

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 the Cercle d'Economia, the event will be participated by keynote speakers from the academic and ombudsman, public and private world.



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

Barcelona
21st and 22nd November 2011



The defense of rights and good practices in private management of public services

21st November

9.30 - 10.00 **Opening ceremony**

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

11.30 - 12.00 **Coffee break**

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

14.00 - 16.00 **Lunch break (spare time)**

16.00 - 19.00 **Public-private experiences in the defense of citizens' rights. Different types of ombudsman.**

(Coffee break at 17.30)

22nd November

10.00 - 12.00 **The framework for a decent society. Legislation and good practices to be applied as ombudsman**

12.00 - 12.30 **Coffee break**

12.30 - 13.30 **Conclusions**

13.30 **Closing ceremony**

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

Venue:

Cercle d'Economia (association for economic analysis)
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** or by telephone to **+ 34 933 018 075**. For further information, you may use the same contact details.

Languages: English, Spanish and Catalan

