive by covering disputes stemming from contracts for the digital content or digital services where the consumer does not pay a price but provides personal data to the trader;
- **extension of the geographical scope** by enabling consumers to submit disputes with non-EU traders, under certain conditions;
- **duty to reply** for traders to ADR enquiries within 20 working days;
- possibility for **ADR entities to bundle similar disputes** against the same trader and the introduction of **safeguards for consumers and traders in case ADR entities use digital tools**;
- **introduction of ADR contact points** to help both consumers and traders understand ADR in the cross-border context and provide assistance when needed.

# What are the next steps?

## The transposition deadline is 20 March 2028

Member States must:

- adopt and publish necessary national measures and communicate them to the Commission;
- designate the ADR contact point and notify them to the Commission;
- apply those measures from 20 September 2028.

## ADR Actions at EU-level 2026

- The [new Commission redress portal](#) will go live in April 2026;
- The Commission will organise **ADR transposition workshop** for the ADR competent authorities in 2026 (equivalent authorities from the enlargement partners will be invited);
- ADR competent authorities are to send **ADR national reports by 1 November 2026** to the Commission;
- Please check the data on your ADR entity in the portal – in case of changes, inform the ADR competent authority!

# ADR Grants

The **Commission allocated EUR 1.5 million** for a joint call for grants (ADR and RAD)

Submit sound proposals to:


- raise awareness on ADR,
- improve the capacity building,
- develop digital infrastructure,
- establish ADR networks.

ADR-related queries: **[JUST-ADR@ec.europa.eu](mailto:JUST-ADR@ec.europa.eu)**

# Action Grants for Qualified Entities

## Representative Actions Directive

### Policy Objectives

- Build strong **community of Qualified Entities** for effective and consistent application of representative actions across the EU.
- Take advantage of [EC-REACT collaboration platform](#) to develop best practices for collective settlements, litigation strategy and management of mass harm cases.
- Encourage capacity building actions that serve the **entire** community of Qualified Entities to improve **efficiency, save costs, avoid overlapping projects**, ultimately, to ensure continuous consumer protection in all EU Member States.
- All the above is reflected in the **call for proposals document**, under its **point 2 Objectives - Themes and priorities - Activities that can be funded**  **Expected impact.**



# Overview of the call for proposals

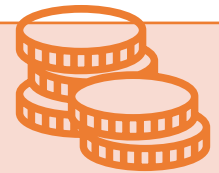
Petra Gilles Zmeltova  
Project Adviser, EISMEA

