

Contact Information

1. KEPKA- Consumers' Protection Center
2. consumers@kepka.org
3. +302310269449
4. 54 Tsimiski str. 54623 Thessaloniki
5. www.kepka.org

Description

1. All Greek citizens can enter our site and get free information. We dispose about 6.000 pages in greek and about 300 pages in english. English pages contain general consumer information. Greek pages contain detailed information. All citizens can become members of our organization. Our members pay 25 euros annual fee, they get our magazine free and we have the right to represent them in front of authorities and enterprises in order to solve their complaints and disputes. Everyone can submit his complaint to our organization by email and he will get information. If he requires our intervention then he should be or become a member.
2. KEPKA is a non-governmental, non-profit, independent Consumers' Organization. The establishment of KEPKA, in 1982, was exclusively a private initiative, due to a strong concern on the lack of a concrete Consumers' protection policy, in Greece and the difference between the level of protection in Greece and that of the other Member States of the EU. This concern was shared among all the founding members. All these 25 years, we have been trying to raise Consumers' conscience, in Greece and protect Consumers' rights.

Our main activities are raising consumers' conscience in Greece and protecting consumers' rights, informing consumers on products, services, economic interests, health, nutrition, environmental problems, human rights, ethics and urging the Greek Government, the European Commission and the European Parliament to develop a consumer policy towards the improvement of the quality of the consumers' and citizens' lives.

3. Our members should be individual consumers. No enterprises or entities can become our members. We attach our application form, which must be completed by our members.
4. Greek - English
5. We depend on our membership fees for our operation. We will require funding only if financial cost is involved in a campaign or if we should travel in order that we participate in a meeting. In these cases funding will cover only real expenses. KEPKA has neither commercial activities nor any income coming from political parties, organizations or enterprises. The members' contribution (annual subscription), governmental and EU grants are the only financial sources of the organization.
6. KEPKA is administered by a 9-member board. Its members are elected by the members of KEPKA, through general voting, every two years. All members of the Board are volunteers, they do not get paid by KEPKA, they devote their free time to our Organization. KEPKA is represented by the President and the General Secretary. Our President is now the Coordinator of National Consumer Council, which is a committee advisory to the Ministry of Development.
We have established Organizations in thirteen other greek cities and we have formed an informal federation (FE.GRE.CO), in order to better represent, consumers at local level.

KEPKA represents Consumers at local level, in Amicable Dispute Committee and Market Surveillance Committee of the Prefecture of Thessaloniki. At national level, KEPKA represents Consumers in National Consumer Council, in Economic and Social Committee, in the Committee for the surveillance of the Services of General Interests, National Committee of e-commerce. KEPKA is a member of Consumers' International (C.I.), of the European Consumers' Organization (B.E.U.C.), of Health Action International (H.A.I.), of European Association for Grain Legume Research (AEP), of the Alliance for Lobbying Transparency and Ethics Regulation (ALTER – EU), of European Organization for Standardization (ANEC), of Women's Global Network for Reproductive Rights (W.G.N.R.R.), of Transatlantic Consumers' Dialogue (T.A.C.D.), of the informal Federation of Greek Consumers Organizations (Fe.Gre.Co.). KEPKA represents Greek Consumers in various National, European and International Organizations and Institutions.

7. See question 5
8. See question 1. We also issue press releases and we dispose one weekly, radio broadcast and one weekly television broadcast. We edit a monthly magazine "Consumers' Steps". When we need to activate our members we use our email database.
9. www.kepka.org (English section)
10. Board of KEPKA

Nikolaos Tsemperlidis, President of KEPKA and Coordinator of N.C.C.
Miltiadis Koumiotis, Vice President
Evangelia Kekeleki, General Secretary
Kiriakos Moutsis, Financial Administrator
George Samouris, Special Secretary
Pavlos Lazarides, Member
Christos Ioannidis, Member
George Manos, Member
Nikolaos Milonidis, Member

Objectives

1. www.kepka.org (English section)
2. Consumers' protection in Internet.
3. Yes