



Monitoring and Evaluating the State of the Rights to European Active Citizenship

MATRIX

Final version

A. GENERAL INDICATORS

1.1 CULTURAL AND POLITICAL CONTEXT

Civic and political situation in the country and its impact on civil society

INDICATOR 1.1.1 POLITICAL RIGHTS (2.1.1 CSI)

How strong are the restrictions on citizens' political rights (e.g. to participate freely in political processes, elect political leaders through free and fair elections, freely organise in political parties)?

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|---|--|
| – There are severe restrictions on the political rights of citizens. Citizens cannot participate in political processes | – There are some restrictions on the political rights of citizens and their participation in political processes | – Citizens are endowed with substantial political rights and meaningful opportunities for political participation. There are minor and isolated restrictions on the full freedom of citizens' political rights and their participation in political processes | – People have the full freedom and choice to exercise their political rights and meaningfully participate in political processes |

INDICATOR 1.1.2 CIVIL LIBERTIES (2.2.1 CSI)

To what extent are civil liberties (e.g. freedom of expression, association, assembly) ensured by law and in practice?

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|--|
| – Civil liberties are systematically violated | – There are frequent violations of civil liberties | – There are isolated or occasional violations of civil liberties | – Civil liberties are fully ensured by law and in practice |

INDICATOR 1.1.3 INFORMATION RIGHTS (2.2.2 CSI)

To what extent is public access to information guaranteed by law? How accessible are government documents to the public?

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|---|---|--|
| - No laws guarantee information rights. Citizen access to government documents is extremely limited | - Citizen access to government documents is limited but expanding | - Legislation regarding public access to information is in place, but in practice, it is difficult to obtain government documents | - Government documents are broadly and easily accessible to the public |

INDICATOR 1.1.4 PRESS FREEDOMS (2.2.3 CSI)

To what extent are press freedoms ensured by law and in practice?

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|--|
| - Press freedoms are systematically violated | - There are frequent violations of press freedoms | - There are isolated violations of press freedoms | - Freedom of the press is fully ensured by law and in practice |

1.2. STATE – CSOs RELATIONS

Enabling/disabling state behaviour towards civil society in terms of legal framework and dialogue with CSOs

INDICATOR 1.1.2 CSOs REGISTRATION (2.5.1 CSI)

How supportive is the CSOs registration process? Is the process (1) simple, (2) quick, (3) inexpensive, (4) Following legal provisions (5) consistently applied?

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|--|
| - The CSOs registration process is not supportive at all. Four or five of the quality characteristics are absent | - The CSOs registration is not very supportive. Two or three quality characteristics are absent | - The CSOs registration process can be judged as relatively supportive. One quality characteristic only is absent | - The CSOs registration process is supportive. None of the quality characteristics is absent |

1.3. PRIVATE SECTOR-CIVIL SOCIETY RELATIONS

Nature and quality of relations between civil society and the private sector

INDICATOR 1.3.1 PRIVATE SECTOR ATTITUDE (2.7.1 CSI)

What is the general attitude of the private sector towards civil society actors?

| Score 0 | Score 1 | Score 2 | Score 3 |
|---------------------|-------------------------|----------------------|------------------------|
| – Generally hostile | – Generally indifferent | – Generally positive | – Generally supportive |

INDICATOR 1.3.2 CORPORATE PHILANTHROPY (2.7.3 CSI)

How narrow/broad is the range of CSOs that receive support from the private sector?

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|---|--|
| – Corporate philanthropy is insignificant | – Only a very limited range of CSOs receives funding from the private sector | – A moderate range of CSOs receives funding from the private sector | – The private sector channels resources to a large range of CSOs |

1.4. CITIZENS-CIVIL SOCIETY RELATIONS

Nature and quality of relations between civil society and the citizenry

INDICATOR 1.4.1 INDICATOR PUBLIC TRUST (4.3.2 CSI)

What percentage of the population has trust in civil society actors?

| Score 0 | Score 1 | Score 2 | Score 3 |
|----------------------------|--------------------------------|--------------------------------|----------------------------|
| – A small minority (< 25%) | – A large minority (25% - 50%) | – A small majority (51% - 75%) | – A large majority (> 75%) |

INDICATOR 1.4.2 VOLUNTEERING (1.1.4 CSI)*What percentage of people undertake volunteer work on a regular basis (at least once a year)?*

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|---|---|--|
| - A very small minority (less than 10%) of people undertake volunteer work on a regular basis | - A small minority (10% to 30%) of people undertake volunteer work on a regular basis | - A minority (31% to 50%) of people undertake volunteer work on a regular basis | - A majority (more than 50%) of people undertake volunteer work on a regular basis |

