



*This project is funded
by the European Union*



*This project is being delivered by a
Group of partners led by ProInfo*

Day of Citizens for Europe in Rome, Italy

Protecting Citizens' Rights: challenges and opportunities for EU passengers

Rome, 16th September 2014

Welcome & Opening session

“Protecting Citizens' Rights: challenges and opportunities for EU passengers” is the title of the Roundtable and Webinar organized in Italy by the European branch of Cittadinanzattiva, Active Citizenship Network, in collaboration with its structure (called PIT-Integrated project of citizen protection) that provides guidance, information and citizen protection for those citizens who have experienced inadequate in public services.

The initiative is part of the European project JoiEU, which stands for "Joint Citizen Action for a Stronger, Citizen-Friendly Union", funded by the European Union through the Europe for Citizens Programme and implemented by a group of civic organizations from 13 Countries.

In the framework of the protection of citizens' rights, we have decided to talk about the protection of rights of European citizens as passengers, for the following three reasons:

1) Among consumer policies promoted by Cittadinanzattiva, the mobility and transport sector is a historic area of intervention. By years, in this field we have promoted political initiatives, projects at National and European level, information campaigns and other activities that outline a new approach to the role of customers: a role that tends to go beyond the idea of "delegating" one's own responsibility on the part of the citizen towards consumer organizations, instead favouring a total involvement in the accessibility, quality and care of the services of mobility and transport.

In other words, our intent is indeed to promote civic participation in the policy making and to provide citizens with procedures and instruments to protect, enforce and assert their own rights, because – as we say – “to do citizens is the best way to be citizens”.

2) Because, in the same day of the Italian “Day of Citizens for Europe”, it starts across Europe, in hundreds of cities, the European Mobility Week, awareness campaign in which Active Citizenship Network is an official partner.

3) First of all, because transnational mobility is the concrete application of one of the main citizens' rights, the free movement of people, guaranteed by the Treaties to EU citizens' since the beginning of the European construction. It is one of the factors which have contributed to the building of a common European identity.

Starting from the daily needs and the complaints of EU passengers, commuters and public transport users in the field of mobility, this meeting it will be an occasion to:

- better understand the commitment of the European Institution in the field of Mobility & Transport and passenger rights;
- share concrete experiences from National Countries (Romania, Italy, etc.);
- promote the protection of passenger rights in the framework of European Mobility Week;
- promote a “call to action” in order to strengthen the civic participation in this field.

Based on the conference results, a set of recommendations will be made to institutions and stakeholders to facilitate mutual communication and citizen participation.



Partners Albania, Center for Change and Conflict Management; European Citizen Action Service, Belgium; Cenzura Plus, Croatia; NGO Support Centre, Cyprus; Neziskovsky.cz, o.p.s., Czech Republic; Global Citizen, Denmark; Avatud Eesti Fond, Estonia; Cittadinanzattiva Qnlus, Italy; Atria, Netherlands; Asociația Națională a Birourilor de Consiliere pentru Cetățeni, Romania; Center for Development of Non-Profit Sector, Serbia; Plataforma de ONG de Accion Social, Spain; ProInfo, Bulgaria