

CZECH TRADE INSPECTION AUTHORITY

ANNUAL REPORT 2017

FOREWORD OF THE DIRECTOR GENERAL OF THE CTIA

The year 2017 was a year of many legislative changes that affected not only the new inspection authorisations of the Czech Trade Inspection Authority, but also the territorial scope of inspectorates and associated changes in the implementation of technical inspections and the necessity of creating a new organizational structure. Although these two changes will only take effect in the following year, it was necessary, especially at the end of 2017, to prepare all necessary documents and to prepare individual inspectorates to take on the new obligations.

However, some newly acquired inspection authorisations were applied immediately, for example in the area of protecting the health of people from the harmful effects of alcohol and tobacco in particular, when we were newly allowed to use persons under 18 years of age within the inspections. These inspections have proven to be very effective, and I am glad that thanks to such possibility we can contribute to the elimination of the negative phenomena associated with this issue which is important for the whole society.

The Czech Trade Inspection Authority also had to cope with the changes resulting from the Act on Liability for Infractions and Its Proceedings. It was necessary to incorporate the new requirements and procedures into internal regulations and to adapt inspection activities. Employees of the Czech Trade Inspection Authority were given the opportunity to use the so-called admonition institute, as well as the possibility to impose a higher sanction for the proceedings carried out on the inspection spot.

The most important changes were made by the amendment to the Act on the Czech Trade Inspection Authority and the Act on Consumer Protection, having impact on the territorial competence of the CTIA inspectorates as well as the implementation of the technically focused inspections, which were carried out by the Technical Inspection Department of the Středočeský and Prague Inspectorate on the whole territory of the Czech Republic. I am glad that all inspectorates made it to the end of the bridging period by the end of 2017 with the support of this department and the Department of Methods of the General Inspectorate, and they were prepared to take over and implement technically focused inspections in their entirety.

The amendment to the Act on Czech Trade Inspection Authority resulted in a high media interest as regards the possibility to carry out inspections under a changed identity and to use cover means as well as to the possibility to enter construction sites, means of transport, land and other premises, except for personal dwellings, including the opening of closed spaces. In both cases, however, a variety of conditions must be observed within the inspection activity in order to avoid misuse or overuse. These rules were elaborated in 2017, also in cooperation with, for example, the Ministry of the Interior, which is responsible for issuing cover documents and so forth. Inspections with the help of these new tools will be implemented only in 2018. I want to assure especially entrepreneurs that the Czech Trade Inspection Authority will use them exceptionally, namely in cases with a real and reasonable suspicion on the sale or storage of counterfeited goods, for example. The hidden identity will primarily serve as a protection mean for the CTIA inspectors within inspections during which they have to prove their identity as buyers, for example, when buying used cars, within buy-out of secondary raw materials, etc.

Another change within the inspection authorizations of the Czech Trade Inspection Authority in 2017 was the new possibility to request information about operators of e-shops from persons who have such information. At the same time, I would like to draw your attention to the activity of the Czech Trade Inspection Authority, which published information about risky e-shops on its website from 2015. With regard to the fact that their number increased significantly in 2017, we welcomed the cooperation with the largest Czech internet search engine, which, based on website addresses

published by the CTIA, actively warns consumers when they are about to visit such a risky e-shop. This was one of our activities that helped consumers find their way through the complex world of online shopping.

I'm glad that in 2017 the prohibition to require payments before the end of the 7-days period from the contract conclusion within purchases at presentation sales events proved effective and that the number of organized presentation sales events decreased. These events resulted in difficult life situations for many consumers in the past. We are aware of new practices used by unfair vendors who have been increasingly moving their activities to the internet. We will also increasingly more focus on this area.

Cooperation with other surveillance authorities and organizations in the area of consumer protection is essential for a number of tasks of the Czech Trade Inspection Authority. Such collaboration is carried out on both national and international level.

I would much love to thank all employees of the Czech Trade Inspection Authority and all cooperating stakeholders, wishing them good health and energy to the upcoming period.

Mojmír Bezečný
Director General of the CTIA

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1. BASIC INFORMATION

1.1. Mission and objectives

Protection of consumer rights in the EU internal market and surveillance concerning placement of products has always been among the elementary missions of the Czech Trade Inspection Authority. It contributed to the creation of fair market conditions for both consumers and other involved entities, i.e. manufacturers, importers, distributors and sellers. The activities of the Czech Trade Inspection Authority supported the creation and maintenance of equal conditions for marketing of products in the internal market on both the national and international level.

Fulfilment of the mission is reached through a set of objectives, among which provision of balanced and objective surveillance over product placement and provision of services in the EU internal market plays one of the main roles. Reaching this objective is carried out through inspections also in cooperation with other surveillance authorities on both the national and international level. In some cases, results of such inspections are the impulses for changes of legislative as well as technical rules.

Participation in the development and enforcement of the state's policies is another objective relating to consumer protection and legitimate consumers' interests as well as product placement on the internal market. This objective is reached through the participation of the Czech Trade Inspection Authority in the creation of legal regulations on both the national and international level.

Another objective is the improvement of the culture and development of the internal market. This objective is fulfilled through cooperation with non-governmental organizations established to protect consumer rights and commercial entities in the market as well as other state administration bodies. On the international level CTIA cooperated with surveillance authorities of the EU Member States – in organizations and structures established to protect consumer's interests and to create equal conditions for product placement and provision of services in the internal market. The cooperation was carried out also within joint surveillance activities, sharing information and knowledge, as well as direct cooperation with particular surveillance authorities. This objective includes also the provision of advisory and information service, consumer education and mediation of consumer disputes.

Fulfilment of the mission of the Czech Trade Inspection Authority is dependent on to what extent all employees align with the set goals to be achieved. Therefore it is necessary for the Czech Trade Inspection Authority to become a prestigious and sought-after employer. The Czech Trade Inspection Authority elaborated the document "Strategy of the Czech Trade Inspection Authority 2017 to 2021" in order to fulfil its mission and the above mentioned objectives.

1.2. Extent of activities and surveillance scope

The Czech Trade Inspection Authority is a state administration body subordinated to the Ministry of Industry and Trade. It was established by the Act No. 64/1986 Coll. as the successor of the former State Trade Inspection Authority. It is composed of the General Inspectorate and subordinated inspectorates.

The Czech Trade Inspection Authority inspects both legal and physical persons selling or supplying products and goods within the internal market, providing services or conducting other similar activity pursuant to the Act on the Czech Trade Inspection Authority or another special legal regulation if the Act on the Czech Trade Inspection Authority or any other special legal regulation set so. The Czech Trade Inspection Authority cooperates with competent authorities of the EU Member States and the

states of the European Economic Area, where the Regulation (EC) No. 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws, is applicable.

The CTIA discovers flaws and their causes concerning inspected persons. It requires the removal of detected flaws and suggests measures for their removal if the Act on the Czech Trade Inspection Authority or any other regulation governs so. It analyses samples of products or arranges their analyses in order to inspect whether they comply with the requirements of legal regulation as well as declarations displayed especially in declaration or commercial notice. Based on legal regulations, it imposes sanctions or other measures, including measures consisting of restriction of the free movement of goods in the internal market.

The Czech Trade Inspection Authority cooperates with state administration bodies and participates in the creation and comments to legal regulations on consumer protection, technical regulations and rules for products placement in the market. The Czech Trade Inspection Authority also issues binding opinions on letting products into free circulation in cases when there is a suspicion that a product isn't safe or marked in compliance with legal regulations.

As regards international cooperation, the Czech Trade Inspection Authority is involved in a number of horizontal activities and together with surveillance authorities of other EU Member States it actively cooperates on the preparation and execution of international inspection actions. It also cooperates within the EU structures that deal with consumer rights protection and placing products on the market and putting them into operation.

A part of the activities of the Czech Trade Inspection Authority is also the cooperation with associations dealing with consumer rights protection and representatives of both professional and business associations. The Czech Trade Inspection Authority also participates in education of consumers and raising their literacy in this area.

The Czech Trade Inspection Authority is an body of alternative dispute resolution (ADR) in the sense of the Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No. 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR).

As from January 1, 2009, the European Consumer Centre, integrated in the structure of the Czech Trade Inspection Authority, has played a significant part in resolution of cross-border consumer disputes. Its employees actively assisted in resolution of especially problematic cases of the enforcement of consumer rights concerning sellers of goods and services providers from other EU member states and in the prevention in this field.

In 2017, the Czech Trade Inspection Authority ensured advisory and information services. Doing so, it contributed not only to the enforcement of consumer rights, but also to the increase of consumers' legal literacy. This activity has a similar significance for commercial entities that can get information relating to their operations within the internal market. Within its preventive and educational activities the Czech Trade Inspection Authority cooperated with civic organizations focused on consumer rights protection, professional associations, interest groups and professional competent persons.

Supervision of the compliance with legal regulations in the field of consumer protection and free movement of goods in the internal market are the major parts of the inspection activities of the Czech Trade Inspection Authority. The range of the activities and surveillance competencies of the Czech Trade Inspection Authority are defined above all by the following acts:

- Act No. 64/1986 Coll., the Czech Trade Inspection Act
- Act No. 634/1992 Coll., the Consumer Protection Act
- Act No. 311/2006 Coll., on Fuels and Filling Stations
- Act No. 22/1997 Coll., on Technical Requirements for Products
- Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market
- Act No. 102/2001 Coll., on General Safety of Products
- Act No. 257/2016 Coll., on Consumer Credit
- Act No. 477/2001 Coll., on Packaging
- Act No. 201/2012 Coll., on Clean Air Protection
- Act No. 185/2001 Coll., on Wastes
- Act No. 353/2003 Coll., on Excise Duties
- Act No. 253/2008 Coll., on selected measures against legitimisation of proceeds of crime
- Act No. 65/2017 Coll., on the Protection of Public Health from Harmful Effects of Drugs
- Act No. 247/2006 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments
- Act No. 206/2015 Coll., on Pyrotechnics
- Act No. 307/2013 Coll., on Compulsory Labelling of Spirits, as amended
- Act No. 226/2013 Coll., on placing timber and timber products on the market
- Act No. 223/2016 Coll., on Retail and Wholesale Opening Hours
- Act No. 259/2014 Coll., on the explosives precursors and amending Act No. 634/2004 Coll., on administrative fees, as amended later
- Act No. 255/2012 Coll. on Inspection (Inspection Code)
- Act No. 500/2004 Coll., Administrative Procedure Code
- Act No. 250/2016 Coll., on liability for petty offences and proceedings relating thereto
- Regulation (EU) No. 1007/2011 of the European Parliament and of the Council on textile fibre names and related labelling and marking of the fibre composition of textile products
- Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products
- Regulation (EC) No. 2006/2004 of the European Parliament and of the Council of 27 October 2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (the Regulation on consumer protection cooperation)
- Regulation (EC) No. 764/2008 of the European Parliament and of the Council of 9 July 2008 laying down procedures relating to the application of certain national technical rules to products lawfully marketed in another Member State
- Regulation (EC) No. 765/2008 of the European Parliament and of the Council of 9 July 2008 setting out the requirements for accreditation and market surveillance relating to the marketing of products.
- Decision No 768/2008/EC of the European Parliament and of the Council of 9 July 2008 on a common framework for the marketing of products, and repealing Council Decision 93/465/EEC.

2. CZECH TRADE INSPECTION AUTHORITY IN 2017

2.1. Inspection activities

The scope of inspection activities of the Czech Trade Inspection Authority stems from applicable both national and international or European legal regulations governing the area of consumer protection and the free movement of goods. The Czech Trade Inspection Authority was directly involved in the identification and defence against illegal conduct of commercial entities in the internal market of both the Czech Republic and the EU. It took part in joint international surveillance projects and cooperated with competent bodies of the neighbouring countries.

In 2017, the Plan of Projects of the Czech Trade Inspection Authority defined the elementary priorities and direction of inspection activities. This document defined the frame for short-term surveillance objectives and monitored surveillance fields in order to ensure the fulfilment of the mission of the Czech Trade Inspection Authority. Grounds for the elaboration of the Plan were especially the knowledge gained from the inspection activities of the previous years and requirements stemming from participation of the CTIA in projects foreseen within the execution of EU priorities. Operative surveillance activities remained in the scope of the directors of the individual regional inspectorates who were, hence, able to reflect the major issues of their regions within their own inspections.

The plan of projects set the priorities and determined to which fields of the market increased attention will be paid. Individual projects reflected the priorities of the Czech Trade Inspection Authority to particular forms of surveillance execution in certain market areas or with certain focus. The inspection plan for 2017 was modified during the year and was supplemented with inspection projects and inspections that responded to current development in the market. As in previous years, consumer submissions were also among the factors influencing the inspection activities.

The plan of projects included inspection projects focused on general safety of products placed on the market and put into operation, the protection of consumers' rights and their economic interests as well as the protection of fiscal interests of the state and the protection of the environment. The plan also included international activities of the Czech Trade Inspection Authority reflected in individual inspection projects, activities of working groups and participation in information systems and databases as well as their active use.

The projects of general inspection were mainly aimed at the inspection of compliance with legal regulations determining obligations of commercial entities in relation to consumers and protection of consumers' legitimate interests. The inspection activities focused especially on uncovering breaches of the prohibition to use unfair commercial practices, including offer, selling and storage of products infringing certain intellectual property rights, fulfilment of information obligations and other obligations stemming to traders from applicable legal regulations. The Czech Trade Inspection Authority paid special attention to conclusion of distance contracts (e.g. on the internet) and contracts

concluded away from business premises, especially at organized events (i.e. at presentation sales events), as well as sale of used goods (e.g. sale of second hand cars). Another major part of the inspection activities was the sphere of financial services offered to consumers by intermediaries and providers of consumer credit. Inspection activities within the general inspection also included inspections aimed at the environmental protection, e.g. placing products on the market and their handling. In the area of fiscal interests of the state, inspections focused on the fulfilment of obligations as governed by the Act on Excise Duties and the Act on Obligatory Marking and Labelling of Spirits.

Technical (product) inspection focused on placement on the market of both selected products and non-selected products. Selected products, i.e. products that could to a higher extent influence the health or safety of persons, property or the environment, or any other public interest, were inspected especially from the perspective of fulfilment of obligations of the Act No. 22/1997 Coll. on Technical Requirements for Products, respectively the Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market, as well as fulfilment of obligations stemming from other directly applicable legal regulations of the European Union. Non-selected products that can be placed on the market without the necessity to meet the requirements set in special legal regulations and on which only safety requirements apply, were inspected as regards the requirements of the Act No. 102/2001 Coll. on General Safety of Products.

Other products whose requirements for marketing are governed by special legal regulations, including certain requirements for environmental characteristics of products, their marking as well as sales limitations, were also inspected. Within these inspections it was necessary to check information gained from official information sources (especially the European Alert Information System RAPEX, portal of ADCO CIRCA groups, including the ICSMS database, submissions of other surveillance bodies and the PROSAFE organization), investigation of submissions from consumers and other persons as received by the Czech Trade Inspection Authority, as well as investigation of knowledge gained within the execution of inspection activities.

The execution of technical inspection was mostly carried out by technical inspectors-specialists of the Středočeský and Prague Inspectorate who focused especially on inspections of selected products at manufacturers, importers and authorized representatives. Inspection projects focused on products were carried out by individual regional inspectorates within a selected strategy aiming at search and primary findings of selected products (especially at distributors). When there was a need for further investigations at distributors, importers or their authorized representatives, findings were transferred to the Technical Inspection Department. Regional inspectorates carried out surveillance of the market with toys and of the fulfilment of requirements for general safety of products that don't fall within the regulated sphere when made available in the market. This situation changed on January, 2017, when based on newly defined local scope of the Inspectorates of the Czech Trade Inspection Authority the execution of technical inspection was transferred to individual inspectorates. Regional inspectorates also significantly participated in the search for products reported to the Czech Trade Inspection Authority through the RAPEX contact point.

Other projects concerned inspections carried out in cooperation with foreign surveillance authorities and within EU structures. Doing so, the Czech Trade Inspection Authority fulfilled its obligations stemming from its involvement in European cooperation and coordinated surveillance. In 2017, the Czech Trade Inspection Authority was involved in 12 surveillance projects, including 11 that were focused on product safety, coordinated by the European association PROSAFE, and 1 project aimed at compliance with technical requirements and organized within the groups of administrative cooperation (ADCO).

In 2017, the Czech Trade Inspection Authority carried out in total 31,107 inspections, including 12,741 cases in which shortcomings were detected (i.e. 40.96%). Compliance with the Act on Consumer Protection was inspected in 28,707 inspections and flaws were discovered in 10,603 cases, i.e. 36.94% of cases. Compliance with the Act No. 22/1997 Coll. on Technical Requirements for Products was inspected within 5,040 inspections, including 1,354 cases (26.87%) in which shortcomings were detected. Compliance with the Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market was inspected within 1,128 inspections and flaws were detected in 179 cases, i.e. 15.87%. Compliance with the Act No. 102/2001 Coll. on General Safety of Products was inspected within 1,731 inspections, including 106 cases (6.12%) in which flaws were detected. In 2017, in total 12,797 fines amounting to CZK 114,333,200 were lawfully imposed.

Overview of inspections and detected violations of selected legal regulations

Act No.	Name	Number of inspections	Inspections with findings	Ratio of findings
64/1986 Coll.	on the Czech Trade Inspection Authority	10,157	595	5.9%
634/1992 Coll.	on Consumer Protection	28,707	10,603	36.9%
22/1997 Coll.	o Technical Requirements for Products (except for RAPEX)	5,040	1 354	26.9%
90/20 Coll.	on Conformity Assessment of Selected Products when Made Available in the Market	1,128	179	15.9%
102/2001 Coll.	on General Safety for Products (except for RAPEX)	1,731	106	6.1%
311/2006 Coll.	on Fuels	1,472	31	2.1%
257/2016 Coll. (a 145/2010 Coll.)	on Consumer Credit	85	21	24.7%
353/2003 Coll.	on Excise Duties	3,381	11	0.3%
379/2005 Coll.	on measures aimed at protection against harm caused by tobacco products, alcohol and other addictive substances	219	4	1.8%
307/2013 Coll.	on Compulsory Labelling of Spirits	5,611	0	0.0%
477/2001 Coll.	on Packaging	1,466	24	1.6%
253/2008 Coll.	on selected measures against legitimisation of proceeds of crime	189	66	34.9%
65/2017 Coll.	on the Protection of Public Health from Harmful Effects of Drugs	1,192	185	15.5%
223/2016 Coll.	on Retail and Wholesale Opening Hours	837	11	1.3%
1007/2011 EU	Regulation (EU) of the European Parliament and of the Council on textile fibre names and related labelling and marking of the fibre composition of textile products	3,934	635	16.1%
RAPEX		1,754	0	0.0%

Overview of inspections in other selected fields

Inspected field	Total number of inspections	Inspections with findings	Ratio of findings
Public alimentation	2,402	902	37.55
Marking and labelling of footwear and textile	3,864	1,921	49.72
Christmas range	811	236	29.10
All Soul's Day goods	190	97	51.05
Chain stores, supermarkets and hypermarkets	595	318	53.45
Aerosol sprayers	1,863	1,048	56.25
Products interchangeable with food	255	107	41.96
Sale of furniture – information obligations	62	33	53.23
Farmers' markets	78	32	41.03
Fun fairs, festivals and other social events	353	176	49.86
Accommodation services	47	17	36.17
Tour operators and travel agents	36	14	38.89
Specialized inspections at importers	111	65	58.56
Specialized inspections at manufacturers	286	88	30.77

Total number of imposed sanctions

CTIA inspectorate	Imposed sanctions in total	
	Number	Fine amount
Středočeský and Prague	1,821	24,907,000
Jihočeský and Vysočina	1,715	10,610,600
Plzeňský and Karlovarský	2,289	30,848,000
Ústecký and Liberecký	2,048	11,920,900
Královéhradecký and Pardubický	1,103	10,614,700
Jihomoravský and Zlínský	1,846	18,046,000
Olomoucký and Moravskoslezský	1,975	7,386,000
Total	12,797	114,333,200

Based on information gained from the information system RAPEX, the Czech Trade Inspection Authority carried out market monitoring in order to spot possible presence of dangerous products notified into the system by other EU member states, and it actively searched for products that could pose possible risk to consumers. The Czech Trade Inspection Authority transferred its own 15 suggestions for notifications (thereinafter referred to as “notifications”) concerning dangerous consumer products to the RAPEX contact point at the Ministry of Industry and Trade according to the Directive of the European Parliament and of the Council (EU) No. 2001/95/EC on General Safety of Products (thereinafter referred to as GPSD). In 2017, the European Commission issued 2,231 notifications of dangerous products, including 1,882 notifications according to Article 12 of the GPSD. These included 1,019 notifications addressed to the Czech Trade Inspection Authority according to Article 12 of the GPSD.

In 2017, the Czech Trade Inspection Authority collected in total 2,946 product samples. Most of them were fuel samples collected for quality assessment at filling stations. Fuels were sampled in compliance with an annual schedule which was supplemented by ad hoc inspections based on consumers’ submissions. In total 2,670 samples of automotive petrol, diesel, LPG, CNG, and Ethanol E85 were collected. An accredited laboratory assessed their quality and 26 samples, i.e. 1.0%, failed the quality requirements as stipulated in applicable legal regulations. Besides fuels, other 276 samples of products were collected, out of which 139 samples failed the legislative requirements.

The Czech Trade Inspection Authority cooperated with other state administration bodies both in the area of surveillance and exchange of information and experience. Basis of this collaboration was not only the applicable legislation and mutual agreements, but in a number of cases also ad hoc requirements for joint inspections stemming from the market development or priorities of individual surveillance bodies. The most frequent partners were trade licensing offices, the Police of the Czech Republic and Customs Administration of the Czech Republic. Representatives of the Czech Trade Inspection Authority actively participated in advisory bodies and working groups composed of members of individual surveillance authorities or representatives of individual resorts. CTIA employees

were members of a number of committees dealing with issues relating to marketing of products, such as the Committee on Technical Barriers to Trade, Committee on Conformity Assessment, Interdepartmental committee for combating illegal conduct - infringements of intellectual property rights, and so forth. This cooperation included participation of the Czech Trade Inspection Authority in the Quality Council of the Czech Republic and professional section “quality infrastructure” as well as managing committee of the programme Czech Quality whose major task is to support the sale of quality products and provision of quality services.

Cooperation with other bodies according to the number of inspections

State body	Number of inspections
Trade licensing offices	1,160
Alien police	5
Police of the Czech Republic	237
Municipality Police	10
General Directorate of Customs	97
Municipality offices	6
Fire Rescue Service	82
Public Health Protection Authorities/ hygienists	96
Czech Metrology Institute	7
Czech Telecommunication Office	36
Czech Environmental Inspectorate	18
State Agriculture and Food Inspection Authority	23
Czech Proof House for Firearms and Ammunition	1
Czech Mining Authority	28
State Labour Inspection Office	11

Trade Licensing Offices – joint inspections		
CTIA inspectorate	Number of inspections with TLO	Inspections with detected breaches of legal regulations within the surveillance scope of the CTIA
Středočeský and Prague	343	88
Jihočeský and Vysočina	134	59
Plzeňský and Karlovarský	46	17
Ústecký and Liberecký	259	122
Královéhradecký and Pardubický	39	9
Jihomoravský and Zlínský	250	78
Olomoucký and Moravskoslezský	59	29
Total	1,160	402

Overview of inspections of CTIA and TLO from 2009 to 2017

Monitored period	2009	2010	2011	2012	2013	2014	2015	2016	2017
Number of joint inspections	3,192	3,075	2,913	2,751	2,482	1,402	1,524	1,351	1,160

Cooperation within the MIT resort	Number of inspections	Inspections with findings	Inspections with findings in %
Trade licensing offices	1,160	402	34.7
Czech Telecommunication Office	36	27	75.0
Czech Proof House for Firearms and Ammunition	1	1	100
Czech Metrology Institute	7	0	0.0
Total	1,204	430	35.7

Customs administration – joint inspections	Number of inspections
CTIA inspectorate	
Středočeský and Prague	0
Jihočeský and Vysočina	5
Plzeň and Karlovy Vary	18
Ústí and Liberec	21
Královéhradecký and Pardubický	22
Jihomoravský and Zlínský	10
Olomoucký and Moravskoslezský	21
Total	97

The inspection activities of the Czech Trade Inspection Authority were also influenced by the agenda relating to dealing with submissions from consumers and other entities. In 2017, in total 21,007 submissions were received, based on which in total 4,497 inspections, i.e. 14.5% of the total number of all inspections of 2017, were carried out.

Consumer submissions according to their most significant subject

Subject of submission	Number
The issue of complaints	4,694
E-commerce	5,937
Other - unspecified	1,537
Food	707

Unfair commercial practices, aggressive and deceitful practices	3,113
Fairness of sale – billing, weight, amount	1,523
Defective products that caused damage	291
Invoicing	1,570
Services (outside of public alimentation, taxi services and travel agencies)	2,889
Public alimentation	884
Quality of fuels	108
Information obligations	658
Presentation sales events	51
Safety of products	189
Supply of gas and electricity	224
Tour operators	260
Internet auctions	47
Violation of industrial and intellectual property	191
Unauthorized trading	57
Failure to inform about price	413
Consumer credit	78
Discrimination, double pricing	127
Recovery of debts	21
Act No. 379/2005 Coll. (offer of toys simulating alcohol or tobacco products)	51
Marking of tobacco products	31
Taxi service	63
Packaging (Act No. 477/2001 Coll.)	54
Timesharing	0
All submissions in general (even those not specified here)	21,007
Out of which: Notice, request, inquiry	13,255
Suggestions and complaints	5,776
Not specified	1,976
Out of which: Substantiated and partially substantiated (well-grounded)	1,657
Suggestions with a different finding – outside of the scope of the notification subject	1,002

Consumer submissions according to
 inspectorates

CTIA Inspectorate	Submissions closed by the inspectorate
General Inspectorate Prague	1,463
Středočeský and Prague	7,795
Jihočeský and Vysočina	1,318
Plzeňský and Karlovarský	1,501
Ústecký and Liberecký	1,536
Královéhradecký and Pardubický	1,502
Jihomoravský and Zlínský	2,987
Olomoucký and Moravskoslezský	2,905
Total	21,007

2.2. Legislative changes in 2017

In 2017, there were certain significant changes with impact on the so far activities of the Czech Trade Inspection Authority. Not only inspection activities, but also organizational composition of the Czech Trade Inspection Authority were influenced by the Act No. 264/2017 Coll. changing the Act No. 64/1986 Coll. on the Czech Trade Inspection Authority, and the Act No. 634/1992 Coll. on Consumer Protection, which became effective on November 11, 2017. This legal regulation newly defined the territorial scope of inspectorates of the Czech Trade Inspection Authority – each inspectorate operates within two regions that are firmly defined by law. This change had a major impact on execution of technical inspections pursuant to the Act No. 22/1997 Coll. on Technical Requirements for Products, respectively the Act No. 90/2016 Coll. on conformity assessment of products when made available on the market. Market surveillance had been carried out by the Technical Inspection Department of the Středočeský and Prague Inspectorate on the whole territory of the Czech Republic before the amendment came into force. The amendment of the Act on the Czech Trade Inspection Authority transferred this activity to individual inspectorates of the Czech Trade Inspection Authority that, hence, carried out the inspection activity to the extent of the scope of the Czech Trade Inspection Authority, including technical inspection pursuant to the above mentioned legal regulations. During the rest of the year, the support within technically aimed inspections was provided to individual inspectorates by the Technical Inspection Department of the Středočeský and Prague Inspectorate and the Department of Methods and Inspection Support of the General Inspectorate of the Czech Trade Inspection Authority. This terminal solution will be replaced in 2018 with a systematic solution consisting of a change of organizational structure fully reflecting the new legislation, including the territorial scope of individual inspectorates of the Czech Trade Inspection Authority.

Other changes brought in by the act, related above all to new authorizations of the Czech Trade Inspection Authority for inspections within which its employees are newly allowed to act with a hidden identity and using cover means. The amendment of the Act on the Czech Trade inspection Authority enables the Czech Trade Inspection Authority to enter constructions, transport means, land and other premises except for households, used by inspection persons or directly related to the execution or subject of the inspection, including opening of closed spaces. It is necessary to meet a number of conditions to be able to use such institutes in order not to possible misuse or excessive use.

Also other changes of the Act on Czech Trade Inspection Authority related to broadening some authorizations of the Czech Trade Inspection Authority within the execution of inspection authorities, or specification of procedures used within the execution. These changes above all related to inspection purchases, detailed specification of the relationship between regional inspectorates and the General Inspectorate in cases of administrative proceedings, authorization to require information relating to inspections about e-shops operators from persons holding such information.

