



National Consumer Institute

Institut National de la Consommation (INC)

The National Consumer Institute [Institut national de la consommation] is an independent organization which provides expertise and information for consumers and consumer associations. The body maintains specific links with the 15 officially recognized consumer organizations in France, providing them reliable technical support and organizing training sessions.

For 50 years, experts have been carrying out comparative testing on products and services, and producing economic and legal studies with the aim to contribute in improving the quality, and to promote advances in legislation. Communication of this independent and objective expertise, especially through the magazine “60 Millions de consommateurs” and the TV program “Consomag”, intends to make each individual an informed consumer, and give him the power to choose.

The body is classified as a State agency operating as a business, an EPIC [Etablissement public à caractère industriel et commercial] under the authority of the Ministry in charge of Consumer Affairs. The national regulation officially specifies that the missions of the National consumer institute are:

- to provide technical support for consumer associations;
- to produce, analyze and spread information, studies, surveys, and tests;
- to implement actions and campaigns, training and education related to consumer questions;
- to support technically the Unfair Contracts Commission [Commission des clauses abusives].

In this respect, INC relies on its expertise and its publications, but also gathers and updates a specialized documentary collection and data bases on all aspects of consumer affairs, unique in France. The body produces television programs, a monthly magazine for the general public and websites, all these medias owned by INC are free from advertising.

INC is involved in numerous programs initiated by the European Union. More widely, to reach its goals, partnerships with consumer associations and different organizations are developed. INC also conducts informational campaigns on various themes such as fair trade, savings and financial investments, collaborative consumption, energy efficiency in housing...

Consomag (TV program)

- 120 TV programs per year (2 minutes)
- Produced by INC - with Consumer Associations
- Broadcast on public channels France 2, France 3, France 4, France 5, France O

60 Millions de consommateurs (magazine and web site)

- 11 monthly issues and 8 special issues each year
- Second consumer magazine in France
- www.60millions-mag.com

www.conso.net

- Advices and spreads legal information in every field of consumer affairs
- Consumer education : teaching aids and tools of information campaigns

www.jeconsommeequitable.fr

- To ensure greater transparency of fair trade for consumers
- In partnership with Ministry of the Environment, Energy and Marine Affairs