

# 2024

## ANNUAL REPORT

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Czech Trade Inspection Authority  
Prague 2025



In 2024, the Czech Trade Inspection Authority aimed its inspection activities primarily at product safety, followed by general inspections and inspections carried out within international projects. However, it was also necessary to address areas where legislative changes had occurred or where problems had arisen that negatively impacted consumers.

I want to mention three areas in which the Czech Trade Inspection Authority contributed to the solution and helped to establish clear rules through its approach and comments on legislation.

The first area was price information in discount promotions, which received significant attention from the public, traders, and the media in 2024. I believe that the Czech Trade Inspection Authority played a key role in clarifying the interpretation of problematic parts of the law. An important moment was the ruling of the Court of Justice of the European Union, which confirmed that the discount must be based on the lowest price at which the goods were sold in the last 30 days before the discount. I am pleased that this judgment confirmed the interpretation that the Czech Trade Inspection Authority had held from the start and applied in its inspections.

Another complex and media-covered topic in 2024 was the rise of online marketplaces in the Czech Republic. Although many online marketplace providers are based in the European Union, the sellers from whom consumers purchase products are from third countries. These entities did not fulfil their legal obligations, e.g., they engaged in unfair commercial practices and failed to inform consumers in accordance with the law. Virtually all European Union countries had to deal with this phenomenon. The Czech Trade Inspection Authority responded to the situation by targeted inspections, focusing not only on online marketplaces but also on online trading in general. I appreciate that the Czech Trade Inspection Authority has actively participated in a unified Europe-wide approach to online marketplaces under the auspices of the European Commission.

The third area to mention, and one to which the Czech Trade Inspection Authority has long paid attention, is the enforcement of the ban on the sale of alcoholic beverages and tobacco products to minors. Given that the situation in the market is not improving significantly and it is still relatively easy for minors to purchase alcohol or tobacco

products, the Czech Trade Inspection Authority has decided to increase the fines imposed significantly. In 2024, the Czech Trade Inspection Authority also proposed several changes to the preparation of an amendment to Act No. 65/2017 Coll. On Health Protection Against the Harmful Effects of Addictive Substances, based on its inspection practice.

Throughout the year, inspections were carried out, for example, on e-commerce, the prohibition of discrimination, the sale of pyrotechnic articles, the offering of products infringing certain intellectual property rights, etc., which fall within the scope of so-called general inspections, and the results were communicated to the public on an ongoing basis in press releases.

Product inspection is important, and the Czech Trade Inspection Authority focuses on it because consumers cannot protect themselves in this area and cannot detect what might make a product dangerous. I am pleased that the proportion of these inspections is constantly growing, and that individual Regional Inspectorates are also involved in many international projects.

The aforementioned is also related to the change of the organisational structure of the Czech Trade Inspection Authority, which we implemented in 2024. Among other things, we responded to the new Regulation (EU) 2023/988 of the European Parliament and of the Council on general product safety and the related Act No. 387/2024 Coll., on General Product Safety. A Product Inspection Unit was established within the Methodology and Inspection Support Department of the General Inspectorate, providing comprehensive methodological support to the inspectorates of the Czech Trade Inspection Authority in product inspection. This support includes assistance in the preparation of national inspection activities and the coordination of international inspection activities. The Department also provided specialised training and methodological support to inspectorates in the processing of complaints. Employees of the Product Inspection Unit were also involved in international inspection projects.

In addition to national inspection activities, the Czech Trade Inspection Authority is involved in many international projects that contribute to strengthening the security of the EU single market, particularly eliminating the occurrence of dangerous products. Work in this area requires the Czech Trade Inspection Authority staff to have not only language skills, but also a high level of expertise in specific topics.

Each year, the Plan of Inspection Activities also includes targeted inspections based on suggestions from consumers, interest and professional associations, or other surveillance authorities or entities operating in the Czech market. In 2024, the Czech Trade Inspection Authority responded to market developments and addressed emerging issues promptly. It is true that in some cases, consumers' expectations regarding the resolution of their problems are rather unrealistic, because we need to address every infringement committed by a seller must be investigated, and only based on demonstrable findings can a sanction be imposed. I would also like to point out that even the administrative proceedings themselves can take a long time in some cases, given all the administrative deadlines. However, the staff of the Czech Trade Inspection Authority does all they can to proceed as quickly and efficiently as possible, both in handling consumer queries and in conducting administrative proceedings.

I consider cooperation with other public authorities, including trade licensing offices, the Police of the Czech Republic, the Czech Customs Administration, and other institutions, to be very beneficial. This cooperation contributes to a more thorough rectification of identified shortcomings and thus to the cultivation of the market. Finally, I want to thank the staff of the Czech Trade Inspection Authority for their work in 2024 across all areas, which was key not only for ensuring inspection activities but also for the running of the institution itself.

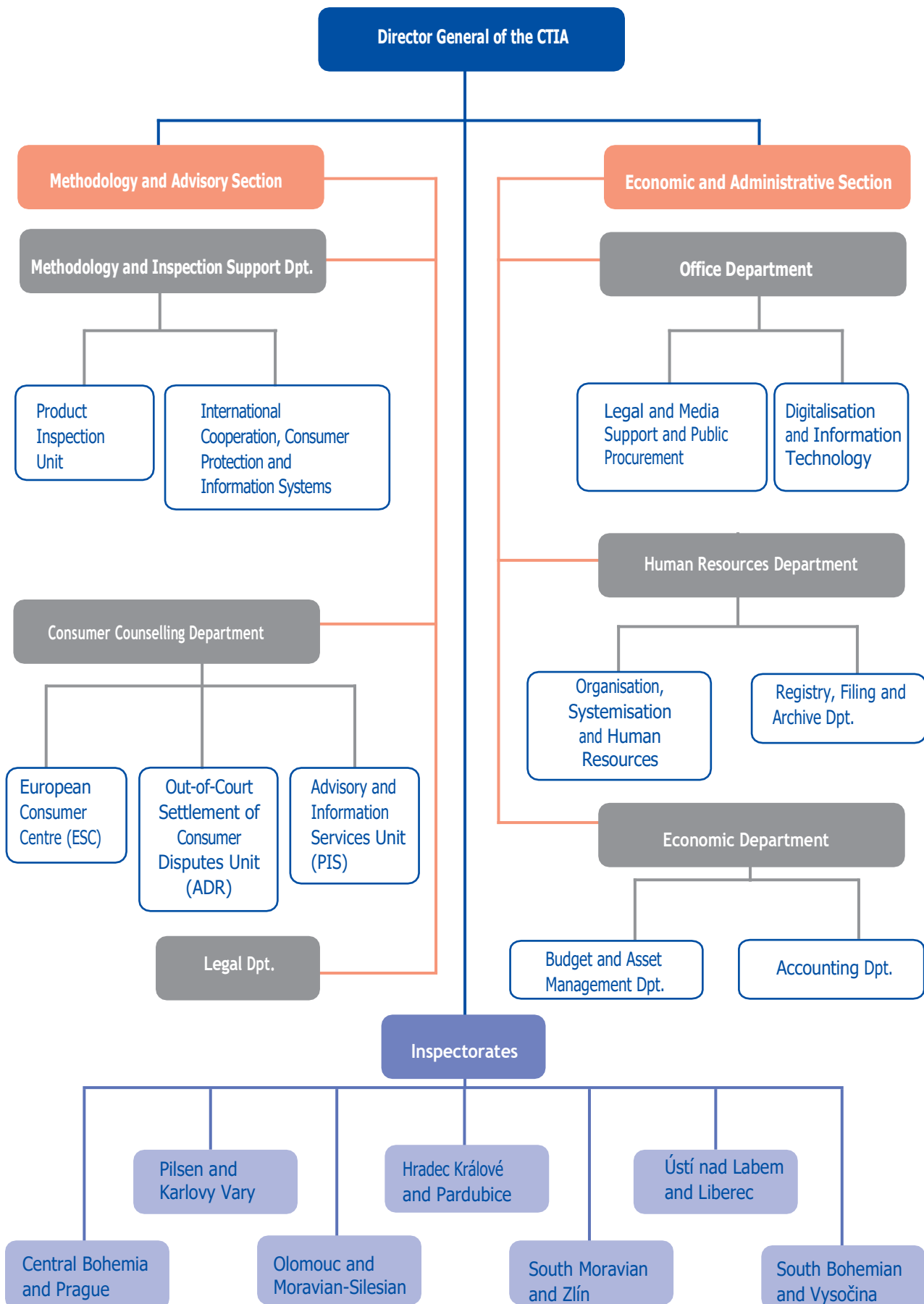
Jan Štěpánek,  
Director General of the Czech Trade Inspection Authority

# CONTENTS

1. BASIC INFORMATION	8
2. CZECH TRADE INSPECTION AUTHORITY IN 2024	11
3. PRODUCT SURVEILLANCE	17
4. GENERAL INSPECTION	31
5. INSECTION ACTIVITIES OF INSPECTORATES	37
6. INTERNATIONAL COOPERATION	42
7. CONSUMER COUNSELLING DEPARTMENT	45
8. LEGAL DEPARTMENT	48
9. PUBLIC RELATIONS	49
10. HUMAN RESOURCES	53
11. FINANCIAL MANAGEMENT	56
CONTACTS	68