The Act No. 65/2017 Coll. on the Protection of Health from Harmful Effects of Drugs, which came into force on May 31, 2017, was supplemented by the authorizations of the Czech Trade Inspection Authority in the area of protection of the health of persons from harmful effects of drugs, especially alcohol and tobacco. The new legislation contains the authorization of the Czech Trade Inspection Authority to use, for inspecting compliance with certain provisions of this act, persons under 18 years of age who would buy alcoholic beverages or tobacco products within the inspection process. The Czech Trade Inspection Authority started using all authorizations available and carry out inspections focused on the sale of alcoholic beverages, tobacco products and smoking aids as well as herbal product for smoking.

Another act that influenced the activities of the Czech Trade inspection Authority in 2017 was the Act No. 250/2016 Coll. on liability for petty offences and proceedings relating thereto, which became effective on July 1, 2017. It was necessary to implement to internal regulations the changes brought by this act in the area of administrative penalties and adopt the activities of the Czech Trade Inspection Authority to the new requirements.

In 2017, other legal regulations changed directly or indirectly relating to the activities of the Czech Trade Inspection Authority. However, their impact wasn't as significant as the impact of the above mentioned legal regulations.

3. CONSUMER PROTECTION

3.1 General inspection

The primary task of the Czech Trade Inspection Authority is the protection of the rights and interests on consumers, which is reflected within all its activities, especially in the area of so called general inspection. The inspection activities within the general inspection are focused on marketing of products as well as fulfilment of other requirements, connected with the offer and sale of goods, e.g. the requirements for the fulfilment of information obligations within the sale of these products, fairness of sale and so on, all of this in the context of various requirements applicable for various forms of trade (sale via means of distance communication, presentation sales events and other) as well as inspection of other services, including services in the financial market. The document setting the market fields that would be subjects to inspections, was the plan of projects. In 2017, increased attention was paid to online trade, sale of products and provision of services away from business premises (presentation sales events), offers of mediation and provision of consumer credit, sale of products and services infringing certain intellectual property rights, and other fields of the market that were assessed as risky or suitable for exercising targeted surveillance. With regard to possible damage to consumers' interest, inspections aimed at compliance with the prohibition to use unfair commercial practices belonged among the most important areas of surveillance activities of the Czech Trade Inspection Authority. Inspections were also focused on the protection of health and safety of consumers, protection of fiscal interests of the state and protection of the environment.

In 2017, based on new authorizations, inspections focusing on offer and sale of alcoholic beverages and tobacco products as well as smoking aids were carried out in compliance with the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs. Having done so, the Czech Trade Inspection Authority got involved in the issue of alcohol and tobacco products availability to minors and consumption of addictive substances. The inspection activity was also aimed at areas relating to the protection of the environment, such as fuels, volatile organic compounds, and packaging economy. In the consequence with threats brought in by the current global situation, the Czech Trade Inspection Authority decided to carry out inspections focused on money laundering and the offer and sale of explosives precursors. Inspections were carried out also in the area of mediation of sale and direct sale of products of cultural values and cultural monuments.

Inspection projects prepared at the start of the year were supplemented by short-term projects within which inspections were carried out only in a limited timeframe. One of such projects was "GAK" (originally "HAD" in Czech) within which the CTIA, joined by other state administration authorities, focused on games, alcohol and kids within targeted inspection. The Czech Trade Inspection Authority operatively reacted to the situation in the market in 2017. Notifications from consumers, alerts from other surveillance authorities, interest and professional associations as well as other entities operating within the market were also an important part of the execution of market surveillance.

Consumer credit

Consumer credit is a very important area of the market. The goal of inspections carried out in 2017 was to minimize the negative impacts of conducts of certain commercial entities on consumers' interests. Within the inspections focused on consumer credit, attention was paid – among others – to

the completeness of information displayed in advertising on consumer credit or its mediation; completeness of pre-contractual and contractual information, verification if the consumer is able to pay off the consumer credit. Inspectors also checked whether creditors acted with due professional care in order not to provide consumer credit to persons who are not able to pay off the consumer credit and would be in danger of falling into a debt trap.

In 2017, in total 85 inspections were carried out within which breaches of the Act No. 257/2016 Coll. on Consumer Credit, respectively the Act No. 145/2010 Coll. on Consumer Credit, were detected in 21 cases, which represented 24.71% of all inspections. In 2017, shortcomings were discovered most frequently in the area of compliance with obligations relating to the assessment of the consumer's ability to pay off consumer credit, providing obligatory information in contracts and advertising. Insufficient assessment of the consumer's ability to pay off provided consumer credit belongs among socially most serious inspection findings.

Inspections on consumer credit				
Number of inspections	Inspections with findings		Ratio of detected findings	
	Total	Credit	Total	Credit
85	34	21	40.0	24.7

Inspections of consumer credit included investigations of consumer notifications. Such investigations are often time consuming and demanding as regards the necessary procedures. It is necessary to see all documents that have to be provided, supplementary information is also provided, and a number of other actions are taken influencing the duration of the investigation.

In the consequence of consumer credit inspection, we shall note that since December 1, 2016, there has been a transition period in which the Czech National Bank decides to grant authorization for activities under the Act No. 257/2016 Coll. on Consumer Credit to persons that carry out this activity on the basis of a trade license, and that the inspection activity of the Czech Trade Inspection Authority is limited in this area, as the Czech National Bank will be primarily responsible for overseeing compliance with this Act after the transition period.

E-shops

Concluding contracts by the means of distance communication is one of the forms of trading which constantly increases its share within the market. The range of products and services offered and sold via e-shops is not limited by space as in ordinary shops, but this trade operates on the internet in a virtually unlimited way all across the globe. However, this feature of e-commerce is not only beneficial but brings also risks that may not be identifiable for the consumer at the moment of the contract conclusion. Increasingly more often, in addition to classic e-shops, products and services are also offered through social networks in a variety of closed groups within which only purchases between members are made. There is also only trade between their members through auction and bazaar platforms and other groups that are being created on the internet. For these and many other reasons, e-commerce is one of the priorities of the Czech Trade Inspection Authority.

In 2017, the Czech Trade Inspection Authority carried out in total 1,085 inspections within which breaches were detected in 952 cases.

Inspections on e-commerce			
CTIA inspectorate	Number of inspections	Inspections with findings	Ratio of detected breaches
Středočeský and Prague	123	95	77.2
Jihočeský and Vysočina	140	135	96.4
Plzeňský and Karlovarský	176	155	88.1
Ústecký and Liberecký	138	117	84.8
Královéhradecký and Pardubický	115	96	83.5
Jihomoravský and Zlínský	169	147	87.0
Moravskoslezský and Olomoucký	224	207	92.4
Total	1,085	952	87.7

The most frequently breached legal regulation was the Act No. 634/1997 Coll. on Consumer Protection – in 2,278 cases (several violations are often detected within a single inspection). The use of unfair commercial practices is the most frequent infringement – detected in 877 cases. The second highest number of breaches related to the vendor's failure to meet the obligation to inform the consumer about the out-of-court resolution scheme for consumer disputes, respectively the ARD body – detected in 592 cases. Vendors also failed to inform consumers about the extent, conditions and way of exercising the right from defective performance (claim), including data about where to make the claim – detected in 489 cases. Other breaches of the Act on Consumer Protection and other generally binding legal regulations were discovered in fewer cases.

The level of electronic trade in the Czech Republic cannot be evaluated as a whole based on the above mentioned results because inspections are targeted on e-shops with a reasonable suspicion that legal regulations are breached that were identified within monitoring carried out by the Czech Trade Inspection Authority as well as based on notifications from consumers.

E-commerce – year-on-year comparison			
Year	Number of inspections	Inspections with findings	Detected breaches in %
2010	590	412	69.8
2011	1,021	749	73.4
2012	1,206	988	81.9
2013	1,296	1,013	78.2
2014	867	682	78.7

2015	1,194	990	82.9
2016	1,197	1,042	87.1
2017	1,085	952	87.7

Presentation sales events

Presentation sales events, i.e. the form of sale of products directly offered to consumers invited to organized tours, feasts etc., are on decline at present. From 2011 to 2016 an increased attention was paid to this form of sale by the Czech Trade Inspection Authority which resulted in a number of inspections and the number of detected breaches of legal regulations. In 2017, an action focused on this form of sale was included in the plan of inspection activities. The Czech Trade Inspection Authority carried out in total 107 inspections of presentation sales events, including 31 in which infringements of legal regulations were detected. Inspections were focused not only on fulfilment of the obligation to announce organization of such events to the CTIA, but also on compliance with the prohibition to use unfair commercial practices, including aggressive commercial practices. Other obligations stipulated to vendors in generally binding legal regulations were also inspected. CTIA officers carried out inspections right on the spots at presentation sales events, but also indirectly, carrying out inspections based on documentation provided by consumers.

Inspections of presentation sales events		
Number of inspections	Inspections with findings	Detected breaches in %
107	31	29.0

In 2017, inspections most frequently showed violations of the Act No. 634/1992 Coll. on Consumer Protection, namely of the announcement obligations related to organizing presentation sales events. Vendors failed to announce organization of such events to the Czech Trade Inspection Authority in the extent required by law. During the year, inspectors also encountered inaccurate or incomplete information (such as the programme of the event, timetable, promoted goods), or the announcement of an organized event was sent less than 10 working days in advance.

Use of any form of unfair commercial practices was detected only in 8 cases. Most frequently these concerned deceptive commercial practice – vendors provided misleading or untrue information on the consumer's right to withdraw from the contract, or they even didn't provide the information about the consumer's right to withdraw from the contract concluded away from business premises at all. CTIA assessed as serious the finding that in 7 cases organizers of presentation sales events had required and accepted payments for sold goods or provided services before the 7-days period from the contract conclusion passed. Such conduct is prohibited. Inspection results of 2017 proved that the number of organized events decreases which also resulted in lower ratio of inspections with findings; the ratio was 47%.

Offer and sale of products or services infringing certain intellectual property rights

The area of intellectual property rights has been a long-term subject of interest to the Czech Trade Inspection Authority. Although the primary goal of the Czech Trade Inspection Authority is the consumer rights protection, inspection activities within this area have a positive impact on commercial

entities who own the intellectual property rights and suffer from huge financial losses based on infringements of these rights. A number of states and international organizations deal with the area of intellectual property rights because the trade with counterfeits and products infringing intellectual property rights damage their interests and causes economic loss.

The inspection focused on the offer, sale and storage of products or services infringing certain intellectual property rights is annually included in the plan of inspection activities with regard to the significance of the protection of consumer rights and intellectual property rights. Despite this fact, the ratio of inspections within which infringements of legal regulations were found, remained relatively high. In 2017, in total 1,925 inspections were carried out in order to focus on compliance with intellectual property rights. Violations of generally binding legal regulations were detected in 1,410 cases, including 515 cases in which the prohibition to offer, sell and store products infringing certain intellectual property rights was breached. The success rate was 26.75% within the inspections during which products infringing certain intellectual property rights were detected.

Inspections of the offer, sale and storage of products infringing certain intellectual property rights				
CTIA inspectorate	Number of inspections	Inspections with findings		Detected breaches of IPR*) v %
		Total	PDV*)	
Středočeský and Prague	138	87	52	37.7
Jihočeský and Vysočina	193	144	66	34.2
Plzeňský and Karlovarský	806	617	201	24.9
Ústecký and Liberecký	407	273	78	19.2
Královéhradecký and Pardubický	80	72	53	66.3
Jihomoravský and Zlínský	133	90	39	29.3
Olomoucký and Moravskoslezský	168	127	26	15.5
Total	1,925	1 410	515	26.8

*) IPR – intellectual property rights

In comparison with 2016, there was a slight decrease in the number of inspections aiming at infringements of certain intellectual property rights as well as decrease in the number of inspections within which products infringing certain intellectual property rights were collected. However, it is necessary to note that in recent years there has been a significant change in the way these products are traded. While in the previous years it was possible to consider stand sale at marketplaces as the critical form of sale of products infringing certain intellectual property rights, at present these activities move to the online environment where entities offering such products can be out of reach of surveillance authorities.

Products or services infringing certain intellectual property rights – annual comparison					
Year	Number of inspections	Inspections with detected breaches	Inspections with detected counterfeits	Number of items of detected counterfeits	Value of counterfeits in CZK as estimated according to prices of originals
2010	1,710	1,213	256	133,833	53,502,000
2011	2,144	1,732	842	86,417	214,681,000
2012	1,642	1,260	552	48,958	122,922,000
2013	1,946	1,444	614	25,486	44,335,000
2014	1,994	1,598	733	65,475	128,993,000
2015	2,414	1,643	474	35,694	101,496,725
2016	2,076	1,452	515	46,619	207,006,430
2017	1,925	1,410	515	38,385	83,946,862

Range of detected products infringing certain intellectual property rights

	Textile and clothing	Audio-video	Watches	Footwear	Other
Number of items	12,176	9,942	824	3,075	12,368

Same as last year, inspectorates used cooperation with other surveillance authorities in order to achieve maximal efficiency of inspections. Bodies of the Police of the Czech Republic and the Customs Administration of the Czech Republic were the most frequent partners. Based on notifications from customs authorities pursuant to section 53 of the Act No. 355/2014 Coll. on the Competences of the Custom Authorities in Connection with the Enforcement of Intellectual Property Rights, the Czech Trade Inspection Authority received from the Customs Administration in total 7,022 items of products that were evaluated as possible proofs for proceedings regarding the breach of the act regulating consumer protection. The price of these products calculated in the prices of originals would amount to CZK 15,527,980. Representatives of the Czech Trade Inspection Authority actively participated in the activity of the interdepartmental committee for combating illegal conduct - infringing of intellectual property rights. The issue of offer and retail of products infringing certain intellectual property rights further remains a continuously monitored area of the market.

Discrimination

One of the areas on which the Czech Trade Inspection Authority focuses its attention is the issue of discrimination. This is still a topic in the Czech Republic although the share within detected breaches and the number of inspections carried out may indicate that it is an area to which no special attention has to be paid to. Uncovering illegal conducts is very demanding in some cases, especially with regard to the fact that the number of cases of direct discrimination decrease indeed, and it cannot be excluded that such conduct moves to the sphere of indirect or hidden discrimination. In a number of cases, it is

very difficult to recognize the border of discrimination. With regard to the significance of the matter, the inspection project aiming at consumer discrimination was planned also for 2017. The Czech Trade Inspection Authority permanently detects discrimination conducts committed by some vendors towards foreign visitors. Doing so, they spoil the reputation of all fair entrepreneurs in the Czech Republic. Such cases were found also in 2017. During 721 inspections, prohibition to discriminate consumers was seen in 8 cases, i.e. 1.1% of all inspections. There was no serious development when compared with 2016 when discriminative conduct was found in 1.3% of all inspections. Nationality based discrimination was discovered most frequently – foreigners were billed higher prices than Czech consumers in restaurants; this was made through various extra charges and “service” fees etc. Discrimination of persons with disabilities belonged among the most serious cases, including conduct of a transport company who refused to provide service to a disabled consumer because they were accompanied by a guide dog without a muzzle. Similarly, a conduct of a vendor who refused to allow a blind person to enter their sweet-shop because of being accompanied by a guide dog, was assessed as discriminative. A different seller required different prices for ice-hockey tickets – lower prices were required from locals (fans for the home team). Discrimination and its impacts is monitored in the long-term perspective by the ombudsman office with who the Czech Trade Inspection Authority cooperates in the field of consumer protection.

Sale of tobacco products

Inspections focused on the compliance with sellers’ obligations resulting from generally binding legal regulations concerning the offer, sale and storage were included in the plan of inspections for 2017. The aim of the inspection project was to verify the compliance with respective legislation – mainly the Act No. 353/2003 Coll., on Excise Duties, and the Act 634/1992 Coll., on Consumer Protection, and the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs after it became effective. In total 3,473 inspections were carried out and violations of generally binding legal regulations were discovered in 1,534 cases (i.e. 44.17%). A violation of the Act No. 353/2003 Coll., on Excise Duties, was discovered in 11 cases. Specifically, it concerned violations of the obligation to sell cigarettes in an intact unit packaging, products sold for a higher or lower price than the price displayed on the tobacco sticker, occurrence of non-labelled cigarettes, and also a violation of the prohibition to tie the retail of cigarettes to the retail of other objects.

On May 31, 2017, the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs became effective, and therefore the inspection focused on sale of tobacco products focused compliance with this new legal regulation. Breaches of the Act No 65/2017 Coll. were detected in 25 cases of the offer and sale of tobacco products, smoking accessories, and herbal products intended for smoking, and electronic cigarettes. Sellers infringed the act by failing to place a visible text informing about the prohibition to sell tobacco products, smoking accessories, herbal products intended for smoking and electronic cigarettes, to persons under 18 years, or they even served or sold such products to persons under 18 years of age.

Sale of alcoholic beverages

Before the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs came into force, the Czech Trade Inspection Authority was very limited in the sphere of retail of alcohol beverages. The inspection used to be focused on the compliance with obligations resulting from the Act No. 353/2003 Coll., on Excise Duties, or the Act No. 307/2013 Coll., on Mandatory Labelling of Spirits. The situation changed after the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs came into force and the Czech Trade Inspection Authority gained broader competence within the inspection of sale of alcoholic beverages. Within the inspection project of 2017, the Czech

Trade Inspection Authority carried out in total 5,143 inspections, within which it discovered violations of legal regulations in 2,180 cases (i.e. 42.39%). CTIA did not discover any violation of the Act No. 353/2003 Coll., on Excise Duties, or the Act No. 307/2013 Coll., on Mandatory Labelling of Spirits. However, the Act on Health Protection from the Harmful Effects of Drugs was breached in 104 cases when vendors didn't meet their obligation in the sense of placing visibly the sign informing about the prohibition to sell alcoholic beverages to persons under 18 years, prohibition to serve or to sell alcoholic beverages to persons under 18 years, and the prohibition for a person under 18 years to sell alcoholic beverages in cases when such person doesn't prepare themselves for work, as well as the prohibition to sell toys imitating alcoholic beverages with their packaging or appearance.

Sale of goods within special offers and seasonal discounts

Many consumers are enticed to purchase products and services within special offers, discounts and seasonal sales that aren't what they seem to be. That is a reason for a systematic monitoring of these entrepreneurial activities by the Czech Trade Inspection Authority. However, inspections are carried out not only based on this monitoring, but also based on submissions received from consumers. 2,235 violations of generally binding legal regulations were discovered within 5,468 inspections carried out on the entire territory of the Czech Republic in supermarkets, hypermarkets operated by chain stores, larger as well as smaller stores, boutiques, stands, and other business premises. Results of inspections show that the proportion of discovered shortcomings is still high – 40.87%. Most frequently, in 764 cases, merchants violated the obligation to inform consumers duly on the price of the offered goods or provided services. In 723 cases, breaches of the obligation to inform consumers about prices were found. The year-round inspection plan focused on the offer and sale of discounted products and services proved not only that these commercial and marketing practices of sellers are perceived by consumers as a common part of shopping, but mainly that a high number of findings still occur.

Winter and summer touristic season

Inspections in these two seasons focus mainly on the sale of products and provision of seasonal services in touristic localities and sites such as recreational and sports grounds, cultural sites (castles, chateaus) etc. In the summer season, inspections took place mainly at public swimming pools and camps, in the winter season at ski-resorts, skating rinks, gondolas, lifts, and sport rentals. The inspections also included the inspection of the offer and sale of refreshment in restaurants and stands as well as accommodation in camps and other accommodation facilities. Inspections also concerned services associated with the use of parking lots at these sites and other occasional paid entrepreneurial activities. During these inspections, CTIA officers focused mainly on whether consumers are duly informed on prices of offered products and provided services and on the correct billing of them. 1,024 inspections were carried out during the summer touristic season and 335 of them proved a violation of binding legal regulations, which presented 32.71%. 454 inspections were carried out during the winter touristic season and 137 of them proved violations of binding legal regulations, which presented 30.18%. Results of inspections repeatedly showed that it is necessary to continue these inspections in the interest of the protection of rights of consumers, who use the above mentioned business premises mainly during their holiday when they are less cautious.

Thrift stores and pawnshops

Sale of used goods is a commercial activity which is connected with higher risk for the consumers as well as the society. Therefore in 2017, an inspection project focused on compliance with generally binding legal regulations in thrift stores and pawnshops. The subject to inspection was mainly the Act No. 634/1992 Coll., on Consumer Protection, and the Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism. In total 486 inspections were carried out and they focused mainly on the offer and sale of products and services, and obligations

related to evidence of such sales. Shortcomings were discovered in 266 cases, i.e. in 54.73%. Even though the ratio of findings has a decreasing tendency, there still is present a high number of inspections that discovered shortcomings. With regards to the fact that we speak about a special type of goods, the findings of breaches of generally binding legal regulations correspond. Vendors failed mainly in providing the correct information on the extent, conditions, and means of exercising the right from defective performance together with information on where to make the claim. Violation of this obligation was discovered in 147 cases. Another breach, relating to specific features of the sale of used goods and related obligation, was vendors' failure to comply with their obligation to identify and check a client in the sense of the Act No. 253/2008 Coll., on Selected Measures against Legitimation of Proceeds of Crime and Financing of Terrorism – this was detected in 36 cases. With regard to the risks connected with the sale of used goods as well as goods without any receipt and risks related to the possible legitimisation of proceeds of crime, and the ratio of findings, the Czech Trade Inspection Authority will keep monitoring this form of trade also in 2017.

Funeral services

Inspection action focused on the sale of products and provision of services in the sphere of funeral services was included in the plan of inspections also in 2017. It was focused on the compliance with obligations resulting for sellers from generally binding legal regulations concerning the offer and provision of funeral services as well as products associated with this sphere. CTIA inspected mainly compliance with the fairness sale, informing consumers on prices of products and services as well as marking and labelling of products. 115 inspections were carried out and violations of certain provisions of generally binding legal regulations were detected within 54 inspections, which represented 46.96% of all cases.

Pyrotechnics

The topic of pyrotechnic products, especially entertainment pyrotechnics, is a long-term one in the scope of the Czech Trade Inspection Authority. The inspection focused on the offer, sale and storage of pyrotechnic products was planned for the end of the year, since the interest in the purchase of entertainment pyrotechnics every year increases in this period, especially before Christmas and the New Year's Eve. The higher demand led to an increased intensity of inspections in this sphere of the market. Inspectors focused not only on the sale but also on the labelling of pyrotechnic products and on the storage of various types of pyrotechnics. In total 147 inspections were carried out and violations of some generally binding legal regulations, mainly the Act No. 634/1992 Coll., on Consumer Protection, Act No. 156/2000 Coll., on Proofs of Firearms, Ammunition, and Pyrotechnic Devices, and the Act No. 206/2015 Coll., on Pyrotechnic Articles and Products and Their Handling, were discovered in 67 cases, which presented 45.58% of all inspections. In terms of violation of the Act on Consumer Protection, most frequent findings – 24 cases – concerned issues, where consumers were not duly informed on the price of offered pyrotechnic products. In terms of violation of the act on pyrotechnic articles and products and their handling, most frequent findings – in 36 cases – were shortcomings concerning the storage of pyrotechnic products, record keeping of stored pyrotechnic products, and a larger amount of stored pyrotechnics in the sale room. Violations of the Act on Pyrotechnics which does not belong to the surveillance authority of Czech Trade Inspection Authority were handed over to the respective surveillance authority – Czech Proof House for Firearms and Ammunition. Due to its specificity and hazardousness, pyrotechnic products are a sphere which is monitored increasingly. Therefore, other surveillance authorities – mainly Customs Administration of the Czech Republic and Czech Proof House for Firearms and Ammunition – participated in the inspections besides the Czech Trade Inspection Authority.

Used car dealerships

Sale of used cars is one of specific sale types within the offer and sale of used goods. This sale is often connected with offers of other services, from financing of an offered vehicle, to its repairs and to accident insurance. Due to the results of inspections of the offer and sale of used motor vehicles in 2015 a similar project was planned also for 2017. The aim was to verify in what way and whether at all sellers during the offer and sale of used motor vehicles provide consumers with information, mainly on the correct number of mileage, number of previous owners, and also whether consumers receive before concluding a sales contract the important information of whether the particular vehicle had been repaired (e.g. due to involvement in an accident). The inspection took place in three phases. First, inspectors monitored the offer of used vehicles, i.a. also through advertising on web pages. Subsequently, some vehicles were selected for inspection when there was a suspicion that the seller provided untrue information regarding the vehicle's features or they withheld or twisted some important information. In particular, these suspicions concerned features, history or the origin of the vehicle, manipulation of the mileage, or declaration that the respective vehicle had not been involved in an accident. Subsequent inspections of selected vehicles from used car dealerships were carried out in cooperation with authorized experts. 65 inspections resulted in discovering 37 cases, i.e. 56.92%. Results of expertise from authorized experts confirmed serious and continuous shortcomings. Out of 27 vehicles, for which expert testimonies were elaborated, there were 12 cases where consumers did not receive information about the true condition of the vehicle. Results of this inspection action showed that in the interest of consumer protection, Czech Trade Inspection Authority has to pay a due attention to the market of used motor vehicles also in the following year.

Buy-out of secondary raw materials

The area of waste management is connected with buy-out of secondary raw materials that proved to be a problematic place in the market where violations of generally binding legal regulations can be seen, especially in the connection with the way of gaining secondary raw material which is then offered to buy-out. Although the Czech Trade Inspection Authority isn't authorized by law to inspect measures taken to respond to criminal conducts relating to the buy-out of secondary raw materials, it can carry out inspections focused on the failure to comply with principles of fair retail and, hence, contribute to improvements in this specific area. The inspection was included into the plan of inspections in the third quarter of 2017. In this period, the Czech Trade Inspection Authority carried out in total 84 inspections, out of which 40 inspections, i.e. 47.62%, discovered violations of generally binding legal regulations. Most frequently, shortcomings concerned violations of the Act on Consumer Protection, specifically those paragraphs concerning the failure to comply with principles of fair retail, failure to provide information on the price of the provided service, and failure to issue a document on the provided service with all requirements. Besides that, there were a case of violation of provisions of the Act on Wastes, when the person offering secondary raw materials for procurement was not identified and the value of secondary raw materials was paid in cash. Findings were submitted to the respective surveillance authority, i.e. Czech Environmental Inspectorate. In order to increase the efficiency of inspections, they were carried out in cooperation with trade licensing offices, Czech Environmental Inspectorate, and municipality bodies.

Explosives precursors

In the first and second quarter of 2017, an inspection on compliance with obligations stemming to vendors from the Act No. 259/2014 Coll., on the explosives precursors, and the Regulation (EU) No. 98/2013 of the Parliament and of the Council on marketing and use of explosives precursors. This inspection was carried out in order to verify if legal regulations that govern making these substances available and their evidence are complied with within the offer and sale of explosives precursors. In

total 105 inspections were carried out, including 35 in which violations of legal regulations were detected, i.e. 33.33%. 29 of these infringements related to the sale and making available of explosives precursors. Most frequent flaws consisted of the sale of explosives precursors without previous registration of the consumer, although the Act No. 25/2014 Coll. on the explosives precursors explicitly prohibits it regarding selected products. Other detected shortcomings concerned especially insufficiencies within kept records or their absence. The high number of findings proved the inspection reasonable.

Mediation of sale and sale of objects of cultural value and cultural monuments

In 2017, with regard to possible appearance of illegal trading with objects of cultural value, an inspection was carried out aiming at compliance with the Act No. 253/2008 Coll. on selected measures against legitimisation of proceeds of crime and financing of terrorism. The inspection focused especially on workplaces where these products could be sold, such as in thrift stores, pawnshops, galleries and so forth. Inspections were focused on if and how the obligated persons comply with the obligations stemming to them from the Act on selected measures against legitimisation of proceeds of crime, and compliance with other generally binding legal regulations. In total 71 inspections were carried out. In 43 cases, inspectors found breaches of the Act on selected measures against legitimisation of proceeds of crime, specifically section 7 – the obliged persons didn't carry out identification of their client; this represented 60.56% of the total number of all inspections. The Czech Trade Inspection Authority will keep inspecting this field due to the inspection results.

Labelling and marking of textile

In 2017, the inspection focused on compliance with the obligations stemming to sellers from the directly applicable regulation of the EU (Regulation No. 1007/2011 on textile fibre names and related labelling and marking of the fibre composition of textile products) and compliance with other generally binding legal regulations governing marketing and sale of textile product in the EU market. The inspection was carried out at workplaces focusing on offer and sale of textile products in the internal market of the Czech Republic, and was among others aimed at verifying declared fibre composition, excluding products intended for children under 3 years and selected products. The inspection was scheduled for the fourth quarter of 2017. Breaches of legal regulations were found in 60 of the total of 117 inspections (i.e. 51.28%). Detected shortcomings concerned especially the proven contradiction between the declared fibre composition of the textile products, including the weights share of individual fibres and their names, and factual findings of laboratory analysis. In total 35 products were taken during the inspection, including 32 that failed the requirements for labelling and marking.