# SMP-CONS-2026-ADR-RAD in a nutshell

Available budget: EUR 1,500,000.00



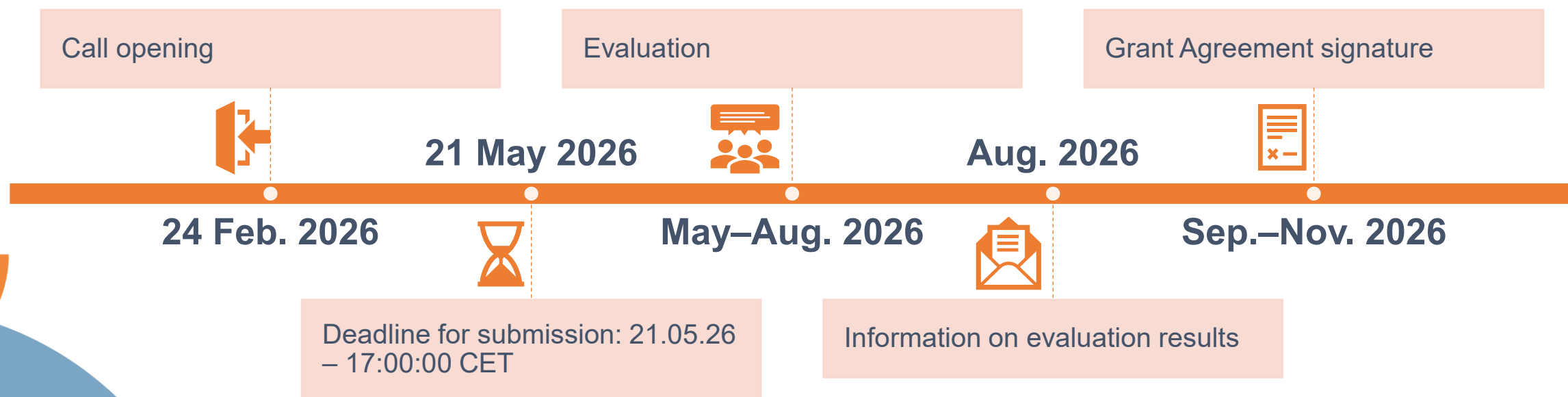
Funding rate: 80%



Max duration of actions: 24 months



# Indicative timeline



# Objectives

To facilitate consumers' access to effective and efficient alternative dispute resolution bodies compliant with Directive 2013/11/EU, as amended by Directive (EU) 2025/2647, and to build the capacity of Qualified Entities to efficiently protect consumers' collective interests pursuant to Directive (EU)2020/1828, by supporting:

- Awareness-raising on ADR and/or representative actions.
- Protection of vulnerable consumers.
- Networking of Alternative Dispute Resolution entities and/or Qualified Entities at national and EU-wide levels.
- Capacity building, expertise of staff.
- Use of transparent and innovative digital tools, efficient case handling and good governance.

# Expected impact

To **raise awareness** among consumers and traders and increase consumer trust in ADR and Representative Actions.

To **support cooperation** among ADR and/or RAD Qualified Entities at national, regional and EU levels.

To **increase accessibility** of ADR, Representative Actions and RAD Qualified Entities to consumers, **including in a cross-border context**.

To improve **operational capacity and expertise** of ADR in resolving consumer disputes and RAD Qualified Entities in bringing representative actions.

# Eligible activities

Eligible activities include (but are not limited to):

Awareness raising campaigns, communication activities and translations.

Creating and supporting of networks among ADR entities and/or RAD Qualified Entities.

Development/improvement/procurement of case handling tools.

Accounting tools and services.

Trainings for staff.

Study visits to other ADR entities or RAD Qualified Entities.

Organisation of seminars to exchange best practices.

Statistical analysis of consumers' complaints.

Studies or trainings (including via procurement) on identifying mass harm situations, providing relevant legal and economic analyses in the context of representative actions and quantifying consumers' damage.

# Eligible participants (1/2)

- **Legal entities** established in an EU Member State or [country associated to the Single Market Programme](#) and that **fulfil (at least) one of the following criteria**:
  - a) be, on the date of the submission of the proposal, an **Alternative Dispute Resolution (ADR) entity** notified to the European Commission pursuant to Article 20(2) of Directive 2013/11/EU on consumer ADR, as amended by Directive (EU) 2025/2647.
  - b) be, on the date of the submission of the proposal, a **Qualified Entity** designated by the EU Member State in advance to specific representative actions pursuant to Article 4 of **Representative Actions Directive (EU)2020/1828**.
  - c) bodies established in **countries associated to the Single Market Programme**, covering the **Consumer pillar** and for which the competent national authority confirms in writing the *mutatis mutandis* conformity with the quality criteria set out in the **ADR Directive 2013/11/EU**, as amended by Directive (EU) 2025/2647.

# Eligible participants (2/2)

- d) entities established in **countries associated to the Single Market Programme**, covering the **Consumer pillar** and for which the competent national authority confirms in writing the *mutatis mutandis* designation in compliance with Article 4 of the **Representative Actions Directive (EU) 2020/1828**.
- e) exceptionally, and only in EU Member States where **ad hoc designation** is allowed, entities which comply with the criteria set out in the national legislation transposing Article 4, paragraph 6, of the **Representative Actions Directive (EU) 2020/1828**, for being designated on ad hoc basis. Applicants must present the **proof of their compliance** with these criteria issued by the competent national authority or public body.

# Joint applications

## 1. Two or several ADR entities

- Promotion of cross-border cooperation among these entities is highly relevant.

## 2. Two or several RAD Qualified Entities from the same or different Member States

- Promotion of domestic or cross-border cooperation among RAD Qualified Entities via EC-REACT.
- Recommendation: build consortia via EC-REACT before submitting the applications.