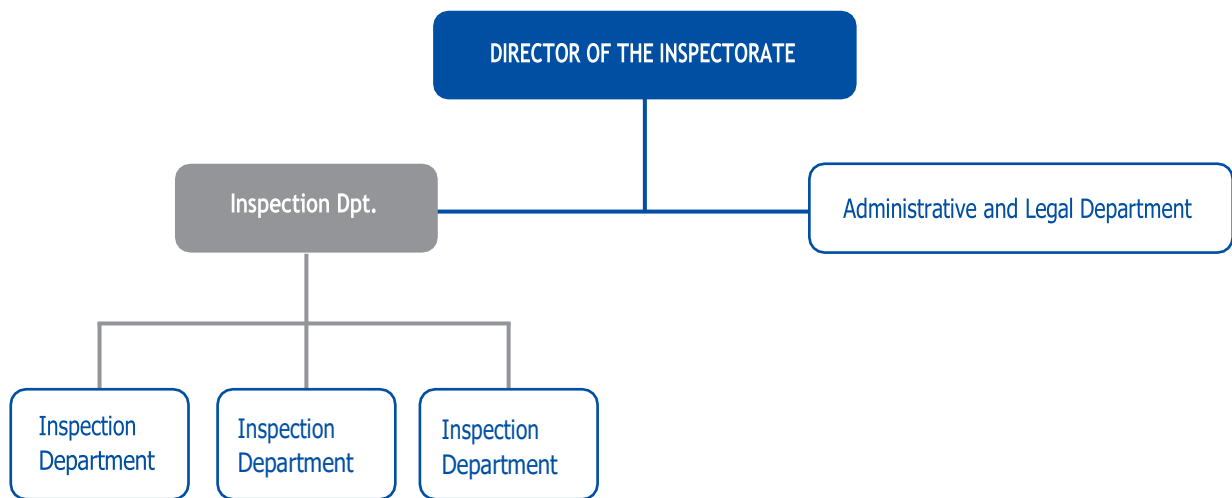


# ORGANISATIONAL CHART OF THE GENERAL INSPECTORATE

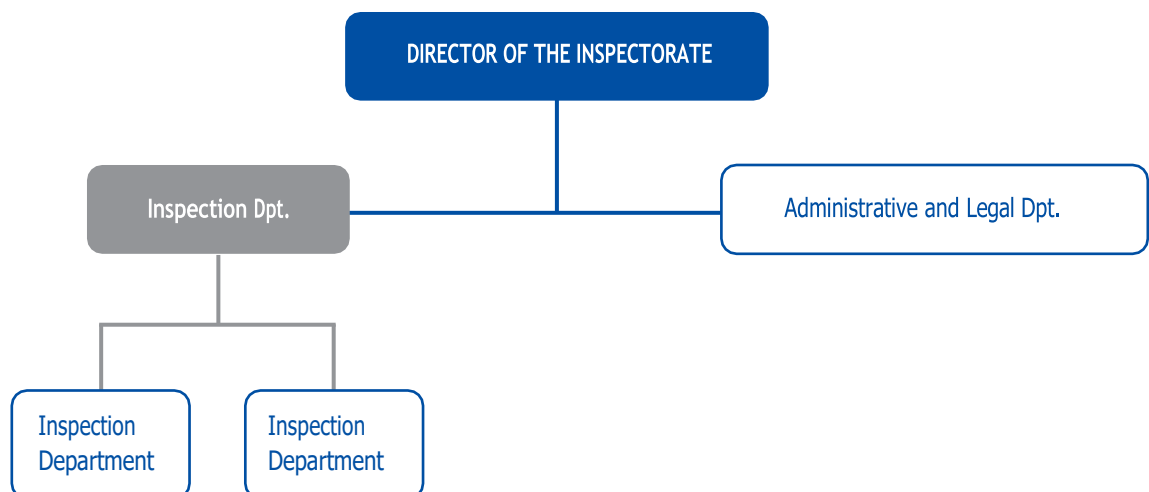


# ORGANISATIONAL CHART OF THE INSPECTORATE

## Central Bohemia and Prague



# ORGANISATIONAL CHART OF OTHER INSPECTORATES



# 1. BASIC INFORMATION

## 1.1 Mission and objectives

The vision of the Czech Trade Inspection Authority is to be an open body for market surveillance that supports the development of the EU single market and protects the rights of consumers and the legitimate interests of economic operators active in this market.

The mission of the Czech Trade Inspection Authority is to ensure the protection of consumer rights and legitimate interests of society when placing products and providing services on the EU single market. To participate in creating equal conditions for economic entities that place products and services on the single market. To engage in dialogue with all interested market participants and thus contribute to its development and refinement.

Within its chosen strategy, the Czech Trade Inspection Authority has identified five areas that have a fundamental impact on its activities. These are:

- ▶ protection of the rights and legally protected interests of consumers and other market entities, support for the development of the single market
- ▶ counselling, assistance and help for consumers
- ▶ cooperation (partnership principle) with other entities at national and international level
- ▶ reputation of the Authority
- ▶ optimisation of the Authority.

For each of the strategic areas, the CTIA has defined the objectives it wants to achieve within its vision, which are, namely:

- ▶ ensuring impartial and balanced market surveillance

- ▶ legislative proposals, legal changes and legal methodological support leading to effective performance of surveillance activities
- ▶ legislative development of consumer counselling, out-of-court options for resolving consumer disputes at the CTIA and strengthening the enforcement of consumer rights
- ▶ ensuring effective cooperation with national stakeholders
- ▶ effective cooperation with stakeholders at international and European level
- ▶ management of financial resources and assets
- ▶ development of information and communication technologies
- ▶ improving external and internal communication, developing awareness raising activities
- ▶ effective human resources management
- ▶ corporate culture – employer as a brand
- ▶ optimisation of the internal structure of the Authority
- ▶ development of a change management system

To fulfil its mission and vision, the Czech Trade Inspection Authority has prepared the document "Strategy of the Czech Trade Inspection Authority 2021-2025", which follows on from "Strategy of the Czech Trade Inspection Authority 2017-2021".

## 1.2 Activities and surveillance scope

The Czech Trade Inspection Authority is a state administration body subordinate to the Ministry of Industry and Trade. It was established as the successor organisation to the State Trade Inspection Authority by Act No. 64/1986 Coll. It is divided into the General Inspectorate and subordinate inspectorates based in seven regional cities.

The Czech Trade Inspection Authority inspects natural and legal persons who offer, sell, supply, or market products, offer or provide services, or carry out other activities in accordance with the Act on the Czech Trade Inspection Authority or in accordance with a special legal regulation, if so provided by the Act on the Czech Trade Inspection Authority or a special legal regulation.

CTIA deficiencies in the persons inspected and, if so stipulated by the Act on the Czech Trade Inspection Authority or a special legal regulation, imposes measures to remedy them. It carries out analyses or arranges for them to be carried out to determine whether products comply with legal regulations or whether their properties are in accordance with the declaration, as stated in particular in the declaration or in the commercial communication. In line with legal regulations, it also imposes sanctions and measures restricting the free movement of goods within the single market. It generalises the findings from its inspection activities and publishes the results of inspections to prevent breaches of legal regulations.

The Czech Trade Inspection Authority cooperates with state administration bodies and participates in the development and review of legal regulations protecting consumer rights, technical regulations, and rules for placing products on the market. Together with other surveillance bodies, it participates in the preparation and implementation of inspection activities, their evaluation, and the publication of results.

Based on its legal authority, the Czech Trade Inspection Authority issues binding opinions on the release of products into free circulation in cases of suspicion that the product is unsafe or is not labelled in accordance with legal regulations.

As regards international cooperation, the Czech Trade Inspection Authority actively participates in a wide range of horizontal activities and, together with the surveillance authorities of other European Union Member States, takes an active part in the preparation and implementation of international inspection activities. It cooperates within the structures of the European Union that deal with consumer protection and the placing of products on the market and into service.

The activities of the Czech Trade Inspection Authority also include cooperation with consumer protection organisations and representatives of professional and business associations. Within this scope, the Czech Trade Inspection Authority also participates in educating consumers and increasing their knowledge and awareness.

The Czech Trade Inspection Authority is a body for the out-of-court settlement of consumer disputes within the meaning of 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.

The Czech Trade Inspection Authority also hosts the European Consumer Centre Czechia, which provides free information to Czech consumers about their rights when shopping in other EU countries, Norway and Iceland. Its staff has been primarily involved in resolving cross-border consumer rights cases involving sellers and service providers from the above-mentioned countries, as well as in preventive action in this area.

The main focus of the Czech Trade Inspection Authority's inspection activities is to inspect the compliance with legal regulations in the

areas of consumer rights protection and the free movement of goods in the European Union's internal market. The scope of its activities and surveillance scope is broadly defined by the following legal regulations:

- ▶ Act No. 64/1986 Coll., on the Czech Trade Inspection Authority
- ▶ Act No. 634/1992 Coll., on Consumer Protection
- ▶ Act No. 22/1997 Coll., on Technical Requirements for Products
- ▶ Act No. 189/1999 Coll., on emergency oil reserves, on dealing with oil emergencies
- ▶ Act No. 56/2001 Coll., on the Conditions of Operation of Vehicles on Roads
- ▶ Act No. 102/2001 Coll., on General Product Safety
- ▶ Act No. 477/2001 Coll., on Packaging
- ▶ Act No. 353/2003 Coll., on Excise Duties
- ▶ Act No. 247/2006 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments
- ▶ Act No. 311/2006 Coll., on Fuel and Fuel Filling Stations
- ▶ Act No. 253/2008 Coll., on Certain Measures against the Legalization of Proceeds of Crime and the Financing of Terrorism
- ▶ Act No. 73/2012 Coll., on Substances that Deplete the Ozone Layer and on Fluorinated Greenhouse Gases
- ▶ Act No. 201/2012 Coll., on Air Protection
- ▶ Act No. 226/2013 Coll., on Placing Timber and Timber Products on the Market
- ▶ Act No. 307/2013 Coll., on Mandatory Marking and Labelling of Alcohol
- ▶ Act No. 206/2015 Coll., on Pyrotechnic Articles and their Handling
- ▶ Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market
- ▶ Act No. 223/2016 Coll., on Retail and Wholesale Opening Hours
- ▶ Act No. 65/2017 Coll., on Health Protection against the Harmful Effects of Drugs
- ▶ Act No. 370/2017 Coll., on Payments
- ▶ Act No. 542/2020 Coll., on End-of-life Products
- ▶ Act No. 225/2022 Coll., on Explosives Precursors and on Amendments to Related Acts
- ▶ Act No. 243/2022 Coll., on Reduction of the Impact of Certain Plastic Products on the Environment