Extraordinary inspection - gambling, alcohol and children

An extraordinary inspection, focused on gambling and sale of alcoholic beverages to persons under 18 years, was coordinated by the Police of the Czech Republic and joined by other surveillance authorities. Its aim was to inspect compliance with legal regulations relating to this area. From the perspective of the Czech Trade Inspection Authority who could already use its authorizations stemming from the Act No. 65/2017 Coll. on the Protection of Public Health from Harmful Effects of Drugs, the inspections were aimed especially at compliance with the prohibition to sell alcoholic beverages and tobacco products to persons under 18 years of age. The inspection had three phases in places and at entities selected by the Police of the Czech Republic from July 10, 2017, to September 24, 2017. The Czech Trade Inspection Authority carried out in total 187 inspections and detected breaches of legal regulations in 99 cases, which represented 52.94% of all inspections. In 22 cases, the detected findings related to the Act No. 65/2017 Coll. – vendors sold tobacco products and alcoholic beverages to minors or didn't visibly place the text informing about the prohibition to sell alcoholic beverages to persons

under 18 years. In 56 cases, principles of fairness of sale were breached. In 38 cases, consumers were not informed about prices or no bill of purchase was issued even if required by the consumer. The meaning of this inspection project is above all the fact that various surveillance authorities with different scope participate. This allows to carry out the inspection with a wide range. Another positive thing is that, based on local expertise and know-how of the Police of the Czech Republic, especially workplaces presenting a potential risk as regards protected interest are selected for the inspection.

3.2 Environmental sphere

⇒ Sale and quality of solid fuels

The inspection was focused on compliance with obligations within sale of solid fuels, including brown and black coal as well as extrusions, specified in the Act No. 201/2012 Coll. on Clean Air Protection, in the extent of qualitative indicators stipulated by the Decree No. 415/2012 Coll., on permissible level of pollution and its determination in relation to inspections of the quality of solid fuels. In 2017, 81 inspections resulted in 29 discovered cases (41.5%) of violations of generally binding legal regulations. With participation of workers from accredited laboratories of Research Institute for Brown Coal in Most and Nanotechnology Centre within the VŠB – Technical University of Ostrava, 19 brown and black coal samples were collected, out of which 2 samples were evaluated as unsatisfactory. Violations of granularity parameters stated in product catalogues were discovered in 4 samples. Two samples did not comply with the quality parameters stipulated by the Decree No. 415/2012 Coll. on permissible level of pollution and its identification, in relation to inspections of solid fuels quality. The other two samples exceeded the acceptable level of granularity indicated in manufacturers' catalogues. Due to repeated shortcomings as well as complaints and inputs from consumers, inspections of the sale of solid fuels and their quality will be included in the plan of inspections in 2018.

Compliance with obligations stipulated in the Act No. 634/1992 Coll. on Consumer Protection was also inspected. Most frequently, violations concerned fairness principles for the sale of solid fuels, failure to inform about prices of sold products, and the use of measuring instruments without valid certification. With regard to repeated flaws and notifications from consumers regarding the quality of sold solid fuels as well as new technologies in combustion boilers, the inspections of sale and quality of solid fuels are an important part of the inspection activities of the Czech Trade Inspection Authority.

Inspection of light fuel oils intended for stationary sources and fuels intended for shipping

The Czech Trade Inspection Authority carried out an inspection of the quality of liquid fuels for stationary heat sources in order to verify if they meet the requirements of the Act No. 201/2012 Coll. on Clean Air Protection, and Decree No. 415/2012 Coll. on permissible level of pollution and its identification and exercising some other provisions of the Clean Air Protection Act. Inspections of fuels intended for shipping were carried out to verify whether distributor sold fuel for shipping compliant with the requirements of the Decree No. 312/2012 Coll. on laying down requirements for the quality of fuels used for inland and marine vessels from the perspective of air protection. Inspections were carried out through sampling and subsequent laboratory analysis. Two samples of liquid fuels for stationary heat sources and two samples of fuel intended for shipping were taken. After samples were taken, they were tested in a certified laboratory. All four samples were compliant. No violation of the above mentioned legal regulations was detected.

Inspections on packaging

During 2017, in total 1,120 inspections of packaging were carried out. They included also inspections focused on the inspection of compliance with obligations stipulated by the Act No. 477/2001 Coll., on

Packaging, the Act on Consumer Protection and related legal regulations. This was a follow-up of inspection projects carried out in previous years. The focus was on the return collection of returnable deposit packaging and the compliance with conditions for launch of packaging into the market as well as their marking and ensuring conditions valid for returnable deposit packaging. Inspections concerned sellers, i.e. chain stores and other workplaces, as well as subjects which place packaging on the market (manufacturers and importers of packaging). Violations of obligations stipulated by the Act on Packaging were detected in 23 cases, most frequently regarding breaches of obligations – e.g. the person who made the packaging available in the market, didn't inform the consumer that the particular packaging meets the requirements or didn't mark the returnable deposit packaging in a way set in the implementing legal regulation. Breaches of other legal regulations were also detected within the inspections on packaging, e.g. the Act on Consumer Protection was breached in cases, in which vendors didn't inform consumers about the financial amount for the buy-out of returnable deposit packaging. With regard to the inspection results, the inspection on the Act on packaging and relating legal regulations will continue in 2018.

Monitoring of fuels quality

All inspectorates participated in the monitoring of the fuel market and sampling of petrol, diesel fuel, diesel fuel blends, FAME, LPG for engines, CNG, and Ethanol E85, on the entire territory of the Czech Republic in order to inspect their quality. The inspections were targeted on compliance with the Act No. 311/2006 Coll., on Fuels, and related regulations. Out of 2,670 collected samples of motor fuels, 26 samples (i.e. 1.0%) failed the respective quality requirements.

Fuels sampling

Fuel type	Collected samples		Noncompliant samples		Compliant samples	
	Number	%	Number	% of type	Number	% of type
Petrol	1,031	38.6	12	1.2	1,019	98.8
Diesel fuel	1,287	48.2	12	0.9	1,275	99.1
Diesel fuel blends	0	0.0	0	0.0	0	100.0
FAME	0	0.0	0	0.0	0	100.0
LPG	301	11.3	1	0.3	300	99.7
CNG	40	1.5	0	0.0	40	100.0
Ethanol E85	11	0.4	1	9.1	10	90.9
In total	2,670	100	26	1.0	2,644	99.0

The overall quality of tested fuel samples was not stable in 2016. The highest ratio of noncompliant samples was detected in June (3.3%). The lowest ratio (0%) was detected in April and October. In other months the ratio of noncompliant samples ranged from 0.4 to 2.0%.

Noncompliant samples in %								
Year 2017	Petrol	Diesel	Diesel blend* fuel	FAME*	LPG	CNG	Ethanol E85	Total
January	0.0	0.9	0.0	0.0	0.0	0.0	0.0	0.4
February	1.2	1.0	0.0	0.0	0.0	0.0	50.0	1.4

March	1.1	3.3	0.0	0.0	0.0	0.0	0.0	2.0
April	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
May	1.1	0.0	0.0	0.0	0.0	0.0	0.0	0.5
June	7.4	0.8	0.0	0.0	0.0	0.0	0.0	3.3
July	0.0	2.0	0.0	0.0	0.0	0.0	0.0	0.9
August	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.4
September	0.0	0.0	0.0	0.0	4.2	0.0	0.0	0.5
October	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
November	1.0	0.9	0.0	0.0	0.0	0.0	0.0	0.8
December	0.0	2.3	0.0	0.0	0.0	0.0	0.0	1.1
In total	1.2	0.9	0.0	0.0	0.3	0.0	9.1	1.0

** Fuels were available in limited amounts in the retail network*

Automotive petrol

In total 1,031 samples of automotive petrol were collected and inspected in 2017. 12 samples failed the set requirements of the technical standard. The following unsatisfactory quality indicators were detected:

Automotive petrol

Quality indicator	Number of samples with noncompliant quality indicator	% of automotive petrol samples
Vapour pressure	8	0.8
End point of distillation	4	0.4
Distilled content at 70°C	1	0.1
Distilled content at 100°C	1	0.1
Distilled content at 150°C	1	0.1
RON	1	0.1
MON	1	0.1

Diesel fuel

In 2017, in total 1,287 diesel fuel samples were collected and inspected, including 12 samples that failed the quality requirements set by the applicable technical standard. Unsatisfactory samples were as follows:

Diesel

Quality indicator	Number of samples with unsatisfactory quality indicator	% of fuel samples
Flash point	11	0.9
Sulphur	1	0.1

Diesel fuel blend and FAME

It was not possible to sample DFB 30 and FAME due to the development in the market.

LPG for engine (liquid petroleum gases)

1 of 301 LPG samples failed the quality indicators set by the applicable technical standard in 2017. The following quality indicator was breached pursuant to laboratory analysis:

LPG for engine (liquid petroleum gases)

Quality indicator	Number of samples with unsatisfactory quality indicator	% of fuel samples
Sulphur	1	0,3

CNG (compressed natural gas)

In 2017, all 40 inspected CNG samples met all monitored quality requirements set by the applicable technical standard.

Ethanol E85

7 samples of Ethanol E85 were collected and inspected. One failed the quality requirements of the applicable technical standard. Laboratory analysis showed the following unsatisfactory quality indicators:

Ethanol E85

Quality indicator	Number of samples with unsatisfactory quality indicator	% of fuel samples
Vapour pressure	1	9.1

Organic ingredients in motor fuels

In 2017, the content of fatty acid methyl esters was inspected in 1,287 samples of diesel fuel. Laboratory tests proved no exceedance of the upper admissible limit of organic ingredients in any sample of this fuel.

The inspection of ethanol content was carried out in 1,031 samples of petrol, and the exceedance of the upper admissible limit of bio ingredients was found in no sample.

⇒ Imposed measures

Pursuant to the provision of section 7, par. 1, letter a) of the Act No. 64/1986 Coll., on the Czech Trade Inspection Authority as amended, in nineteen cases the Czech Trade Inspection Authority imposed measures consisting of prohibition to sell fuels that failed the requirements for quality and composition as set in the implementing legal regulation, special legal regulations and Czech technical standards. The measure was imposed on:

- 44,462.86 litres of diesel amounting to CZK 1,305,624.50;
- 45,481.15 litres of automotive petrol amounting to CZK 11,425,258.66;
- 13,047.69 litres of Ethanol E85 amounting to CZK 298,792.10

This all was the total of 102,991.70 litres of fuels and total value of CZK 3,029,675.26.

Development of the quality of motor fuels since 2001								
Noncompliant samples in %								
Year	Petrol	diesel fuel	diesel fuel blends *	FAME*	LPG	CNG*	Ethanol* E85	in total
2 nd half of 2001	5.7	15.8	42.7	-	-	-	-	13.5
2002	4.0	12.2	27.7	-	-	-	-	9.0
2003	10.4	13.4	20.8	-	12.9	-	-	12.4
2004	6.3	12.3	14.5	-	2.5	-	-	8.6
2005	4.1	7.9	10.3	-	4.3	-	-	6.1
2006	2.4	6.9	17.5	-	2.0	-	-	4.8
2007	3.3	5.4	46.7	-	2.0	-	-	4.6
2008	1.8	8.9	66.7	-	4.0	-	-	5.6
2009	2.5	7.9	40.0	-	1.5	-	-	5.0
2010	5.6	9.6	23.8	25.0	0.5	0.0	65.2	7.9
2011	2.1	6.0	17.7	17.4	0.0	0.0	21.7	4.4
2012	1.8	4.0	18.2	4.8	1.7	0.0	5.3	3.1
2013	2.5	3.1	7.0	4.8	2.3	0.0	0.0	2.9
2014	0.9	2.2	5.5	13.3	12.3	0.0	0.0	3.0
2015	0.5	1.6	3.5	9.1	0.3	0.0	11.1	1.2
2016	0.7	1.4	7.7	14.3	0.3	0.0	14.3	1.1
2017	1.2	0.9	0.0	0.0	0.3	0.0	9.1	1.0

*) Higher ratio of noncompliant samples of these fuels is influenced by the low number of collected samples

The minimum number of fuel samples required to be collected has been stipulated since June 1, 2010, by the Regulation No. 133/2010 Coll. Since then, monitoring of the composition and quality of fuels has been broadened to include motor fuels FAME, CNG, and Ethanol E85.

The comparison of the 2nd half of 2001 and 2017 clearly showed that according to the findings of the Czech Trade Inspection Authority, the fuels quality has improved, except for 2010 when the quality of fuels rapidly worsened.

In 2017, compared to 2016, the quality of diesel improved from 1.4% of compliant samples to 0.9% and Ethanol E85 (from 14.1% to 9.1%). A slightly worse quality was proved for petrol (from 0.7% to 1.2%). A stable quality was proved for samples of CNG (0.0%) and LPG for engine (0.3%).

There are still serious deviations that indicate that additives negatively influencing fuels quality can be added. In these cases, not only consumer's interests can be damaged, but also the environment or financial interests of the state as regards tax evasions.

When monitoring fuels quality, the Czech Trade Inspection Authority closely cooperated with bodies of the Customs Administration of the Czech Republic, General Financial Directorate, and the Police of the Czech Republic who were also informed on detected shortcomings concerning the quality of sold fuels.

3.3 Overview – results of projects concerning general inspection

Overview – results of projects concerning general inspection

Title of inspection project	Number of inspections in total	Inspections with findings	Z Discovered violations in%
Fuels inspection and monitoring of fuel quality, including the collection of samples	1,472	22	1.5
Consumer credits auditing of terms concerning negotiation of consumer credits	1,925	515	26.8
Product packaging* monitoring of occurrence of environmentally unsatisfactory packaging in the market and inspection of packages and packaged goods in the market or in circulation, including their return collection	1,120	23	2.1
E-shops continuous monitoring of the development of this form of sale	1,085	952	87.7
Discrimination auditing for potential discrimination of consumer groups (mainly based on ethnicity, age, nationality, gender, or handicapped persons according to Act 634/1992 Coll.)	721	8	1.1
Consumer credit auditing of terms concerning negotiation of consumer credits	85	21	24.7
Presentation sales events auditing for potential violation of legal regulations concerning the sale of goods away from business premises	107	31	29.0
Summer tourist season * inspection of services in camps in prominent regional tourist areas and camps	1,024	335	32.7
Winter tourist season * inspections of provided services, including public alimentation, rentals of equipment and ski lifts	454	137	30.2
Secondary raw material procurement centres * Inspection of compliance with legal regulations - informing consumers with prices of buy-out and correctness of measuring tools	84	40	47.6
Sale and quality of solid fuels*	81	29	35.8
Inspection of offer and sale of motor vehicles *	65	37	56.9

Pyrotechnics*	147	67	45.6
Funeral services*	115	54	47.0
Thrift stores and pawnshops	486	266	54.7
Inspection of offer, sale and storage of tobacco products	3,473	1,534	44.2
Sale of alcoholic beverages	5,143	2,180	42.4
Explosives precursors*	105	29	27.6
Mediation of sale and sale of products of cultural value and cultural monuments *	71	43	60.6
Textile marking*	117	60	51.3
Gambling, alcohol and children*	187	99	52.9
Special offers on goods and seasonal clearance sales	5,468	2,235	40.9

**) Inspection actions were carried out within a shorter interval than 1 year.*

Note: For inspections closely focused according to specific legislation, this table lists only discovered violations of the given subject of inspection, not other violations discovered within the entire inspection project.

4. PRODUCT SURVEILLANCE

In 2017, the Czech Trade Inspection Authority inspected and evaluated the safety of products implemented to the market and their compliance with requirements of special legal regulations. During the surveillance activity, it focused mainly on the elimination of risks that are associated with the use of the products. At the same time, it pursued protection of the domestic market of the Czech Republic further to the current trends of development of consumer policy of European Union, and consumer protection within the application of effective legislation for the free movement of goods and technical requirements for products. Surveillance at respective economic subjects was carried out using measures taken to harmonize the system and process of state market surveillance with the inspection systems and processes exercised in the European Union according to the community legislation. In surveillance activity, the Czech Trade Inspection Authority used cooperation with other state surveillance authorities and specialized workplaces, including international affiliations. For the verification of technical requirements for products under surveillance, the Czech Trade Inspection Authority cooperated with authorized and accredited persons, which provided analyses of collected samples of products as well as professional information.

Czech Trade Inspection Authority's surveillance of products stemmed mainly from the Act No. 102/2001 Coll., on General Safety of Products, as well as from the Act No. 22/1997 Coll., on Technical Requirements for Products, and the Act No. 90/2016 Coll., on Conformity Assessment of Stipulated Products Delivered to the Market. Inspections according to the Act No. 102/2001 Coll. concerned non-stipulated products, where the evaluation targeted the general safety. The respective legal regulation was applied in cases, when requirements for safety or risk limitation were not governed by special legal regulations. Inspections according to the Act No. 22/1997 Coll. and the Act No. 90/2016 Coll. concerned stipulated products. Requirements for stipulated products are stated in respective statutory orders or directly applicable legal regulations of EU. Non-stipulated products were inspected by all CTIA inspectorates. The fulfilment of inspection tasks in the sphere of stipulated products was carried out mostly by the Technical Inspection Department (TID) with a national sphere of activity, concentrated at the Středočeský and Prague Inspectorate. The plan of inspection activities for 2017 also included inspections focused on the verification of fulfilment of requirements for the introduction of stipulated products to the market, which were realized by all CTIA inspectorates. During these inspections, inspectors of all inspectorates carried out a survey of the market of stipulated products, they inspected the accompanying documentation and the labelling of products according to special legal regulations. Furthermore, they proved violations of effective legal regulations in the process of introducing stipulated products to the internal market, they identified partial segments of the distribution chain and subsequently they specified persons responsible for the introduction of the respective product to the market. Reinvestigations at carriers, empowered representatives and manufacturers seated in the Czech Republic was carried out mostly by Technical Inspection Department (TID). Reinvestigations at carriers, empowered representatives and manufacturers seated in other member states of EU was handed via the Division of Methodology and Inspection Support within the General Inspectorate of CTIA to a surveillance authority of the respective member state.

One type of stipulated product, that is repeatedly inspected, are toys (i.e. products intended for a very vulnerable group of consumers), which permanently get an increased attention. Inspections concerning this type of products are arranged by all CTIA inspectorates including reinvestigations at carriers, empowered representatives and manufacturers seated in the Czech Republic. The general safety of products has also been left within the surveillance authority of all CTIA inspectorates.

All inspection projects were or will be evaluated in a final report. The respective results were or will be provided to the public through press releases. In the case of discovered formal shortcomings, CTIA inspectors imposed measures to eliminate the shortcomings. Where it was discovered that a product presents a risk for consumers, inspectors implemented a protective measure such as a prohibition to put the product on the market, operating the product or distribute the product. Subsequently, such products were reported to the RAPEX contact point.

Division of Methodology and Inspection Support trained and methodically guided CTIA inspectors for all nationwide inspections which were focused on inspection of products.

Besides inspections according to planned projects, inspections also concerned inputs and complaints of consumer and entrepreneurial public regarding specific products from the harmonized as well as non-harmonized sphere. An overview of inspection projects oriented on the surveillance of products is a part of the evaluation of the activity of the Technical Inspection Department (TID) within the Středočeský and Prague inspectorate.

Results of joint inspections included in projects of inspection activity in 2017

Inspection	number of inspections	inspections with findings *)	discovered violations in %
Placing timber and timber products on the market	70	19	27.1
Toys	1,522	998	65.6
Construction machines – mixers for concrete mixtures or mortar	59	7	11.9
Construction products – ceramic, glass and other washbasins and toilet bowls	62	17	27.4
Elements with retroreflex function **)	28	21	75.0
Warning vests **)	7	4	57.1
Total	1,748	1,066	61.0

**) all discovered violations of monitored legal regulations within the inspection*

****) this inspection is in the phase of elaboration with a possible reinvestigation at other economic subjects*

4.1. Product inspections outside of TID

Inspection of chopped firewood

Within the sphere of activity stated in the Act No. 226/2013 Coll., on placing timber and timber products on the market, the Czech Trade Inspection Authority carries out inspections of retailers of timber and timber products. Inspections are focused on the compliance with obligations stated in the article 5 of Regulation (EU) No. 995/2010 of the European Parliament and of the Council of 20 October 2010 laying down the obligations of operators who place timber and timber products on the market, specifically on the compliance with the obligation of the option to retrospectively trace down the economic subjects which supplied the timber and timber products to the retailers. In 2017, the Czech Trade Inspection Authority focused on the sale of chopped firewood. In total 70 inspections were carried out within this project. No violation of retailers' obligation to show to the surveillance authority a title deed for timber or timber products, which is subject to their business, was discovered during inspections. Violations of other legal regulations were discovered in 19 cases. During these inspections, inspectors cooperated with the Forest Management Institute, which is authorized for control of the system of due care in agricultural subjects.

Inspection of toys

Toys continually receive an increased attention by the Czech Trade Inspection Authority. In 2017, in total 1,522 inspections were carried out and violations of effective legal regulations were discovered in 998 cases. In connection with requirements of Act 22/1997 Coll., on technical requirements for products, or of the statutory order No. 86/2011 Coll., on technical requirements for toys, violations were discovered during 803 inspections. They concerned mostly insufficient identification of persons responsible for placing toys on the market, shortcomings in their labelling or missing information or missing information in Czech language. In total 4,890 models of toys were inspected and shortcomings of mostly administrative character were discovered in 2,888 models. In terms of percentage, some of the above mentioned faults, or their accumulation, appeared in c. 59 % of inspected toys.

In total 38 various models of toys were collected in the market network to verify whether products' mechanical, physical or chemical characteristics comply with effective legal regulations. 14 types of products did not comply with safety requirements of the respective statutory order in one or more safety indicators and another 9 products are in the phase of assessment. Based on discovered shortcomings, in total 12 models of toys were reported through the contact point for the Czech Republic into the RAPEX system for dangerous non-food products, due to a serious or high risk of a threat to the health of children. Toys were evaluated as unsatisfactory mainly due to an excess amount of phthalic acid esters in the used plastic materials, frequent discovery of accessible button cells and small parts in toys intended for children up to three years or due to insufficient mechanical solidity of toys. Serious faults were discovered not only in toys, where their manufacturer did not determine any age limit for their use by children, but also in toys which are evidently intended for children younger than 3 years.

Inspections of toys according to individual CTIA inspectorates

CTIA inspectorate	number of inspections	inspections with findings	discovered violations in %
Středočeský and Prague	154	86	55.8
Jihočeský and Vysočina	168	111	66.1
Plzeňský and Karlovarský	332	263	79.2
Ústecký and Liberecký	314	214	68.2
Královéhradecký and Pardubický	181	110	60.8
Jihomoravský and Zlínský	184	78	42.4
Olomoucký and Moravskoslezský	189	136	72.0
Total	1,522	998	65.6

Inspection of construction machines - mixers for concrete mixtures or mortar

The plan of inspections included an inspection of construction machines - mixers for concrete mixtures or mortar, which are stipulated products according to the Act No. 22/1997 Coll., on technical requirements for products, and which are subject to conformity assessment according to the statutory order No. 176/2008 Coll., on technical requirements for machinery. Within this nationwide action, in total 59 inspections were carried out by regional inspectorates and Technical Inspection Department at distributors, importers or manufacturers. Inspections focused on labelling of the respective products, documentation accompanying the products, conformity declaration and other technical documentation for respective products. 64 mixers for concrete mixtures and mortar were inspected within this inspection project. Violations of legal regulations were discovered in 7 cases, out of which 2 cases involved violation of the Act No. 22/1997 Coll.

Inspection of construction products – ceramic, glass, and other wash-basins and toilet bowls

The inspection concerned construction products – ceramic, glass, and other wash-basins and toilet bowls, that are placed on the market according to the Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC and harmonised directives for medically technical furnishings - wash-basins and toilet bowls. Within this nation-wide project, in total 62 inspections were carried out by regional inspectorates and Technical Inspection Department at economic subjects involved in distribution, import, manufacturing of sanitary ware. Inspections focused on labelling of products, completeness of accompanying documentation, and declarations concerning the products features. In total 40 wash-basins and 55 toilet bowls were inspected. Violations of legal regulations were discovered in 17 cases, and in 9 cases, violations concerned the above mentioned regulation or the Act No. 22/1997 Coll., on technical requirements for products.

Inspection of elements with retroreflex function

The subject of the inspection project focused on reflective tapes was to verify the compliance with obligations stipulated by the Act No. 22/1997 Coll., on technical requirements for products, and the statutory order No. 21/2003, on technical requirements for personal protective equipment upon the placement of these products on the market. The inspection project verified whether inspected products fulfil technical requirements of the respective legal regulations and whether they are capable to provide a sufficient protection from safety risks in cases, when the origin and duration of such risks is connected with the visibility of the person, who wears the protective equipment. Within this nation-wide project, in total 28 inspections were carried out by regional inspectorates and Technical Inspection Department at economic subjects involved in distribution or import of such products. 21 inspections resulted in discovering violations of the Act No. 22/1997 Coll., on technical requirements for products. Inspections focused not only on labelling of products, accompanying documentation and conformity declaration, but also an assessment, whether the products fulfil requirements stipulated by the above mentioned legal regulations in terms of their features. 36 products were collected for this purpose and a laboratory assessment proved whether they fulfil respective technical requirements. Only 4 products complied with stipulated requirements.

Inspection of warning vests

The subject of the inspection project focused on warning vests was to verify the compliance with obligations stipulated by the Act No. 22/1997 Coll., on technical requirements for products, and the statutory order No. 21/2003, on technical requirements for personal protective equipment. It was verified whether inspected products comply with requirements of the above mentioned legal regulations and whether they are capable to provide a sufficient protection from safety risks in cases, when the origin and duration of such risks is connected with the visibility of the person, who wears the protective equipment. Within this nation-wide project, in total 7 inspections were carried out by regional inspectorates at economic subjects involved in distribution of such products, and samples of products were collected. Inspections focused on labelling of products, completeness of accompanying documentation, conformity declarations, and the products features. 7 samples of products were collected for the purpose of assessment of the products' features and whether they fulfil technical requirements for products. Only 3 out of 7 inspected products complied with stipulated technical requirements.

4.2 Collection of samples and their analysis

Within planned inspections and investigation of inputs from consumers and other subjects, product samples were collected to verify, whether they comply with requirements stipulated by legal regulations. Inspections concerned stipulated products as well as products from non-harmonised sphere. Collected samples most frequently concerned personal protective equipment, textile products, solid fuels, low voltage electrical equipment, and toys.

Besides motor fuels, in total 276 types of products were collected as samples, out of which 139 samples did not comply with legislative requirements. Out of this number, there were 72 stipulated products, i.e. products not complying with requirements of the Act No. 22/1997 Coll., on technical requirements for products, and the Act No. 90/2016 Coll., on conformity assessment of products when made available on the market. Furthermore, 67 non-stipulated products did not meet requirements for general safety and requirements of the law on consumer protection or requirements of other special legal regulations. The fulfilment of legislative requirements for products was evaluated by accredited/notified testing rooms or by internal procedures of the Czech Trade Inspection Authority.

Collected samples of stipulated products

Products	number of samples (types)	satisfactory samples	unsatisfactory samples	products in testing room
Electro	27	1	6	20
Toys	38	15	14	9
Personal protective equipment	51	9	42	-
Construction products	10	2	5	3
Other	16	11	5	0
Total	142	38	72	32

Collected samples of non-stipulated products

Products	number of samples (types)	satisfactory samples	unsatisfactory samples	products in testing room
Pellets + coal	31	25	4	2
Textile	61	15	45	1
Used cars in used car dealerships	27	15	12	0
Other	15	8	6	1
Total	134	63	67	4

In 2015, as in the previous years, the number of inspected samples of products was influenced by inputs received from the consumer and entrepreneurial public.

