Consumer Rights Protection Centre
Republic of Latvia

Consumer Rights Protection Centre and Market Surveillance

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Deputy Director and Head of Products and Services Surveillance Department
Consumer Rights Protection Centre of Latvia (CRPC)

- National Consumer and Market surveillance authority under the Ministry of Economics;

- Established in 1998;

- Main office in Riga, call center in Daugavpils;

- Staff 107 persons.
Aim: to provide efficient protection of consumer rights and interests (1)

Portfolio:

• Protection of consumer collective interests;
• Individual consumer complaints handling, assistance to consumers (ADR);
• Licensing of non–banking consumer credit providers and debt collectors;
• Surveillance of unfair commercial practice, e-commerce and advertising;
Aim: to provide efficient protection of consumer rights and interests (2)

Portfolio:

- Surveillance of consumer contract terms;
- Information, awareness rising and education of consumers and business sector;
- Surveillance of products and services safety, conformity;
- State metrology surveillance;
- Surveillance of dangerous equipment in use.
- Proactive surveillance
- Reactive surveillance

- Controls at the border in cooperation with the State Revenue Service
- Market surveillance Shops, warehouses, manufacturing places
- Surveillance at construction sites
Market surveillance principles:

• Setting priorities and market surveillance programmes;
  – Risk based approach;
  – Project based market surveillance (8 projects every year);
  – Cooperation with customs and other authorities.

• Notification of dangerous products;

• Information to consumers and business
Annual surveillance programmes

Priority setting is based on:

- market surveillance results
- non-compliances in the specific product group
- consumers and risks related to the use of products
- consumer complaints
- RAPEX notifications
- statistics on accidents in Latvia and EU
- international projects (ADCO, PROSAFE etc.)
- new requirements (legislation or harmonised standards)
- new products or services
- information in media
- request from other institutions
Annual surveillance programmes

CRPC Yearly plan

Surveillance project plan

Testing plan

Monthly plans

Complaints
RAPEX
Media
Repeated controls
Information from other institutions

29.06.2018
Market surveillance

• Around 1000 controls every year
• 10 MS projects every year
• Regular testing programmes (~200 samples every year)
• Very good cooperation with Customs (testing samples taken on border)
• Investigation of supply chain - to find source of problem
• Always inviting voluntary actions
Market surveillance priorities in 2018

Construction materials

Electric appliances (hair care appliances and led panels)

Ecodesign and energy efficiency

RED products (RLAN equipment)

Machinery (impact drills)

PPE (mountaineering equipment and reflectors;)

Child safety products

• Toys (electrical toys), child-care articles (baby carriers),
• internal blinds

Service safety

• Entertainment on water
• Rope courses

Indication of prices (unfair business-to-consumer commercial practice)

New market surveillance approach – system/ process control
Joint actions in 2018

**EC funded projects**
- Impact drills
- Hair care appliances
- Personal protective equipment
- Electrical toys
- Baby carriers and cots
- Eco-design and Energy labelling

**ADCO**
- Gas appliances
- Construction products

**Baltic states cooperation**
- Cooperation with market surveillance authorities
- Cooperation in the field of product safety and compliance checks of imported goods.

**ECHA**
- Chemicals in products
Cooperation with customs authority (1)

Legal basis


- Formal Agreement between Consumer Rights Protection Centre and Custom Authority
  - covers all necessary aspects and elements to ensure that the control process will be carried out in an appropriate manner
Cooperation with custom authority (2)

Key elements of the Agreement

- contact list of the responsible officers of both authorities
- set out the agreed roles and responsibilities on controls to be undertaken by each authority
- the exchange of information and intelligence
- the establishment of meetings in case of need
- training of responsible custom officers
- terms for an efficient and effective long-term cooperation
Cooperation with custom authority (3)

Risk management/profile

- information from CRPC – priorities
- time period
- CN codes, type of product (toys, tois etc.), economic operator
- roads
  - yellow (documental check)
  - red (physical check)
- check lists
Market surveillance activities at the border

Goods declared for release for free circulation
1. Documental check (if necessary, additional documents can be requested)
2. Physical check (the higher risk is identified)

Suspension of release

Information to MS authority within three working days of the suspension of release

Activities to prohibit release for free circulation

Goods are in conformity – can be released for free circulation

Goods are in conformity – can be released for free circulation
# CHECK LIST - ELECTRIC TOYS
(WITH BATTERIES AND / OR TRANSFORMER)

Answer to questions with YES (Y) or NO (N). If one of the answers is N please contact MSA. All questions has to be answered in controlled part.

<table>
<thead>
<tr>
<th>SAD NO</th>
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## 1. Identification of the product

1.1. Manufacturers name/ trademark

1.2. Name of the product/ identification

## 2. Documentation: |

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 EC declaration of conformity drawn up by manufacturer or his authorized representative</td>
<td></td>
</tr>
<tr>
<td>2.1.1. identification number/model of the toy</td>
<td></td>
</tr>
<tr>
<td>2.1.2. name and adress of the manufacturer</td>
<td></td>
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<tr>
<td>2.1.3. Object of the declaration (identification of toy allowing traceability, including a colour image of the toy)</td>
<td></td>
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<tr>
<td>2.1.4. reference to Directive 2009/48/EC</td>
<td></td>
</tr>
<tr>
<td>2.1.5. reference to other directives:</td>
<td></td>
</tr>
<tr>
<td>2.1.5.1. Directive 2011/65/EU (RoHS II)</td>
<td></td>
</tr>
<tr>
<td>2.1.5.2. Directive 2014/30/EU (EMC)(^1)</td>
<td></td>
</tr>
<tr>
<td>2.1.5.3. Directive 1999/5/EC or 2014/53/EU (RTTE)(^2)</td>
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<tr>
<td>2.1.5.4. Directive 2014/35/EU (LVD)(^3)</td>
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<tr>
<td>2.1.6. reference to standards:</td>
<td></td>
</tr>
<tr>
<td>2.1.6.3. EN 71-3:2013+A1:2014(^4)</td>
<td></td>
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<tr>
<td>2.1.7. reference to other standards</td>
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</tbody>
</table>

## 2. Identification of the product is identical with accompanying documents

## 3. Marking:

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
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<tbody>
<tr>
<td>mark on the toy or the label or packaging</td>
<td></td>
</tr>
<tr>
<td>name or trademark and the address of the manufacturer</td>
<td></td>
</tr>
<tr>
<td>manufacturer on the toy is identical to the manufacturer specified in the EC</td>
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</tbody>
</table>

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\(^1\) Apply to all toys with batteries and/or solar panels/cells and/or transformer, except radio controlled toys

\(^2\) Apply to radio controlled toys

\(^3\) Apply to toys with transformer (alternating current is from 50 V to 1000 V or DC – from 75 V to 1500 V)

\(^4\) Not apply to toys or components of toys which, due to their accessibility, function, volume or mass, clearly exclude any hazard due to sucking, licking, swallowing or prolonged contact with skin.
Thank you for your attention!