- ▶ Regulation (EC) No 1523/2007 of the European Parliament and of the Council of 11 December 2007 banning the placing in the market and the import to, or export from, the Community of cat and dog fur, and products containing such fur
  - ▶ 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, and repealing Regulation No. 339/93 (EEA)
  - ▶ 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
  - ▶ Regulation (EC) No 66/2010 of the European Parliament and of the Council of 25 November 2009 on the EU Ecolabel
  - ▶ 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 in the market
  - ▶ Regulation (EU) No 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products, repealing Directive 89/106/EEA
  - ▶ Regulation (EU) No 1007/2011 of the European Parliament and of the Council of 27 September 2011 on textile fibre names and related marking and labelling and marking of the fibre composition of textile products and repealing Council Directive 73/44/EEC and Directives 96/73/EC and 2008/121/EC of the European Parliament
  - ▶ Regulation (EU) No 260/2012 of the European Parliament and of the Council of 14 March 2012 establishing technical and business requirements for credit transfers and direct debits in euro and amending Regulation (EC) No. 924/2009
  - ▶ Regulation (EU) No 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on online dispute resolution for consumer disputes)
  - ▶ Regulation (EU) 2015/751 of the European Parliament and of the Council on inter-bank charges for card payment transactions
  - ▶ Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC
  - ▶ Regulation (EU) 2016/426 of the European Parliament and of the Council on gaseous fuel appliances and repealing Directive 2009/142/EC
  - ▶ Regulation (EC) 2017/2394 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of consumer protection legal regulations and repealing Regulation (EC) No 2006/2004
  - ▶ Regulation (EU) 2018/ of the European Parliament and of the Council of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No. 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
  - ▶ Regulation (EU) 2018/644 of the European Parliament and of the Council on cross-border parcel delivery services
  - ▶ Regulation (EU) 2019/515 of the European Parliament and of the Council on mutual recognition of goods lawfully marketed in another Member State and repealing Regulation (EC) No 764/2008
  - ▶ Regulation (EU) 2019/1020 of the European Parliament and of the Council on market surveillance and product compliance and amending Directive 2004/42/EC and Regulations (EC) No 765/2008 and (EU) No 305/2011
  - ▶ Regulation (EU) 2019/1148 of the European Parliament and of the Council of 20 June 2019 on market surveillance and the compliance of products and amending Directive 2004/42/EC and Regulations (EC) No 765/2008 and (EU) No 305/2011
- In addition to the Act on the Czech Trade Inspection Authority, the procedural and legal aspects of the surveillance and activities of the Czech Trade Inspection Authority are regulated in particular by:
- ▶ Act No. 500/2004 Coll., Administrative Procedure Code
  - ▶ Act No. 255/2012 Coll., on Inspection (Inspection Code)
  - ▶ Act No. 250/2016 Coll., on Liability for Minor Offences and their Proceedings
  - ▶ Act No. 87/2023 Coll., on product market surveillance and amendments to certain related acts (Product Market Surveillance Act)

## 2. Czech Trade Inspection Authority in 2024

In 2024, several events impacted the Czech Trade Inspection Authority and its inspection activities. At the beginning of the year, the so-called consolidation package in Act No. 65/2017 Coll., on Health Protection against the Harmful Effects of Drugs, restricted the sale and provision of tobacco products and related product ranges by prohibiting the provision of economic benefits in the sale of these products and the provision of these products in connection with the sale of any goods or services. At the end of September, the Court of Justice of the European Union issued a ruling on sales promotions. Specifically, it confirmed that the percentage discount must relate to the lowest price at which the goods were sold in the last 30 days before the discount, thereby confirming the established practice of the Czech Trade Inspection Authority in conducting discount inspections. The last and most significant event of 2024, specifically on 13 December, was the entry into force of Regulation (EU) 2023/988 of the European Parliament and of the Council on general product safety, and the related Act No. 387/2024 Coll. on General Product Safety. The organisational structure of the Czech Trade Inspection Authority also changed to adapt to current requirements for the effective performance of market surveillance and support activities.

CTIA followed the Market Surveillance Programme for 2024, prepared based on market analysis and findings from inspection activities in the previous period, as well as planned international inspection activities. The market surveillance programme mainly consisted of inspection activities focused on product safety and compliance with harmonised legal regulations when placing products on the EU market. The Czech Trade Inspection Authority regularly focuses on protecting the most vulnerable consumers, namely children. For this reason, the Authority carried out a year-long inspection activity focusing on toy safety in 2024, supplemented by two international inspection activities. In view of the many findings of non-compliance in previous years, the inspection activities also included inspections of low-voltage electrical equipment, in particular USB chargers and extension cords, which repeatedly showed technical defects. The surveillance programme also included other inspection activities, covering other product sectors as well.

The market surveillance programme for 2024 included not only inspection activities focused on product safety, but also those focused on protecting consumers' rights and legally protected interests. These inspection activities targeted both current market "problems", such as discount promotions, and the monitoring of market areas

and forms of trade undergoing rapid development or fundamental change. The market surveillance programme also reflected the fiscal and environmental interests of society and the state (fuel quality inspection), including interests in health protection against the harmful effects of drugs. The market surveillance programme also included inspection activities with a European or international element, focused primarily on the surveillance of the placing of selected and non-selected products on the market. The inspection activities and activities were supplemented during the year by additional inspections and activities required by the current situation.

The scope of inspection activities included individual Regional Inspectorates, focusing not only on local issues but also on the product area.

As in previous years, in 2024, the CTIA paid special attention to complaints from consumers and other market entities.

An integral part of the Czech Trade Inspection Authority's activities in 2024 was providing information and advice to consumers, either through its website (information activity and consumer guides) or by answering specific questions through its advisory service, as well as informing the general public about the market surveillance results.

In 2024, the Czech Trade Inspection Authority carried out a total of 21,149 inspections, of which 41.33% (8,742 inspections) revealed flaws. Based on its scope as set out in Act No. 634/1992 Coll. on Consumer Protection, the CTIA carried out a total of 19,982 inspections, during which shortcomings were found in 6,061 cases, i.e., 30.33%. Based on its scope under Act No. 22/1997 Coll., on Technical Requirements for Products, the CTIA carried out a total of 5,858 inspections, during which flaws were found in 1,269 cases, i.e. 21.66%. Based on the authorisation granted to it by Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market, the CTIA carried out a total of 2,479 inspections, during which deficiencies were found in 966 cases, i.e. 38.96%. During 1,447 inspections, compliance with Act No. 102/2001 Coll., on General Product Safety, was inspected, with shortcomings found in 41 cases (2.83%). The total number of fines that became final in 2024 was 7,334. The value of these fines reached CZK 89,340,400. The above lists do not include inspections that are still in progress.

## Overview of inspections and breaches identified under selected laws

Act No.	Name	Total number of inspections	Inspections with findings	Breaches found in %
634/1992 Coll.	on consumer protection	19,982	6,061	30.3
65/2017 Coll.	on health Protection against the Harmful Effects of Drugs	6,587	760	11.5
477/2001 Coll.	on packaging	6,332	123	1.9
22/1997 Coll.	on technical requirements for products	5,858	1,269	21.7
353/2003 Coll.	on excise duties	3,239	12	0.4
90/2016 Coll.	on conformity assessment of selected products when made available in the market	2,479	966	39.0
542/2020 Coll.	on end-of-life products	2,320	849	36.6
255/2012 Coll.	on inspection	1,650	426	25.8
311/2006 Coll.	on fuels	1,451	49	3.4
102/2001 Coll.	on general product safety	1,447	41	2.8
Safety Gate	search for products notified in Safety Gate	613	5	0.8
206/2015 Coll.	on pyrotechnic articles and their handling	203	93	45.8
223/2016 Coll.	on retail and wholesale opening hours	155	6	3.9
243/2022 Coll.	on limiting the impact of selected plastic products on the environment	146	0	0
253/2008 Coll.	on certain measures against the legalization of proceeds of crime and the financing of terrorism	132	33	25
201/2012 Coll.	on air protection	111	0	0
370/2017 Coll.	on payment systems	106	2	1.9
247/2006 Coll.	on Restrictions of Night Operations of Pawnshops and Other Establishments	31	0	0
225/2022 Coll.	Act on Explosive Precursors	30	0	0

## Overview of inspections in selected areas

Inspected area*	Total number of inspections	Inspections with findings	Breaches found in %
Sales prices	13,052	5,306	40.7
Measuring instruments in trade except for public alimentation	6,086	2,285	37.5
Information obligations - general	5,939	2,367	39.9
Marking and labelling of footwear and textiles	3,117	1,322	42.4
Discounts	1,803	823	45.6
Public alimentation	937	338	36.1
Christmas range	611	223	36.5
Summer tourist season	233	65	27.9
Services	210	66	31.4
Inspection of marketplaces and stand sales in general	196	108	55.1
Social and cultural events	156	70	44.9
Horticulture and floriculture	141	43	30.5
Winter tourist season	90	19	21.1
All Souls' Day goods	68	29	42.6
Sale of furniture	58	19	32.8
Products interchangeable with food	40	12	30.0

\*) Individual inspections and their results may be reflected in several inspection actions.

## Inspectorates - overview of inspections and breaches detected

CTIA Inspectorate	Number of inspections	Inspections with findings	Breaches found in %
Central Bohemia and Citi of Prague	2,220	838	3
South Bohemia and Vysočina	3,161	1,432	45.3
Pilsen and Karlovy Vary	3,769	1,489	39.5
Ústí nad Labem and Liberec	2,879	1,238	43
Hradec Králové and Pardubice	3,026	1,095	36.2
South Moravian and Zlín	3,028	1,176	38.8
Moravian-Silesian and Olomouc	3,066	1,474	48.1
<b>Total</b>	<b>21,149</b>	<b>8,742</b>	<b>41.3</b>

## Total penalties imposed

CTIA Inspectorate	Total sanctions imposed	
	Number	Amount in CZK
Central Bohemia and Prague	726	20,850,000
South Bohemia and Vysočina	1,214	11,150,500
Pilsen and Karlovy Vary	1,292	16,506,500
Ústí nad Labem and Liberec	860	8,832,500
Hradec Králové and Pardubice	1,058	12,037,500
South Moravian and Zlín	980	13,425,500
Moravian-Silesian and Olomouc	1,204	6,537,900
<b>Total</b>	<b>7,334</b>	<b>89,340,400</b>

In 2024, the Czech Trade Inspection Authority continued to cooperate with other state administration bodies. In the area of market surveillance, the number of joint inspections remained at a similar level as in 2023. Most joint inspections were carried out in cooperation with trade licensing offices and the Police of the Czech Republic.

In addition to conducting joint inspections, in 2024, the CTIA issued 257 binding opinions to customs authorities to suspend the release of products into free circulation based on suspicions that the products in question were unsafe or did not comply with legal regulations.