4.3 RAPEX (Rapid Alert System)

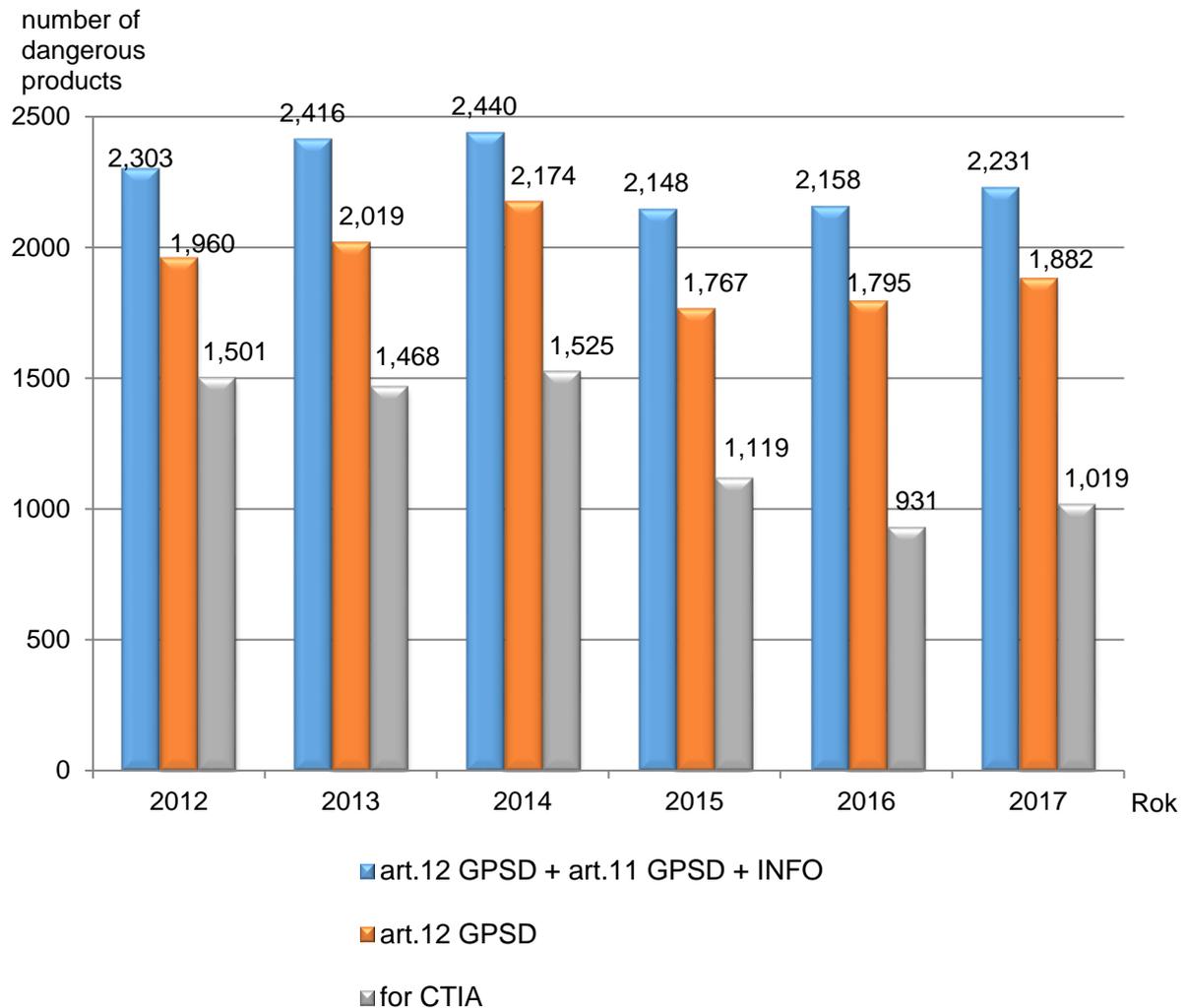
Since the Czech Republic joined the European Union, the Czech Trade Inspection Authority has participated in RAPEX ("Rapid Alert System for non-food dangerous products"), via the national contact place for non-food products - the Ministry of Industry and Trade.

RAPEX as a European system of a fast exchange of information concerning dangerous non-food products was established by Directive 2001/95/EC of the European Parliament and of the Council, on General Safety of Products (GPSD). Participation of all member states in the system is continuously evaluated by the General Product Safety Directive Committee of the European Commission, and the experience from its operation is a foundation for the subsequent changes and amendments of European legislation.

In 2017, a higher number of dangerous products were reported into the RAPEX system by all participating countries (EU member states, Norway, Iceland, and Liechtenstein) compared to 2016. The most frequently reported products, which come under the surveillance competence of CTIA, were toys, clothing, and electric appliances which due to their features and design present in most cases a high risk for consumers. This concerned, for examples, toys containing parts that are too small (risk of suffocation, an over-limit amount of substances dangerous for health (chemical risk) or easily accessible button cells (chemical risk as well as risk of suffocation). In children clothing, the most

frequent problem were too long drawstrings (risk of suffocation or catching). Reported electric products most frequently posed a threat of injury due to electric shock or a risk of fire.

Inter-annual comparison of the number of notified dangerous products

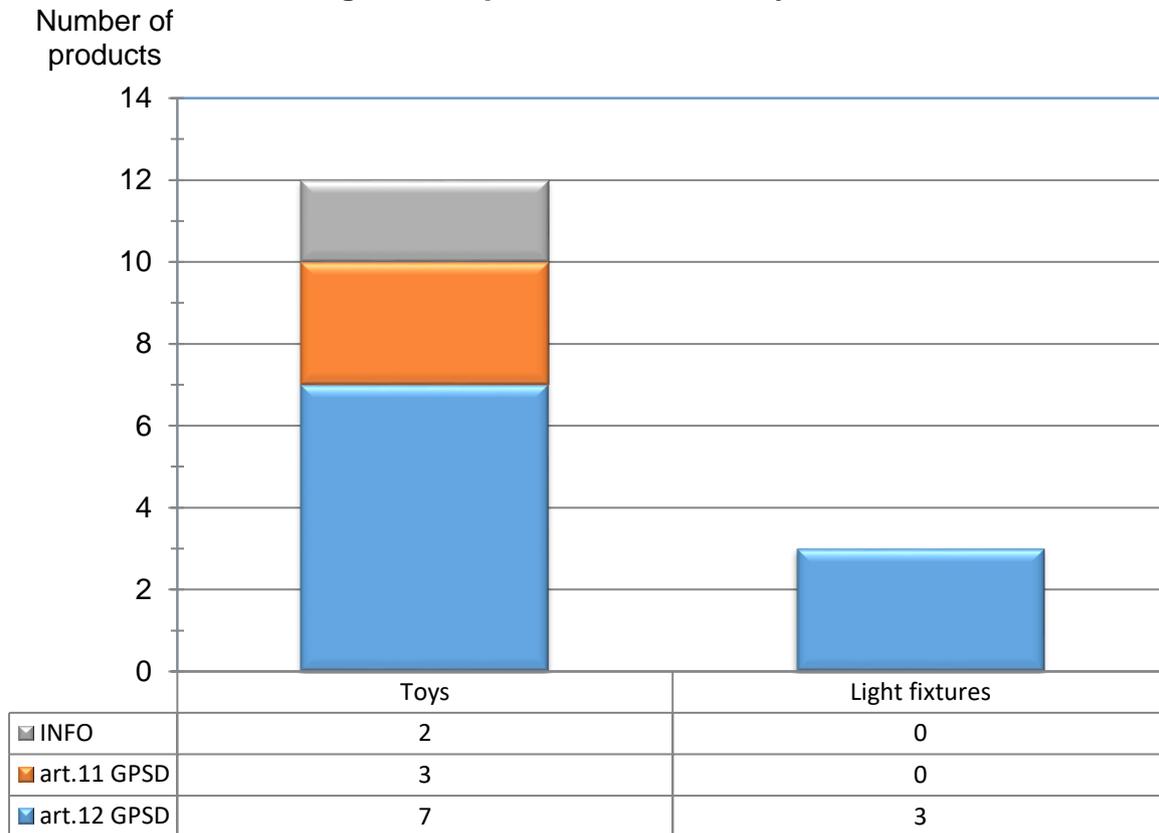


In 2017, the European Commission issued in total 2,231 notifications, out of which 1,882 were notifications pursuant to article 12 of the GPSD - serious risk. Notifications which for various reasons (not enough information on the product, other than serious risk) did not meet all criteria for issuing according to article 12 (serious risk) were issued in the category of article 11 of GPSD (other than serious risk) or INFO (for information). Out of the total number of notifications, 1,019 notifications were addressed to CTIA according to article 12 of GPSD. Further to notifications in the RAPEX system, CTIA carried out a monitoring of the internal market in order to limit the appearance of dangerous products in the Czech Republic.

At the same time, CTIA actively searched for products that could present a potential risk for consumers. For 2017, CTIA handed over to the RAPEX contact point at Ministry of Industry and Trade of the Czech Republic 15 suggestions concerning dangerous consumer products. Out of that, there were 9 notifications pursuant to article 12 of GPSD (serious risk), 4 notifications pursuant to article 11 of GPSD (other than serious risk), and 2 INFO notifications (serious risk, but with insufficient

identification of the reported product). Based on the suggestion of the RAPEX team and after a consultation with CTIA, European Commission confirmed 10 notifications pursuant to article 12 of GPSD, 3 notifications pursuant to article 11 of GPSD, and 2 INFO notifications. During 2017, the Czech Trade Inspection Authority also received 13 notifications about a self-imposed measure of a manufacturer according to article 5 paragraph 3 GPSD.

Categories of products notified by CTIA



Summary of notifications			
Year	Art. 12 GPSD + art. 11 GPSD + INFO	art. 12 GPSD	for CTIA
2012	2,303	1,960	1,501
2013	2,416	2,019	1,468
2014	2,440	2,174	1,525
2015	2,148	1,767	1,119
2016	2,158	1,795	931
2017	2,231	1,882	1,019

Categories	
Categories of products	Number of products
Toys	372
Clothing	191
Electrical appliances	128
Childcare	71
Light fixtures	61
Light chains	37
Chemicals	36
Machinery equipment	19
Protective equipment	18
Other	13
Sport/hobby	12
Construction equipment	12
Gas appliances	10
Lighters	8
Furniture	7
Decorations	6
Lasers	5
Communication	5
Cosmetics	3
Recreational crafts	2
Kitchen equipment	1
Stationery	1
Pressure equipment	1
Total	1,019

CTIA notifications			
Categories of products notified by CTIA	Art. 12 GPSD	Art. 11 GPSD	INFO
Toys	7	3	2
Light fixtures	3	0	0

5. INSPECTION ACTIVITY OF INSPECTORATES

In 2017, activities of the CTIA inspectorates focused on general inspections stemming from the central plan of projects for 2017 (see chapter 3.1 General Inspection). Further, inspectorates carried out its own inspection activity and operatively reacted to submissions from consumers. CTIA officers also inspected specific issues given by regional offers, sale of goods and provision of services.

Inspectorates – overview of inspections and detected breaches

CTIA inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Středočeský and Prague	5,678	1,559	27.46
Jihočeský and Vysočina	4,752	1,781	37.48
Plzeňský and Karlovarský	3,413	1,955	57.28
Ústecký and Liberecký	4,499	2,013	44.74
Královéhradecký and Pardubický	3,802	1,375	36.17
Jihomoravský and Zlínský	4,519	1,970	43.59
Olomoucký and Moravskoslezský	4,444	2,088	46.98
In total	31,107	12,741	40.96

5.1. Středočeský and Prague Inspectorate

Inspection of hypermarkets and supermarkets – in 2017, the project continued focusing on offer and sale of discounted goods or on the period shortly after the special offer ended. Numerous submissions from consumers indicated incorrectness of billing in cases of almost all chain stores. Most frequent violation of law was incorrect billing by up to CZK 50 to the detriment of the consumer. Inspectors also saw a case when the total amount billed to the detriment of the consumer was CZK 130. Consumers' submissions were proven justified and there is a suspicion that the particular cases were not failures of individuals, but unsolved systematic defects.

CANNAFEST – the inspectorate was asked to cooperate on an inspection of the biggest European fair focused on cannabis and cannabis products. The inspection was coordinated by the Drug Headquarters of the Criminal Police. Besides the Czech Trade Inspection Authority, the following state administration bodies participated: State Agriculture and Food Inspection Authority, hygienic station, Customs Administration and the Ministry of Health. The aim of the inspection was monitoring of activities at the fair within individual authorizations of particular surveillance authorities, evaluation and preparation of further steps and strategy. The inspectorate carried out in total three inspections with a minor figurant, aiming at sale of smoking aids and alcoholic beverages – breaches of provisions of legal regulations were proven in every case. Other two inspections were aimed at the Act No. 22/1997 Coll. or the Act No. 90/2016 Coll., and documents on light systems were demanded. These inspections were without findings. The overall evaluation of the inspection was done together with the other participating bodies. It was stated that the fair is a risky event and that the gained experience will be used within future inspections.

Biomass molding fuel– wooden pellets – in total 11 inspections were carried out with the focus on offer and sale of wooden pallets. Within these inspections, sampling of wooden pellets was carried out

pursuant to section 68 par. b) of the Act No. 255/2012 Coll., in order to assess compliance with the requirements of the Decree No. 415/2012 Coll. on permissible level of pollution and its determination and about the enforcement of some other provisions of the Act on Clean Air Protection. All collected samples met the requirements. Consumers' suspicion about bad quality of these products wasn't proven. Within the inspections, CTIA officers saw breaches of other legal regulations, e.g. failure to mark and label products with price within the offer; insufficient important consumer information on products, information only in a foreign language, and in one case failure to deliver the report on the fuels quality to the Ministry of the Environment, as stipulated in the Act No. 201/2012 Coll. The Czech Trade Inspection Authority imposed fines amounting to the total of CZK 24,000 for violations of legal regulations.

Workplaces at railway stations and nearby – inspection was aimed at fulfilment of obligations stemming from generally binding legal regulations within the offer and sale of goods and provision of services at workplaces in buildings at railway stations and nearby, especially focusing on compliance with the obligations stemming from the Act No. 634/1992 Coll. on Consumer Protection, and the Act No. 64/1986 Coll. on the Czech Trade Inspection Authority. Findings related to incorrect information about goods and prices, incorrect weight and amount as well as incorrect billing.

Cooperation with Customs Administrations – hand over of counterfeits – in order to increase consumer protection in the area of counterfeiting products, the inspectorate intensified its activities within the inspections in the internal market and it also uses increasing number of counterfeits collected by the Customs Administration for taking its own measures (the Act No. 355/2014 Coll. on the Authorizations of Customs Administration of the Czech Republic), as regards enforcing the intellectual property rights. In 2017, the inspectorate took 531 items of products infringing the intellectual property rights (e.g. ear rings, sun glasses, watches, textile and electronic products) amounting to more than CZK 8,590,000 when calculated in the prices of originals.

Inspection	Number of inspections	Inspections with findings	Detected breaches in %
1. Inspection of hypermarkets and supermarkets – national scope	75	26	34.7
2. Cannafest	5	3	60.0
3. Moldings of biomass – wooden pellets	11	5	45.5
4. Workplaces at railway stations and nearby	27	8	29.6

5.2. Surveillance activity of Technical Inspection Department with national competency

In 2017, besides inspections according to Plan of Projects of Czech Trade Inspection Authority, Technical Inspection Department (TID) carried out also surveillance based on its own plan of inspection activity. TID participated in European inspection campaigns resulting from the membership of the Czech Republic in European Union. Its employees carried out inspection activity further to inputs handed over by other state administration authorities, Czech as well as foreign, and also based on inputs from consumers and expert public. Safety of products launched into market, put into operation and during distribution was inspected. As in recent years, the inputs concerned mainly construction

products, products of electro assortment, radio and telecommunication terminal equipment (RTTE), elements for children playgrounds, pressure devices, pressure vessels, and personal protection equipment. The TID department also cooperated with other state administration and surveillance authorities. Binding standpoints concerning the release of products into the internal market of EU were issued on request of customs authorities. Standpoints mostly concerned electronic products and personal protection equipment. Findings from inspection activity on international level were handled through the department of international cooperation.

The TID surveillance was carried out in compliance with requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, the Act No. 90/2016 Coll., on conformity assessment of products when made available on the market, and the Regulation of the European Parliament and of the Council. In the case some incongruity with stipulated requirements was detected, it was followed by measures corresponding with the discovered shortcoming: prohibition of marketing and distribution until the inspection was over. If no remedy was established, prohibition was imposed on the marketing and distribution for the duration of the inspection or until remedy would be established, or protective measures in administrative proceedings, or administrative procedure regarding sanctions to be imposed was initiated. Reports on individual inspections and their results were the source for press releases.

Surveillance actions carried out by TID according to the Plan of CTIA projects for 2017:

Elements for children playgrounds

(International inspection project within the project PROSAFE JA2015)

The inspection was a part of the surveillance project PROSAFE JA2015, aiming at elements for children playgrounds operated by municipality offices, schools, kindergartens, restaurants, hotels, shopping malls and so forth. In total 44 subjects were inspected within 46 inspections. Investigations were carried out at outdoor and indoor children playgrounds where 170 types of equipment were inspected. Physical checks of the children playground equipment showed that the biggest problem are impact areas, especially in terms of insufficient depth of the shock-absorbing material, fraction of the shock-absorbing material, as well as ordinary maintenance (adding sand etc.). Major damages of the equipment were detected seldom, especially in cases of old elements. Vandalism wasn't a frequent phenomenon. In 5 cases, operators had been imposed prohibition to use products until remedy was made. Based on the findings, follow-up inspections were carried out at 2 importers and breaches of the Act No. 22/1997 Coll. were detected in relation to marketing products – elements for children playgrounds.

Hand tools II. (Circular saws)

(International inspection project within the project PROSAFE JA2015)

The inspection was a part of the surveillance project PROSAFE JA2015, aiming at machinery – circular saws, connected with sampling of products imported mainly from third countries and "NO name" products, followed by an examination and evaluation by an accredited laboratory SIQ, Ljubljana, Slovenia. 4 of the 10 samples taken did not comply with some of the articles of the harmonized standards pursuant to which they were tested. Three types of products had shortcomings in accompanying documentation and labelling. One of the distributors of an inspected product was lacking in the accompanying documentation, marking and constructional strength with risk assessment on the level "high". The case was handed over to the Polish supervisory authority via the ICSMS for

further investigation. Prohibition to place the products in the market as well as to distribute, supply, sell and use them, was imposed until the deficiencies are removed, was imposed on 3 distributors and 1 manufacturer.

Liquefied hydrocarbon gas appliances for heating of non-residential spaces

Requirements for appliances for gaseous fuels are stipulated in the Government Order No. 22/2003 Coll., Laying down technical requirements for appliances burning gaseous fuels, which is the transposition of the codified Directive of the Council 2009/142/EC on appliances burning gaseous fuels.

In the Czech Republic, the products in question are intended for a small target group of consumers, so their physical availability is limited. In total, 4 types of products were inspected at 4 commercial subjects, all with the distributor status in the EU. Flaws were found in 3 product types in relation to the information provided directly on the appliance, information displayed on the packaging and shortcomings in the instructions for use. Formal deficiencies have been removed. Prohibition of distribution was imposed on one product type.

ATEX products

The inspection focused on products designed for explosive atmospheres showed the conditions under which these products are marketed by Czech manufacturers and distributed from other EU countries. In total, 6 inspections were carried out at 3 manufacturers and 3 distributors, and 6 types of products were inspected. All the inspected manufacturers carried out the conformity assessment of the specified products as governed by the relevant provisions of the Government Order; no deficiencies were found within the marketing of the products. Distributors provided the EU Declaration of Conformity issued by manufacturers in all cases as well as the instructions for use in accordance with the requirements of the relevant Government Order. No deficiencies were detected within the control action.

Inspection of baseball helmets

The inspection action was focused on helmets worn by baseball players, i.e. very specialized products which occur in very limited amounts in the market of the Czech Republic. The fact that this is a neglected set of personal protective equipment, is evidenced not only by a small number of subjects dealing with this type of products, but also by the high number of found shortcomings. Flaws were found in all 6 inspected product types. There was no CE marking displayed on 5 product types, 5 types of products were not accompanied with information in the sense of the Government Order No. 21/2003 Coll. Two importers were unable to prove that the conformity of two types of products was assessed with the use of the required method. In all cases, the inspected entities immediately withdrew products from the offer and from the sale. In the case of distributors from European countries, the products inspected raised doubts as to whether their conformity was assessed according to the requirements, so they were notified into the international IC SMS database

Inspection of protective equipment for combat sports

The goal of the inspection was to verify the fulfilment of the requirements pursuant to the Government Order No. 21/2003 Coll. laying down the technical requirements for personal protective equipment in case of protectors offered to consumers for combat sports, which are designed, manufactured and intended to be worn to protect the user from the mechanical impact caused by the collision of the part of the body with an obstacle. Within the inspection, the total of 25 product types were inspected at 28 commercial entities. Weaknesses were identified in 21 product types, consisting failure to label the product with the obligatory CE marking and information provided by the manufacturer. The

commercial subjects in question were asked to remove the detected non-compliance. The detected deficiencies were dealt with by commercial entities within administrative proceedings.

CPR – Windows according to ČSN EN 14351-1+A1

The inspection was carried out in the consequence of the results of the inspection of 2016, when 75% of non-compliant products were found. In 2017, inspections were carried out at 6 manufacturers and 1 distributor and in total 7 types of plastic windows were inspected. 6 types of plastic windows were in breach of obligations set by the directly applicable Construction Products Regulation (CPR). Within the action, 4 samples of 4 types of plastic windows made from 4 different types of plastic profiles were taken at 4 manufacturers in order to assess declared characteristics. The results of the tests showed that 3 samples were noncompliant, so sanction measures were taken in the administrative proceedings held with the inspected persons. The results of an assessment of 1 product is still unknown.

Fire extinguishers and extinguishing agents according to GO No. 173/1997 Coll.

The inspection concerned portable fire extinguishers with a CO₂-based extinguishing agent with the content weight of 5 kg. These products are selected products according to the Government Order No. 173/1997 Coll., that specifies selected products for the conformity assessment, and are listed in Annex 2 of the Order, and the Government Order No. 219/2016 Coll. on conformity assessment of pressure equipment when made available on the market.

Within the inspection, 6 product types were taken for expert assessment. There were no deficiencies within the samples taken as regards the requirements of ČSN EN 3-7 + A1: 2008 and ČSN EN 3-9.

Selected non-automatic weighing instruments

The aim of the inspection was to verify whether non-automatic weighing instruments meet the elementary requirements set in the Government Order No. 121/2016 Coll., Government Regulation 121/2016 Coll., on conformity assessment of and making available on the market of non-automatic weighing instruments, and the Government Order No. 326/2002 Coll., that lays down the technical requirements for non-automatic weighing instruments made available on the market under this regulation. Within the inspection, in total 32 commercial subjects and 53 types of non-automatic weighing instruments were inspected. Product inspections did not detect any deficiencies in the mandatory labelling and marking of products as required by the applicable government regulations.

Inspection of the content of the accompanying documentation required to place products on the EU market showed deficiencies in 11 product types that were of a formal nature, and were removed either during the inspection or within a set deadline.

Interchangeable equipment

The aim of the inspection was to verify whether the inspected products - interchangeable equipment for working and forestry machinery meet the requirements of the Government Order No. 176/2008 Coll., that lays down the technical requirements for machinery, Government Order No. 9/2002 Coll. that lays down technical requirements for products related to noise emissions, and Government Order No. 117/2016 Coll., on the conformity assessment of products in terms of electromagnetic compatibility when they are supplied to the market.

Within the inspection, 19 commercial entities and 22 types of products were inspected. At the time of the inspection, manufacturers submitted technical documentation to the extent stipulated in the mentioned Government Order No. 176/2008 Coll. At 2 distributors, shortcomings were found within 1 type of product when no accompanying document was provided and the product was not labelled and marked with identification data, including the required marking. Distributors were imposed prohibition

to placing on the market, distribute, purchase, supply, sell and use the inspected product. The case was handed over via the ICSMS to the Polish surveillance authority for further investigation.

Machinery – concrete or mortar mixers

The aim of the inspection was to verify whether the inspected products - concrete and mortar mixers meet the requirements set by the Government Order No. 176/2008 Coll., that lays down technical requirements for machinery, Government Order No. 9/2002 Coll. that lays down technical requirements for products related to noise emissions, and Government Order No. 117/2016 Coll., on the conformity assessment of products relating to electromagnetic compatibility when they are made available in the market.

13 products were inspected at 16 commercial entities within the inspection. Only formal deficiencies were found in the accompanying documentation and in the mandatory labelling of two products. The commercial entities were ordered to remedy the deficiencies found and sanctions were imposed.

Overview of inspections according to individual government orders*)

Government orders relating to the Act No. 22/1997 Coll.	Number of inspection	Inspections with findings	
		Number	In %
9/2002 Coll., noise emissions - products	17	0	0.0
118/2016 Coll., low voltage electric equipment (LVD)	284	48	16.9
21/2003 Coll., personal protective equipment	145	82	56.6
22/2003 Coll., appliances burning gaseous fuels	7	3	42.9
116/2016 Coll., systems with the risk of explosion	8	0	0.0
219/2016 Coll., pressure devices	52	5	9.6
122/2016 Coll., lifts	1	0	0.0
208/2011 Coll., transportable pressure devices	26	2	7.7
163/2002 Coll., selected construction products	44	18	40.9
173/1997 Coll., selected products	35	10	28.6
96/2016 Coll., recreational crafts	1	1	100.0
176/2008 Coll., machinery	210	9	4.3
179/2001 Coll., refrigeration appliances	0	0	0.0
190/2002 Coll., CE-marked construction products	162	51	31.5
194/2001 Coll., aerosol sprayers	3	0	0.0
121/2016 Coll., non-automatic weighing instruments	86	1	1.2
336/2004 Coll., medical devices	0	0	0.0
365/2005 Coll., the emission of pollutants from exhaust gases of spark ignition engines	10	0	0.0
426/2000 Coll., radio and telecommunication terminal equipment	79	22	27.8
120/2016 Coll., measuring instruments	51	3	5.9
481/2012 Coll., hazardous substances in electrical and electronic equipment (RoHS)	274	55	20.1
117/2016 Coll., electromagnetic compatibility (EMC)	290	52	17.9

**) This concerns solely inspections of TID, not investigation within general inspection*

5.3. Jihočeský and Vysočina Inspectorate

Bikes and accessories - In the period from April 4 to April 14, 2017, an extraordinary inspection was carried out with a focus on fulfilling the retailers' obligations in the field of sales of bicycles and related accessories. The inspection was planned on the basis of market research and with regard to the increased demand for this assortment in the spring period. A total of 42 inspections were carried out, including 27 cases (64%) in which violations of applicable legislation were detected. Based on the above mentioned findings, a total of 21 on-the-spot fines were imposed in the total amount of CZK 29,000, and administrative proceedings were launched in six cases. A ban on the sale of goods in the total value of CZK 82,590 was issued. The most frequent case of the violation was the provision of information about the use of goods in a foreign language only.

Hračkobraní – on July 14 and 15, 2017, inspections were carried out by the inspectorate at 12th festival of toys that are made from natural materials. 6 inspections were carried out in Kamenice nad Lipou, including 5 exclusively focused on toy range. Manufacturers and distributors of toys were inspected regarding compliance with the requirements of the Act No. 22/1997 Coll., on Technical Requirements for Products specified in the Government Order No. 86/2011 Coll., on Technical Requirements for Toys. CTIA officers inspected whether the sold toys were equipped with what is required by the Government Order No. 86/2011 Coll. and whether or not toys are sold that could endanger the health or safety of children to a greater extent. As regards toys sold at the festival, deficiencies were found in the cases of 3 toys manufacturers (50%). Toys were not properly labelled with the CE marking as well as other mandatory information, and toys were placed on the market without the proper conformity assessment.

Prázdniny v Telči – from July 28 to August 13, 2017, the 34th Prázdniny v Telči Festival was held in Telč. It is an important regional cultural and social event with a number of concerts and theatre performances at the castle, the main square as well as in closed premises. Visitors can also attend exhibitions, creative workshops, excursions, happenings and performances. In connection with the mentioned activities, there is also a wide range of stands with refreshment and various goods. Due to the scope of services provided and the sale of goods, this event is a traditional subject to the activities of the Czech Trade Inspection Authority. During the 34th year, in total 8 inspections were carried out, focusing especially on the fairness of sale within public alimentation services, and inspections on the sale of toys and souvenirs. Defects consisting of violations of the applicable legislation were found in 5 cases (63% of all inspections). In 2 cases the administrative procedure with the inspected persons started. Three other cases resulted in on-the-spot fines amounting to CZK 4,000.

Inspections of the Jihočeský and Vysočina Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Inspections at the exhibition Země živitelka	14	8	57
Euro Hockey Tábor	16	8	50
Bike shops	42	27	64
Hračkobraní (Toy Festival)	6	5	83
Prázdniny v Telči	8	5	63

5.4. Plzeňský and Karlovarský Inspectorate

International Film Festival in Karlovy Vary – one of the major regional events is typical for the high number of visitors, i.e. potential consumers. The attention of the CTIA is aimed at various forms of refreshments, restaurants as well as accommodation services. Supplementary services, such as bike rentals, hairdresser's and cosmetic services, taxi services, sale of food or drinks, especially in the evenings are inspected. The inspection time is modified to the whole day, from the very morning to late night hours. In 2017, in total 99 inspections were carried out during the International Film Festival in Karlovy Vary and shortcomings were found in 58 cases, which represented 59% of all inspections. Most flaws (37) were detected in the area of fairness of sale, including failures to provide the declared amount of drinks and weight of meals. In 7 cases, wrong billing was identified within an inspection consumption. Vendors billed more by CZK 769 to the detriment of consumers in total. Another very frequent flaw was the failure to inform consumers about the declared amount of drinks, so consumers didn't know in advance how much of the particular drink they would get, and they couldn't then check whether the amount was provided or not. The third most frequent flaw was the failure to display prices of sold drinks or meals. Although the CTIA inspectors are present at the festival every year, the ratio of findings (60%) proves the legitimacy of inspectors' activities at the International Film Festival in Karlovy Vary. When compared with the ordinary vendor's operations in the city, especially fairness of sale is breached more often.

