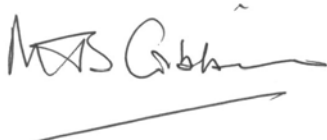
 Regulatory Policy Committee	OPINION	
Impact Assessment (IA)	Consumer Bill of Rights - Proposals on Services	
Lead Department/Agency	Department for Business, Innovation and Skills	
Stage	Final	
Origin	Domestic	
IA number	BIS0389	
Date submitted to RPC	14/02/2013	
RPC Opinion date and reference	20/03/2013	RPC12-BIS-1377(2)
OITO Assessment	GREEN	
<p>Overall comments on the robustness of the OITO assessment.</p> <p>The IA says that the proposal is a regulatory measure (an IN) with an estimated EANCB of £0.81m, which appears to be a reasonable assessment of the policy and consistent with OITO methodology.</p>		
<p>Overall quality of the analysis and evidence presented in the IA</p> <p>The IA explains clearly the proposed costs to business of clarifying and enhancing the consumer law on the supply of services; specifically, the costs from familiarisation of changes to the law, dealing with an increase in the number of consumers' complaints, and the provision of remedies to these complaints. The IA should provide a detailed explanation of how this measure relates to other proposals being implemented under the Consumer Rights Directive.</p>		
Signed 	Michael Gibbons, Chairman	