Representatives of the Czech Trade Inspection Authority served on advisory bodies and working groups composed of representatives of individual surveillance authorities or ministries. Employees of the Czech Trade Inspection Authority were permanent members of several commissions dealing with placing products on the market, such as the Commission for Technical Barriers to Trade and the inter-ministerial Commission for Combating Unlawful Conduct against Intellectual Property. Furthermore, the Czech Trade Inspection Authority is a member of the Interdepartmental Coordination Group

for Combating Money Laundering and the Financing of Terrorism – the MONEYVAL subgroup. In line with ongoing legislative changes to support the fight against addiction and the activities of the government's anti-addiction policy programme, the Czech Trade Inspection Authority is also a member of the working subgroup on alcohol and the working subgroup on tobacco.

An integral part of this cooperation was the representation of the Czech Trade Inspection Authority in the Quality Council of the Czech Republic and the Quality Infrastructure Section, as well as representation in the Managing Committee of the Czech Quality Programme, whose main task is to support the sale of quality products and the provision of quality services. Furthermore, delegated representatives of the Czech Trade Inspection Authority participated not only in meetings of the Technical Committees at the Office for Standardisation, Metrology and State Testing, particularly in the area of toys and construction products, but also in the Technical Standardisation Committees for children's products and oil and petroleum products. Individual participation was ensured in the inter-ministerial working group (MPS) for surveillance and MPS Info, ad hoc meetings for working groups for market surveillance, and in Defotým for the implementation of the Regulation against deforestation.

## Cooperation with other authorities according to the number of inspections

State authority	Number of inspections
Trade licensing offices	428
Police of the Czech Republic	22
Customs Administration	52
Public health authorities/hygienists	30
Municipal/local police	22
Fire Rescue Service	9
Czech Telecommunications Office	9
State Agricultural and Food Inspection Authority	6
Regional/city/municipal authority	4
Ministry of Culture	4

## Cooperation within the Ministry of Industry and Trade

Surveillance authority	Number of inspections	Inspections with findings	Breaches found in %
Trade licensing offices	428	155	36.2
Czech Telecommunications Office	9	7	77.8
<b>Total</b>	<b>437</b>	<b>162</b>	<b>37.1</b>

## Trade licensing offices - joint inspections

Inspectorate of the CTIA	Number of inspections with TLO	Inspections with detected breaches of legal regulations within the surveillance scope of the CTIA
Central Bohemia and Prague	98	26
South Bohemia and Vysočina	57	24
Pilsen and Karlovy Vary	43	10
Ústí nad Labem and Liberec	98	48
Hradec Králové and Pardubice	1	1
South Moravian and Zlín	101	25
Moravian-Silesian and Olomouc	30	21
<b>Total</b>	<b>428</b>	<b>155</b>

## Overview of inspection activities carried out by the CTIA and trade licensing offices in 2014-2024

Period monitored	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Number of joint inspections	1,402	1,524	1,351	1,160	1,068	997	328	167	478	491	428

## Consumer complaints by most significant subject

Subject of complaint	Number
Non-delivery of goods and related issues	1,848
Unfair commercial practices, aggressive and fraudulent practices	1,417
Claims	1,080
Prices and related issues	1,072
Billing	557
Contracts and related issues	402
Delivery of non-compliant goods/services	379
Health protection against the harmful effects of drugs	296
Customer services	220
Information obligations	211
Product safety	171
Defective products that caused damage	165
Violation of industrial and intellectual property rights	129
Public alimentation	111
Discrimination	100
Measuring instruments in commercial transactions	37
Warranty and related issues	32
Other	2,238

In 2024, the Czech Trade Inspection Authority received a total of 10,465 suggestions for inspection. Of this number, 989 complaints were assessed as justified or partially justified. A total of 2,721 inspections were carried out in direct response to the complaints submitted, representing approximately 12.9% of the total number of inspections.

Breaches of legal regulations (regardless of the subject of the complaint) were found in 1,661 cases, which represented 61% of the total number of inspections carried out based on complaints.

### 3. PRODUCT SURVEILLANCE

Within the EU, the free movement of goods is applied provided that the products meet the requirements of the applicable regulations. As a surveillance authority, the Czech Trade Inspection Authority ensured the protection within the internal market of the Czech Republic through its inspections, both in relation to the current consumer policy of the European Union and consumer protection, as well as in the area of environmental protection. Inspections focused on the quality of motor fuels and solid fuels. Surveillance of economic operators was carried out in conformity with measures adopted to ensure the necessary harmonisation of the system and process of state market surveillance with the inspection systems and processes applied in the European Union under Community law, in particular under the newly adopted European regulations.

A change in the systematisation of service and job positions in the organisational units of the Czech Trade Inspection Authority for 2024 led to the creation of the Product Inspection Unit within the Methodology and Inspection Support Division of the General Inspectorate. The department provides comprehensive methodological support to the inspectorates of the CTIA in the area of product inspection for both selected and non-selected products. Methodological support consists of preparing national inspection activities, coordinating international inspection activities, and other activities related to product inspection, including the implementation of specialised training. The Product Inspection Unit also provides methodological support to inspectorates in complaints investigation, where it is necessary to inspect particular economic operators. As part of their activities, the staff of the Product Inspection Unit participate in coordination meetings of notified and authorised bodies in the Czech Republic and meetings of the EU surveillance authorities ADCO.

In 2024, the Czech Trade Inspection Authority, within the scope of its powers, carried out inspections of products placed on or supplied to the market to ensure compliance with specific legal regulations.

Based on samples taken, it also inspected – in some cases through external expert bodies – the properties of products as declared by the manufacturer or as required by applicable regulations. The measures imposed then contributed to eliminating the risks associated with the use of the products. When verifying the technical requirements for supervised products, the Czech Trade Inspection Authority cooperated with notified, authorised and accredited bodies. These provided expert support within their scope, both through laboratory activities and expert consultations. In its surveillance activities, the Czech Trade Inspection Authority cooperated with other appropriate surveillance authorities and specialised expert bodies, including international ones.

In view of previous results and to protect the health of the youngest population, CTIA included in the Market Surveillance Programme 2024 an inspection activity on toys for children under 14 years of age. The activity also included sampling toys, which specialised testing laboratories tested for selected parameters specified in the applicable regulations. As part of the international CASP24 activity, slime toys were inspected and tested within the scope of the determined products. Other items and equipment intended for the youngest children, namely children's bicycles and high chairs, were also inspected and tested within the non-selected products.

To minimise risks during leisure activities, several inspection activities were included in the market surveillance programme, focusing on products used in these activities (rope centres) or used as personal protective equipment (ropes).

In 2024, the international inspection activity JAHARP 2022 on solar panels and accessories continued, included in the inspection programme in view of rising

energy prices and the associated increase in the cost of living, which led to increased demand for these products, as not only households began to prefer alternative energy sources.

In conducting market surveillance of the placing of products on the single market and their subsequent distribution, the Czech Trade Inspection Authority applied, in particular, the applicable provisions of Act No. 102/2001 Coll., on General Product Safety, Act No. 22/1997 Coll., on Technical Requirements for Products, and Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market, and directly effective implementing regulations of the European Union, namely Regulation (EU) 2019/515 of the European Parliament and of the Council for the non-harmonised area and Regulation (EU) 2019/1020 for the harmonised area. Inspections carried out under Act No. 102/2001 Coll. concerned non-selected products, with general safety assessed. These are mainly products for which special legal regulations lay down no requirements. From 13 December 2024, new legislation on general product safety will apply, which the Czech Trade Inspection Authority uses in its activities, namely Act No. 387/2024 Coll. on General Product Safety and directly applicable Regulation (EU) 2023/988 of the European Parliament and of the Council (EU) 2023/988, which lays down clear and detailed rules to protect consumers and their safety. Inspections pursuant to Acts No. 22/1997 Coll. and No. 90/2016 Coll. concerned selected products. Specific requirements for determined products are set out in the applicable government regulations or in directly applicable European Union legal regulations.

All inspection activities, included in the Market Surveillance Programme for 2024, were carried out by all inspectorates, except for three international ones, in which only selected inspectorates of the Czech Trade Inspection Authority participated. During the inspections, the CTIA staff assessed compliance with the requirements for placing and supplying products on the market, including technical documentation, accompanying documentation, and labelling. For selected products, including those from planned inspection activities, the properties declared by the manufacturer or the parameters set out in a special regulation are tested by accredited bodies. They identified the individual links in the distribution chain and identified the persons responsible for placing the products on the market. They then checked that these economic operators were fulfilling their obligations. Where flaws were found, and infringements of applicable legal regulations were proven, they imposed appropriate corrective or protective measures, or, where appropriate, sanctions on these operators.

In specific cases where economic operators established in other Member States of the European Union failed to respond to requests for the necessary documents from individual inspectorates, the findings were forwarded to the competent market surveillance authorities of the particular Member State, primarily through the ICSMS database, via the Methodology and Inspection Support Department of the General Inspectorate of the Czech Trade Inspection Authority.

All inspection projects initiated and completed in 2024 were concluded with a final evaluation report. The general public was, or will be, informed of the inspection results through press releases. In cases where formal deficiencies were found, inspectors from the Czech Trade Inspection Authority imposed measures to remedy them. In cases where CTIA officers saw a risk posed by a product, they imposed protective measures, such as withdrawing the product from the market, prohibiting its marketing, use, putting into service, or distribution. Subsequently, products posing a serious risk were reported to the national contact point for Safety Gate.

The market surveillance programme also included a planned inspection activity for drones in the "open" category, but this did not take place. The reason was the continuing absence of standards relating to conformity assessment for this area (although there was an assumption that they would be issued). Nevertheless, negotiations took place at the national level, in which a representative of the Czech Trade Inspection Authority



participated. These negotiations primarily concern the operation of unmanned systems and the protection of the Republic's interests.

In addition to the planned inspection activities, complaints from consumers and businesses regarding specific products were investigated, namely from the harmonised and non-harmonised areas. These included, for example, a complaint from the Technical Institute of Fire Protection of the Ministry of the

Interior – the General Directorate of the Fire Rescue Service of the Czech Republic - concerning an investigation into an unauthorised use of a document issued by them. The Authority received additional extensive complaints from the Ministry of the Environment regarding non-wood biomass boilers and boilers advertised as capable of burning oils. The investigation of complaints and product inspections are still ongoing. The investigation focused on the compliance with the requirements of Act No. 22/1997 Coll. and on unfair commercial practices.

