

# Civic participation experiences

C – “A Citizens’ Charter on consumer’s rights in public services utility”



# The Charter of citizens' rights

- It's not a State Law, but it's the result of a civic initiative (i.e. Cittadinanzattiva)
- They're citizens' rights based on the results of collecting reports, complaints and opinions of citizens: direct users of utilities
- The citizens' charter on consumers' rights in the public services/ utilities (2001 e 2008)
- A charter of rights was also drafted for the Justice field (2000)
- 2002: European Charter of Patients' Rights was drafted.

# General aspects of the Charter

- Access to services
- Quality
- Safety
- Transparency
- Conflicts

# 1. *Right to Service*



**Each consumer has the right to:**

❖ **Have access to service without discrimination based on gender, race, language, sexual, religion, political and personal or social conditions disparity**

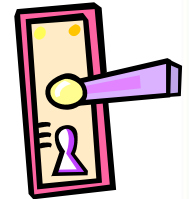
## 2. *Right to information*



**Each consumer has the right to :**

- ❖ **Promptly receive all the information regarding the service and forms of protection.**

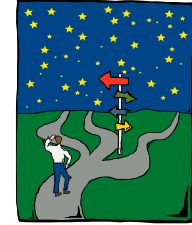
### *3. Right to transparency*



**Each consumer has the right to :**

- ❖ **Access and to receive clear and transparent information regarding each step of the relationship with the provider of the service**

## 4. *Right to choose*



**Each consumer has the right to :**

- ❖ Choose the provider of services required;
- ❖ Be able to compare the economic and technical conditions and the service provider

## *5. Right to equity contract*

**Each consumer has the right to :**



- ❖ **Withdraw from a contract with a service provider respecting the current law and without being subjected to unfair contract terms**



## *6. Right to economic sustainability*

**Each consumer has the right to :**

- ❖ **To be able to access services that are not only accessible but also sustainable economically over time**

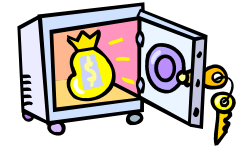
## 7. *Right to a quality service*



**Each consumer has the right to :**

- ❖ **To access a service that respect required standards (based on the contract conditions and the Charter on the quality of the service) and work on their continual mprovement**

## 8. *Right to safety*



**Each consumer has the right to :**

❖ **To be able to access a service provided in a physically, economically and environmentally safe way and that guarantees privacy**

## 9. *Right to protection*

Each consumer has the right to :



- ❖ To promote individual or collective actions allowed by current laws for protecting these rights.
- In particular the use alternative conflict resolution procedures (Adr) aimed at simplifying from an economic, and time-efficiency point of view should to be encouraged.

## *10. Right to civic participation*

**Each consumer has the right to :**



- ❖ **To take an active role in the definition, provision and evaluation of the service**