

The evolution of our society has led to an enhancement of the rights of consumers and users, especially those referred to the management of services considered to be basic or essential for people's daily life. An important part of these basic or essential services has evolved from its primary configuration as public services reserved for public administration to its current setup, in which are rendered by private companies under the regulation of free market. The liberalization of the management of activities considered to be essential can not diminish the rights or guaranties of consumers.

This process of liberalization and privatization of public services and activities means that the Administration is not the only entity to have public service duties, as certain economic private sectors have also these duties because of the activity they carry out. Avishai Margalit refers to civilized society and decent society. A civilized society is one whose citizens do no humiliate one another. A decent society is one whose institutions do no humiliate the citizens. The goal of a decent society, the one not humiliating citizens, is an essential part of our discussion.

In this new framework, the activities in private sectors that entail public service duties shall be monitored directly by the ombudsman, although it should be considered if the tools thought to oversee public administration could be used to monitor the private sector, in which the use of the same tools could entail interferences in the exercise of certain fundamental rights.

Being aware of this issue, IOI-Europe offers a seminar following the Catalan Ombudsman work and presentation in Stockholm 2009, and the Catalan and Spanish workshops held in Barcelona in 2011. Chaired together with Cercle d'Economia, wich is a private institution for promoting policy debate, the event will be participated by keynote speakers from the academic and ombudsman, public and private world.

## Seminar organized by IOI-Europe and chaired by the Catalan Ombudsman jointly with Cercle d'Economia

**Venue:**  
**Cercle d'Economia**  
C/ Provença, 298  
08008 Barcelona, Spain

**Attendance and registration:** there is no fee for registration but there is a limited capacity.

Registration should be made by e-mail to [ioieurope@sindic.cat](mailto:ioieurope@sindic.cat) or by telephone to **+ 34 933 018 075**. For further information, you may use the same contact details.

**Language:** English, Spanish and Catalan



## THE DEFENSE OF RIGHTS AND GOOD PRACTICES IN PRIVATE MANAGEMENT OF PUBLIC SERVICES. THE ROLE OF THE OMBUDSMAN

Barcelona  
21<sup>st</sup> and 22<sup>nd</sup> November 2011



**The defense of rights and good practices in private management of public services. The role of Ombudsman**

**21<sup>st</sup> November**

**9.00 - 9.45 Opening ceremony**

- **Artur Mas**, President of the Government of Catalonia
- **Rafael Ribó**, Catalan Ombudsman and IOI-Europe Chairman
- **Josep Piqué**, President of Cercle d'Economia

**9.45 - 10.00 Main lecture**

- **John Dalli**, European Commissioner for Health and Consumer Policy

**10.00 - 11.30 Thoughts for a decent society. The citizens' rights in the public-private service rendering**

- **Josep Ramoneda**, philosopher and writer; Director of Barcelona's Contemporary Cultural Centre (CCCB)
- **Enric Argullol**, Professor of Administrative Law (Pompeu Fabra University)
- Chairperson: **Jordi Sànchez**, Catalan Ombudsman Deputy

**11.30 - 12.00 Coffee break**

**12.00 - 14.00 Defence of competition and consumers, among other issues: Governance and public policies**

- **Agnieszka Szklanna**, Committee on Legal Affairs and Human Rights (Parliamentary Assembly, Council of Europe)
- **Elke Loeffler**, Chief Executive Governance International
- **Juan A. Riviere**, policy and strategy adviser (Directorate General for Competition, European Commission)
- Chairperson: **Miquel Nadal**, board member of Cercle d'Economia

**14.00 - 15.00 Lunch break**

**15.00 - 18.00 Public-private experiences in the defense of citizens' rights. Different types of ombudsman**

- **Josep Lluís Oller**, PhD in Economics, client defender of Endesa
- **Peter Tyndall**, Public Services Ombudsman for Wales
- **Rafael Durban**, former Director of Institutional Relations (National Energy Commission)
- **Helena Guardans**, President of Sellbytel Group
- **Eric Houtman**, Belgian Energy Ombudsman
- Chairperson: **Anton Costas**, Professor of Applied Economics (University of Barcelona)

(Coffee break at 16.30)

**20.00 Dinner**

**22<sup>nd</sup> November**

**9.00 - 11.30 The framework for a decent society. Legislation and good practices to be applied as ombudsmen**

- **Fergal O'Regan**, Head of Legal Unit of the European Ombudsman
- **Juli Ponce**, Professor of Administrative Law (University of Barcelona)
- **Carles Padrós**, Professor of Administrative Law (Autonomous University of Barcelona); Judge of the Administrative Court
- **Brian Thompson**, Senior Lecturer in Law (University of Liverpool)
- **Philip Langbroek**, Professor of Justice Administration and Judicial organisation (Utrecht University)
- Chairperson: **Francesc Vendrell**, Director of Consumer's Rights and Territory (Catalan Ombudsman Office)

**11.30 - 12.00 Coffee break**

**12.00 - 13.00 Conclusions**

- **Carles Ramió**, Professor of Political Science (Pompeu Fabra University)
- **Joan Ramon Borrell**, Professor in Economics (University of Barcelona)

**13.00 - 13.30 Closing ceremony**

- **Rafael Ribó**, Catalan Ombudsman and IOI-Europe Chairman
- **Josep Piqué**, President of Cercle d'Economia