## Joint national product inspection activities included in the Market Surveillance Programme for 2024

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Fuel*	1,448	16	1.1
Toys intended for children under 14 years of age	1,094	613	56.0
USB chargers	2	8	30.8
Gas appliances - gas hobs	19	10	52.6
Extension cord reels	24	12	50
Angle grinders	25	6	24.0
Climbing equipment - dynamic climbing ropes	21	13	61.9
Fired masonry elements	30	11	36.7
Lifts - components	28	3	10.7
Textiles*	1,076	190	17.7
Concrete and prestressing reinforcement	26	1	3.8
Rope centres	27	7	25.9
Industrial safety helmets	36	21	58.3
LV cables, including cables for PV systems	23	9	39.1
Recreational vessels	7	1	14.3
Pressure equipment - expansion vessels	21	11	52.4
Solid fuels	31	5	16.1
Placing timber on the market	72	8	11.1
Outdoor units for the 5 GHz band	20	11	55
Lights for explosive environments	19	12	63.2
Floor coverings**	32	24	75.0
Smart watches**	29	17	58.6
Pressure cookers**	24	9	37.5

\*) for inspections strictly defined by specific legislation, only breaches of the subject of the inspection are listed

\*\*) inspection activity initiated in 2023 and completed in 2024

### 3.1 National inspection activity

**Fuel quality monitoring and surveillance** – inspection and monitoring of fuel quality (automotive petrol, diesel, FAME, diesel fuel blend, B10 diesel, high FAME diesel, paraffinic diesel (HVO), LPG, CNG, bio-CNG, LNG, bio-LNG and ethanol E85), carried out in the form of sampling and laboratory analysis, is implemented in the Czech Republic in accordance with the provisions of Section 7(2)(a) of Act No. 311/2006 Coll., on Fuels and Filling Stations, and Decree No. 516/2020 Coll., on Requirements for Fuels and the implementation of certain other provisions of the Act on fuels. The Czech Trade Inspection Authority inspected whether the samples fuels meet the requirements for their quality and composition as laid

down in implementing legal regulations, specific legal regulations and Czech technical standards.

Of the total number of 2,552 fuel samples taken and inspected by the Czech Trade Inspection Authority in 2024, a total of 20 samples did not meet the applicable quality requirements, representing 0.8% of non-compliant samples. In comparison with 2023, there was a deterioration, as in 2023, out of 2,542 fuel samples, 12 samples did not meet the applicable quality requirements, representing 0.5% of non-compliant samples.

#### Fuel sampling

Type of motor fuel	Samples taken		Non-compliant samples		Compliant samples	
	Number	% of type	Number	% of species	Number	% of species
Automotive petrol	1,005	39.4	13	1.3	992	98.7
Diesel	1,202	47.1	4	0.3	1,198	99.7
FAME	0	0	0	0	0	0
Diesel fuel blend	0	0	0	0	0	0
Diesel B10	0	0	0	0	0	0
High FAME diesel	0	0	0	0	0	0
Paraffinic diesel	3	0.1	0	0	3	100.0
LPG	302	11.8	3	1.0	299	99.0
CNG, bio-CNG	40	1.6	0	0	40	100.0
LNG, bio-LNG	0	0	0	0	0	0
Ethanol E85	0	0	0	0	0	0
<b>Total</b>	<b>2,552</b>	<b>100.0</b>	<b>20</b>	<b>0.8</b>	<b>2,532</b>	<b>99.2</b>

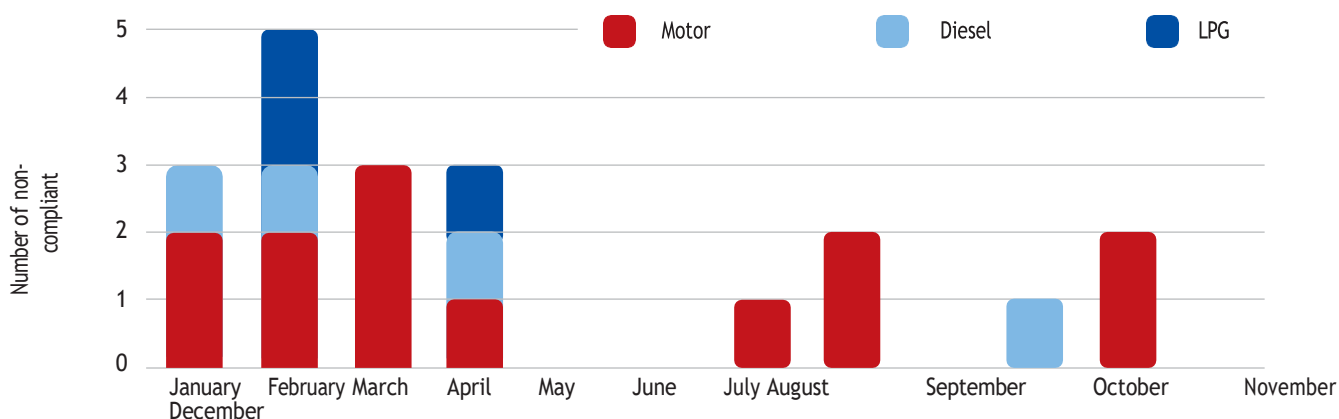
In February 2024, the highest number of non-compliant fuel samples was detected, namely 5 samples. In January, March and April, 3 non-compliant samples were detected, in August and November 2 non-compliant samples, and in July and

October one non-compliant sample. No breaches of legal regulations were detected in the other months of 2024.

## Non-compliant samples in %

Year 2024	Automotive petrol	Diesel	Paraffinic diesel	LPG	CNG	Total
January	1.9	8.0	-	0.0	0.0	1.1
February	3.1	1.2	-	10.5	0.0	2.9
March	2.9	0.0	-	0.0	0.0	1.2
April	1.0	0.9	-	2.7	0.0	1.2
May	0.0	0.0	-	0.0	0	0
June	0.0	0.0	-	0.0	0	0.0
July	1.4	0.0	-	0.0	0.0	0.5
August	2.3	0.0	-	0.0	0.0	0.9
September	0.0	0.0	-	0.0	0	0.0
October	0.0	1.0	0	0.0	0.0	0.5
November	2.3	0	0.0	0.0	0.0	0.9
December	0.0	0.0	0.0	0.0	0.0	0.0
<b>Total</b>	<b>1.3</b>	<b>0.3</b>	<b>0.0</b>	<b>1.0</b>	<b>0.0</b>	<b>0.8</b>

## Development of fuel quality during 2024



**Motor automotive petrol** – in 2024, a total of 1,005 samples of automotive petrol were collected and inspected. Thirteen samples did not meet the technical standard requirements for automotive petrol quality (in

the case of two non-compliant findings, these were verification analyses following a previous finding of non-compliance). The following non-compliant quality indicators were found:

Quality indicator	Number of samples with non-compliant quality indicator	% of automotive petrol samples
Ethanol	12	1.2
Total oxygen content	9	0.9
RON	1	0.1
MON	1	0.1
Evaporated quantity at 100 °C	1	0.1
End of distillation	1	0.1

**Diesel fuel** – in 2024, a total of 1,202 diesel fuel samples were collected and inspected. Of this number, four samples failed the quality indicators set by the applicable technical standard, which represents 0.3% of the samples taken of the particular type (in the case of one non-compliant finding, this was a verification analysis following a previous finding of non-compliance). All non-compliant diesel fuel samples failed to meet the quality parameter "flash point".

The non-compliant diesel fuel sample, which was taken in May 2024, was re-evaluated by the Czech Trade Inspection Authority as compliant.

**Paraffinic diesel fuel** – in 2024, a total of 3 samples of paraffinic diesel fuel were collected and inspected. All samples collected and inspected met the quality parameters set by the applicable technical standard.

**LPG for propulsion (liquefied petroleum gases)** – in 2024, a total of 302 LPG samples were collected and inspected. Of this number of samples collected and inspected, 3 samples failed the quality requirements of the applicable technical standard, which represents 1% of the samples collected of the particular type (in the case of one non-compliant finding, it was a verification analysis following a previous finding of non-compliance). All non-compliant LPG samples failed to meet the quality parameter for sulphur.

**CNG (compressed natural gas)** – in 2024, a total of 40 samples of this type of motor fuel were collected and inspected. All collected and inspected CNG samples met all quality requirements set out in the applicable technical standard.

**Biofuels in motor fuels** – during 2024, the content of fatty acid methyl esters was inspected in 1,201 samples of diesel fuel out of a total of 1,202 collected (one sample was a repeated collection from the same filling station, where the content of fatty acid methyl esters had not been inspected). The ethanol content in automotive petrol was inspected in 1,004 samples out of 1,005 collected (one sample was a repeat collection from the same filling station, where the ethanol content was not inspected). Laboratory analyses found that the permissible upper limit for ethanol content was exceeded in 12 samples of automotive petrol.

**Measures imposed** – pursuant to Act No. 64/1986 Coll., on the Czech Trade Inspection Authority, the Authority imposed measures in five cases during 2024 consisting of a ban on the sale of fuels that failed the quality and composition requirements laid down by implementing legal regulations, special legislation and Czech technical standards. The measure was issued for:

- ▶ 19,770.00 litres of diesel fuel worth CZK 738,229.80
- ▶ 10,862.00 litres of automotive petrol worth CZK 404,066.40
- ▶ 1,141.00 litres of LPG worth CZK 17,685.50

All of the abovementioned represented a total of 31,773.00 litres of fuel with a total value of CZK 1,159,981.70.