## 3. ADR entities and RAD Qualified Entities

- Building practical coherence between consumer out of court dispute resolution and representative actions.

# Financial and operational capacity

## Financial Capacity

- Applicants must have **stable and sufficient resources** to successfully implement the projects and contribute their share. The financial capacity check will be carried out on the basis of the documents you will be requested to upload in the [Participant Register](#).

## Operational Capacity

- Applicants must have the **know-how, qualifications and resources** to successfully implement the projects and contribute their share. This capacity will be assessed together with the “quality” award criterion on the basis of the competence and experience of the applicants and their project teams.

# Admissibility Criteria



Applications must be submitted electronically via the online submission system before 21 May 2026 – 17:00:00 CET (Brussels).



Applications must be submitted using the forms provided inside the Submission System.



The technical description (part B) of the action max. 70 pages.



The maximum duration of the action is 24 months.



**Failure to comply with these requirements will lead to the rejection the application**

# Award Criteria

Award Criteria	Minimum Pass Score	Maximum Score
Relevance	24	40
Quality – Project design and implementation	18	30
Quality – Project team and cooperation arrangements	6	10
Impact	12	20
<b>Overall (pass) scores</b>	<b>60</b>	<b>100</b>

# Elements enhancing the quality of proposals

- **Structured cooperation:**
  - Encourage well-planned cooperation from the start among participating entities on action objectives, deliverables, progress, and results.
  - Recommend utilising EC-REACT for coordination among RAD Qualified Entities and ADR entities if beneficial
- **Detailed needs analysis:**
  - Align actions with EU legislation objectives.
  - Emphasise the need to demonstrate added value compared to the state of play.
  - Coordinate and align with previous grants by expanding upon their subject matter, objectives or geographical scope.
- **Reusability of results:**
  - Make action results reusable by other entities
  - Propose detailed plans for facilitating reuse, e.g. through EC-REACT for RAD QEs

! Clearly explain complementarity of proposals  
to previously funded actions

# Presentation of the F&T Portal and Application Documents

# Participant Register

Beneficiaries must register in the [Participant Register](#) — before submitting the proposal — and will have to be validated by the Central Validation Service (REA Validation). For the validation, they will be requested to upload documents showing legal status, origin and in case of Qualified Entities designated pursuant to Directive (EU) 2020/1828, the proof of their designation.

 Practical guidance can be accessed via the recorded video from last year's info session available [here](#): **minutes 58:00 to 01:14:00**

# Application Documents

**Acronym and short summary** online directly in the submission service

**Administrative forms (Part A)** online directly in the submission service

**Part B and Annexes** (Application Form Part B and Detailed Budget Table) available for download in the submission service, to be completed and uploaded before submission

# More Help



## [Call Page on the F&T Portal:](#)

Call documents

Guide for applicants

Model Grant Agreement (MGA both mono and multi beneficiary)



For any IT related question, please contact [Funding and Tenders Portal IT Helpdesk](#)



Non-IT related questions should be sent before not later than 14 May 2026, at 17:00:00 (CET) to the following email address: [EISMEA-CONS-grants@ec.europa.eu](mailto:EISMEA-CONS-grants@ec.europa.eu)

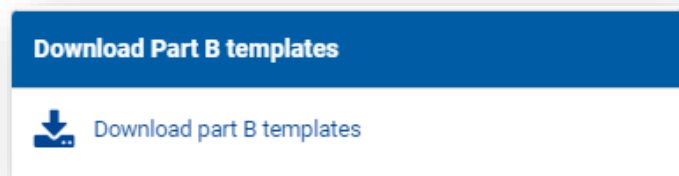


# Presentation from the Operational Finance Team

Jacopo BERTINI & Mariangela BARTOLOMEO  
Financial Officers, EISMEA Operational Finance



# Financial documents for submission

- **Summarised Budget Table** – completed directly in **Application Form Part A** (online form).
- **Detailed Budget Table** – provided as an **Annex to Application Form Part B**, using the official template uploaded in the required format.
- **Consistency required:** Financial figures in both tables **must match**.
- **Fully digital submission:** No paper copies – **all documents are submitted online**.