INDICATOR 1.4.3 VOLUNTEERING (1.2.2 CSI)*How many hours per month, on average, do volunteers devote to volunteer work?*

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|---|---|---|
| - On average, volunteers devote to volunteer work less than 2 hours per month | - On average, volunteers devote to volunteer work from 2 to 5 hours per month | - On average, volunteers devote to volunteer from 5.1 to 8 hours work per month | - On average, volunteers devote to volunteer work more than 8 hours per month |

INDICATOR 1.4.4 CHARITABLE GIVING (1.1.2 CSI)*What percentage of people donate to charity on a regular basis?*

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|---|
| - A very small minority (less than 10%) of people donate to charity on a regular basis | - A minority (10% to 30%) of people donate to charity on a regular basis | - A significant proportion (31% to 65%) of people donate to charity on a regular basis | - A large majority (more than 65%) of people donate to charity on a regular basis |

INDICATOR 1.4.5 CHARITABLE GIVING (1.2.1 CSI)*How much (i.e. what percentage of personal income) do people who give to charity on a regular basis donate, on average, per year?*

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|--|
| - People who give to charity on a regular basis donate, on average, less than 1% of personal income per year | - People who give to charity on a regular basis donate, on average, from 1% to 2% of personal income per year | - People who give to charity on a regular basis donate, on average, from 2.1% to 3% of personal income per year | - People who give to charity on a regular basis donate, on average, more than 3% of personal income per year |

INDICATOR 1.4.6 CSOs MEMBERSHIP (1.1.3 CSI)

What percentage of people belong to at least one civil society organization (CSO)?

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|---|
| - A small minority (less than 30%) of people belong to at least one CSO organization | - A minority (30% to 50%) of people belong to at least one CSO | - A majority (51% to 65%) of people belong to at least one CSO | - A large majority (more than 65%) of people belong to at least one CSO |

INDICATOR 1.4.7 CSOs MEMBERSHIP (1.2.3 CSI)

What percentage of CSOs members belong to more than one CSO?

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|---|
| - A small minority (less than 30%) of CSOs members belong to more than one | - A minority (30% to 50%) of CSOs members belong to more than one organization | - A majority (51% to 65%) of CSOs members belong to more than one organization | - A large majority (more than 65%) of CSOs members belong to more than one organization |

B1. SPECIFIC INDICATORS: ACTIVITIES

2. RIGHT TO INTERVENTION (ECAC N. 5)

Whenever citizens' rights and general interests are at stake, ACOs have the right to intervene with opinions and actions, as well as publicly disclosing the actions and/or omissions which may have an effect on such rights and general interests. They have the right to ask for injunctions and file compensation actions for damages before the competent courts of the European Union and its Member States in order to protect citizens' rights, the common good or general interests, as already established for consumer organizations.

When ACOs report a violation of citizens' rights or a damage to the common good, Public institutions shall respond with concrete and participatory actions. Moreover, private sector actors shall facilitate the exercise of this right. When a European Union law or decision infringes the European fundamental rights, ACOs may present an appeal to the European Court of Justice and ask for the suspension of the legal acts' application. When a national law or decision infringes the European fundamental rights, and especially the high levels of protection established in articles 35, 37 and 38 of the Charter of Fundamental Rights, ACOs may present an appeal to the competent national courts and ask for the suspension of the legal acts' application.

INDICATOR 2.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 2.a POINTS 2.1.1-2.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices |

INDICATOR 2.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active and successful are ACOs in implementing this right? (CHECKLIST SECTION 2.b POINTS 2.2.1-2.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|--|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right can not be detected. | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are not often detectable. | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are sometimes detectable. | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are very often detectable. |

INDICATOR 2.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 2.b POINTS 2.3.1-2.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare and limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems. | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems. | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

INDICATOR 2.4 MASS MEDIA SUPPORT

To what extent do mass media sustain ACOs in their advocacy activities? (CHECKLIST SECTION 2.b POINTS 2.4.1-2.4.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <p>– Mass media are not supportive at all. They represent ACOs’ actions only in cases of negative behaviours.</p> | <p>– Mass media are not very supportive. They represent ACOs only when their actions have a sensationalistic impact.</p> | <p>– Mass media can be judged as relatively supportive. They represent ACOs not only when their actions have a sensationalistic meaning or when they behave in a negative way, but also in their positive impacts.</p> | <p>– Mass media completely support ACOs. In most cases mass media represent ACOs’ positive impacts.</p> |

3. RIGHT TO CARRY OUT PREVENTION ACTIVITIES (ECAC n. 6)

ACOs have the right to carry out activities aimed at preventing injuries and damages to persons and common goods, as well as the lowering of the high levels of protection of human health, the environment and consumer rights established by the Charter of Fundamental Rights of the European Union.

