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

Aby se chovali rozumně dobří lidé zákony nepotřebují; špatní lidé si vždy najdou způsob, jak zákony obejít.

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** į they expect the consistent application of the law for all to ensure fair and equal conditions for business and competition.
- **Consumers** į 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*

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

Å Booklets on quality of food


Å Information for vulnerable consumers


What to do? /2

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

Å Participation of consumers in standardization process
Å ANEC
Å Cabinet for Standardization, Public Service Comp.


Å Booklets
Å Implementation of European Standardization Strategy 2020 in cooperation with UNMZ and others.
What to do? /3

- Third party certification – credible tool for internal market

ŠČS supports the quality labels / marks, which include an independent third party certification.

- ŠČS Giraffeří mark for safety child shoes;
- Safe child playground/ sport field

http://www.overenehriste.cz/
Consumers and Market Surveillance in Europe

A special presentation follows ...
Kontakty

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