
 Regulatory Policy Committee	OPINION	
Impact Assessment (IA)	Implementation of the Consumer Rights Directive	
Lead Department/Agency	Department for Business, Innovation and Skills	
Stage	Final	
Origin	European	
IA number	BIS0396	
Date submitted to RPC	18/04/2013	
RPC Opinion date and reference	25/04/2013	RPC13-BIS-1737
OITO Assessment	GREEN	
Overall comments on the robustness of the OITO assessment.		
<p>The IA says that the proposal is a regulatory measure (an IN) with an estimated EANCB of £59.72M, of which £1.34m goes beyond the EU minima (paragraph 95) and is therefore scored for OITO purposes. This appears to be reasonable.</p>		
Overall quality of the analysis and evidence presented in the IA		
<p><i>Costs to business.</i> The IA explains clearly the proposed costs to business of implementing of the Consumer Rights Directive, in particular where the intention is to go further than minimum implementation in connection with various sectors—social services, healthcare services, package travel, timeshare contracts and passenger transport. Specifically, the costs will be from familiarisation of changes to the law, legal advice, updating of terms and conditions, cancellation rights, and customer telephone calls. The IA should provide a detailed explanation of how this measure relates to other proposals being implemented under the domestically driven Consumer Bill of Rights.</p>		
Signed	 Michael Gibbons, Chairman	