Radio-controlled models – CTIA paid an increased attention to radio-controlled models, i.e. products defined by the Government Order No. 426/2016 Coll., on the assessment of conformity of radio devices when delivered to the market. These products are offered at marketplaces located near the state border with Germany, often without the required documentation or the required marking. Another monitored fact is the transmission frequency used, because CTIA saw cases of the use of this product type on non-authorized frequencies in the past. In total 15 inspections were carried out and deficiencies were found in 13 cases. All these inspections with findings were carried out in border areas. Other two inspections without any defects were carried out in regular specialized shops. In 11 cases, vendors failed to provide the instructions for use, including safety instructions in the Czech language, the EC declaration of conformity (or its so-called compromise variant), and didn't indicate the operating frequency of the product. These results unambiguously proved the need to address this inspection area even in the future.

Car showrooms – CTIA officers inspected also the specific field of supplementary sale and provision of services in car showrooms. In practice this related mostly to car repairs, sale of supplementary goods and provision of services right on the premises or online. Deficiencies were found in 9 of 10 inspections, i.e. in 90% of cases. This was the highest ratio of findings of all specific inspections of the inspectorate. Most frequent findings concerned setting prices of products and services, as well as settlement of possible claims. Another most frequent shortcoming was the provision of instructions for use only in a foreign language.

Inspections of the Plzeňský and Karlovarský Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Inspections within IFF Karlovy Vary	99	58	58.5
Radio-controlled models	15	13	86.6
Supplementary assortment and services in car showrooms	10	9	90.0

5.5. Ústecký and Liberecký Inspectorate

Inspectorate continuously monitored various regional events, such as Zahrada Čech, Dům a zahrada, second hand markets, city festivals and markets as well as stand sale in border regions. Not only inspections that should protect most consumers, but also inspections protecting interests of smaller groups were included in the plan, e.g. inspections focused on the offer and provision of services of nail modelling with wording or picture of a trademark, inspections during the ball season, and so forth.

Furniture distribution – inspections were carried out in furniture shops with the focus on compliance with the obligations stemming from legal regulations for the offer and sale of furniture and upholstered furniture, particularly whether products are properly marked and labelled with fibre composition as governed by the Regulation (EU) of the European Parliament and of the Council. Further it was inspected whether vendors comply with the Act No. 634/1992 Coll. on Consumer Protection, above all compliance with pricing regulations, information obligations, marking and labelling of products, issuing bills of purchase based on consumer's request, as well as information about the extent, conditions and way of exercising the right from defective performance (claims). 11 inspections were carried out in the monitored period. Shortcomings were detected in 10 cases that mostly related to incorrect or no marking and labelling of furniture upholstery, namely its fibre composition. Instructions on how to care for the furniture as well as other information obligations were missing. CTIA officers also detected failures to inform consumers about prices and other breaches of legal regulations.

Table and stand fans – the inspection was aimed at marking and labelling of products, instructions for use in Czech and their content pursuant to legal regulations, decrees and technical standards. Subjects of inspections were specialized shops with electric products and grocery stores. In total 16 inspections were carried out, including 8 cases in which breaches of legal regulations were discovered, especially the Act No. 90/2016 Coll. on conformity assessment of selected products when made available on the market.

Sale of footwear – within the inspections of sellers, inspectors focused on compliance of product marking with material composition, information about footwear maintenance, and purpose of their use. They also inspected compliance with pricing regulations, other information obligations, issue of bill of purchase upon consumer's request, and information about the extent, conditions and way of exercising the rights from defective performance. 90 inspections were carried out during the monitored period, including 42 in which breaches of legal regulations were detected, especially the Act on Consumer Protection. Main shortcomings concerned failure to mark material composition of footwear, failure to inform consumers about the way of use and maintenance of footwear, failure to provide information in Czech, and missing price of footwear.

Ball season – the inspection was aimed at balls and workplaces with opening hours in the afternoons and evenings. In total 17 inspections were carried out, including 13 in which breaches of the Act No. 634/1992 Coll. on Consumer Protection were discovered. In 10 cases, sellers didn't provide the declared amount of served drinks, and the use of measuring instrument without valid certification. Other vendors billed incorrectly and didn't inform consumers about prices of drinks and with the amount of served drinks.

Inspections of the Ústecký and Liberecký Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Furniture distribution	11	10	90.9
Table and stand fans	16	8	50.0
Sale of footwear	90	42	46.7
Ball season	17	13	76.5

5.6. Královéhradecký and Pardubický Inspectorate

Alcohol and tobacco – sale to minors – in August, an extraordinary inspection focused on sale of alcoholic beverages and tobacco products to persons under 18 years was carried out with the use of two persons under 18 years. Officers of the Czech Trade inspection Authority carried out 49 inspections with the use of persons under 18 years on the territory of the Hradec Králové and Pardubice Regions. Findings were detected in 22 cases (44.9%). These were the following breaches of the Act No. 65/2017 Coll. Health Protection from the Harmful Effects of Drugs: sale of alcoholic products was detected in 20 cases (breach of section 11 par. 5 of the above mentioned act); sale of tobacco products was detected in 5 cases (breach of section 3 par. 4 of the above mentioned act); repeated inspections with the use of minors were also carried out within 7 inspections at Christmas markets where it was verified whether vendors would sell alcoholic beverage, such as mead, mulled wine, fruit wine, to a person under 18 years. In 5 cases, traders sold an alcoholic drink to a person under 18 years, which presented 71.4%. Inspection findings were resolved in administrative proceedings.

Cyclist locations – within the summer recreational season not only traditional inspections of music festivals, burgs, castles and fairs were carried out, but also an extraordinary inspection focused on retail sale and alimentation services in cyclist locations. Namely it was the Labská cyklostezka, cycle paths along the rivers Orlice, Elbe and through the forests of Hradec Králové. In total 18 inspections were carried out and violations of legal regulations were detected in 9 cases (50%) that mostly concerned breaches of the Act No. 634/1992 Coll. on Consumer Protection, and the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs. Sellers failed to serve declared amounts of drinks, didn't issue any bill of purchase or provision of a service with all requirements, and billed incorrectly.

Vendors didn't serve declared amounts of drinks and didn't enable consumers to check the served amount of drinks, didn't issue any bill of purchase of a product or provision of a service with all

requirements, and they billed incorrectly. Inspectors also detected breaches of the Act No. 65/2017 Coll. on Health Protection from the Harmful Effects of Drugs, when the text informing about the prohibition to sell alcoholic beverages to persons under 18 years wasn't displayed in a clearly visible way.

It can be noted that in 2017, cooperation continued with other surveillance authorities and the media (TV, press, radio) whose reporters also participated in inspections right on the spot (e.g. within inspections of cycle routes and summer recreational season). Discussions with high school students continued with the focus on the activities and authorisations of the Czech Trade Inspection Authority on their rights as consumers.

Inspections of the Královéhradecký and Pardubický Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Špindlerův Mlýn - January	26	10	38.5
Trutnov – March	23	9	39.1
Heřmanův Městec, Třemošnice, Ronov n. Doubravou - April	22	14	63.6
Broumov, Meziměstí – May	15	9	60
Polička, Bystré u Poličky – June	14	7	50
Hronov, Police n. Metují, Velké Poříčí – September	18	8	44.4
Jevíčko and its area - October	18	7	38.8
Hořice, Lázně Bělohrad – November	30	14	46.6
Stand sale on cycle routes – August	18	9	50
Sale of alcoholic beverages and tobacco products to persons under 18 years – August	49	22	44.9
Inspection of stand sale at Christmas markets – December	19	12	63.2

5.7. Jihomoravský and Zlínský Inspectorate

Counterfeits – during 2017, the inspectorate reached very good results in the field of inspection of offer, sale and storage of products infringing certain intellectual property rights. Counterfeits of products of global trademarks were taken not only in stands at marketplaces, but also in regular shops.

Alcohol and tobacco – sale to minors – from the perspective of social danger, most serious findings were in the field of sale of alcohol to minors. Sale of alcohol to minors was detected in 90% of inspections focused on this issue. Some entities committed breaches repeatedly although one of the figurants was only 15 years old.

Supermarkets and hypermarkets – the inspectorate paid increased attention to inspections of supermarkets and hypermarkets in which law is violated repeatedly – purchases are overcharged,

sometimes even by several hundreds of Czech crowns. In some cases, inspection purchases were overcharged by more than CZK 1,000.

Dangerous products – within surveillance of product safety in the non-harmonized sphere, inspectors paid attention to products that pose high risk within usual use. Four cases of breaches of the Act on General Safety of Products were detected. The first case concerned three types of dangerous products, namely lighters of unusual type (attractive to children – lighter in the shape of a dog’s head, pistol with light or laser). The other three cases (skateboard, baby high chair, and key rings with a light or laser pointer) consisted of violations of law consisting of the absence of information in writing about the safe use of these products.

Besides centrally managed inspections, the inspectorate aimed especially at inspection of aerosol sprayers, electric devices, radio equipment, and construction products. Detected shortcomings were mostly formal – CE marking and other information, such as identification of manufacturer or marking of products with safety information on Czech, were missing.

Other regional inspections – during 2017, the inspectorate carried out several specifically focused inspections based on both consumers’ submissions and inspectors’ knowledge. The biggest inspection was the inspection of stand sale at the fireworks fair Ignis Brunensis, There was also an inspection of taxis in cooperation with the City Hall of Brno, namely the transport department. The inspectorate paid special attention to real estate agencies which were often mentioned in consumers’ submissions.

During the year, the inspectorate issued ten binding position papers on statements of customs office regarding suspension of release of products into free circulation.

Inspections of the Jihomoravský and Zlínský Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
Prohibition of sale of alcohol to minors	73	47	64.4
Brno dam – fireworks	14	8	35.7
Services of real estate agencies	3	2	66.7
Taxi services	6	0	0.0
Prohibition of sale of alcohol to minors with a figurant	28	26	92.9

5.8. Olomoucký and Moravskoslezský Inspectorate

International flower exhibition and garden fair Flora Olomouc – inspections carried out at the spring, summer and autumn phase of the exhibition were aimed at stand sale, especially in terms of the Act No. 634/1992 Coll. on Consumer Protection. Most frequently inspected assortment were gardening tools, flowers, toys, spice, textile, refreshments and fruits. Most frequent shortcomings were failures to serve correct amount or weight, bill correctly, label and mark products, mark footwear with prices, and use certified measuring instruments.

Music festival Colours of Ostrava – inspections were focused especially on offers of refreshments, sale of promotional items and other tiny goods. Most frequent flaws were failures to comply with principles of fair selling, to mark products with prices and to issue bill of purchase with all requirements based on consumer's request as well as the use of uncertified measuring instruments.

All Souls' Day – inspections were focused on sale of products and provision of services relating to this holiday. In many cases, sellers and services providers didn't comply with the information obligation regarding products, didn't inform consumers about prices and didn't issue a proper proof about payment. 17 retailers were imposed ban on further sale of 627 products in the total value of CZK 47,716 until the remedy would be made. These were, in particular, funeral wreaths, decorations and candles, which weren't marked and labelled with required information.

Alcohol and tobacco – sale to minors – inspections were focused on compliance with the Act on Health Protection from the Harmful Effects of Drugs. Most frequent flaws consisted of sale or serving alcoholic beverages to minors, in this case to youth figurants of the CTIA. In two curious cases, alcoholic beverage was sold to a youth figurant although they confirmed that they were not 18 years old. The use of minor figurants within inspections proved to be a strong and effective inspection tool contributing to cultivation of the market. At the same time, it is a preventive signal to vendors who are obliged to comply with applicable legal regulations, especially in this very sensitive field of health protection from the harmful effects of drugs. There is a positive feedback on this new practice from the public, schools and some traders.

Stand sale of strawberries and other fruits and vegetables – inspections were carried out near roads and on public places in towns and villages. Shortcomings were detected especially regarding issue of bill of purchase, fairness of sale, and use of uncertified measuring instruments. Prohibition of further use was imposed on 11 items of measuring instruments until remedy would be made.

Day of NATO and air force of the Czech Army in Mošnov – a high number of Czech and foreign visitors, exhibitors and presenters attend this event every year. The Czech Trade Inspection Authority carries out preventive inspections, especially in stands, with the efforts to keep high the reputation of the Czech Republic as the host and organizer. Some inspections were carried out based on consumers' submissions also in the area of accommodation services. Flaws detected in 2017 were of less serious manner which is a good news.

Easter – inspections of Easter assortment were carried out at stands, Easter fairs, flower shops, and chain stores. High ratio of shortcomings was discovered especially in the area of products marking, incorrect billing and proper marking of goods with price.

Šenovská burza in Ostrava - three phases of inspection of stand retail were carried out in cooperation with the Police of the Czech Republic and Customs Administration. They focused on compliance with the Act on Consumer Protection with a preventive element in order to make vendors to comply with the prohibition to sell products infringing certain intellectual property rights. Sellers failed the obligation to properly mark products with prices and other required information. Officers of customs administration took 779 items of counterfeits in the total value of CZK 179,660.

Second hand shops – it is possible to claim used goods, but their sale must be marked on a properly issued bill of purchase. Vendors often made mistakes and breached the applicable law.

Taxi services – inspections were carried out in cooperation and coordination with the competent department of the municipality office in Olomouc and the Police of the Czech Republic.

Sex shops – inspections were focused on compliance with the Act on Consumer Protection. At three workplaces, prohibition was imposed on sale of 318 items of products in the total value of CZK 493,313 until remedy would be made, because products weren't properly marked pursuant to the law and information obligation wasn't fulfilled.

Representatives of the inspectorates were frequent guests of the programme Poradna of the Czech Radio in Ostrava. They provided advice and information to audience on their consumer rights.

Inspections of the Olomoucký and Moravskoslezský Inspectorate	Number of inspections	Inspections with findings	Detected breaches in %
International flower exhibition and garden fair Flora Olomouc, 3 phases	43	18	41.9
Music festival Colours of Ostrava	21	12	57.1
All Souls' Day	73	36	49.3
Sale of alcohol to minors (use of figurants)	33	25	75.8
Stand sale of strawberries and other fruits and vegetables	29	21	72.4
Days of NATO and Czech Air Force	11	5	45.5
Easter Holidays	70	29	41.4
Šenovská burza in Ostrava	45	45	100
Second hand shops	46	34	73.9
Taxi services	14	3	21.4
Sex shops	9	4	44.4

6. INTERNATIONAL COOPERATION

The Czech Trade Inspection Authority has on a long-term basis actively participated in international activities and projects that are co-financed by European Commission (EC) and coordinated by non-profit professional organization PROSAFE. The CTIA is also represented in work expert groups of European Commission and in ADCO groups for administrative cooperation within the surveillance authorities of EU member states. In cooperation with other surveillance authorities in the Czech Republic, CTIA coordinates the communication of the annual plan of market surveillance to European Commission according to the article 18 of Regulation (EC) No. 765/2008 of the European Parliament and of the Council which sets out the requirements for accreditation and market surveillance relating to the marketing of products.

Through questionnaires of European Commission, organizations appointed by European Commission or questionnaires of ADCO work groups, CTIA shares its experience from the surveillance activity and suggestions for improvements of surveillance activity in product spheres falling under the provisions and directives of EU, which CTIA has within its competence. CTIA also participates in study visits abroad or it secures such visits in the Czech Republic in cooperation with respective organizations of the Czech Republic.

CTIA is a national administrator of the ICSMS system and also a contact point on behalf of the Czech Republic for the ICSMS team of European Commission. In the role of national administrator, it secures the activation or deactivation of access into this system for other surveillance authorities in the Czech Republic and the resolution of potential problems with ICSMS team of European Commission. CTIA also secures the activation or deactivation of CTIA workers' access into this system, input of information concerning the tested products, reception and sending of safety clauses into and from countries within European Economic Area.

At the same time, CTIA is an active member of the European system of a rapid exchange of information concerning dangerous products, where through the national contact point of this system at Ministry of Industry and Trade it receives and sends notifications concerning dangerous products into the RAPEX system.

In 2017, CTIA on behalf of the Czech Republic accepted from Ministry of Industry and Trade a membership in ICPEN - international network for protection and enforcement of consumers' interests. The ICPEN network consists of authorities protecting consumers' rights from more than 60 countries from the entire world and it serves to propagate well-tried procedures in this sphere on a global level.

At the same time, CTIA is a member of the IMI network for exchange of information concerning the internal market, which enables the participating domestic, regional, and local state authorities easily and quickly communicate with their partners in countries of European Economic Area.

All these activities of CTIA contribute to develop, apply, and enhance a cohesive approach of EU member states towards the issue of surveillance of the internal market of EU. These surveillance projects and similar activities also facilitate the cooperation among participants from various national surveillance authorities and European Commission and the coordination of individual surveillance activities. Thereby, a faster exchange of information and knowledge is achieved, which contributes to faster and more effective reactions concerning the discovered unsatisfactory products and fulfilment of obligations resulting from the European legislation and mutual agreements.

6.1. International surveillance projects

In the recent years, international surveillance projects led by PROSAFE organization include some regularly repeating inspections in product areas focused on toys, childcare products, electrical appliances, and hand tools, which are continually joined by new projects as well. According to its possibilities, CTIA participates in most initiated surveillance projects including the respective horizontal activities. The length of international surveillance projects is set as 26 months, where terminations, continuous operations, and initiations of new PROSAFE projects take place concurrently in one calendar year.

In brought a successful conclusion of the international surveillance project PROSAFE JA2014, within which CTIA participated in partial product projects focused on hand tools I. – angle grinder, toys III. – Acoustic toys; childcare products IV. – Safety barriers for children, LED and CFL light bulbs, and furthermore, it participated in the horizontal project for risk evaluation with the focus also on risks in products containing dangerous chemicals – e.g. phthalates in toys.

In 2017, CTIA also continually participated in the international surveillance project PROSAFE JA2015, and that is in partial product projects focused on hand tools II.- circular saws, toys IV. – plastic toys, electrical appliances I. – freely standing blenders, hand whisks, and toasters, equipment for children playgrounds, and it also participated in a horizontal project for risk assessment concerning all products included in partial product projects of PROSAFE organization.

In the commenced international surveillance project PROSAFE JA2016, CTIA entered partial product projects for toys V. - electrical toys, childcare products VI. – child carriers and beds, electrical appliances II. – products for hair care, and also the horizontal project for risk assessment of inspected products.

Within international surveillance projects in 2017, CTIA used for testing of products collected in the Czech Republic accredited testing laboratories which were selected in a tender by PROSAFE organization. Information on international surveillance projects and resulting technical reports from these projects is available on the PROSAFE organization's webpage www.prosafe.org.

[Joint product projects PROSAFE](#)

International surveillance projects falling under PROSAFE JA2014 concluded in 2017

Hand tools I. – Angle grinders

Members of the work group for hand tools focused on the inspection of angle grinders exchanged their experience and information concerning the results of testing of these products and the withdrawal of unsatisfactory products from the market. Within this surveillance product project, 60 products for handyman use in the price range up to CZK 1,000 were collected in the internal market of participating countries and they were tested in an accredited testing laboratory SIQ in Slovenia. The risk analysis of these products showed that e.g. a shortcoming concerning an insufficient protection of user against an unsolicited restart of an angle grinder was evaluated as a high risk. Five unsatisfactory products, where a serious risk was determined, were notified into RAPEX system based on the article 12 GPSD. Another 22 products presenting a high risk were also notified into RAPEX system based on the article

11 of this directive. 59 products from the total of 60 collected samples were reported into the ICMS system.

Toys III. – Acoustic toys

16 national surveillance authorities from the European Economic Area, including CTIA, participated in the international surveillance product project focused on acoustic toys. It tested rattles, toys laid to ears, acoustic squeeze toys, toys with speakers or earphones, toys with percussion caps, musical percussion instruments, windmills, etc. Samples of 371 collected toys were tested in an accredited testing laboratory LNE in France. 10 % of toys were evaluated as unsatisfactory. Members of the work group discussed results achieved in this surveillance project and information that would be published in a final technical report, and that is basic information concerning the project, selection of tested toys, procedure and results of their testing, risk assessment concerning the seriousness of a potential injury and probability of injury of children's hearing.

Childcare products IV. – Safety barriers for children

Members of the work group for childcare products focused on the inspection of safety barriers for children discussed practices of participating countries in the evaluation of the risk associated with these products and notifications of unsatisfactory products into RAPEX system according to article 11 GPSD for products presenting a high risk and article 12 of this directive for products presenting a serious risk. 12 national surveillance authorities participated in the international surveillance product project, which tested classic safety barriers with doors, expandable safety barriers without doors, travel and multifunctional children barriers, where mechanical, chemical as well as temperature risks were evaluated and where a part of tested products did not fulfil the conditions of functionality, size of gaps, product's parts sticking out, and conditions of an impact test. Testing of collected products took place in an accredited testing laboratory AIJU in Spain. Out of the total of 112 samples of products, 20 were notified into RAPEX system, for 52 products was issued a ban on the sale or their withdrawal from the market, and 22 products were modified by their manufacturer before their further sale.

LED and CFL light bulbs

Members of the work group focused on the inspection of LED and CFL light bulbs learned about testing methods used for tests of these products and about results of tests carried out in an accredited testing laboratory SGS Fimko in Finland. Out of 117 collected samples, 27 % was evaluated as unsatisfactory and 65 % did not comply with requirements concerning labelling. Members of the work group also discussed the development in the production of LED light sources, where there is a decrease in the number of products which are equipped with freely available metal coolers, on which a line voltage can appear in the case of a malfunction of the product and it can cause an injury of its user.

International surveillance projects falling under PROSAFE JA2015 taking place in 2017

Hand tools II. – Circular saw

Members of the work group for hand tools focused on the inspection of circular saws evaluated the tender for an accredited testing laboratory for testing of collected products, in which an accredited testing laboratory SIQ from Slovenia was selected. Furthermore, dates were determined for sending product samples for testing in this laboratory. Each of the 10 participating market surveillance authorities collected 10 models of circular saws. During the collection of samples, attention was focused mainly on cheap products intended for handymen. Out of 100 tested products, 27 % of products had faults related to construction defects, and no faults were discovered in 48 % of products. 11 products failed the drop test, which was the most frequent fault. 3 unsatisfactory products were

evaluated as a serious risk and these products were notified into RAPEX system based on the article 12 GPSD.

Toys IV. – Plastic toys

Members of the work group for toys focused on the inspection of plastic toys discussed the current progress of work on the project, results of the tender for an accredited testing laboratory. Selected was the laboratory IISG from Italy, which was the only one that offered to perform the requested chemical tests of plastic toys in the full extent. The work group's members also agreed on the types and numbers of plastic toys for testing, e.g. dolls with human features, inflatable plastic toys, and plastic books for the youngest children, etc. 17 national surveillance authorities participate in this surveillance project and 255 models of toys were collected. Special attention was paid to cheap plastic toys. Furthermore, members of the work group focused on processing the risk analysis, updating data within subsequent measures at distributors, importers or manufacturers of unsatisfactory products and the preparation of data for a final report from this part of the project.

Electrical appliances I. – Kitchen electrical appliances

In total 9 national surveillance authorities, including CTIA, participated in this international surveillance project focused on kitchen electrical appliances – separately standing blenders, hand whisks and toasters. Members of the work group discussed details of contractual documents for the selection of an accredited laboratory including criteria for evaluation of offers from individual applicants. Discussions concerning contractual documents concerned individual articles of harmonised standards, according to which individual types of products collected in the internal market of participating countries will be tested, and numbers of collected products for testing and dates of their collection on the market were determined. The accredited testing laboratory SIQ in Slovenia was selected for testing blenders and hand whisks and the accredited testing laboratory SGS Fimko in Finland was selected for testing of toasters. In total 135 samples of products – 15 samples in every participating country - were collected.

Elements for children playgrounds

In total 8 national surveillance authorities, including CTIA, participated in this international surveillance project focused on the inspection of unsatisfactory elements for children playgrounds, which present a danger for the health and safety of children. Members of the work group agreed that inspections will take place at interior as well as exterior children playgrounds. According to this agreement, each surveillance authority was supposed to inspect at least 30 playgrounds. In total 1,016 elements for children playgrounds at 357 children playgrounds were inspected. Out of this number, 790 elements for children playgrounds were unsatisfactory due to a missing or incorrect labelling. The most serious discovered shortcomings jeopardizing children's health were incident areas and insufficient routine maintenance. Another issue was mechanical damage and rot of wooden parts of the inspected elements. In October 2017, members of the work group handed over data for a final report from this project. This international surveillance project will be concluded in the first half of 2018.

[International surveillance projects falling under PROSAFE JA2016 initiated in 2017](#)

Toys V. – Electrical toys

During the opening meeting, members of the work group for toys focused on the inspection of electrical toys were informed on the anticipated course of the entire surveillance project, and on products which would be tested within this project. Electrical toys were selected into this project due

to an increased number of reported dangerous products in RAPEX system and this project is specifically focused on the inspection of toys with button cells, toys containing a laser, toys resembling e.g. pianos, computers, notebooks, game consoles emitting sounds, since these types of toys are associated with a risk of dangerous overheating in the part containing the battery. The project is also focused on dolls intended for children up to 3 years, which are powered by any type of battery. The aim of this surveillance project is to collect and evaluate in total 250 samples, which is approximately 16 samples for each of the 15 participating authorities of market surveillance including CTIA, which is also part of this project.

Childcare products VI. – Child carriers and beds

During the opening meeting, members of the PROSAFE JA2016 project focused on childcare products – specifically child carriers and beds - were informed on the anticipated course of the entire surveillance project, and on products which would be tested within this project. In total 10 national surveillance authorities, including CTIA, will participate in this international surveillance project. Child carriers and beds were selected into this project based on an increased number of reported dangerous products in RAPEX system due to falling and suffocating children and issues with burning inhibitors and chemicals. The aim of this surveillance project is to collect and evaluate in total 100 types of child carriers and 40 types of child beds and the participating surveillance authorities will be required to submit statistics of the number of inspections, categorized into the number of inspections at manufacturers, importers, distributors, and e-shops.

Electrical appliances II. – Hair care products

During the opening meeting concerning this international surveillance campaign, participants were informed on the anticipated course of the project and on products which would be tested within this project. Already for the second time, this surveillance campaign is focused on the inspection of a specific group of electrical products for household – specifically on hair care products such as hair dryers, curling irons, combs, and hair straighteners. The main risks associated with the use of these products are an injury through electric current, fire and burns. There is a continually growing increase in the use of these products, especially by children from 8 to 14 years of age. More than 19 notifications of these products have been reported into RAPEX system since 2012. The aim of this surveillance project is to collect and evaluate in total 120 samples, which is approximately 9 samples for each of the 15 participating authorities of market surveillance including CTIA.

[International surveillance projects falling under ADCO work groups](#)

Cookers or hot plates intended for the use in mobile homes, camper trailers, and recreational crafts

(International inspection project of work group ADCO – GAD for gas appliances)

The international surveillance project, which was focused on the inspection of administrative requirements for gas appliances using LPG – specifically cookers and hot plates with one or more burners intended for the use in mobile homes, camper trailers, and recreational crafts – was concluded in 2017 by an approval of a final report. These products fall under the force of the Directive 2009/142/EC (GAD Provision) on appliances burning gaseous fuels, which in the Czech Republic is based on its previous version transformed into the statutory order No. 22/2003 Coll. which stipulates technical requirements for appliances burning gaseous fuels. In total 43 products were inspected in terms of the compliance of these products' documentation with legal regulation, concerning e.g.

operating instructions, conformity declaration, etc. The CE marking was inspected as well. 53.5 % of products failed in one or more inspected indicators and in 14 % of products the CE marking did not comply with legal regulation. Results from this inspection recommend to repeat it in the future including a participation of surveillance authorities, which did not take part in this ending surveillance project.

Joint horizontal projects

Risk Assessment

The “Risk Assessment” work group, which CTIA has participated in on a long-term basis, horizontally supports all joint international product surveillance projects, where it continues in the creation of model (sample) templates with risk assessment for discrepant products. The created templates are then published on the website of the PROSAFE organization – www.prosafe.org. Product activities of the international surveillance project JA2016 will include analysis of risks and market, which concern the status of the market, main brands on the market, importance of various distribution channels, trends in the market – e.g. transfer of professional products into the sphere for consumers, impact of new technologies and innovations and previous experience in this matter. The risk analysis will concern a risk assessment of collected products, information in RAPEX system and in European Injury Database (IDB), previous experience with tested products, affiliation of risk towards European harmonised standards or legal regulations, etc.