When ACOs report a risk of any kind to Public institutions, these in turn shall intervene to prevent the risk from taking place. Public institutions shall also integrate ACOs' experience in prevention in their public planning. Finally, Public institutions shall encourage those prevention activities directly carried out by ACOs.

INDICATOR 3.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 3.a POINTS 3.1.1-3.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices |

INDICATOR 3.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active and successful are ACOs in implementing this right? (CHECKLIST SECTION 3.b POINTS 3.2.1-3.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR - Examples of ACOs' success in practicing this right can not be detected OR - Examples of major societal issues ACOs deal with are very rare | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR - Policy fields in which this right is implemented are few OR - Examples of ACOs' success in practicing this right are not often detectable OR - Examples of major societal issues ACOs deal with are few | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR - Examples of ACOs' success in practicing this right are sometimes detectable OR - Examples of major societal issues ACOs deal with are widespread | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR - Examples of ACOs' success in practicing this right are very often detectable OR - Examples of major societal issues ACOs deal with are largely widespread |

INDICATOR 3.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 3.b POINTS 3.3.1-3.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR - Situations in which ACOs don't complain in relation to the implementation of this right are few Or - Policy fields in which there are no problems in the implementation of this right are few OR - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR - ACOs and their interlocutors act mostly successfully in overcoming these problems |

4. RIGHT TO CONSULTATION (ECAC N. 7)

ACOs have the right to participate in all public consultations.

The appropriateness and design of consultations shall be decided in a participatory manner. Their objective shall be clearly defined before the consultation process is launched.

When consultations are to be held, Public institutions shall guarantee that the final decisions will not have been taken yet and that ACOs views will be taken into account.

Consultation procedures shall be open and be conducted according to transparent rules, which will not however be overly bureaucratized. In defining and managing the consultation processes, Public institutions shall also have to take into account ACOs' limited human, time and financial resources.

INDICATOR 4.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 4.a POINTS 4.1.1-4.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR - Common practices occur only in exceptional situations | <ul style="list-style-type: none"> - Laws and policy procedures are few OR - Laws and policy procedures concern only few policy fields OR - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR - There is a general legal framework supported by specific policy procedures AND common practices |

INDICATOR 4.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active and successful are ACOs in implementing this right? (CHECKLIST SECTION 4.b POINTS 4.2.1-4.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|---|--|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are not often detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are very often detectable |

INDICATOR 4.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 4.b POINTS 4.3.1-4.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

5. RIGHT TO EVALUATE (ECAC N. 9)

ACOs have the right to publicly communicate their evaluation of public and private actors' activities concerning the fulfilment of the common good and/or general interest, as well as to the respect of citizens' rights. To this end, ACOs have the right to take part in evaluation procedures and bodies.

Public institutions shall involve ACOs in the evaluation process, creating and using participatory monitoring and evaluation instruments. To this end, evaluation procedures shall be transparent and formalized and the evaluation method clearly defined.

INDICATOR 5.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 5.a POINTS 5.1.1-5.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR - Common practices occur only in exceptional situations | <ul style="list-style-type: none"> - Laws and policy procedures are few OR - Laws and policy procedures concern only few policy fields OR - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR - There is a general legal framework supported by specific policy procedures AND common practices |

INDICATOR 5.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active and successful are ACOs in the implementation of this right? (CHECKLIST SECTION 5.b POINTS 5.2.1-5.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|---|--|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are not often detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples of ACOs' success in practicing this right are very often detectable |

INDICATOR 5.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 5.b POINTS 5.3.1-5.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

B2. SPECIFIC INDICATORS: PROCEDURES

6. RIGHT TO ACCESS (ECAC N. 8)

ACOs have the right to access to all the sources of information and documentation. ACOs are entitled to access to the spaces where citizens' rights, common goods and/or general interests are at stake, in order to verify their respect and actual fulfilment. They have the same right to access to public and private media as all other actors involved in policy-making do.

Public institutions shall facilitate ACOs' access to information and documentation. They shall provide effective, complete, clear and quality information on laws, programs and other policy measures in a language understandable to all the interested stakeholders. Information shall be made accessible through different communication channels and made available as soon as possible.

