

Market Surveillance and Consumer Protection

View of a consumer association

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Outline

“ Introduction

Why we need enforcement of the laws?

“ Consumers' Expectations

How to meet them, how to support
functioning of internal market?

“ European Level

Effect of consumer activities at EU level,
ANEC role.

Regulation

"In order to behave reasonably, good people do not need laws; bad people will always find a way to circumvent the laws."

*šAby se chovali rozumn , dob í lidé zákony nepot ebují;
–patní lidé si vřdy najdou zp sob, jak zákony obejít.õ*



Platón

427 B. C. . 347 B. C.

As they are still many people who always find a way to circumvent the market regulations, so, **WE** need **ENFORCEMENT, MARKET SURVEILLANCE.**

Who are **WE**?

- **Business** . they expect the consistent application of the law for all to ensure fair and equal conditions for business and competition.
- **Consumers** . expect to be effectively protected on the market.

Which are the **CONSUMERS' EXPECTATIONS?**

- Safe products and services
- Quality products
 - In particular, consumers must be protected against adulterated and counterfeit products; (wine, honey, industrial consumer products);
 - Product/service features must conform and comply with the claims made on the product or in advertising.

Which are the **CONSUMERS' EXPECTATIONS?** /2

- Protection of economic interests
 - Consumer credit;
 - Unfair practices - including aggressive or misleading advertising, etc.;
- Redressing mechanisms
 - Unfair contract terms;
 - Selling in out-door premises, distance selling;
 - ADR / ODR

And how is it with

FUNCTIONALITY OF MARKET SURVEILLANCE in Europe?

- Certainly we can point to many shortcomings;
- BUT: To realize that no system/model can exclude every dangerous product or other market failures from the market.

Market surveillance is only a part of the EU internal market.

What to do?

- ***Only well informed consumers can defend themselves effectively***

“ S S focus on enhancement of consumer literacy concerning their rights, risks on the market and quality product and services (etc.)

“ Booklets on quality of food

<http://www.konzument.cz/publikace/jak-pozname-kvalitu.php>

“ Information for vulnerable consumers

<http://www.konzument.cz/publikace/osoby-nevidome.php>

<http://www.konzument.cz/publikace/osoby-neslysici/jak-reklamovat.php>

What to do? /2

- **Standards È advantage for producers, traders as well as for consumers**
- “ Participation of consumers in standardization process
 - “ ANEC
 - “ Cabinet for Standardization, Public Service Comp.
<http://www.top-normy.cz/en/index.php>
 - “ Booklets
 - “ Implementation of European Standardization Strategy 2020 . cooperation with UNMZ and others.

What to do? /3

- ***Third party certification – credible tool for internal market***

- “ SCS supports the quality labels / marks, which include an independent third party certification.

- “ Giraffe mark for safety child shoes;

- “ Safe child playground/ sport field

<http://www.overenehriste.cz/>

<http://www.overenehriste.cz/users/files/znacka/VseobPodm-Znacka-Grafic.pdf>



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Surveillance and Consumer Protection

Consumers and Market Surveillance in Europe

A special presentation follows ...



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