**Part B and Annexes**

In this section you may upload the technical annex of the proposal (in PDF format only) and any other requested attachments. ?

Part B	<input type="text"/>	? Upload 
Detailed Budget Table	<input type="text"/>	? Upload 

# Detailed budget template

- **One table per beneficiary** must be uploaded in the system as a **single PDF**.
- You may be requested to **send the corresponding Excel file to EISMEA by email**.
- The **cost reporting table must include estimated costs**.
- **White cells indicate fields where data must be entered.**

DETAILED BUDGET TABLE <b>SMP CONS</b> — PROPOSAL				
<i>Please complete the table below for each applicant (beneficiary/affiliated entity - separate budget table for coordinator and for each consortium member). Please provide a detailed justification and explanation in the textboxes. The justification, among other parts of your application, will be used for the evaluation of the award criteria on budget.</i>				
<b>Partner number</b> (same as on Submission System screens)				
<b>Short name</b>				
<b>PIC number</b>				
	Persons working exclusively on the action			
	Staff member (name and role)	Monthly rate (€)	Estimated number of months	Total costs per person (€)
				0,00
				0,00
<b>(A) Personnel costs</b> (please insert a new line for each staff member)				

# Detailed budget template

	Costs (€)	Task(s)/Justification
<b>(B) Subcontracting costs</b> (please repeat line for each subcontract foreseen)		
<b>Total costs (B)</b> 0,00		
<b>(C) Purchase costs</b>		
<b>(C.1) Travel</b>	Costs (€)	Justification
<b>(C.2) Equipment</b>	Costs (€)	Justification

Leave the field empty if there are no costs in a given category.

Include eligible costs only.

Provide your best cost estimates.

# Detailed budget table – **per beneficiary**

## Project costs

- A. Personnel costs
- B. Subcontracting
- C. Purchase costs
- D. Other cost category
- E. Indirect costs

# A. Personnel costs

## •A.1 Employees (or equivalent)

- **Eligible personnel:** Individuals with an **employment contract (or equivalent)** with the beneficiary and **assigned to the action**.
- **Eligible costs:** Salaries, social security contributions, taxes, and other remuneration-related costs **required by national law or the employment contract** and **actually incurred**.
- **Monthly rates** for each person working on the action must be included in the **Detailed Budget Table**.
- For **periodic reporting**, personnel costs are calculated as: **Daily rate × number of day-equivalents worked on the action**.
  - **Daily rate** = annual personnel costs for the person / **215 days (Maximum)**

## A.2 Natural persons under a direct contract and A.3 Seconded persons

- **Natural persons under direct contract** (not employment): civil, free-lance or expert, eligible if:
  - Works under similar conditions as employees (supervision, office presence, etc);
  - Costs are not significantly different from those for personnel performing similar tasks;
  - Work results belong to the beneficiary;
  - Costs declared amount solely to remuneration + taxation costs for the person in question.
- **Seconded persons** by a third party against payment;

# A. Personnel costs

## A.4 SME owners and natural persons without salary

- **SME owners are eligible if:**
  - Owner/co-owner + beneficiary of the action + SME + not receiving a salary;
  - SME status declared in the Portal
- **Natural person beneficiaries:** beneficiaries that are natural persons not receiving a salary
- **Cost calculation method:**
  - Unit cost (daily rate) x number of day-equivalents worked on the action
  - Unit cost (daily rate) to be used: Commission Decision C(2020)7115\* or Annex 2a

*\*Commission Decision of 20 October 2020 authorising the use of unit costs for the personnel costs of the owners of small and medium-sized enterprises and beneficiaries that are natural persons not receiving a salary for the work carried out by themselves under an action or work programme (C(2020)7115)*

[The country-specific correction coefficients](#)

# Associated Partners vs Third Parties Giving In-Kind Contributions

## Associated Partners (new for 2021–2027)

- A new participant type introduced in the 2021–2027 EU programmes.
- **May implement action tasks within the project.**
- No capital or legal link required with a beneficiary.
- **Costs incurred are NOT eligible and cannot be declared in the budget.**
- Explicitly named in the Grant Agreement.