Public institutions shall facilitate ACOs' access to and free circulation in public places.

INDICATOR 6.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 6.a POINTS 6.1.1-6.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|---|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Laws and policy procedures are established only for the right to access information | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Policy procedures and common practices exist only for the right to access information | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Policy procedures and common practices exist not only for the right to access information | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Laws, policy procedures and common practices exist not only for the right to access information |

INDICATOR 6.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active are ACOs in implementing this right? (CHECKLIST SECTION 6.b POINTS 6.2.1-6.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of situations in which this right is implemented can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are not often detectable OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Situations in which this right is implemented are related only to the access information | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples situations in which this rights is implemented are very often detectable |

INDICATOR 6.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 6.b POINTS 6.3.1-6.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few OR <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

7. RIGHT TO A QUALIFIED INTERLOCUTION (ECAC N. 10)

In their relations with Public institutions, ACOs have the right to dialogue and collaborate with properly qualified public officials or institutions' representatives.

Public institutions shall make sure that their representatives and civil servants dealing with citizens' matters be clearly identifiable and accessible to ACOs and that their number be sufficient to deal with ACOs' requests. In order to meet this requirement, Public institutions shall promote training and periodic updating activities. They shall also guarantee continuity of relations, even when their representatives and civil servants change posts.

INDICATOR 7.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES GUARANTEEING THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 7.a POINTS 7.1.1-7.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists but doesn't recognize this right effectively. | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists and recognises this right effectively. |

INDICATOR 7.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active are ACOs in implementing this right? (CHECKLIST SECTION 7.b POINTS 7.2.1-7.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|---|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of situations in which this right is implemented can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are not often detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples situations in which this rights is implemented are very often detectable |

INDICATOR 7.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 7.b POINTS 7.3.1-7.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

8. RIGHT TO RESPECT OF TIME AND OBLIGATION TO GIVE FEED BACK (ECAC N. 11)

Public institutions shall:

- a. respect ACOs' time, by adopting swift and simple procedures;*
- b. provide timely replies to ACOs' inputs and properly motivate their answers.*

Public institutions shall define an appropriate timetable for ACOs' participation in the different phases of policy-making and disclose them in advance. They shall involve ACOs in this process. These participative procedures are intended to avoid an excessive bureaucratization, which may prevent ACOs' participation. ACOs are entitled to receive a clear and prompt feedback from Public institutions on whether and how their recommendations will be taken into account in the drafting of policies. Public institutions shall motivate their response in a clear and exhaustive manner, especially when they reject an ACOs' proposal.

INDICATOR 8.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 8.a POINTS 8.1.1-8.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|---|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations OR <p>SPECIFIC TO THIS RIGHT</p> <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists but doesn't recognize this right effectively - | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices OR <p>SPECIFIC TO THIS RIGHT</p> <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists and recognises this right effectively |

INDICATOR 8.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active are ACOs in implementing this right? (CHECKLIST SECTION 8.b POINTS 8.2.1-8.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|---|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of situations in which this right is implemented can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are not often detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples situations in which this rights is implemented are very often detectable |

INDICATOR 8.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 8.b POINTS 8.3.1-8.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

9. RIGHT TO TRUST AND EQUAL DIGNITY (ECAC N. 12)

Public institutions shall carry out their relations with ACOs on the basis of trust, equal dignity and the principle of non discrimination.

Public institutions shall formally recognize the autonomy and equal dignity of ACOs, as well as the importance of their role. This means that Public institutions shall treat ACOs on an equal footing and not consider them as quasi-administrative bodies.

When establishing a relationship of dialogue, collaboration or partnership with ACOs, Public institutions shall follow the principle of non-discrimination. This means that Public institutions shall identify their interlocutors / partners through a public and participated process, using transparent criteria adapted to each policy-making phase and specific situation as defined in article 19. Moreover, Public institutions cannot expect to have just one ACO representative as their only interlocutor.