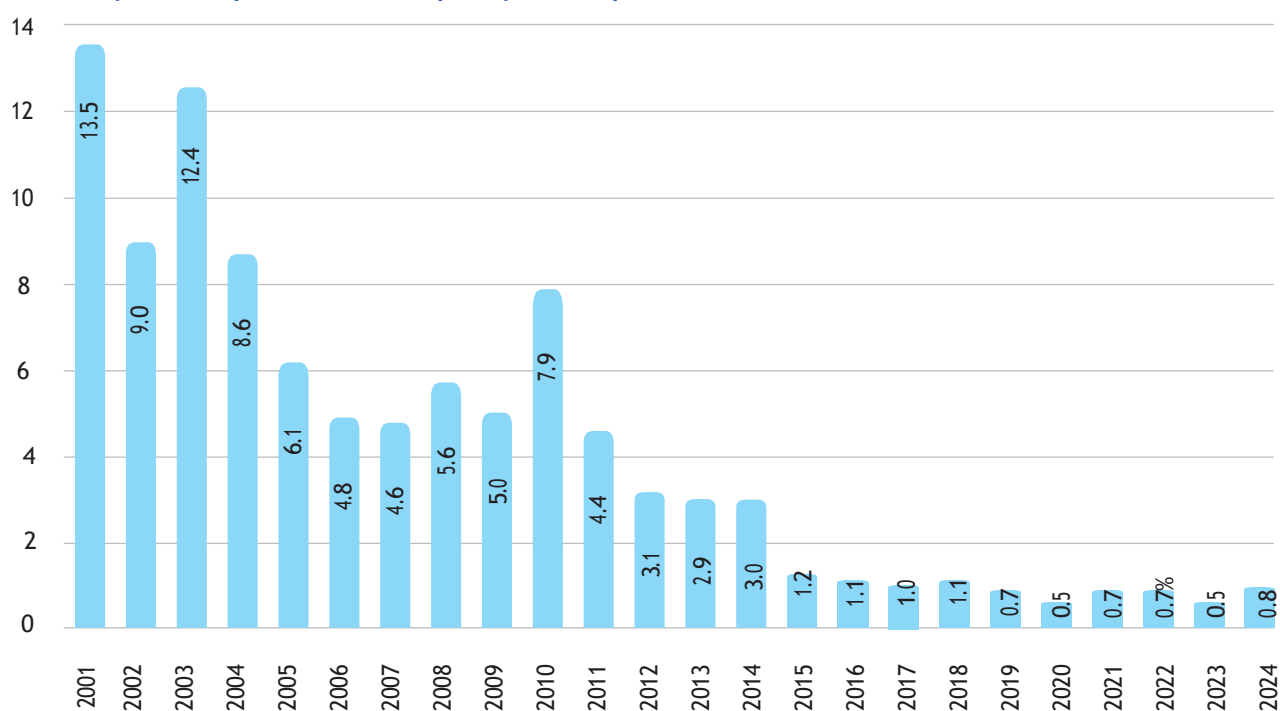
The minimum number of fuel samples taken is set out in Decree No. 516/2020 Coll. Due to developments in the fuel market in 2024, it was not possible to take any samples of FAME, blended diesel, B10 diesel, diesel with a high FAME content, bio-CNG, LNG, bio-LNG and E85 ethanol.

Compared to the results for 2023, an improvement in quality was seen in 2024 for diesel fuel samples (from 0.5% to 0.3%) and CNG for propulsion (from 4.9% to 0%). A deterioration in quality was observed in samples of automotive petrol (from 0.4% to 1.3%), in 12 cases these were non-conformities due to the transition to BA 95 automotive petrol in E10 quality, where the filling station dispensers were incorrectly labelled as E5 quality) and LPG for propulsion (from 0% to 1%).

Based on submissions received by the Czech Trade Inspection Authority in 2024, 87 fuel samples were immediately collected and inspected. All of these analysed samples met the quality parameters set by the applicable technical standards.

Within its ongoing monitoring of fuel quality, the Czech Trade Inspection Authority works closely with the Customs Administration, the General Financial Directorate and the Police of the Czech Republic. It keeps these state authorities informed of any shortcomings found in the quality of fuels sold.

## Year-on-year comparison of fuel quality development



## Fuel quality development since 2001

Year	Non-compliant samples in %										
	Automotive petrol	Diesel fuel	Blended diesel fuel*	FAME*	LPG	CNG**	Ethanol E85*	B10	FAME diesel	HVO	Total
2nd half 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
2018	1.9	0.7	0.0	0.0	0.0	0.0	0.0	-	-	-	1.1
2019	0.3	1.0	0.0	0.0	0.3	0.0	10.0	-	-	-	0.7
2020	0.2	0.8	0.0	0.0	0.0	0.0	12.5	-	-	-	0.5
2021	0.1	0.6	0.0	0.0	2.6	0.0	50.0	0.0	0.0	0.0	0.7
2022	0.5	1.0	0.0	0.0	0.3	0.0	0.0	0.0	0.0	0.0	0.7
2023	0.4	0.5	0.0	0.0	0.0	4.9	0.0	0.0	0.0	0.0	0.5
2024	1.3	0.3	0.0	0.0	1.0	0.0	0.0	0.0	0.0	0.0	0.8

\*) The higher ratio of non-compliant samples for fuels labelled as such is influenced by the discontinuation of sales of these fuels at filling stations and thus by the low number of samples collected and tested.

\*\*) including bio-CNG, LNG, bio-LNG

**Toys intended for children under 14 years of age** – the Czech Trade Inspection Authority considers toy safety inspections to be one of the key priorities of its inspection activities. Given that these are products intended for the most vulnerable group of consumers, a total of 1,094 inspections were carried out in 2024 within this inspection activity.

Breaches of legal regulations were found in 613 inspections. Infringements of the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and Government Regulation No. 86/2011 Coll., on Technical Requirements for Toys, were found in 551 cases. A total of 2,122 toy models were inspected. Of this number, 1,002 models were found to be deficient. The non-conformities found mainly concerned non-compliance with the administrative requirements of the applicable regulations governing toys when they are placed on the market and supplied.

These included insufficient identification of manufacturers or importers of toys from third countries, insufficient marking and labelling of the toys inspected with a type or serial number or any other identification, or the finding that toys offered for sale did not include safety information for consumers, or that this information was only provided in a foreign language. Regarding the ratio of findings, some of

the above-mentioned defects or a combination thereof were detected in 47.2% of the toy models inspected.

To verify whether the toys comply with the requirements of applicable legal regulations regarding their mechanical, physical and chemical properties, a total of 40 different models of these products were sampled from the market in 2024. Only 8 toys out of this number complied with all the selected test indicators and also met the information requirements set for this product range by the applicable legislation. Toys containing excessive amounts of undesirable chemicals, toys with insufficient strength or problematic stability, and toys with dangerous projectiles were found in the market.

In 2024, CTIA staff paid special attention to inspecting children's toy prams. They collected 13 different models of these products from the market and subjected them to laboratory testing of selected parameters in accordance with the ČSN EN 71-1+A1:2019 standard – Part 1: Safety of toys – Mechanical and physical properties. Of the models collected, 8 toy prams tested in accordance with point 4.10.1b) of the cited standard collapsed during testing and sustained irreversible structural damage.

### Toy inspections by individual inspectorates

CTIA Inspectorate	Number of inspections	Inspections with findings	Breaches found in %
Central Bohemia and Prague	126	84	66.7
South Bohemia and Vysočina	172	85	49.4
Pilsen and Karlovy Vary	137	103	75.2
Ústí nad Labem and Liberec	243	133	54.7
Hradec Králové and Pardubice	136	62	45.6
South Moravian and Zlín	141	88	62.4
Moravian-Silesian and Olomouc	139	58	41.7
<b>Total</b>	<b>1,094</b>	<b>613</b>	<b>56.0</b>

**USB chargers** – the inspection activity focused on the compliance with the requirements of 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, Government Regulation No. 117/2016 Coll., on conformity assessment of products in terms of electromagnetic compatibility in their market supply, Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment. The inspections focused on the safety of these products and on the compliance with administrative requirements when they were delivered to the market. Within the inspection activity, 26 inspections were carried out, with flaws found in a total of 8 cases. A total of 23 products were inspected, with deficiencies found in 8. Fourteen products were selected for testing, and two were found non-compliant. However, the shortcomings found were not so serious as to require immediate withdrawal of the product from the market or from consumers. The Czech Trade Inspection Authority imposed appropriate measures on the responsible business entities to remedy the identified deficiencies.

**Gas appliances – gas hobs** – gas hobs for domestic use were inspected. The activity involved sampling. The aim was to see whether gas hobs supplied to the Czech market (hereinafter also referred to as "products") comply with the essential requirements laid down in Regulation (EU) 2016/426 of the European Parliament and of the Council on gas appliances and Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market. Within the inspection activity, 19 inspections were carried out, 10 of which resulted in findings. Fifteen product types were inspected, and infringements of legal regulations were found in six of them. Flaws were found in the mandatory marking and labelling of products, the required accompanying documentation (instructions for use) and the EU Declaration of Conformity. Six product types were selected for technical testing and passed all laboratory tests. After an overall assessment of all six samples, including labelling and accompanying documentation, it was found that three samples did not comply with further assessment of labelling and mandatory accompanying documentation within the scope of that assessment. However, the defects found were not so serious as to require immediate withdrawal of the product from the market or from consumers. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the shortcomings found.

**Extension cord reels** – the inspection activity focused on the compliance with the requirements of 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, Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment. The inspections focused on the safety of these products and on the compliance with the administrative requirements for their placing on the market. Within the inspection activity, 24 inspections of economic operators were carried out, with deficiencies found in 12 of them. A total of 19 products were inspected, with flaws found in 9 products. Seven products were selected for technical testing, and two were found non-compliant. However, the shortcomings found were not so serious as to require immediate withdrawal of the product from the market or from consumers. The Czech Trade Inspection Authority imposed appropriate measures on the responsible business entities to remedy the identified shortcomings.

**Angle grinders** – the inspection activity aimed to see whether these products, which are machinery according to Government Regulation No. 176/2008 Coll. on Technical Requirements for Machinery, comply with the requirements of Act No. 22/1997 Coll. on Technical Requirements for Products, and Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market. Within the inspection activity, 25 inspections were carried out, of which 6 resulted in findings. Twenty-five products were inspected, of which three were found to be deficient. Other shortcomings were identified within the inspection activity, such as failure to indicate costs separate from the price of electrical equipment for the take-back, treatment, recovery and disposal of waste electrical equipment, failure to provide information on the conditions for exercising the right to claim for defective performance, and failure to provide information in accordance with the Civil Code.

**Climbing equipment – dynamic climbing ropes** – this is personal protective equipment against falls from height. The aim of the inspection activity was to see whether the products in question comply with the technical requirements laid down in Regulation (EU) 2016/425 of the European Parliament and of the Council. Within the inspection activity, 21 inspections were carried out, and infringements were found in 13 cases. A total of 26 product types were inspected. Overall, infringements of legal regulations were found in 17 product types. The inspections also included the properties of selected products in a testing laboratory. Fourteen product types were tested, and all samples complied with the requirements set out in the technical regulation. However, one sample failed the number of falls declared by the manufacturer directly on the product, i.e. it did not comply with the quality stated by the manufacturer. In the event of a breach of requirements, appropriate measures have been or will be taken to remedy the situation.

