COUNTRY PRESENTATION for ECCG: THE CZECH REPUBLIC June 2014

Libor DUPAL

Czech Consumer Association,* *Chairman of the Board

Member to ANEC,* *GA and SC

Member to the European Consumer Consultative Group (ECCG)

SDRUŽENÍ ČESKÝCH SPOTŘEBITELŮ, O.S.
CZECH CONSUMER ASSOCIATION
www.konzument.cz

Outline

- **Introduction**

  Czech „consumer“ environment
- **Cooperation in relation to ECCG**

  Sructure devoloped for comunication
- **Priorities in the CzR**

  General

  SČS actions, example

Czech Consumer Environment

SDRUŽENÍ OBRANY SPOTŘEBITELŮ
SOS
ASOCIACE

SČS
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www.konzument.cz

SOS
www.sos-msk.cz

GenerationEurope
Česká republika

ASOCIACE OBČANSKÝCH PORADEN

spotrebitel.net

dTest

Food-Consumer

Czech Consumer Environment

- The consumer associations (NGOs) in the CR do not have one single „umbrella“ organization;
- Government/Ministry of Industry and Trade established (years ago) the CONSUMER CONSULTANCY COMMITEE (CCC), to support communication between NGOs and Gov/MIT;
- Members:
  - NGOs accepted and invited by MIT;
  - Guests: European Consumer Center, Trade, …
- 3 - 4 meetings per year;
- From agendas:
  - new legislation (EU, national),
  - specific topics (ADR, …)
  - grants/dotations; etc.

How can we ensure that the views of „all“ consumer organisations are conveyed at the ECCG meetings?

- ‚ECCG Nework‘ established: all NGOs from CCC addressed and invited; the platform is open to others;
- An indicative list of all relevant consumer issues and topics developed;
- In this overview each NGO could express their interest to be involved and cooperate on the given consumer issue to be discussed
  - GENERALLY (just to be on the address list) or
  - ACTIVELY.
- = a tool for the Czech member to ECCG to contact quickly any NGO to prepare or consult any opinion for ECCG, when it is not enough time.

How can we ensure that the views of „all“ consumer organisations are conveyed at the ECCG meetings? (2)

- Some NGOs have not responded and we take them not to be interested to participate actively within the national network for ECCG.
- They are however passive participants and they are on the address list.
- The list / overview is explored on the website – see here, as well as all important information from ECCG.

ECCG Network

Food-stuffs

Financial services

Field of consumer interest	Consumer Associations	Expression of interest to collaborate		Work in existing structures
Potraviny: bezpečnost, kvalita, označování, ...; nanotechnologie	Asociace občanských			
	D-Test		Ano	
	Generation Europe			
	OSBPOS		Ano	Pracovní skupina Potrav spotřebitel při České tec platformě pro potraviny
	SČS	Ano	Ano	Vedení pracovní skupina a spotřebitel při České technologické platformě potraviny
	SOS-Asociace			
	SOS-MSK			
	Spotrebitel.net			
Finanční služby - legislativní požadavky, vzdělávání	Asociace občanských			
	D-Test		Ano	
	Generation Europe			
	OSBPOS			
	SČS	Ano	Ano	Účast v Národním koord výboru pro SEPA při ČBA

To summarize:

- All the information from ECCG are distributed to the agreed address list of all NGOs;
- Most important information from ECCG are explored on the special web section of SCS – see here;
- Opinions for ECCG may be discussed and prepared accordning to the pre-prepared table of NGO interest to be involved … (see here).

NGO´s priorities

- Counseling (all)
- ADR (all)
- Consumer testing (dTest)
- Standardization, preventive measures (SČS)
- Specific topics

Priorities in CzR

Topics (just a few of examples)

- Achieving consumer rights (claims, reddress);
- Unfair commercial practices,
    - particularly aimed the elderly - doorstep selling, out off premises selling (supporting information prepared for structured dialog for Commissioner Mr. Mimica, see here);
- Foodstuff quality;
- Services (quality, reliability, ...)
    - Financial - banking fees, contructual transparency (insurence), overdebting, ...;
    - Energy suply, IT service providers, ...;
    - Turism;

SČS actions – Quality of food

- Booklets on quality of food - How to distinguish quality?
- Printed and e-versions

Priorities in CzR

SČS actions - Vulnerable consumers

- Special versions for the blinds
- Special e-versions in sign language for the deaf (see here /hearing aids for the deaf and hard of hearing/)

SČS actions - Standardisation

Standards – advantage for producers, traders as well as for consumers

- Participation of consumers in standardization process
- ANEC
- Cabinet for Standardization, Public Service Comp., see here;
- Implementation of European Standardization Strategy 2020 – cooperation with NSB (and others)
- ISO COPOLCO – National coordination, WG, ...
- Safety mark for safe child playgrounds/sport fields, see here.

SČS actions - Safe child playground/ sport field

SČS actions - International Activities

- Participation in EU projects
  - West Balkan, East Neighborhood
  - Consumer protection, market surveillance, standardisation, safety of pruducts, quality infrastructure, ...

Thank you for your attention!

Kontakty / Contacts

Libor DUPAL

SDRUŽENÍ ČESKÝCH SPOTŘEBITELŮ,

CZECH CONSUMER ASOCIATION

Praha / Prague

Tel.: +420 261 263 574

e-mail: spotrebitel@regio.cz

web: www.konzument.cz