INDICATOR 9.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 9.a POINTS 9.1.1-9.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|--|--|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR <ul style="list-style-type: none"> - Common practices occur only in exceptional situations OR <p>SPECIFIC TO THIS RIGHT A general legal framework, in which this right could belong to, exists but doesn't recognize this right effectively</p> | <ul style="list-style-type: none"> - Laws and policy procedures are few OR <ul style="list-style-type: none"> - Laws and policy procedures concern only few policy fields OR <ul style="list-style-type: none"> - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR <ul style="list-style-type: none"> - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR <ul style="list-style-type: none"> - There is a general legal framework supported by specific policy procedures AND common practices OR <p>SPECIFIC TO THIS RIGHT A general legal framework, in which this right could belong to, exists and recognises this right effectively</p> |

INDICATOR 9.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active are ACOs in implementing this right? (CHECKLIST SECTION 9.b POINTS 9.2.1-9.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|--|---|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of situations in which this right is implemented can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are not often detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples situations in which this rights is implemented are very often detectable |

INDICATOR 9.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 9.b POINTS 9.3.1-9.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |

10. RIGHT TO FACILITATION AND SUPPORT MEASURES (ECAC n. 13)

In order to promote and support the development of civic activities, Public institutions shall provide tax relief to ACOs, contribute to their expenses and facilitate their access to logistical resources.

Public institutions shall develop funding policies that take into account the objectives and needs of ACOs. They shall define, together with ACOs, a list of clear criteria and procedural rules regarding funding. They shall guarantee timely payment, promptly inform ACOs on future funding and ensure that funding decisions be taken according to principles of fairness and transparency. In order to facilitate ACOs' activities and their participation in public decisions and debates, Public institutions shall provide them with specific training and with logistical resources.

INDICATOR 10.1 LAWS, POLICY PROCEDURES OR COMMON PRACTICES THAT GUARANTEE THIS RIGHT

How largely is this right recognized in laws, policy procedures and/or common practices? (CHECKLIST SECTION 10.a POINTS 10.1.1-10.1.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Laws and policy procedures are very rare OR - Common practices occur only in exceptional situations <p>OR</p> <p>SPECIFIC TO THIS RIGHT</p> <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists but doesn't recognize this right effectively | <ul style="list-style-type: none"> - Laws and policy procedures are few OR - Laws and policy procedures concern only few policy fields OR - Common practices are occasional | <ul style="list-style-type: none"> - Laws AND policy procedures are widespread in some policy fields OR - Common practices AND laws OR policy procedures are widespread | <ul style="list-style-type: none"> - Laws, policy procedures AND common practices are largely widespread in most policy fields OR - There is a general legal framework supported by specific policy procedures AND common practices <p>OR</p> <p>SPECIFIC TO THIS RIGHT</p> <ul style="list-style-type: none"> - A general legal framework, in which this right could belong to, exists and recognises this right effectively |

INDICATOR 10.2 SITUATIONS IN WHICH THE RIGHT IS IMPLEMENTED

How active are ACOs in implementing this right? (CHECKLIST SECTION 10.b POINTS 10.2.1-10.2.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|--|---|---|---|
| <ul style="list-style-type: none"> - Situations in which this right is implemented are very rare OR <ul style="list-style-type: none"> - Situations in which this right is implemented are limited to exceptional circumstances (for example: as a result of discretionary choices of administrations or in emergency situations) OR <ul style="list-style-type: none"> - Examples of situations in which this right is implemented can not be detected | <ul style="list-style-type: none"> - Situations in which this right is implemented are few OR <ul style="list-style-type: none"> - Policy fields in which this right is implemented are few OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are not often detectable OR SPECIFIC TO THIS RIGHT <ul style="list-style-type: none"> - Examples of situations in which this right is implemented are related only to either financial or logistical support | <ul style="list-style-type: none"> - Situations in which this right is implemented are widespread but limited to some policy fields OR <ul style="list-style-type: none"> - Examples of situations in which this rights is implemented are sometimes detectable | <ul style="list-style-type: none"> - Situations in which this right is implemented are largely widespread in most policy fields OR <ul style="list-style-type: none"> - Examples situations in which this rights is implemented are very often detectable |

INDICATOR 10.3 PROBLEMS

How frequent and widespread are problems in the implementation of this right? (CHECKLIST SECTION 10.b POINTS 10.3.1-10.3.4)

| Score 0 | Score 1 | Score 2 | Score 3 |
|---|--|--|---|
| <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are very rare limited to specific circumstances OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are very rare OR <ul style="list-style-type: none"> - ACOs and their interlocutors are unable to deal with these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are few Or <ul style="list-style-type: none"> - Policy fields in which there are no problems in the implementation of this right are few OR <ul style="list-style-type: none"> - ACOs and their interlocutors rarely succeed in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors are actively and partly successfully in overcoming these problems | <ul style="list-style-type: none"> - Situations in which there are no problems in the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - Situations in which ACOs don't complain in relation to the implementation of this right are largely widespread OR <ul style="list-style-type: none"> - ACOs and their interlocutors act mostly successfully in overcoming these problems |