Final annual meeting of PROSAFE organization for JA2014

Participants of the final meeting of PROSAFE 2014 were informed about the course of this international surveillance project, in which participated 35 national surveillance authorities from 27 European states including the Czech Republic. Furthermore, the meeting participants were by leaders of individual projects informed about results of individual product projects focused on hand tools I. – angle grinders, toys III. – acoustic toys, childcare products IV. – safety barriers for children, LED and CFL light bulbs, entertainment pyrotechnics II, and they were also informed about results of horizontal activities of this project. Methodology of risk analysis was perfected and e-learning for participants of individual projects took place during this project. Cooperation with customs authorities took place on the level of horizontal activities and management, and feedback was provided to authorities engaged in technical normalisation, etc. PROSAFE organisation also monitors the phase of completion of its projects, e.g. performance of notifications into RAPEX system. This project was ended in 2017.

General meeting of PROSAFE organization and annual talks of PROSAFE JA2015

Representatives of national surveillance authorities were presented with the future of PROSAFE organisation and with the upcoming election of a new executive board of this organisation. Furthermore, PROSAFE organisation informed the attendees that it changed its statutes, according to which the organisation’s status changed from the sphere of product safety onto the sphere of services as well. Leaders of individual projects informed the attendees about tentative results of individual product projects focused on hand tools II. – circular saws, toys IV. – chemicals in plastic toys, electrical appliances I. – blenders, hand whiskers and toasters, elements for children playgrounds, childcare products V. – pacifiers and holders for pacifiers, including information on horizontal activities including e-learning, risk assessment, new and newly arising issues, etc. Furthermore, the meeting attendees

were informed about news in the sphere of toys, where new limits for the content of lead, phenol and bisphenol A in toys were accepted.

Introductory meeting, general meeting and annual talks of PROSAFE organisation for JA2016

Participants of the introductory meeting of PROSAFE organisation for JA2016 elected new executive board of this organisation, which has legal liability for PROSAFE organisation and it is responsible for strategic and business planning, financial control, contractual matters, employee matters, etc. Furthermore, they were informed about the current development in the sphere of individual product projects focused on toys V. – electrical toys, childcare products VI. – child carriers and beds, electrical appliances II. – hair care products, hand tools III. – impact drills, personal protective equipment – products for climbing and for mountaineers, including the respective methodology for leading these product projects. The meeting participants also received information on the initiation of a European Union's pilot project, which is focused on the safety of online shopping, and they were informed on the upcoming PROSAFE organisation's project for securing videoconferencing connection for participants of international surveillance campaigns.

6.2. Groups for administrative cooperation ADCO

In 2017, the Czech Trade Inspection Authority further developed the cooperation in ADCO work groups for administrative cooperation of surveillance authorities of EU member countries under the individual directives of New Approach, or New Legislation Framework, which include individual product sectors. Meetings of ADCO groups take place regularly once or several times a year, and they discuss matters concerning the market surveillance falling under their sphere of activity. Their job content is also an exchange of information concerning specific cases of discrepant products, explication of legislative requirements and harmonized standards, preparation of standpoints for European Commission, performance of international cross-border surveillance campaigns, etc. Out of 28 existing ADCO work groups, 17 focus on directives or provisions, which are within the scope of the CTIA. In 2017, CTIA's representatives participated in meetings of 14 ADCO work groups and they worked in 3 ADCO work groups. Meetings, that they could not participate in, were continually monitored.

ADCO GAD – gas appliances

Regulation (EU) 2016/426 of the European Parliament and of the Council

Representatives of national surveillance authorities discussed in the work group ADCO GAD the final report concerning the joint international project of inspection of administrative requirements for gas appliances focused on cookers and hot plates with two or more burners for use in motor caravans, mobile homes, and recreational crafts. 7 national surveillance authorities including CTIA participated in this project. Furthermore, the meeting participants discussed an initiation of a new joint international project for 2018 focused on the inspection of administrative requirements for cookers for home use, outdoor stable heaters and mobile hot-air heaters. CTIA also participates in this international surveillance project. The surveillance authority of Netherlands informed on a suggestion concerning the method of testing mobile cookers, which contain one time filling of gas fuel in the cartouche, where an explosion can take place due to its fast warming to 50° C in the case that for cooking on this cooker is used a large pan covering the cooker as well as the gas cartouche. The surveillance authority of Slovenia pointed out the issue of publishing harmonised standards, where manufacturers nowadays in certain cases use for assessment of compliance in cooperation with accredited testing laboratories European standards which are not harmonised. Furthermore,

the meeting discussed the article 37 of Regulation (EU) 2016/426 of the European Parliament and of the Council, on appliances burning gaseous fuels, concerning the procedure on domestic level for disposal of appliances or equipment presenting a risk.

ADCO ATEX – Devices intended for use in environment with explosion risk

Directive 2014/34/EU of the European Parliament and of the Council

Participants of the meeting of ADCO ATEX work group discussed unresolved cases of connection of products falling under the Directive 2014/34/EU of the European Parliament and of the Council (ATEX Directive) with the Directive 2006/42/EC of the European Parliament and of the Council, on Machinery (Machinery Directive) and with the overlap of province into Directive 1999/92/EC of the European Parliament and of the Council, on minimum requirements for improving the safety and health protection of workers potentially at risk from explosive atmospheres (Installation Directive). The surveillance authority of Switzerland pointed out the issue with NANDO database, in which the current status of notified persons is not stated. Furthermore, the meeting participants discussed the issue of electrical tools, which produces sparks irregularly – e.g. screwdriver, wrench, impact screwdriver, and regularly – e.g. angle grinder, circular saw, etc. Electrical tools that produce sparks regularly must not be used in environment with explosion risk. Electrical tools that produce sparks irregularly can be used in zones 1 and 2 under the condition of fulfilling strict and clear safety measures. The meeting participants also discussed the issue of remakes of high-lift trucks intended primarily for regular operation for use in environment with explosion risk, also the inclusion of payment terminals into the zone of vending machines at fuel stations, and also the estimation of compression ignition risk that could be caused by a smart phone due to a failure of semiconductor components or batteries.

ADCO PED/SVPD – Pressure equipment and simple pressure vessels

Directive 2014/68/EU of the European Parliament and of the Council, Directive 2014/29/EU of the European Parliament and of the Council

Representatives of national surveillance authorities under the group ADCO PED/SVPD discussed the experience from the surveillance activity in the sphere of pressure equipment. The surveillance authority of Belgium informed on the issue of combined water heaters, where in some types of products there is a water leak and interfusion of water heated in the solar system with the drinking water after a relatively short time and that can cause health problems to users. The surveillance authority of Latvia informed on results of national surveillance campaign focused on pressure electrical as well as non-electrical pots, within which 31 models of pressure pots were inspected. The surveillance authority of France presented their surveillance activity in the sphere of pressure valves, within which they found unsatisfactory labelling in several models of these products, where it was not completely clear, which group of media are they intended for. Furthermore, it presented the way in which the welding procedure and erudition of welders for activity on pressure equipment is approved and in which notified persons and accredited third persons are informed in the case of withdrawn, constricted and suspended certificates. The surveillance authority of Sweden informed the attendees that through analysis of safety requirements it came to conclusion that the standard EN 378-2:2008 does not comply with requirements for European harmonised standard according to directives for pressure equipment.

ADCO TPED – Transportable pressure equipment

Directive 2010/35/EU of the European Parliament and of the Council

Participants of the meeting of ADCO TPED work group were familiarized with notification procedures according to article 19 of Directive 2010/35/EU of the European Parliament and of the Council, according to which member states inform European Commission on their intrastate procedures for assessment, notifying and inspection of notified subject and on all changes concerning this information. The surveillance authority of Sweden informed attendees with results of inspection of pressure containers CS 10 with weight 10 kg and CS 6 with weight 6 kg, where the input for this inspection were explosions of pressure bottles and a fatal accident. Based on negative results of the inspection, these products were taken off from the market and from users, where this product was withdrawn in Denmark as well as in other EU countries, where it had been distributed to. Furthermore, the meeting attendees discussed the issue of entering the information on inspected falling under the Directive 2010/35/EU of the European Parliament and of the Council into the ICSMS system and they informed on specific examples of products listed in this database. The work group also discussed the issue of transportation of dangerous products between EU countries and third countries, as well as relations between notified authorities and market surveillance authorities.

ADCO MD – Machinery

Directive 2006/42/EC of the European Parliament and of the Council

Representatives of national surveillance authorities under the group ADCO MD discussed shortcomings in machinery products, which were inspected in the operation and they did not fulfil requirements put on them by Directive 2006/42/EC of the European Parliament and of the Council during their launching to the market. The meeting participants were familiarized with the final report of the surveillance project in Norway focused on the compliance with administrative requirements for selected types of transportable lifting equipment. Furthermore, they were familiarized with the final report from a study concerning the evaluation of the machinery directive, where its results will serve for the upcoming amendment of this directive, where a change of status from a directive onto a regulation is considered. The surveillance authority of Sweden informed attendees on results of surveillance campaign focused on wind turbines, where in some products there were insufficient anchoring points, insufficient protective covering on moving parts of gearbox shaft, etc. The surveillance authority of Great Britain presented to attendees the cooperation of European Commission and the work group ADCO MD in the matter of verification, whether the harmonised standard EN 609-1:2017 Agricultural And Forestry Machinery - Safety Of Log Splitters - Part 1: Wedge Splitters provides a full compliance with basic requirements of the machinery directive.

ADCO WELMEC WG 5 – Non-automatic weighing instruments and measuring devices

Directive 2014/31/EU of the European Parliament and of the Council, Directive 2014/32/EU of the European Parliament and of the Council

Participants of the meeting of ADCO WELMEC WG 5 work group discussed suggestions concerning international surveillance campaigns for 2017 focused on non-automatic weighing instruments (NAWI) connected to point of sale (POS), and for 2018 focused on non-automatic weighing instruments for health care. Furthermore, they were informed on the development of international screening surveillance campaign focused on the sale of non-automatic weighing instruments through electronic shops. Furthermore, the surveillance authority of Netherlands presented results of tests concerning

the impact of electromagnetic interference on static intelligent electrometers. These types of electrometers should help customers reduce their consumption of electric energy. But due to being equipped with various types of sensors of electric current, under extreme conditions they can show a reduced as well as increased consumption of electric energy. The surveillance authority from Turkey informed on the market surveillance in the sphere of metrology including statistic statements of inspections carried out in 2016. The meeting participants also discussed model cases from the sphere of unsatisfactory measuring instruments.

ADCO EMC – Electromagnetic compatibility

Directive 2014/30/EU of the European Parliament and of the Council

Representatives of national surveillance authorities under the group ADCO EMC were informed on suggestions concerning final reports for the 8th international surveillance campaign focused on testing induction hobs and for the 9th international surveillance campaign focused on testing electronic cigarettes, and also on the suggestion of a manual for the 10th international surveillance campaign for 2018 which is focused on PLC (Power Line Communication) devices. The surveillance authority of Finland informed attendees on results of the international surveillance campaign JA2015 focused on assessment of compliance of LED searchlights used by consumers. The surveillance authority of France presented a proposal concerning a risk analysis for consideration of terms for intended use of a product in a specific environment – e.g. concerning a limitation of vibrations, corrosion or thermal conditions for the use of the product. Furthermore, national representations were informed on results of the long-term cooperation of European Commission's Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs with General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China (AQSIQ). Further discussions concerned the issue of musical cards and children shoes with LED lights – whether they must have the CE marking and, therefore, fall under the EMC directive.

ADCO LVD – Low-voltage electric equipment

Directive 2014/35/EU of the European Parliament and of the Council

Members of the ADCO LVD work group discussed the responsibility for electric equipment equipped with radio modules, which fall under the LVD directive, EMC directive and Directive 2014/53/EU of the European Parliament and of the Council (RED Directive) in cases when these directives are in the scope of different national surveillance authorities. In terms of application of more directives, discussions also concerned one product that has more devices in one package (e.g. a set of cell phone and charger supplied together with it, etc.). Furthermore, participants were notified about the issue with ion boilers in Hungary concerning the verification of declared characteristics of such products and testing of their functionality in harmony with respective harmonised standards. The surveillance authority of Cyprus familiarized participants with the application of the new harmonised standard EN 61439 for electric distributors and control devices with low voltage, which implements new definitions for the original manufacturer and for the assembling manufacturer. The surveillance authority of Finland informed on the application of European legislation to 3D printers, which according to their purpose can fall under the LVD directive or the machinery directive.

ADCO RED – Radio equipment

Directive 2014/53/EU of the European Parliament and of the Council

Representatives of national surveillance authorities in the work group ADCO RED were informed on the statistics of market surveillance in the sphere of radio equipment for 2016. This equipment was inspected in 25 countries of EU. In total 13,488 radio devices were inspected, out of which 9,372 were unsatisfactory. They also discussed the focus of the international surveillance campaign for 2018, which will be divided into two spheres – administrative investigation which is supposed to concern the cooperation of the national authority for market surveillance, that has the RED directive within its scope, with a different state administration authority, that has in its scope distribution of frequencies and cancellations of radio devices; and surveillance campaign focused on RLAN type radio devices that concerns the option of direct or indirect intervention of a user into the function and parameters DFS. The surveillance authority of Poland informed attendees on results of a comparative surveillance campaign that aimed to evaluate how inspectors of national surveillance authorities use ICSMS database and also to find out whether there are differences in the interpretation and evaluation of individual items falling under the RTTE directive. Participants were also familiarized with the current status of a manual for radio equipment, which is supposed to help inspectors of national surveillance authorities in the joint enforcement of the RED directive.

ADCO NOISE – Noise emission by equipment for use outdoors

Directive 2000/14/EC of the European Parliament and of the Council

Members of the work group ADCO NOISE were familiarized with the development of the revision of Directive 2000/14/EC of the European Parliament and of the Council carried out based on the evaluation of the current wording of this revision focused mainly on the functionality, efficiency and non-impediment of free movement of goods. Furthermore, they were familiarized with the manual for workers of surveillance authorities concerning “Approved Practices” in the sphere of market surveillance falling under the Regulation (EC) No 765/2008 of the European Parliament and of the Council. The surveillance authority of Italy introduced its experience from the market surveillance concerning the enforcement of NOISE directive in Italy including the database MARA intended for market surveillance in the sphere of noise, which contains available information concerning the inspection activity, equipment producing noise, including information on this equipment and respective declarations of conformity.

ADCO PPE – Personal protective equipment

Regulation (EU) 2016/425 of the European Parliament and of the Council, Directive 89/686/EEC

Representatives of national surveillance authorities in the work group ADCO PPE were familiarized with a presentation concerning the topic of harmfulness of dimethylformamid (DMF) in gloves, which is used for surface treatment to improve their manufacture qualities. The surveillance authority of Belgium familiarized attendees with results of tests of children cycling helmets, in which it was discovered that some types of helmets do not provide sufficient protection e.g. in case of a bump of head on the side of a curb, where the best samples presented 30 % risk and the worst ones 80 % risk. Furthermore, the surveillance authority of Great Britain familiarized attendees with results of inspection of administrative requirements for products that are supposed to protect eyes against a laser and intensive pulse light, in which in some products was discovered a missing or insufficient labelling according to respective legal regulations. Furthermore, the surveillance authority of Finland informed attendees on the alteration of hearing protectors purchased by a Finish company in China and their subsequent alteration by working electronics into them, where customers are sold products

not tested according to respective legal and technical regulations. The surveillance authority of Germany presented issues with types of safety boots which is worn over street shoes.

ADCO TEXTILE – Textile products

Regulation (EU) No 1007/2011 of the European Parliament and of the Council

Members of the ADCO TEXTILE work group discussed the compliance with requirements for labelling of textile materials and products in harmony with Regulation (EU) No. 1007/2011 of the European Parliament and of the Council on textile fibre names and related labelling and marking of the fibre composition of textile products. Furthermore, they were familiarized with the manual „Approved Procedures in the Sphere of Market Surveillance“, and with Regulation (EC) No. 1907/2006 of the European Parliament and of the Council (REACH) in relation to textile products. According to the report „Dangerous Chemical Substances in Textiles“ by Swedish chemical agency KEMI from 2016, there were more than 2,400 chemical substances identified in these products, out of which approximately 10 % are considered a risk for human health and 5 % a risk for environment. Participants were also informed on the preparation of an appeal for textile laboratories to express interest in participation in an inter-laboratory initiative with the aim to prepare “Technical Instructions for Textile Laboratories of EU” and, furthermore, they addressed selected cases of labelling of textile materials and products and discussed the issue of enforcement of the article 12 of Regulation (EU) No. 1007/2011 of the European Parliament and of the Council, and that is in the matter of incorrect and misleading labelling of furring in the internal market of European Union. They also discussed a proposal of a text of manual for application of Regulation (EU) No. 1007/2011 of the European Parliament and of the Council.

ADCO CPR – Construction products

Regulation (EU) No. 305/2011 of the European Parliament and of the Council

Representatives of national surveillance authorities in the work group ADCO CPR discussed problematic issues in the sphere of construction products and they were also familiarized with the issue of cables, which in terms of fire grading fall under the CPR regulation. They also familiarized themselves with the methodology of risk assessment for construction products and also with the development of the SMART CE application, which is supposed to make online available Declaration of characteristics of a product for proprietors, workers of market surveillance authorities, consumers, etc. The surveillance authority of Sweden informed on the international surveillance campaign, which is focused on discovering fake certificates of road retaining systems. The surveillance authority of Bulgaria presented the cooperation of the national authority for market surveillance with the customs administration, where more than 10,000 types of products went through the border control, out of which almost 1,500 types of products were not allowed to enter the internal market of EU. The ADCO CPR work group also discussed the issue of work sub-groups – e.g. for risk analysis, for approved practice, for ICSMS system, for cooperation with customs administration, for market surveillance at construction sites, etc.

ADCO TOYS – Safety of toys

Directive 2009/48/EC of the European Parliament and of the Council

Members of the ADCO TOYS work group were informed on an update of existing manuals or a proposal concerning new manuals for application of the TOYS directive for specific products – musical

instruments and toys, wading pools for children, and soft toys. They were also informed on the progress of work on ongoing joint international projects in the sphere of acoustic and plastic toys and on the option to use already elaborated procedures and forms for the inspection of soft stuffed toys and also on a new technical information document “CEN ISO/TR 8124-8:2016, Safety of toys - Part 8: Age determination guidelines”, which is already adopted into the Czech standardizing system and which replaces an older document in this sphere.

6.3. Work groups of European Commission

In 2017, the Czech Trade Inspection Authority participated in meetings of selected work expert groups of European Commission and other international activities.

IMP work group for ICSMS database

In 2017, CTIA in the role of a national administrator for the Czech Republic participated in the meeting of the European Commission’s group for the database ICSMS (IMP-ICSMS). Participants were familiarized with the current status of convergence of ICSMS and RAPEX systems. The new solution (platform) will contain a section for entering data and their searching as a successor of the ICSMS system, section for reporting alerts based on the RAPEX system, section for processing protection procedures (safety clauses), etc. In the sphere of extending DRPI, i.e. adaptation of the content of individual pages of the ICSMS system portal to product directives, it is continued according to the planned development, where web pages for construction products, e.g., were launched already in 2017. DRPI for radio equipment were launched in May 2017. Furthermore, DRPI implementations are prepared for LVD directive, EMC directive, etc.

Work group Consumer Safety Network

CTIA participated in the meeting of Consumer Safety Network instead of Ministry of Industry and Trade of the Czech Republic, due to the planned content of this meeting, which concerned further financing of joint surveillance projects with contributions from EU. The meeting participants were informed that joint surveillance projects of EU in the sphere of enforcing safety of products are closely associated with the “new agreement for consumers” and they are a part of the main aims of European Commission. The adequacy of financial programs used in the joint surveillance projects is evaluated at the present time. European Commission suggested organizing a pilot international surveillance project with participation of USA and EU member states. This surveillance project is planned for pre-Christmas period of 2018, it will be focused on Christmas goods sold online, and CTIA will participate in it.

6.4. Study visits and cross-border cooperation

In 2017, within a twinning project for the Serbian delegation, CTIA continued its cooperation with Czech Office for Standards, Metrology and Testing (ÚNMZ) through a presentation focused on technical requirements for products. In cooperation with University of Chemistry and Technology in Prague and further to the project FUELPAGE, CTIA presented a presentation on the topic of fuel quality monitoring for the Serbian delegation. Furthermore, CTIA presented itself within the visit of Latvian

delegation at the Ministry of Industry and Trade of the Czech Republic, which was focused on the system of inspection of construction products in the Czech Republic.

Abbreviations used in the text – explanation

EU	European Union
ČOI	Czech Trade Inspection Authority
RAPEX	Rapid Alert Information System of European Union for dangerous non-food consumer products
ICSMS	Information and communication system of surveillance authorities in EU
PROSAFE	Non-profit professional organization. European Forum for Safety of Products
JA	Joint Action
ADCO	Administrative Cooperation Work Group of surveillance authorities, focused on individual product sectors
GAD	Directive for Gas Appliances
MD	Machinery
ATEX	Explosive Atmospheres
WELMEC - WG 5	Organization for European Cooperation in Legal Metrology – work group 5
LVD	Low-voltage devices
PPE	Personal protective equipment
TEXTILE	Textile products
TOYS	Safety of toys
EMC	Electromagnetic compatibility
NOISE	Noise emission by equipment for use outdoors
RED	Radio equipment
CPR	Construction products
PED/SVPD	Pressure equipment and simple pressure vessels
IMP – MSG	Internal market with products – Market surveillance group
TPED	Transportable Pressure Equipment
LED/CFL	Light-emitting diode/Compact fluorescent lamp
DRPI	Directive Related Product Information
ICPEN	International Consumer Protection and Enforcement Network
IMI	Internal Market Information System
CSN	Consumer Safety Network
baton	Notification in ICSMS system with a requirement for solving an investigated case by respective surveillance authority
AQSIQ	General Administration of Quality Supervision, Inspection and Quarantine of the People's Republic of China
GPSD	General Product Safety Directive
PLC	Power Line Communication- narrowband and broadband transmission through electric network
NANDO	Database of notified bodies
FUELPAGE	Project for monitoring the quality of fuel
DFS	Dynamic Frequency Selection
RTTE	Directive 1999/5/EC of the European Parliament and of the Council, on radio equipment and telecommunications terminal equipment and the mutual recognition of their conformity (now replaced by Directive 2014/53/EU of the European Parliament and of the Council)

7. EUROPEAN CONSUMER CENTRE

The European Consumer Centre (ECC) Czech Republic provides free-of-charge information to Czech consumers about their rights associated with shopping in other EU countries, Norway and Iceland, and it helps them resolve cross-border disputes with sellers of goods and providers of services from the above mentioned countries. The ECC is not authorized to deal with disputes of Czech consumers with Czech traders. The Czech office originated within the Ministry of Industry and Trade in 2005 and since January 1, 2009, it has operated within the Czech Trade Inspection Authority that finances the centre's activities together with the European Commission.

In 2017, the Czech ECC was contacted in 1,633 cases within its advisory and information activities which was an increase by 46% when compared with the previous year. At the same time the number of cases in which its employees directly assisted to resolve consumers' complaints against vendors from other EU countries, Norway and Iceland increased by 30%. The number of these cases was 671 in 2016 and 873 in 2017.

Besides the direct assistance to consumers and the information-advisory service in the area of consumer rights in the European market, the ECC cooperated with foreign partners in a number of activities aiming at increasing consumers' literacy in the area of their rights in the EU internal market. Employees of the Czech centre presented consumer rights at travel trade fairs and the information and fun festival organized by the Representation of the Commission on the Day of Europe. In order to increase consumer rights awareness of the public, the ECC reedited its brochure "Package Travel and Accommodation, Your Rights" and brochures on consumer rights when buying goods and using services elsewhere abroad. It also regularly cooperated with the consumer organization dTest and carried out other activities, including media communication.



8. ALTERNATIVE DISPUTE RESOLUTION DEPARTMENT

From February 1, 2016, the Czech Trade Inspection Authority is entitled to mediate out-of-court resolutions of complaints between consumers and traders. This is based on the amendment of the Act No. 634/1992 Coll. on Consumer Protection, as amended, particularly section 20 and the following. Therefore a new department of out-of-court dispute resolution was established (abbreviated as "ADR"). This department of the General Directorate of the Czech Trade Inspection Authority has 18 work places and its employees are based at all inspectorates of the CTIA. The aim of the out-of-court resolution is to find an amicable agreement between a consumer and a trader regarding the resolution of a complaint within the cooperation of the Czech Trade Inspection Authority.

From January 1 to December 31, 2017, the ADR department of the Czech Trade Inspection Authority received in total 3,394 suggestions for the launch of out-of-court resolution procedure in a consumer dispute. As regards the field and subject of disputes, suggestions connected with claims of consumer goods were major. Another significant group were disputes relating to the area of recreational and cultural services and problems with contracts for work and other services. Consumers were also interested in alternative dispute resolution related to complaints regarding financial services, specifically within services of non-life insurance.

As regards the outcomes of the ADR procedures, 740 complaints were refused by the ADR entity and 310 suggestions were withdrawn by the consumer. 1,124 disputes were resolved in an amicable way, 976 disputes ended by expiring the timeframe (without any amicable solution). 244 complaints from 2017 are still ongoing. More than a half of the disputes were resolved by amicable solution, specifically the agreement was reached in 53.5% of complaints handled by the ADR Department.

Chart: Number and status of solved ADR suggestions

Received queries (without duplicities)	Duplicity	Not suggestion/ question	Withdrawal	Refused	Parties agreement	Ended as 90-days period passed	Launched procedures and request for completion of documents		
							Ongoing proceedings	Incl. cases prolonged by other 90 days	
January	250	8	1	25	43	92	90	0	0
February	245	8	1	24	50	84	87	0	0
March	303	6	1	35	55	100	113	0	0
April	248	13	0	18	53	82	95	0	0
May	249	11	0	30	47	90	82	0	0
June	279	10	1	30	58	95	96	0	0
July	251	16	2	21	59	83	88	0	0
August	270	18	4	19	60	105	82	4	4
September	283	0	6	24	72	105	73	9	9
October	350	17	2	25	81	122	93	29	29
November	378	13	1	22	90	114	77	75	53
December	288	5	3	37	72	52	0	127	0
Total	3,394	125	22	310	740	1,124	976	244	95

Dispute area	Number
Consumer goods	2,410
Services for wide public	258
Financial services	169
Postal services and el. communications	13
Transport services	121
Recreational and cultural services	304
Consumption of energy and water	19
Health	8
Education	3
Other	89
Total	3,394

Dispute subject	Number
Defective, caused damage	1,106
Noncompliance with the order	325
Non-delivery / service not provided	470
Wrong invoice / bill	31
Problem with guarantee or warranty	897
Other questions regarding contracts	565
Total	3,394

9. LEGAL DEPARTMENT

The basis of the Legal Department's activities was the preparation of suggestions for decisions of the Director General on the inspected subjects' appeals from the regional inspectorates' decisions.

Further, the Legal Department ensured compliance of inspection procedures of the CTIA and procedures of administrative proceedings (training, statements, and templates) with the Act No. 250/2016 Coll. on the Liability for Offences and Offence Proceedings.

The department's activities also included legal advice and consultations provided to other departments of the General Inspectorate and the regional inspectorates of the CTIA, and preparations of legal opinions that would unify the interpretation of legal regulations as well as participation in the preparation of some internal regulations.

Employees of the Department also participated in a number of meetings with representatives of the public administration and the expert public concerning for example the new legislation. The Department also participated in the activities of the Committee for Public Contracts, committees for selection of new civil servants, the Loss Committee and the Work Injury Compensation Board.

Lawyers answered numerous written information requests from consumers, entrepreneurs, public administration authorities and the media concerning legal opinions on legal regulations within the surveillance competence of the CTIA. In cases of queries in compliance with the Act on Free Access to Information.

The Legal Department also continuously monitored legislative changes on both national and European level that affected the CTIA activities. It reported the information and related opinions to other subdivisions of the Authority. It submitted comments to the proposals of legal regulations that were submitted to the CTIA and monitored the decision-making practice of courts, especially in the area of administrative justice.

The Department also ensured the agenda of cross-border cooperation in compliance with the Regulation (EC) No. 2006/2004 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of laws on consumers' interests, including participation in member states' joint inspection action SWEEP 2017.

Overview of the Legal Department's activities	Number of solved cases in 2017
Decisions issued by a second degree body	248
New decisions given on the grounds of judgements	6
Review procedure, reopening of the trial, late-raised objection	57
Decision on appeal from a decision on request for instalment payments	1
Decision on pleaded bias	5
Review proceedings (solved by the Ministry of Industry and Trade)	5
Accusations (against decisions of second degree body in administrative proceedings)	26

Judgements rejecting suits against decisions of second degree body in administrative proceedings	25
5Z Judgements overruling decisions of second degree body in administrative proceedings	9
Appeals	17 (11 filed by the party to the case, 3 filed by the CTIA)
Judgements of Supreme Administrative Court rejecting appeals	13 ((11 filed by the party to the case, 3 filed by the CTIA)
Judgements of Supreme Administrative Court overruling judgement given in administrative justice	2
Requests for enforcement measure received from other EU states based on Regulation No. 2006/2004	6
Requests for enforcement measure elaborated by the CTIA based on Regulation No. 2006/2004	17
Requests for information received from EU states based on Regulation No. 2006/2004	2
Requests for information elaborated by CTIA based on Regulation No. 2006/2004	2

10. PUBLIC RELATIONS

10.1. Communication department – media presentation

In 2017, the communication department released 171 press releases concerning actual results of general inspections, inspections focused on product safety and inspections carried out by individual inspectorates as well as other fields of activities of the Czech Trade Inspection Authority. Information was provided on foreseen inspections in the pre-Christmas period (inspection of sale of Christmas goods – trees, fish, Christmas markets etc.). The CTIA informed the public about inspection results of special offers and clearance sales and pointed at risks connected with pre-Christmas shopping (discounts, loans, and e-commerce).