**Fired masonry units** – the inspection activity focused on the compliance with the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and the requirements of Regulation (EU) No. 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products. The inspections focused on verifying the properties of these products and on the compliance with the administrative requirements for their placing on the market. Within the inspection activity, 30 inspections were carried out, with flaws found in 11. A total of 26 products were inspected, of which deficiencies were found in 13 products. These were primarily formal shortcomings, particularly in product labelling. The inspection activity also included laboratory verification of product properties, with all seven samples of fired masonry units meeting the requirements for placing on the EU market. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the flaws found, and in 6 cases, sanctions were imposed on the economic operators.

**Lifts – components** – within the inspection activity, safety components for lifts were inspected, which are selected products according to Government Regulation No. 122/2016 Coll., on the conformity assessment of lifts and their safety components, and Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market, or in accordance with other regulations depending on the product design. A total of 28 inspections were carried out, of which 3 resulted in findings. A total of 36 products were inspected, of which 5 product types were found to have deficiencies. In 2 product types, it was found that the CE marking did not comply with the requirements of Regulation (EU) No. 765/2008 of the European Parliament and of the Council, and in 1 of them, the instructions for use were not included with the product. Two product types did not have an EU Declaration of Conformity in the Czech language. One type of product failed in its labelling, the EU Declaration of Conformity, instructions for use in the Czech language, and the proof of conformity assessment in accordance with the applicable regulations. In one case, pursuant to Act No. 64/1986 Coll. on the Czech Trade Inspection Authority, a distribution ban was issued until the vendor remedied the situation.

**Textiles** – in 2024, a time-limited inspection activity was carried out focusing on the supply of textile products to consumers, specifically on compliance with Regulation (EU) No 1007/2011 of the European Parliament and of the Council on



textile fibre names and related labelling of the material composition of textile products. Of the total of 1,076 inspections carried out, 477 cases of non-compliance with legal regulations were found, i.e. almost 45%, of which 190 cases involved a breach of Regulation (EU) No 1007/2011 of the European Parliament and of the Council. These were mainly breaches of the obligation to label textile products with their material composition in Czech (the products were labelled only in English) or, to a lesser extent, failure to label the products with their material composition at all. The actual composition of the fibres declared was inspected in 35 samples of textile products, mainly clothing and household textiles. Laboratory testing of the 35 product samples revealed that in 9 samples, the actual material composition of the textile fibres did not correspond to the composition stated on the product. Consumers were therefore misinformed about the actual proportion of textile fibres in the product. Appropriate sanctions and protective measures were taken based on the infringements found.

**Concrete and prestressing reinforcement** – the subject of the inspections was concrete steel products, namely smooth or ladder steel in bars and wires for prestressing reinforcement. These are selected construction products as defined in Government Regulation No. 163/2002 Coll., which sets out technical requirements for selected construction products, and in Act No. 22/1997 Coll., on Technical Requirements for Products. The inspection activity focused on inspecting the labelling and accompanying documentation for the products. This is a national regulation on construction products that imposes obligations primarily on Czech manufacturers and importers from third countries. In the case of distributors from the EU, the principle of mutual recognition, as defined in Regulation (EU) 2019/515 of the European Parliament and of the Council, must be taken into account. Within the inspection activity, a total of 26 inspections were carried out at 23 economic operators, with one inspection resulting in a finding. A total of 32 products were inspected, with flaws found in two of them. These were deficiencies of a formal nature.

**Rope centres** – the inspection activity focused on rope centres, which are means of public entertainment according to Government Regulation No. 173/1997 Coll., which specifies selected products for conformity assessment, and according to Act No. 22/1997 Coll., on Technical Requirements for Products. A total of 27 inspections were carried out, 12 at manufacturers, 1 at a distributor and 14 at operators. Of the total number of inspections, 7 resulted in findings. A total of 29 products were inspected within the inspection activity, of which 8 were found to be deficient. In 5 cases, measures were imposed to remedy the deficiencies in accordance with Act No. 22/1997 Coll. The flaws concerned product labelling, periodic inspections of equipment or shortcomings in operational documentation. In 2 cases, it was not proven that the inspected product had undergone a conformity assessment in accordance with Government Regulation No. 173/1997 Coll. During these two inspections, based on findings issued prohibitions on the use of rope centres pursuant to Act No. 64/1986 Coll., until remedial measures are taken.

**Industrial safety helmets** – these are personal protective equipment for head protection. The aim of the inspection activity was to see whether the products in question comply with the technical requirements laid down in Regulation (EU) 2016/425 of the European Parliament and of the Council. Within the inspection activity, 36 inspections were carried out, during which 32 products were inspected. Breaches of legal regulations were found in 21 inspections. In total, infringements of legal regulations were found in 18 products. The inspections also included verification of the properties of selected products in a testing laboratory. Of the 14 samples taken, 1 sample did not meet the technical requirements imposed on them. The inspection activity identified other shortcomings on the part of economic operators in the supply or placing of products on the market. The predominant shortcoming was the absence of an EU Declaration of Conformity, identification of the manufacturer and their postal address on the product. Other formal deficiencies were also found in the products that

were inspected. In the event of a breach of Regulation (EU) 2016/425, the Czech Trade Inspection Authority took appropriate measures to remedy the situation.

**Cables (especially for connecting solar devices)** – the inspection activity focused on the compliance with the requirements of 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, Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, and Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment. The inspections focused on the safety of these products and compliance with administrative requirements when placing these products on the market. Within the inspection activity, a total of 23 inspections were carried out, with flaws found in a total of 9 inspections. A total of 21 products were inspected, with deficiencies found in 10 products. Seven products were selected for technical testing. Based on the testing, 2 products were found to be non-compliant. However, the shortcomings found were not so serious as to require immediate withdrawal of the product from the market or from consumers. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the flaws found.

**Recreational craft** – the subject of the inspection was recreational craft, such as motorboats and sailing boats. The aim of the inspection activity was to see whether the products in question comply with the technical requirements laid down in Government Regulation No. 96/2016 Coll., on recreational craft and jet skis, which incorporates the applicable European Union regulation. Within the inspection activity, seven inspections were carried out, during which five distributors, one manufacturer and one importer were inspected. Overall, a violation of legal regulations was found during one inspection. Seven product types were inspected, of which one lacked safety information and an EU Declaration of Conformity in Czech. CTIA imposed a penalty on the economic operator for these findings.

**Pressure equipment – expansion vessels** – the subject of the inspection was pressure membrane expansion vessels used to compensate for volume changes in liquids due to temperature changes in heating systems. The inspection activity aimed to see whether the expansion vessels supplied to the Czech market meet the technical requirements laid down in Government Regulation No. 219/2016 Coll. on conformity assessment of pressure equipment when they are supplied to the market, and Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market. Within the inspection activity, 21 inspections were carried out, of which 11 resulted in findings. Sixteen product types were inspected, and deficiencies were found in seven product types, involving shortcomings in the mandatory marking and labelling of products and in the required accompanying documentation (instructions for use). The Czech Trade Inspection Authority imposed appropriate measures on the entities concerned in order to remedy the identified shortcomings.

**Solid fuels** – within an inspection activity, the Czech Trade Inspection Authority carried out inspections focused on the compliance with the obligations relating to the sale of solid fuels, as laid down in Act No. 201/2012 Coll. on Air Protection, within the scope of qualitative indicators set out in the implementing legal regulation to the Act, which is Decree No. 415/2012 Coll. on the permissible level of pollution and its determination and on the implementation of some other provisions of the Air Protection Act. During the inspection activity, 31 inspections were carried out at economic entities placing or offering solid fuels for sale on the Czech market and entities engaged in commercial activities in the field of sales and provision of services related to the sale of solid fuels. Breaches of legal regulations were found in 5 economic entities in 6 cases. In one case, a violation of the provisions of Section 16(1) of Act No. 201/2012 Coll., on Air Protection, was found. Breaches of the obligations laid down in Act No. 634/1992 Coll., on Consumer Protection, were found in five cases. When selling solid fuels, the seller offered coal that failed the quality specifications he set. The inspection also found that the seller did not properly inform consumers about the properties of solid fuels. It was also found



that the seller did not inform consumers of the prices of the products sold in accordance with pricing regulations by clearly marking the products with prices, nor did it make the price information available in any other way. During the inspection activity, a total of 21 samples of solid fuels were taken and tested, including 14 loose coal samples and 7 samples of biomass pellets offered in packaging from the manufacturer (1x wood pellets and 6x wood briquettes). Of the total number of samples taken, 3 coal samples were assessed as non-compliant. In 3 cases, the maximum stated value for undersized particles was found to exceed the values in the manufacturers' product catalogues and in the manufacturer's quality certificate. At the same time, in one case, the sample of loose coal failed the quality indicators set out in Decree No. 415/2012 Coll., on the permissible level of pollution and its determination and on the implementation of some other provisions of the Air Protection Act. A laboratory test of grain size proved that the dust limit value had been exceeded. Within the inspection activity described above, two inspections were carried out at economic operators based on consumer complaints, during which two samples of brown coal were taken. These samples were assessed as satisfactory.

**Placing timber on the market** – Within the scope of its powers under Act No. 226/2013 Coll., on the placing of timber and timber products on the market, the Czech Trade Inspection Authority carries out inspections of traders in timber and timber products. The inspections focused on the compliance with the obligations set out in Article 5 of Regulation (EU) No 995/2010 of the European Parliament and of the Council laying down the obligations of operators- economic operators placing timber and timber products on the market, specifically on the compliance with the obligation to ensure the traceability of economic operators who supplied timber and timber products to traders. The inspection activity also focused on the enforcement of Act No. 634/1992 Coll. on Consumer Protection. In 2024, the Czech Trade Inspection Authority focused on the sale of split firewood. During the inspection activity, a total of 72 inspections were carried out, during which one breach of the obligations of traders under Article 5 of Regulation (EU) No. 995/2010 of the European Parliament and of the Council was found, where the trader was unable to identify the economic operators or traders who supplied him with wood at the request of the surveillance authority. Four inspections revealed a breach of Act No. 634/1992 Coll. on Consumer Protection. In three cases, it was found that the products sold were not sufficiently marked and labelled in accordance with the requirements and that the seller did not inform consumers about the price of the products sold or services provided in accordance with the price regulations and the directly applicable European Community regulation by clearly marking and labelling the product with the price or information about the price of products or services in an otherwise appropriate manner. In one case, it was found that the consumer was issued a proof of purchase upon request, which did not contain the required details. Furthermore, other infringements of legal regulations under the surveillance of the Czech Trade Inspection Authority were also detected.