## Third Parties Giving In-Kind Contributions

Provide resources, services, equipment, or personnel to a beneficiary.

**They do not implement project tasks independently.**

They are **not** participants in the Grant Agreement.

The value of the contribution may be declared as eligible costs under specific conditions.

# B. Subcontracting

- **Purchase of goods, works or services** related to the implementation of specific tasks which are part of the action
- The subcontractor works autonomously and is not directly supervised by the beneficiary (unlike in-house consultants).

Allowed, under following conditions:

- Limited to specific tasks – core project tasks cannot be subcontracted,
- Tasks must be described in Annex 1 (Description of the Action).
- Costs must be included in Annex 2 (Budget) or approved ex post.
- If **above 30% of total costs**, it must be justified and approved by the PO;
- Only as actual costs incurred can be declared;
- Procurement must ensure **best value for money**.
- No Conflict of interest

	Costs (€)	Task(s)/Justification
<b>(B) Subcontracting costs</b> (please repeat line for each subcontract foreseen)		
<b>Total costs (B)</b>	<b>0,00</b>	

# C. Purchase costs

## C.1 Travel, accommodation and subsistence

Eligible only for personnel working on the action.

**Must be justified**, meaning:

- necessary for the implementation of the action,
- planned in the **Description of the Action (Annex 1)**,
- supported by relevant documentation,
- in line with the **beneficiary's usual practices**.

Must be budgeted as **UNIT costs** (pre-fixed amount)

Actual costs may be used only if:

- the **destination country is not covered** by the relevant EC Decision, or
- the **distance travelled is less than 50 km**.

# Travel Costs – Unit Cost Method

Unit costs, values from the [Commission Decision C\(2024\)5405](#) to be used.

Calculations for travel costs are made based on the distance between the town of departure (place of activity) and town of arrival (place of mission)

-> [Flight and rail calculator](#) to be used

Accommodation and subsistence rates are fixed per country.

Table 3: Unit cost per distance band for air or combined air/rail travel (reference Commission Decision C(2024)5405)

*for calls with an opening date as of from 31 July 2024.*

Distance Band (in km)	Amount in EUR per return trip
400-600	340
601-1600	365
1601-2500	429
2501-3500	541
3501-4500	743
4501-6000	857
6001-7500	1 021
7501-10000	1 250

# C. Purchase costs

## C.2 Equipment

Eligible equipment

- New or second-hand equipment.
- Renting or leasing of equipment.

### Basic rule: Depreciation

Only the depreciation costs corresponding to:

- the duration of the action, and
- the actual use for the action are eligible.

The equipment must be recorded in the beneficiary's asset register, in accordance with: international accounting standards, or the beneficiary's usual accounting practices.

# C. Purchase costs

## C.3 Other goods, works and services

Ordinary contracts for services, works (i.e. buildings) or goods needed to implement the action, including the purchase of consumables and supplies

**Examples:** catering, meeting room rent, leaflets printing, consumables and supplies, dissemination activities, translations, publications, financial statements certificates (CFS), financial guarantees, etc.

- Purchased specifically for the implementation of the action
- Best value for money or the lowest price;
- Only actual costs actually incurred.

# E. Indirect costs

## Running or operating costs (overheads)

- Not directly linked to the action implementation and not to be attributed directly to it;
- Example: stationery, employee's laptop, office rent, utilities etc.;
- No breakdown of these costs is required.
- **7% flat rate of eligible costs.**

# Payment arrangements

- **EU contribution** (grant): **80%** for all other cost categories.
- Signature of Grant Agreement > **Prefinancing** to start working on the project (**70%** of the maximum grant amount) – *automatic process* (paid 30 days from entry into force/10 days before starting date whichever is the latest)
- **Final report** - > Payment of the **balance** based on the final financial report approval (additional payment or recovery) after 24 months

All payments will be made to the **coordinator!**

# Closing remarks



# Thank you!

**Got questions? Contact us at**

[EISMEA-CONS-GRANTS@ec.europa.eu](mailto:EISMEA-CONS-GRANTS@ec.europa.eu)

[Single Market Programme webpage](#)

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