The spokesperson ensured communication with the media through direct contact with journalists and answers to written and phone inquiries prepared together with employees of the communication department and expert units. Quotations of the spokesperson occurred in the press in 5,754 cases, so the spokesperson of the CTIA was the 5th most frequently quoted spokesperson in the country.

Both the media and the public were foremost interested in results of general inspections, including information about consumer problems relating to participation in presentation sales events whose organizers increasingly move to the online environment. There was higher interest in results of inspections of e-shops. Other topics of public interest were the following: inspections of special offers and clearance sales, tourism, infringements of certain intellectual property rights as well as inspections of fuels that have belonged to permanently monitored topics. By the end of the year, the media were traditionally interested in the result of Christmas inspections, including inspections of pyrotechnical items. A new widely covered topic was the issue of closing hours in large shops on certain state holidays in 2017. Results of the ADR department were also published. The department started in February 2016 as the designated body of out-of-court consumer dispute resolution.

Individual inspectorates and their directors continued in active communication with regional journalists and provided them with information regarding actual regional inspections. They also participated in regional television and radio programmes on consumer rights and problems within the market.

In 2016, the interest of reporters of online portals in information about inspection activities continued, including professional websites. In total media 3,397 appearances and quotes relating to the Czech Trade Inspection Authority were spotted. In 2015, there were 4,476 media appearances. Quotations were published in 438 sources, and 762 authors wrote about the CTIA.

The Czech Trade Inspection Authority regularly published data in the form of open data about inspections, imposed fines, prohibitions, detected counterfeits, banned products and inspection focus. The data has been published on the website of the CTIA from 2013.

10.2. Communication with the public

Preventive educational activities

The communication department also continued in the project of the Ministry of Industry and Trade whose main aim is to increase the literacy among youth concerning consumer rights and educate them in the issues of consumer skills. The project focuses on students of secondary schools, and lectures are planned until the year 2020. In 2016, the first part of the project took place in 13 regions of the Czech Republic, including Prague, and almost 1,500 students from secondary schools of all kinds participated in 16 lectures. Two new topics were prepared for the school year 2017/2018 – purchase of flight tickets and online booking of accommodation abroad, possible risks and the problem of sale of counterfeits. Lectures were supplemented with new educational films made with the professional support of employees of inspectorates and the European Consumer Centre. In 2017, seven lectures were given and nine lectures were planned for the second half of the school year.

In September and October 2017, together with other institutions the Czech Trade Inspection Authority participated in a project of the Ministry of Labour and Social Affairs aimed at the protection of seniors. In total 8 inspections were carried out at various places in the Czech Republic in which employees of individual CTIA inspectorates were involved. Within the lectures, they pointed at risks relating to participation in sales presentation events, warned participants against new methods of sellers, and especially offers on the phone and presentations of goods in their homes. Advisory activities were always a part of these events.

The Czech Trade Inspection Authority together with municipality offices participated in organizing lectures and discussions focused mostly on the protection from unfair commercial practices of sellers at presentation sales events and within online trade etc. Several lectures were intended also for employees of other surveillance authorities, professional associations and other representatives of the professional public. Based on long-term agreements, employees of individual inspectorates ensured lectures also for secondary schools and university students. The chart below shows the overview of all preventive educational activities of the Czech Trade Inspection Authority.

	number of participants	audience	topic of the seminar/ lecture
Jihočeský and Vysočina Inspectorate	2	Students of high schools	Consumer protection
	3	Students of secondary schools	Consumer protection - e-shops
	1	Professional public	Consumer protection, surveillance scope
	1	Professional public	Surveillance scope of the CTIA
	1	seniors	Senior's Day - Žďár n/S (project of the MoLSA) - unfair commercial practices; advisory service
Jihomoravský and Zlínský Inspectorate	8	consumers/ commercial public/ Representatives of trade licensing offices	Consumer protection; authorizations of the CTIA
	1	seniors	Seniors' Day - Vyškov (project of the MoLSA) - unfair commercial practices; advisory service
Moravskoslezský and Olomoucký Inspectorate	1	seniors	Seniors' Day - Nový Jičín (project of the MoLSA) - unfair commercial practices; advisory service
	1	seniors	Seniors' Day in Ostrava /organised by the Statutory City of Ostrava within gerontology days/ - unfair commercial practices
	1	public	Czech Radio Ostrava - show "Poradna" - unfair commercial practices, e-commerce, claims, ADR
Ústecký and Liberecký Inspectorate	1	Students of secondary schools	Lecture and discussion for students in the area of gastronomy on "operating an alimentation facility from the viewpoint of the CTIA"
	3	Students of secondary schools	Project "Financial literacy" - lectures in Most, Pardubice, Hradec Králové
	1	seniors	Seniors' Day - Jablonec n/Nisou (project of the MoLSA) - unfair commercial practices; advisory service
Středočeský and Prague Inspectorate	1	public	Consumer rights
	2	seniors	Seniors' Day - Kladno, Praha (project of the MoLSA) - unfair commercial practices; advisory service
Plzeňský and Karlovarský Inspectorate	4	Students of secondary schools	Project "Financial Literacy" - lectures in Sokolov, České Budějovice, Plzeň, Brno
	4	seniors	Senior Academy, ÚMO 1,2,3,4 Plzeň - safety of seniors as consumers
	1	seniors	Senior Club Mariánské Lázně - safety of seniors as consumers
	1	seniors	LF UK Plzeň - Helena Zavázalová Day - safety of seniors as consumers

	1	seniors	Seniors' Day - Tachov (project of the MoLSA) - unfair commercial practices; advisory service
	4	seniors	LF UK Plzeň - University of third age - safety of seniors as consumers
	2	Handicapped people	Municipality office of the city district Plzeň 3 - safety of seniors as consumers
	1	Professional public	Plzeňský elektrocech - CTIA surveillance in the area of electrotechnics
	1	Professional public	Association of hotels and restaurants of the Czech Republic - CTIA surveillance on gastronomy premises
Královéhradecký and Pardubický Inspectorate	4	Students of secondary schools, seniors	Consumer protection, organized events, CTIA authorizations, claims, advisory and information activities, e-shops, product safety, ADR
	1	seniors	Seniors' Day - Chrudim (project of the MoLSA) - unfair commercial practices; advisory service
Department of Methods and Inspection Support	1	Employees of surveillance authorities - CEI, CPHAA, GCA, SÚKL a SEI	Safeguard clause into the ICSMS database
	2	Professional public	Project FUELPAGE – presentation of monitoring of fuels to the delegation of Serbia
	3	Professional public	Exchange of information on cross-border electronic trade

Queries pursuant to the Act on Free Access to Information

The agenda of the Communication Department also included answering queries submitted in compliance with the Act on Free Access to Information, the filing within the entire CTIA, publication of provided information on the website and their elaboration for the annual report of answering queries. In 2017, the CTIA filed and answered 120 complaints delivered in writing (see the chart concerning the Act No. 106/1999 Coll., page 83, chart 10.5). The queries foremost related to requests for information on results of particular administrative proceedings concerning particular commercial entities and provision of information about inspections carried out by the CTIA, and other.

Queries pursuant to the Act No. 106:

CTIA inspectorate	Number of queries	Decisions on refusal of queries	Appeals against decisions	Complaints submitted according to section 16a
General Inspectorate	45	8	2	0
Středočeský and Prague	4	0	0	0
Jihočeský and Vysočina	7	1	0	0
Plzeňský and Karlovarský	7	0	0	0
Ústecký and Liberecký	9	4	1	1*
Královéhradecký and Pardubický	10	0	0	0
Jihomoravský and Zlínský	28	0	0	0
Olomoucký and Moravskoslezský	10	0	0	0
In total	120	13	3	1

*Complaint submitted according to section 16a par. 5 of the Act on Free Access to Information was handled through reconsideration pursuant to section 16a par. 5 of the Act on Free Access to Information.

Note: In 2017, no copy of court decision was requested and no proceedings on sanctions were held.

Queries, suggestions and notifications from consumers

As regards the agenda of queries, suggestions and notifications, an employee of the Communication Department prepared answers to the queries and transferred consumers' submissions to appropriate CTIA inspectorates that would carry out inspections or to appropriate surveillance authorities authorized to answer the submissions within their surveillance scope.

Complaints against the procedure of administrative body

Overview of complaints submitted against procedure of administrative body resolved by the General Inspectorate

CTIA inspectorate	Justified complaint	Partly justified complaint	Unjustified complaint
General Inspectorate	0	0	6
Středočeský and Prague	0	0	8
Jihočeský and Vysočina	0	0	0
Plzeňský and Karlovarský	0	0	2
Ústecký and Liberecký	0	1	1
Královéhradecký and Pardubický	0	0	1
Jihomoravský and Zlínský	0	2	1
Olomoucký and Moravskoslezský	0	0	1
In total	0	3	20

Overview of complaints submitted against procedure of administrative body resolved by Directors of inspectorates

CTIA inspectorate	Justified complaint	Partly justified complaint	Unjustified complaint
General Inspectorate	0	3	20
Středočeský and Prague	4	5	34
Jihočeský and Vysočina	0	0	9
Plzeňský and Karlovarský	1	0	4
Ústecký and Liberecký	2	2	8
Královéhradecký and Pardubický	0	2	22
Jihomoravský and Zlínský	2	4	37
Olomoucký and Moravskoslezský	2	1	13
In total	11	17	147

Submissions received on anticorruption phone line

e-mail (fairplay@coi.cz)	9
satisfaction box	0

11. HUMAN RESOURCES

11.1 Wage funds

Budget expenses in 2017				
Use as of December 31, 2017	modified budget	total budget, incl. reserve fund (ESC)	budget use	budget use in %
Common expenses				
501 - 2 Employee salaries and other personal expenses OPE	193,402,120	196,965,635	194,084,722	98.54
Incl.: 5011 Employee salaries	8,256,204	10,390,926	8,603,634	82
5013 Salaries of employees under service contracts	181,769,754	181,769,754	180,722,912	99.42
5021 Other personal expenses	3,376,162	3,460,820	2,032,027	98.38
5024 Compensation payments	485,450	1,914,240	1,914,240	100

Limit for wage funds amounting to CZK 190,594,120 was established in a list of obligatory factors (letter of the MIT, file number 70281/16/21200 from January 4, 2017), including:

- 1) Financial sources for wages of the established limit of 474 employees amounting to CZK 187,217,958 (average salary 32,915 CZK), including :
 - a) 23 employees under labour contract on positions under the Act No. 262/2006 Coll., Labour Code, amounting to CZK 8,256,204 (average salary CZK 29,914);
 - b) for 451 employees under service contract according to the Act No. 234/2014 Coll. on Civil Service amounting to CZK 178,961,754 (average salary CZK 33,068);
- 2) Comprised resources for other personal expenses (payments for the work done) amounting to CZK 3,376,162;
- 3) CZK 0 for compensation payments.

Change of the list of obligatory factors for 2017 by the budgetary action No. 2 of the Ministry of Industry and Trade (letter No. 73573/17/11100/21200 from November 20, 2017) based on the Government Order No. 674 from September 25, 2017, when the Government Order No. 342/2017 Coll. became effective changing the Government Order No. 304/2014 Coll. on the salaries of employees in public services and administration, that changed the Government Order No. 564/2006 Coll. on wages of employees of public administration bodies, and wage funds were increased by CZK 2,808,000 in total, namely up to the amount of CZK 190,025,958. The increase was used for wages of employees under civil contract; increase of wages of employees under labour contracts was covered by the limit of 2017.

In 2017, wage funds were further increased by unused expenses from 2016 amounting to CZK 3,563,515, including wages of employees under labour contract amounting to CZK 2,134,722, abandonment amounted to CZK 1,428,793.

After this change, the wage funds limit was CZK 10,390,926 for the foreseen number of 23 employees under labour contract (average monthly wage CZK 37,648) and CZK 181,769,754 for the foreseen number of 451 employees under service contract (average monthly wage CZK 32,160).

So, it was possible to use the wage funds amounting to CZK 196,965,635 in the following manner:

- 1) Wages of CTIA employees up to CZK 192,160,680, including the following:
 - Wages of employees under labour contract amounting to CZK 10,390,926;
 - Wages of employees under service contract amounting to CZK 181,769,754;
- a) Other personal expenses amounting to CZK 2,890,712;
- b) Compensation fees amounting to CZK 1,914,243.

The limit of wage funds in 2017 was used in the amount of CZK 189,326,546. Given the average recalculated number of (really working) employees was 423, the actual average monthly paid wage was CZK 37,298 per 1 employee. The use of the funds was as follows:

- 1) Funds for wages of employees under service and labour contract amounted to CZK 164,134,271 given that the average recalculated number of (really working) employees was 401 when the actual average monthly paid wage was CZK 37,557 per 1 employee;
- 2) Funds for wages of employees under labour contract amounted to CZK 8,603,634 given the average recalculated number of (really working) employees was 23. The actual average monthly paid wage was CZK 32,589 per 1 employee.

Funds for other personal expenses were used in the amount of CZK 2,843,986. Funds for compensation fees were paid to 4 employees in the amount of CZK 1,914,240. In 2017, other personal expenses were paid in the amount of CZK 4,758,226.

Besides the above mentioned use of the wage funds, compensation of wages was paid to 5 former employees based on 27 lawful court decisions. During 2017, budgetary funds were gradually increased in the field of non-investment expenses due to lawful court decisions in labour law suits concerning illegal termination of labour contracts in 2007. In total CZK 8,197,232 was paid.

11.2 Education of employees

Education of employees was carried out in compliance with the Civil Servants Regulation of the Director General of the CTIA No. 7/2016 and the internal Decree of the Director General of the CTIA No. 12/2016, governing the methods of education within the CTIA.

Identification of educational needs is made by the manager according to the civil service evaluation of the state employee, requirements for execution of civil service by the state employee, and the impact of legislative changes on execution of employee's activities.

Education was carried out both internally and externally.

279 courses were ordered from organizing agencies, including 26 that were cancelled due to various reasons (most frequently there weren't enough participants). In total 1,304 employees took part in all courses (some employees attended more courses), including 193 employees at internal events organized by the CTIA, 47 employees took part in language education, and 1,065 employees participated in external events.

36 employees went through basic initial education within 3 months after their start at the CTIA. 3 employees under labour contract attended advanced initial education by the means of e-learning.

At the same time, trainings on safety and protection of health at work, fire protection, and trainings of drivers were continuously held.

In 2017, 60 civil servants passed the state civil exam. One employee failed.

Filing of educational events is in the human resources information system OK Base.

Language education

Based on the Civil Servants Regulation of the Director General of the CTIA No. 11/2017/SP that lays down the level of language skills and professional requirements for selected civil servants positions within the Czech Trade Inspection Authority, language education was enabled with the aim to deepen and keep the level of language skills. Education of the English language was carried out at the General Inspectorate and the following inspectorates: Jihočeský and Vysočina, Plzeňský and Karlovarský, Moravskoslezský and Olomoucký. In total 47 employees participated. Teaching foreign languages was provided by specialized external agencies or language schools that were selected in small-scale tenders.

Internal educational events

Internal educational events were carried out at individual inspectorates and were ensured by internal trainers, i.e. employees of the Czech Trade Inspection Authority. In total 20 events were carried out in which 193 state employees participated.

Internal events were focused especially on:

- Act No. 250/2016 Coll. on the Liability for Offences and Offence Proceedings
- Amendment of the Act No. 64/1986 Coll. on the CTIA
- Amendment of the Act No. 634/1992 Coll. on Consumer Protection
- Act No. 65/2017 Coll. on the Protection of Public Health from Harmful Effects of Drugs
- Act No. 477/2001 Coll. on Packaging
- Act No. 102/2001 Coll. on General Safety of Products
- Act No. 22/1997 Coll. on Technical Requirements for Products
- Training of inspectors – Inspection of ceramic, glass and other wash-basins, toilet bowls; inspection of concrete and mortar mixers;
- Training on the software systems Word, Excel, Ginis and Merkurius
- Trainings on the use of instruments for hidden recording of video and sound
- Training on OK Base – attendance

Educational events of the Ministry of Interior of the Czech Republic

Employees also attended for example the following trainings on civil service organized by the Ministry of Interior

- Civil service evaluation – participation of 53 employees;
- Disciplinary liability and disciplinary proceedings - 3 employees;
- Amendment to the Act on Civil Service - 5 employees;
- Workshop on education – 2 employees;
- Recruitment procedure pursuant to the Act on Civil Services – 5 employees.

External educational events

External events were most frequently ordered from the Institute for Public Administration Prague (IPAP) and the following agencies: Bova, Aliaves, Verlag, 1. Vox, MÚZO Praha, Anag, Seminária, Integra, Aktuální paragrafy JUDr. Chládek, and Otidea. Highest number of employees participated in events organised by the Institute for Public Administration Prague (133 employees) and the Bova agency (73 employees).

Selected employees participated in expert courses and seminars organized by education agencies and institutions, focusing especially on the new legislation in the following fields:

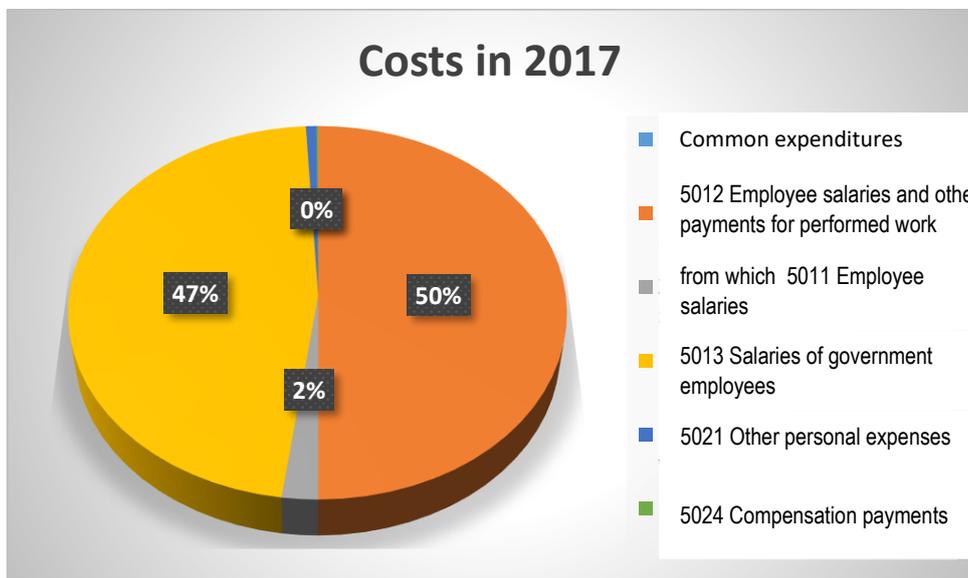
- Special seminars focusing on commercial law contracts, contracts and obligations in the Civil Code, administrative proceedings (Step by step through the new Civil Code IV – contracts; Claims procedure in connection with the Act on Consumer Protection and the Civil Code; Proceedings for misdemeanours under the new Act on Liability for Offences, Sanctions procedure; Judicial review in administrative penalties - current case law of administrative courts; Administrative proceedings in practice - incorrect procedures in proceedings; their consequences and remedies; Administrative Procedure Code with the focus on administrative proceedings at the first and second level, etc.
- Labour-law relations (amendment of the Labour Code, News of wage taxation, Current HR in a public sector organization, Labour-medical services from 1 November 2017 - change in legislation, Civil Service Act in relation to Labour Code in practice, Administrative Code in the affairs of civil service, Conduct of interviews within the selection procedure, evaluation and selection of applicants, Selection procedures under the Civil Service Act, etc.);
- Human resources (Aggressive client, Assertiveness in practice, Czech everyday administrative and commercial practice, Effective communication skills, Delivery of documents in the public administration and private sphere, Czech spelling, Communication skills for clerks, Communication skills - assertive and crisis communication; Learn arguing convincingly, Prevention of the burnout syndrome in public administration, Rhetoric in practice, or how to deal with rude opponents, Train your memory, The art of dealing with people, Managing stress and stressful situations, etc.)
- Accounting in public administration (Financial control in public administration, Circulation of accounting documents and internal audit in public administration bodies, Budgetary rules in 2017, new Act on Management and Control of Public Finance, etc.)
- As regards IT, the following trainings were prepared: Administration Windows Server 2012, Installation and Introduction to Configuration of Windows Server 2012, courses of MUZO administration of EIS JASU, Gordic training, File service and digital archives, Corel Photo – PAINT;
- Increasing professional qualification – professional trainings were focused on application of individual government orders relating to the Act No. 22/1997 Coll. on Technical Requirements for Products, Act No. 90/2016 Coll. on conformity assessment of selected products when made available in the market, new EU Regulation No. 2016/426 on appliances burning gaseous fuels, and other inspected legal regulations in the area of consumer protection. Educational events

were focused on the following commodities: trademark database, children playgrounds, fire protection – installation shafts, vertical communications, and chimneys, training for company metrology, training on revisions of electrical switchboards.

Managers participated in professional courses and seminars in the area of human resources, e.g. the following courses: Skills in the area of crisis communication, Team management, Effective communication skills, Improving skills in the area of crisis communication, How to improve work performance, Disciplinary responsibility and disciplinary proceedings, Inspection and following administrative proceedings, Manager as a team coach in public administration, Right to information in public administration in practice, Unfair commercial practices applied by entrepreneurs on consumers, Leadership and motivation of employees, Small-scale public contracts, Act on Inspection, Act on Management and Control of Public Finance, and the Act on Liability for Offenses.

Expenditures on education

The total amount of CZK 1,654,777 was used for trainings and education of employees, including CZK 1,330,616 for increasing professional qualification and other courses and seminars with specialized focus, and CZK 257,611 for language courses.



12. FINANCIAL RESOURCES MANAGEMENT

12.1. Information on income

Income for 2017 was set at 53,000 thousand CZK. During the year, this amount was increased by 6,000 thousand CZK via the budgetary corrective action No. 3 as of December 18, 2017, to the final amount of 59,000 thousand CZK. This amount was exceeded by 15,800 thousand CZK. That means that the income was fulfilled by 126.84 % of the final budget and the total income amounted to 74,838 thousand CZK. Compared to 2016 (84,442 thousand CZK), there was a decrease of approximately 10,000 thousand CZK in income. The decrease was caused by changes in the collection of fines in connection with the Act No. 250/2016, on the liability for infractions and its proceedings, coming into force.

The most significant part of the income budget was from received sanction payments for fines imposed in the form of orders given on the spot as well as orders and decisions given within administrative proceedings (handled by individual inspectorates). Received fines amounted to 65,328 thousand CZK. Compared to 2016 (65,346 thousand CZK), there was a decrease of 18 thousand CZK.

Another significant part of the income budget was income received as compensation for proceeding expenses, pursuant to the statute of section 79 par. 8 of the Administrative Procedure Code, amounting to 6,731 thousand CZK, which presents an decrease by 5,897 thousand CZK comparing to 2016 (in 2016 this amount was 12,628 thousand CZK).

Obtained compensations for invoiced expenses of analyses concerning samples of products, which did not comply with the required quality or safety requirements, or products which deceived consumers, amounted to 1,052 thousand CZK in 2017. Compensations for liquidation and storage of counterfeits were received in the amount of 55 thousand CZK. The amount of re invoicing for the purchase of samples was 0 thousand CZK.

Income from rental of properties amounted to 297 thousand CZK. Tax income amounted to 19 thousand CZK.

Income from the sale of fiscal assets amounted to 179 thousand CZK. Other non-tax income amounted to 8,342 thousand CZK.

No financial resources were transferred from the reserve fund in 2017.

Detailed information on income is stated in the table section of this chapter (see Appendix No. 1 and No. 3).

Additional income

The CTIA carries out inspection activities and imposes as well as collects sanctions in administrative procedures. Receivables accrued based on sanctions imposed by the CTIA are enforced by customs

authorities. In 2017, a special state budget revenue account was credited with the total amount of 65,431,129 CZK, which consisted of fines imposed in administrative procedures.

Out of that, orders collected at the inspection location amounted to 8,606,200 CZK and 10,800 CZK was collected for administrative fees.

The total receivables for the monitored year amounted to 96,490,903 CZK. Out of that, receivables amounting to 9,130,628 were handed over for enforcement by customs authorities.

Further details are stated in the table „Income – special revenue account” (see Appendix No. 3).

12.2. Information on expenses

The approved expense budget for 2017 was set to the amount of 387,690 thousand CZK. Out of that, material expenses amounted to 109,999 thousand CZK and investment expenses amounted to 18,550 thousand CZK. The modified budget amounted to 391,482 thousand CZK, while 369,278 thousand CZK, i.e. 94.33 % of the modified budget, was used. The final budget amounted to 436,035 thousand CZK. That means a use of unused expenses in the amount of 44,552 thousand CZK.

In 2017, the actual expenses were 369,278 thousand CZK. That means an increase in expenses by 41,958 thousand CZK compared to the previous year (in 2016 the actual expenses were 327,320 thousand CZK).

The CTIA's reserve fund received 442 thousand CZK. No financial resources from the reserve fund were used in 2017.

Wage funds were used in the amount of 207,076 thousand CZK, i.e. 105.23 % of the final budget. From that, the modified budget for employees' salaries was set to 8,256 thousand CZK (including an increase in tariffs by the budget provision No. 2), and after including CUE, the final budget amounted to 10,390 thousand CZK. The actual use for employees' salaries amounted to 8,603 thousand CZK. The modified budget for salaries of government employees' was set to 181,769 thousand CZK (including an increase in tariffs by the budget provision No. 2). The actual use for government employees' salaries amounted to 180,722 thousand CZK.

The modified budget for other payments for performed work amounted to 2,890 thousand CZK, the showed use amounted to 2,843 thousand CZK (this only concerned other personal expenses).

No severance pay was paid in 2017.

Settlements amounted to 1,914 thousand CZK. This item was originally budgeted in the approved budget and, therefore, it was strengthened by claims of unused expenses (CUE) and by a transfer from other personal expenses (OPE).

The final budget of material expenses was set to the amount of 119,198 thousand CZK. The actual use amounted to 88,299 thousand CZK. Therefore, the use of material expenses presented 74.08 % of the final budget.

14,691 thousand CZK was paid for compensations from labour-law legal disputes, including facilities from previous years, from items 5051, 5141, 5192, 5031 and 5032 (see tables). Considering that not enough financial resources were budgeted for these items, CTIA used for financing compensations from legal disputes CUE from 2016. An estimation of the total amount of compensations from legal disputes, which will still have to be paid out in the next period, amounts to 28,000 thousand CZK. Since legal disputes have taken place since 2007 and not all demands of complainants have been satisfied, the total amount has continually increased by interests. Unfortunately, the necessary financial resources were also impacted by the change of decision practice of courts during recent legal disputes, where even potential unpaid remunerations are granted to complainants. That not only increases the amount of compensation itself, but it also impacts the increase of delay charge due to the increase of the calculating basis. The budget for 2018 does not have the necessary financial resources within the respective budget items and, therefore, CTIA will again use CUE from 2017, so that refunds of these compensations do not need to be requested from MIT and so that deadlines for the payment of compensations can be fulfilled.

92.17 % of the modified budget was used for the purchase of property in total and material in total. The final budget amounted to 17,204 thousand CZK, the actual use amounted to 15,858 thousand CZK. Compared to 2016 (7,498 thousand CZK), there was an increase by 8,360 thousand CZK on this grouping of items.

Out of that, 309 thousand CZK was used for the purchase of protective equipment (according to internal regulation of CTIA). This concerned e.g. overalls, working boots, gloves, and newly also the purchase of protective winter boots for inspectors realized further to a concluded collective agreement.

In total 143 thousand CZK was used for books, teaching aids and press.

Small long-term assets were purchased in the value of 13.144 thousand CZK. They presented belongings in the value from 300 CZK to 20,000 CZK per piece (belongings monitored according to internal regulation of CTIA). Purchases included mainly furniture from the central public tender realized by MIT, other equipment for inspectorates and individual work places. Then there was equipment consisting of hardware technology within a regular renewal (desktops, monitors, printers, notebooks, etc.) and also landline phones and cell phones.

The purchase of material not listed elsewhere amounted to 2,260 thousand CZK, while in 2016 this amounted to 1,534 thousand CZK – that presents an increase by 726 thousand CZK. This concerned mainly the purchase of office supplies and material (870 thousand CZK), material for company cars (50 thousand CZK), pattern books (154 thousand), and also cleaning detergents, dishes, materials for maintenance of objects, toners (733 thousand CZK), and IT material (195 thousand CZK).

Interests and other financial expenses in 2017 amounted to 4,569 thousand CZK and they concerned mainly interests for compensations of wages from legal disputes. Exchange rate losses amounted to 66 thousand CZK.

The budget for the purchase of water, fuels and energy was modified to 4,238 thousand CZK out of which 2,769 thousand CZK was used. Compared to 2016 (2,136 thousand CZK), there was an increase by 633 thousand CZK. 270 thousand CZK was spent on water, 1,248 thousand CZK was spent on heat,

419 thousand CZK was spent on gas, and 831 thousand CZK was spent on electricity. As we forewarned in Final account of 2016, in 2017 there was mainly an increase in the consumption of electric energy. The reason was a removal of consequences of a water breakdown in the building of the regional inspectorate in Brno, which took place in the end of 2016 and where we carried out necessary desiccation of the premises by electric desiccators. The increase was also caused by a change of the seat of Královéhradecký and Pardubický Inspectorate, which moved into new larger premises.

Fuels and lubricants amounted to 1,576 thousand CZK in 2017. Compared to 2016, when these expenses amounted to 1,490 thousand CZK, it is an increase by 86 thousand CZK. The increase resulted from changing price of fuels as well as from a higher number of used foredrawals in connection with collected samples of fuels within the inspection activity.

The modified budget for the purchase of services was used by 80.71 %. The total amount of the modified budget was 56,367 thousand CZK, the final budget amounted to 59,367 thousand CZK and 47,913 thousand CZK was used.

Postal services amounted to 587 thousand CZK. Telecommunication and radio-communication services amounted to 2,099 thousand CZK, out of which 187 thousand CZK were spent on landlines, 69 thousand CZK on internet, 909 thousand CZK on cell phones, and 932 thousand CZK on data services.

Services of banking institutions amounted to 1,080 thousand CZK. Contrary to previous years, fleet insurance was not paid in December 2016, since the respective insurance contract came in effect on January 1, 2017 and the insurance premium for 2017 was paid in January 2017. Insurance premium for 2018 was then paid in December 2017.

In total 1,199 thousand CZK was paid for rental (as of 2017, this item was increased in connection with the moving of the regional inspectorate in Hradec Králové to new rented premises).

284 thousand CZK was paid for consulting, advisory and legal services. This concerned mainly consulting within the audit of final accounts and consulting concerning the economic system EIS JASU, which were necessary for securing accounting agendas during the difficult personnel situation in the accounting department.

1,654 thousand CZK was paid for trainings and education of employees. This concerned mainly the enhancement of professional qualification of inspectors and training of other professional employees in connection with legislative changes, foreign languages education in order to improve the workers' language skills, which are an elementary condition for a successful surveillance of the EU single market including the cooperation with other surveillance authorities of the EU member states.

In total 6,758 thousand CZK was spent for data processing services and services associated with information technology and communication technology. This amount includes services associated with SW (flat rate for support of operated SW - ODYSEA, EIS JASU, Mercurius, GINIS, ASPI), service support of telephone switchboard unit, and also programming work, updates and programme modifications, consultations concerning programmes, and also services associated with HW (e.g. support of multifunctional printers).

The purchase of services not listed elsewhere amounted in 2017 to 34,206 thousand CZK. Out of that, there was 2,276 thousand CZK for employees' alimentation, 718 thousand CZK for cleaning, 791 thousand CZK for security guards, 1,031 thousand CZK for services of manufacturing and non-manufacturing character, 11 thousand CZK for destruction of counterfeits, 500 thousand CZK for data from media (this budget item increased in connection with new budget rules, when this budget item also includes payments for electronic standards that are in CTIA used mainly by the Division of Methodology and Inspection Support), 174 thousand CZK for health care, 211 thousand CZK for revisions of premises, 618 thousand CZK for waste removal (this budget item is higher compared to 2016, since newly it also includes flat rates for services in the new premises of Královéhradecký and Pardubický Inspectorate). Furthermore, there were within services not listed elsewhere 459 thousand CZK for payments for documentation and programmes (e.g. Strategy of CTIA, documentation of the current condition of the building of Ústecký a Liberecký Inspectorate, was elaborated). There were also 24,623 thousand CZK spent on payments for analyses of fuel samples, 2,303 thousand CZK for payments for other analyses, 8 thousand CZK for fees for TV and radio, 172 thousand CZK for service of elevators, 33 thousand CZK for technical inspections of personal vehicles, 10 thousand CZK for other fees concerning CCS cards (5169 23).

For other purchases, the final budget amounted to 17,647 thousand CZK, 13,289 thousand CZK was used.

6,462 thousand CZK in total was used for repairs and maintenance of premises. The largest item presented expenses for repairs of the building in Prague where the general inspectorate has its seat – this amounted to 4,861 thousand CZK (exchange of lifting pipes' valves, covering of paternoster lift, exchange of floors, exchange of doors in underground garages, repair of fences, repair of washrooms in the 5th, 6th, and 6th floor of the building, repair of downpipe, etc.). A large item amounting to 344 thousand CZK presented expenses for repairs in the building of the regional inspectorate in Brno (consequence of a water breakdown in the end of 2016 and necessity of reconstruction of the building). Another significant item amounting to 579 thousand CZK presented repairs in the building of the regional inspectorate in Ostrava (exchange of floors, repair of lights, small repairs in offices, wiring system, etc.). 250 thousand CZK was used for repairs of the seat building of the regional inspectorate in Pilsen (reconstruction of plasters, repair of switchboards, etc.). 77 thousand CZK was put into repairs of the premises in Ústí nad Labem (repair of flooring, etc.) and 327 thousand CZK was put into repairs of the premises in České Budějovice (especially for exchange of flooring, repairs of blinds, painting work, etc.).

Total expenses for maintenance of buildings expended from operational funds decreased, because a large part of expenses on buildings has a character of investments and it was or will be in the next periods realized within investment expenses.

Repairs of machinery and devices, including IT, amounted to 177 thousand CZK. They concerned mainly small repairs of IT technology, calibration of measuring devices, exchanges of batteries, etc.

Repairs and maintenance of company cars amounted to 642 thousand CZK.

Approximately 1,013 thousand CZK was used for programmes, mainly for the purchase and extension of licences for the existing SW and for development of the database OK base.

168 thousand CZK was used for expenses of external proceedings – “expenditure funds” necessary for the performance of inspectors' activity in the field.

The modified and final budget of expenses for travelling within the Czech Republic as well as abroad was set to 6,854 thousand CZK (without expenditure funds). The total use in 2017 amounted to 4,430 thousand CZK (without expenditure funds). Out of that, there was 3,457 thousand CZK for travelling within the Czech Republic, and 973 thousand CZK for travelling abroad.

Expenses on refreshment used 96.24 % of the modified budget and 371 thousand CZK in total was used in 2017. Gifts amounted to 13 thousand CZK in 2017.

Conference participation fees were not used.

Expenses associated with non-investment purchases amounted to 563 thousand CZK in 2017 and they used 53.75 % of the modified budget. This concerns mainly payments for samples, which complied with controls and also payments for fuel "withdrawals".

There were no paid sanctions.

Compensations for legal proceedings and witness's fees amounted to 448 thousand CZK. This amount covered compensations of legal proceedings concerning fines, compensations from lost legal-law legal disputes, and compensations of work injuries.

Tax and other fee payments amounted to 66 thousand CZK. This concerned mainly the purchase of domestic highway stamps. There were no payments of sanctions to other budgets.

Compensations of wages for the period of sickness amounted to 925 thousand CZK in 2017.

More information can be found in the table "Budget of expenses in 2017" (see Appendix No. 2).

12.3. Information on assets

As of December 31, 2017, the total assets of the Czech Trade Inspection Authority included in the accounting record and expressed in purchase costs were 471,664 thousand CZK. The largest part is represented by buildings, with a total value of 325,056 thousand CZK, followed by individual movables and sets of movables (e.g. transportation vehicles, multifunctional printers, servers, telephone switchboard units, etc.) in the total amount of 46,290 thousand CZK.

Further details are stated in the table "CTIA assets as of December 31, 2017" (see Appendix No. 4).

12.4. Tables concerning the report of financial management

Income as of December 31, 2017

Appendix No. 1

Suc	Item	Auc	Description	Modified budget	Annual fulfilment	% fulfilment
222	1361		tax revenue	0.00	19,200.00	
	1361	total		0.00	19,200.00	0.00 %
222	2111	1	income for provided information	780,000.00	4,872.00	
	2111	total		780,000.00	4,872.00	0.62 %
222	2132	0	income from real estate rentals	550,000.00	297,090.53	
	2132	total		550,000.00	297,090.53	54.02 %
222	2141	0	income from interest	20,000.00	0	
222	2141	total	income from interest	20,000.00	0	0.00 %
	21	total	income from own activities and transfers of surplus of organizations with a direct relation	1,350,000.00	321,162.53	23.79 %
222	2212	0	accepted sanction payments – fines in administrative procedure	49,650,000.00	64,056,514.00	129.02%
222	2212	1	accepted sanction payments – fines in administrative procedure	0.00	0.00	0.00%
222	2212	9	sanction payments – not listed fines in administrative procedure	0.00	1,276,743.37	0.00
	221	total	sanction payments received from other subjects	49,650,000.00	65,328,657.37	131.58 %
222	2310	0	income from the sale of non-investment assets	0.00	13,000.00	0.00%
	2310	total	income from the sale of short-term and long-term assets	0.00	13,000.00	0.00%
222	2322	0	received indemnities	0.00	00.00	0.00%
	2322	total	received indemnities	0.00	00.00	0.00%
222	2324	0	received non-capital contributions and compensation payments – previous years	8,000,000.00	122,046.20	1.53 %
222	2324	1	received non-capital contributions and compensation payments – refunds for analyses	0.00	1,052,264.49	0.00%
222	2324	2	received non-capital contributions and compensation payments – management expense compensations - section 79 par. 8. Act No. 500/2004 Coll.	0.00	6,731,000.00	0.00%
222	2324	3	received non-capital contributions and compensation payments – damaged goods, stocked goods	0.00	277,006.52	0.00%
222	2324	4	received non-capital contributions and compensation payments – damages	0.00	55,955.31	0.00%
222	2324	5	received non-capital contributions and compensation payments – invoicing of sample purchase	0.00	0.00	0.00%
	2324	total	received non-capital contributions and compensation payments	8,000,000.00	8,238,272.52	102.98 %
222	2328	0	non-identified income	0.00	7,904.70	0.00%
222	2328	1	non-identified income - account 3754	0.00	78,400.00	0.00%

	2328	total	non-identified income	0.00	86,304.70	0.00%
222	2329	0	other unclassified non-taxable income – securities	0.00	4,198.00	0.00%
222	2329	1	other unclassified non-taxable income – interest on late payments. court fees	0.00	0.00	0.00%
222	2329	4	other unclassified non-taxable income – not stated anywhere else	0.00	354.00	0.00%
	2329	total	other unclassified non-taxable income	0.00	4,552.00	0.00%
	23	total	income from the sale of non-capital assets and other non-taxable income	8,000 000.00	8,329,129.22	104.11%
222	3113	1	income from the sale of other long-term tangible assets	0.00	179,500.00	0.00%
	3113	total	income from the sale of other long-term tangible assets	0.00	179,500.00	0.00%
	31	total	capital income	0.00	179,500.00	0.00%
222	4132	0	transfers from other own funds - (cz-60l5)	0.00	667,340.00	0.00%
	4132	total	transfers from other own funds	0.00	667,340.00	0.00%
222	4135	0	transfers from the state organizational sector funds	0.00	0.00	0.00%
	4135	total	transfers from the OSS reserve funds	0.00	0.00	0.00%
	41		non-investment received transfers	0.00	667,340.00	0.00%
Total				59,000 000,00	74,838,789.12	126.84 %

as of December 31, 2016	approved	modified	final	overall	utilization	utilization
	budget	budget	budget	utilization	of modified	of final
				of budget	budget	budget
	in CZK	in CZK	in CZK	in CZK	in %	in %
Common expenses						
501 - 2 Employee salaries and other payments for performed work	190,594,120.00	193,402,120.00	196,965,635.00	194,084,772.00	100.35%	98.54%
from which 5011 Employee salaries	8,256,204.00	8,256,204.00	8,256,204.00	6,555,401.00	79.40%	79.40%
5011 Salaries IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5011 Salaries IK 41 00000	0.00	0.00	2,134,722.00	2,048,233.00	0.00%	95.95%
5013 Salaries of government employees	178,961,754.00	181,769,754.00	181,769,754.00	180,722,912.00	99.42%	99.42%
5013 salaries IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5021 Other personal expenses	3,376,162.00	2,890,712.00	2,890,712.00	2,843,986.00	98.38%	98.38%
5021 Other personal expenses IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5021 Other personal expenses IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5024 Compensation payments	0.00	0.00	0.00	0.00	0.00%	0.00%
5024 Compensation payments IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5025 Compensations IK 11 00000	0.00	485,450.00	485,450.00	485,447.00	100.00%	100.00%
5025 Compensations IK 41 00000	0.00	0.00	1,428,793.00	1,428,793.00	0.00%	100.00%
502 subtotal	3,376,162.00	2,890,712.00	2,890,712.00	2,843,986.00	98.38%	98.38%
5051 Refund of wages	0.00	0.00	0.00	0.00	0.00%	0.00%
5051 Refund of wages IK 41 00000	0.00	0.00	22,404,971.22	8,234,767.00	0.00%	36.75%
503 Mandatory insurance payments paid by the employer	64,802,001.00	65,756,721.00	70,186,721.00	67,403,285.00	102.50%	96.03%
from which 5031 Social security insurance payments	47,648,531.00	48,350,531.00	48,350,531.00	48,350,389.00	100.00%	100.00%
5031 Social security insurance payments IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5031 Social security insurance payments IK 41 00000	0.00	0.00	3,100,000.00	1,058,438.00	0.00%	34.14%
5032 Health insurance payments	17,153,470.00	17,406,190.00	17,406,190.00	17,406,139.00	100.00%	100.00%
5032 Health insurance payments IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5032 Health insurance payments IK 41 00000	0.00	0.00	1,330,000.00	588,319.00	0.00%	44.23%
50 total	255,396,121.00	259,158,841.00	289,557,327.22	269,722,824.00	104.08%	93.15%
513 – Material purchase	7,942,000.00	17,204,650.00	17,204,650.00	15,858,299.64	92.17%	92.17%
from which 5132 Protective equipment	70,000.00	421,049.00	421,049.00	309,521.71	73.51%	73.51%
5136 Books, teaching aids and press	653,000.00	264,575.00	264,575.00	143,166.00	54.11%	54.11%
5136 Books, teaching aids IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5137 Small long-term tangible assets	5,000,000.00	13,859,566.00	13,859,566.00	13,144,720.05	94.84%	94.84%
5139 Purchase of material not listed elsewhere	2,219,000.00	2,659,460.00	2,659,460.00	2,260,891.88	85.01%	85.01%
5139 Purchase of material not listed elsewhere IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
514 Interest and other financial expenses						
-5142 realized exchange rate losses	91,000.00	85,400.00	8,920,400.00	4,635,451.25	5427.93%	51.96%
from which 5141 – own interest	56,000.00	0.00	0.00	0.00	0.00%	0.00%

from which 5141 – own interest IK 41 00000	0.00	0.00	8,835,000.00	4,569,230.95	0.00%	51.72%
5142 realized exchange rate losses	35,000.00	85,400.00	85,400.00	66,220.30	77.54%	77.54%
5142 realized exchange rate losses IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
515 - Purchase of water, fuel and energy	6,782,400.00	6,637,740.00	6,637,740.00	4,345,361.70	65.46%	65.46%
from which 5151 Water	297,000.00	623,990.00	623,990.00	270,737.53	43.39%	43.39%
5152 Steam	1,676,000.00	1,806,360.00	1,806,360.00	1,248,004.35	69.09%	69.09%
5153 Gas	629,000.00	524,450.00	524,450.00	419,197.69	79.93%	79.93%
5154 Electricity	896,400.00	1,283,000.00	1,283,000.00	831,417.59	64.80%	64.80%
5156 Fuels and lubricants	3,284,000.00	2,399,940.00	2,399,940.00	1,576,004.54	65.67%	65.67%
5157 Hot water	0.00	0.00	0.00	0.00	0.00%	0.00%
516 – Purchase of services	74,826,599.00	59,367,333.00	59,367,333.00	47,913,690.30	80.71%	80.71%
from which 5161 Postal services	532,000.00	782,249.00	782,249.00	587,106.18	75.05%	75.05%
5162 Telecommunication services and radio communication services	2,905,000.00	2,724,700.00	2,724,700.00	2,099,084.60	77.04%	77.04%
5162 Telecommunication services and radio communication services IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5163 Services of financial institutions and insurance premium	823,000.00	1,210,000.00	1,210,000.00	1,080,295.00	89.28%	89.28%
5164 Rental fees	541,000.00	1,310,000.00	1,310,000.00	1,199,249.84	91.55%	91.55%
5166 Consulting, advisory and legal services	1,000,000.00	817,998.00	817,998.00	328,185.20	40.12%	40.12%
5166 Consulting, advisory and legal services IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5167 Services, training and education	800,000.00	2,710,750.00	2,710,750.00	1,654,777.84	61.05%	61.05%
5167 Services, training and education IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5168 Data processing services	0.00	7,482,100.00	7,482,100.00	6,758,974.30	90.34%	90.34%
5168 Data processing services IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5169 Purchase of services not listed elsewhere (alimentation, printing)	68,225,599.00	42,329,536.00	42,329,536.00	34,206,017.34	80.81%	80.81%
5169 Purchase of services not listed elsewhere IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5169 Purchase of services not listed elsewhere IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
517 – Other purchases	15,963,000.00	17,647,503.00	17,647,503.00	13,289,345.45	75.30%	75.30%
from which 5171 Repairs and maintenance	6,000,000.00	9,033,760.90	9,033,760.90	7,302,188.89	80.83%	80.83%
5171 Repairs and maintenance IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5172 Software equipment	3,750,000.00	1,033,405.10	1,033,405.10	1,013,700.49	98.09%	98.09%
5173 Travel expenses (domestic as well as abroad)	5,800,000.00	7,104,475.00	7,104,475.00	4,602,097.57	64.78%	64.78%
5173 Travel expenses IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5173 Travel expenses IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5175 Food and refreshments	369,000.00	385,862.00	385,862.00	371,358.50	96.24%	96.24%
5175 Food and refreshments IK 41 00000	0.00	0.00	0.00	0.00	0.00%	0.00%
5176 Conference participation fees	24,000.00	90,000.00	90,000.00	0.00	0.00%	0.00%
5176 Conference participation fees IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5179 Other purchases not stated elsewhere	20 000.00	0.00	0.00	0.00	0.00%	0.00%

518 – Paid deposits	100,000.00	1,192,390.00	1,192,390.00	205,988.00	17.28%	17.28%
from which 5181 Deposits provided to inner organizational units	0.00	535,000.00	535,000.00	0.00	0.00%	0.00%
5182 Deposits provided to own treasury	0.00	317,000.00	317,000.00	0.00	0.00%	0.00%
5189 Deposits provided for VISA card	100,000.00	340,390.00	340,390.00	205,988.00	60.52%	60.52%
519 - Expenses associated with non-investment purchases	1,030,000.00	1,468,383.00	1,859,446.00	1,025,459.46	69.84%	55.15%
from which 5191 Paid sanction fees	0.00	135.00	135.00	129.00	95.56%	95.56%
5192 Provided non-investment contributions and compensations	0.00	407,000.00	407,000.00	208,423.00	51.21%	51.21%
5192 Provided non-investment contributions and compensations IK 41 00000	0.00	0.00	391,063.00	240,409.20	0.00%	61.48%
5194 Material gifts	30,000.00	13,138.00	13,138.00	13,138.00	100.00%	100.00%
5195 Payment for not employing persons with especially serious health handicaps	0.00	0.00	0.00	0.00	0.00%	0.00%
5199 Expenses associated with unclassified non-investment purchases	1,000,000.00	1,048,110.00	1,048,110.00	563,360.26	53.75%	53.75%
534 - Non-investment transfers deposited into own funds	3,744,359.00	3,800,519.00	3,965,519.00	3,800,519.00	100.00%	95.84%
from which 5342 Non-investment transfers FKSP	3,744,359.00	3,800,519.00	3,800,519.00	3,800,519.00	100.00%	100.00%
5342 Non-investment transfers FKSP IK 2504601	0.00	0.00	0.00	0.00	0.00%	0.00%
5342 Non-investment transfers FKSP IK 4100000	0.00	0.00	165,000.00	0.00	0.00%	0.00%
5344 Non-investment transfers deposited to own reserve funds	0.00	0.00	0.00	0.00	0.00%	0.00%
5345 Non-investment transfers deposited to own budget accounts	0.00	0.00	0.00	0.00	0.00%	0.00%
5346 Transfers deposited into reserve fund	0.00	0.00	0.00	0.00	0.00%	0.00%
536 - Tax payments, fees, sanction payments	2,287,000.00	5,200,480.40	5,200,480.40	66,366.00	1.28%	1.28%
from which 5361 Purchase of revenue stamps	0.00	0.00	0.00	0.00	0.00%	0.00%
5362 Tax and other fee payments	87,000.00	70,000.00	70,000.00	66,366.00	94.81%	94.81%
5363 Sanctions and penalty payments to other budgets	2,200,000.00	5,130,480.40	5,130,480.40	0.00	0.00%	0.00%
542 - Compensations paid to the population	978,000.00	1,000,000.00	1,000,000.00	925,087.00	92.51%	92.51%
from which 5424 Compensations of wages for the period of sickness	978,000.00	1,000,000.00	1,000,000.00	925,087.00	92.51%	92.51%
5909 - Other expenses IISSP	0.00	169,052.60	169,052.60	34,008.20	0.00%	0.00%
Common expenses in total 5*	369,140,479.00	372,932,292.00	412,721,841.22	361,822,400.00	97.02%	87.67%
from which material expenses	109,999,999.00	109,972,932.00	119,198,995.00	88,299,057.00	80.29%	74.08%
Capital expenses						
6111 SW IK 11 00000 action 122V193002007	0.00	79,200.00	79,200.00	72,600.00	91.67%	91.67%
6111 SW IK 11 00000 action 122V193002011	0.00	146,000.00	146,000.00	145,200.00	99.45%	99.45%
6111 SW IK 11 00000 action 122V193002012	0.00	130,000.00	130,000.00	129,228.00	99.41%	99.41%

6111 SW IK 41 00000 action 122V19300008	0.00	0.00	1,062,000.00	1,061,009.00	0.00%	99.91%
6111 SW IK 41 00000 action 122V19300009	0.00	0.00	390,000.00	389,136.00	0.00%	99.78%
6111 SW IK 41 00000 action 122V19300010	0.00	0.00	63,931.05	0.00	0.00%	0.00%
6111 SW IK 41 00000 action 122V19300016	0.00	0.00	503,000.00	502,150.00	0.00%	99.83%
6111 SW IK 41 00000 action 122V19300017	0.00	0.00	333,960.00	333,960.00	0.00%	100.00%
6111 SW IK 11 00000 action 122V19300031	0.00	521,000.00	521,000.00	0.00	0.00%	0.00%
6111 SW IK 11 00000 action 122V19300035	0.00	210,000.00	210,000.00	0.00	0.00%	0.00%
6111 SW IK 11 00000 action 122V19300036	0.00	484,000.00	484,000.00	0.00	0.00%	0.00%
6119 IK 11 00000 other purchase DNM 122V193002R01	300,000.00	0.00	0.00	0.00	0.00%	0.00%
6119 IK 41 00000 other purchase DNM 122V193002R01	0.00	0.00	5,437.00	0.00	0.00%	0.00%
6119 IK 11 00000 other purchase DNM 122V193002020	0.00	130,000.00	130,000.00	130,000.00	0.00%	100.00%
6121 IK 11 00000 Buildings, halls, construction sites 122V193002002	3,000,000.00	995,000.00	995,000.00	0.00	0.00%	0.00%
6121 IK 11 00000 Spec. operations 122V193002003	3,500,000.00	3,500,000.00	3,500,000.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002002	0.00	0.00	120,100.00	0.00	0.00%	0.00%
6121 IK 41 00000 buildings 122V193002014	0.00	0.00	72,000.00	71,875.00	0.00%	99.83%
6121 IK 41 00000 buildings 122V193002018	0.00	0.00	45,000.00	44,372.00	0.00%	98.60%
6121 IK 41 00000 buildings 122V193002019	0.00	0.00	97,000.00	96,364.00	0.00%	99.34%
6121 IK 41 00000 buildings 122V193002022	0.00	0.00	212,500.00	212,476.00	0.00%	99.99%
6121 IK 41 00000 buildings 122V193002023	0.00	0.00	342,000.00	341,220.00	0.00%	99.77%
6121 IK 41 00000 buildings 122V193002024	0.00	0.00	138,000.00	138,000.00	0.00%	100.00%
6121 IK 41 00000 buildings 122V193002025	0.00	0.00	56,000.00	48,954.00	0.00%	87.42%
6121 IK 41 00000 buildings 122V193002026	0.00	0.00	26,000.00	26,000.00	0.00%	100.00%
6121 IK 41 00000 buildings 122V193002027	0.00	0.00	134,000.00	133,100.00	0.00%	99.33%
6121 IK 41 00000 buildings 122V193002029	0.00	0.00	263,800.00	263,780.00	0.00%	99.99%
6121 IK 41 00000 buildings 122V193002030	0.00	0.00	376,500.00	0.00	0.00%	0.00%
6121 IK 11 00000 buildings 122V193002014	0.00	1,640,000.00	1,640,000.00	0.00	0.00%	0.00%
6121 IK 11 00000 buildings 122V193002033	0.00	365,000.00	365,000.00	0.00	0.00%	0.00%
6122 IK 11 00000 Machines, devices and equipment 122V193002R01	3,000,000.00	640,000.00	640,000.00	0.00	0.00%	0.00%
6122 IK 11 00000 Machines, devices and equipment 122V193002034	0.00	2,360,000.00	2,360,000.00	0.00	0.00%	0.00%

6123 IK 11 00000 Transportation vehicles 122V193002001	4,250,000.00	4,250,000.00	4,250,000.00	2,657,834.00	62.54%	62.54%
6125 IK 11 00000 Computer technology HW 122V193002R01	4,500,000.00	840,300.00	840,300.00	0.00	0.00%	0.00%
6125 IK 11 00000 Computer technology HW 122V193002013	0.00	139,500.00	139,500.00	139,271.00	99.84%	99.84%
6125 IK 41 00000 Computer technology HW 122V193002R01	0.00	0.00	0.00	0.00	0.00%	0.00%
6125 IK 41 00000 Computer technology HW 122V193002015	0.00	0.00	412,000.00	411,732.59	0.00%	99.94%
6125 IK 11 00000 Computer technology HW 122V193002032	0.00	2,120,000.00	2,120,000.00	0.00	0.00%	0.00%
6129 IK 41 00000 kitchen BR 122V193002021	0.00	0.00	55,000.00	53,119.00	0.00%	96.58%
6129 IK 41 00000 122V193002028	0.00	0.00	55,100.00	55,055.00	0.00%	99.92%
6909 Other unclassified capital expenses	0.00	0.00	0.00	0.00	0.00%	0.00%
6130 Land	0.00	0.00	0.00	0.00	0.00%	0.00%
6361 Transfer to reserve fund	0.00	0.00	0.00	0.00	0.00%	0.00%
Investment expenses in total	18,550,000.00	18,550,000.00	23,313,328.05	7,456,435.59	40.20%	31.98%
total expenses	387,690,479.00	391,482,292.00	436,035,169.27	369,278,835.59	94.33%	84.69%

Income 2017 – special revenue account (in CZK) Appendix No. 3

Text	Drs	Crs	balance
Orders and decisions of administrative procedures			66 089 057
Orders collected on the spot	8 606 200		8 606 200
Administrative fees	10 800		10 800
Expenses of proceedings transferred to the account 19-		144 000	-144 000
Fines handed over to customs authorities		9 130 628	-9 130 628
TOTAL			65 431 129

CTIA assets as of December 31, 2017 Appendix No. 4

Type of asset	in thousand CZK
Software over 60 thousand CZK	30,034.3
Software up to 60 thousand CZK	7,973.1
Land	7,041.2
Art	130.5
Buildings - 6 buildings and 3 garages	325,056.5
Individual movable assets and sets of items	46,290.6
Small long-term tangible assets up to 40 thousand CZK	40,470.3
Other small long-term assets kept on accounts of balance sheet	13,453.8
Incomplete long-term tangible assets	1,048.5
Long-term tangible assets intended for sale	165.6
Total	471,664.4

13. CONTACTS

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All inspectorates are also available via
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