**Outdoor units for the 5 GHz band** – the inspection activity aimed to see whether outdoor units supplied to the Czech market meet the technical requirements set out in Government Regulation No. 426/2016 Coll., on the assessment of conformity of radio equipment, Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment, or Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, Government Regulation No. 117/2016 Coll., on conformity assessment of products in terms of electromagnetic compatibility in their market supply, and Acts No. 22/1997 Coll., on Technical Requirements for Products, and No. 90/2016 Coll., on Conformity

Assessment of Selected Products when Made Available in the Market. Within the activity, 20 inspections were carried out, with flaws found in 11 of them. A total of 24 products were inspected, and deficiencies were found in 13 of them. The shortcomings found were shortcomings in the accompanying documentation, the EU Declaration of Conformity and product identification. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the flaws found.

**Lighting fixtures for explosive environments** – the subject of the inspection activity was portable lighting fixtures intended for use in potentially explosive environments. The inspection activity aimed to see whether portable lighting fixtures supplied to the Czech market comply with the technical requirements laid down in Government Regulation No. 116/2016 Coll. on the assessment of conformity of equipment and protective systems intended for use in potentially explosive atmospheres when placed on the market, and Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market. Within the inspection activity, 19 inspections were carried out, of which 12 resulted in findings. Fifteen product types were inspected, and deficiencies were found in nine product types in the areas of obligatory labelling and required accompanying documentation (instructions, EU Declaration of Conformity). The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the shortcomings found.

**Floor coverings** – the aim of the inspection activity was to see whether flexible floor coverings offered in the Czech market meet the technical requirements set out in Regulation (EU) No 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products. The activity was launched in 2023, and testing of the samples taken was completed in 2024. Within the activity, 32 inspections were carried out, with flaws found in 24 inspections. A total of 31 products were inspected, with deficiencies found in 23; some products had multiple shortcomings. The responsible economic entities were subject to sanctions and protective measures imposed by the Czech Trade Inspection Authority.

The inspection activity involved the collection and testing of seven product samples to verify whether the products placed on the Czech market meet the requirements imposed on them. All tested samples met the requirements.

**Smart watches** – the aim of the inspection activity was to see whether smart watches supplied to the Czech market meet the technical requirements set out in Government Regulation No. 426/2016 Coll., on the assessment of conformity of radio equipment, Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment, or Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, Government Regulation No. 117/2016 Coll., on conformity assessment of products in terms of electromagnetic compatibility in their market supply, and Acts No. 22/1997 Coll., on Technical Requirements for Products, and No. 90/2016 Coll., Conformity Assessment of Selected Products when Made Available in the Market. The activity was launched in 2023, and testing of the samples taken was completed in 2024. Within the inspection activity, a total of 29 inspections were carried out, with flaws found in 17. A total of 29 products were inspected, of which deficiencies were found in 16 products. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the shortcomings found. The inspection activity involved the collection of 7 product samples to verify whether the products placed on the Czech market comply with the requirements laid down in Government Regulation No. 426/2016 Coll. on the conformity assessment of radio equipment. All tested samples complied.

**Pressure cookers** – the subject of the inspection was domestic pressure cookers. The activity was launched in 2023, and testing of the samples taken was completed in 2024. The inspection activity aimed to see whether pressure cookers supplied to the Czech market comply with the technical requirements laid down in Government Regulation No. 219/2016 Coll. on conformity assessment of pressure equipment

when they are supplied to the market, and Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market, as amended. Within the inspection activity, 24 inspections were carried out, and 25 products were inspected. Of the total number of inspections, 9 resulted in findings. Flaws were found in 10 of the products inspected, namely in the mandatory product marking and labelling, the required accompanying documentation (instructions) and the EU Declaration of Conformity. Cumulative shortcomings were found in some products. Seven product types were selected for technical testing. Based

on the testing, two product types were found to be non-compliant. After an overall assessment of all samples, including labelling and accompanying documentation, three samples were assessed as non-compliant. However, the defects found were not so serious as to require immediate withdrawal of the product from the market or from consumers. The Czech Trade Inspection Authority imposed appropriate measures on the responsible economic operators to remedy the flaws found.

## 3.2 International inspection activities

### International inspection project CASP 2024

**CASP projects – Coordinated Activities in the Sphere of Product Safety** are a series of product market surveillance projects organised by the European Commission – Directorate-General for Justice and Consumers. The Czech Trade Inspection Authority regularly participates in these activities, and in 2024, it was involved in four international inspection activities. These provide a valuable exchange of experience with representatives of surveillance authorities from other EU Member States, and the aspects under surveillance can also be inspected across a wide range of products. The outputs from these activities are used in further inspection activities by the Czech Trade Inspection Authority, which also publishes conclusions, information, and recommendations for the general public on its website based on these findings.

**High chairs for children** – an international inspection activity focused on whether products in this category, intended for taking care of young children, meet the general product safety requirements. Ten surveillance authorities from EU Member States and Iceland participated in this inspection activity. It includes a uniform evaluation of the facts subject to inspection across different countries, namely requirements for documentation, product labelling (where applicable), and the results of laboratory tests on selected parameters, in accordance with EN 14988:2017+A1:2020, as applicable, conducted in an accredited testing laboratory. The Czech Trade Inspection Authority carried out six inspections within this activity, during which samples of six product models were taken for laboratory testing. Five product models did not meet the standard's requirements, of which two had technical issues, and three had non-compliant labelling. The findings will be evaluated uniformly in the first half of 2025, and the conclusions will be reflected in the corresponding protective measures.

**Children's bicycles** – the international inspection activity aimed to see whether products in this category comply with the requirements of Directive 2009/48/EC on toy safety. These were bicycles for the youngest children, i.e. products with a maximum saddle height of 435 mm. Surveillance authorities from 11 EU Member States and Norway participated in the international inspection activity. Within this activity, the Czech Trade Inspection Authority carried out four inspections, during which samples of four product models were taken for laboratory testing. All four product models failed to meet the labelling requirements of the Directive. All samples met the technical requirements in laboratory testing. Appropriate protective measures will be applied to products that do not meet the legal regulations. The summary results of the inspection activity will be known in the first half of 2025.

**Slime toys II** – an international inspection activity focused on slime toys, following on from the previous international inspection activity in the CASP2019 project. Nineteen surveillance authorities from 14 Member States participated in the activity. Within this inspection activity, officials of the Czech Trade Inspection Authority collected a total of seven models of slime toys, which were sent to an accredited testing laboratory to verify their chemical composition. Chemical analysis of the slime in the laboratory found that five of these products contained amounts of boron that greatly exceeded the limits permitted by current legislation. Four of the non-compliant slime models were reported to the Safety Gate system at the beginning of 2025. After further investigation and the imposition of appropriate protective measures, the fifth sample will also be reported to Safety Gate. The international inspection activity will be concluded in 2025 with an information activity for consumers containing important warnings about the health risks associated with the increased boron content in this toy type.

**Light chains** – an international inspection activity focused on verifying whether

products in the category of light chains directly powered from a 230V/50Hz mains supply, intended for domestic and similar use, comply with the requirements of Directive 2014/35/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the marketing of electrical equipment designed for use within certain voltage limits. Surveillance authorities from 11 EU Member States were involved in the international activity. The Czech Trade Inspection Authority carried out 6 inspections. Six product models were inspected, and samples from six of them were subjected to laboratory testing of their electrical safety. Five of the tested product models failed the legal requirements, and appropriate protective measures were taken against them.

### International inspection project JA 2021

The Czech Trade Inspection Authority also regularly participates in a second series of international inspection projects, the focus of which is prepared within the ADCO administrative cooperation groups composed of surveillance authorities. These projects are also covered and co-financed by the European Commission – Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs. They concern products covered by harmonised EU legal regulations and are collectively referred to as Joint Actions (JA). Their close links with experts from surveillance authorities enable intensive focus on Europe-wide product market surveillance, the optimisation of surveillance authority procedures, and the effective transfer of conclusions and findings into executive and legislative practice. Within this project, the Czech Trade Inspection Authority participated in one joint international inspection activity in 2024.

**Non-road mobile machinery – scissor lift platforms** - The subject of the international inspection activity launched in 2022 was to see whether products in this category of machinery intended for lifting persons and loads, where there is a risk of falling from a height of more than three metres, comply with the requirements of Directive 2006/42/EC on machinery. Surveillance authorities from seven EU Member States participated in the international inspection activity. The Czech Trade Inspection Authority conducted a total of 5 inspections, inspecting 5 products. The scope of the inspections included marking and labelling, documentation, and mandatory instructions for use and maintenance, as contained in the harmonised standard EN 280. For each product, deficiencies of a non-fundamental nature were found in relation to product safety. Furthermore, deviations from the requirements of the standard were found, but these were of a design nature – the solution for accessing the platform. These defects were found in almost all products inspected within the international activity. Based on this finding, the project participants recommended proposing an amendment to the standard in question.

### International Inspection Project JA 2022

In the JA 2022 project, the Czech Trade Inspection Authority participates in two joint inspection activities launched in 2023, with the final evaluation scheduled for the first half of 2025.

**Solar accessories** – this inspection activity aims to verify the compliance of solar panel accessories, i.e. inverters, microinverters and optimisers, with the requirements of Directive 2014/30/EU of the European Parliament and of the Council on the harmonisation of legal regulations relating to electromagnetic compatibility. Solar technology is gaining popularity among consumers thanks to a Europe-wide trend. Surveillance authorities from six EU Member States are involved in the international activity. In 2024, inspections were carried out. The Czech Trade Inspection Authority took samples of four product

models, which were tested in an accredited testing laboratory for selected parameters of standards EN 55011:2016/ A2:2021 Industrial, scientific and medical equipment. Radio-frequency disturbance characteristics. Limits and methods of measurement, and EN 55032:2015/A1:2020 Electromagnetic compatibility of multimedia equipment – Emission requirements. The results of laboratory testing will be analysed uniformly. The Czech Trade Inspection Authority is continuing its own inspection activities by participating in this project. The conclusions drawn from the international event will be further used in market surveillance of the placing of products on the Czech market.

**Chainsaws** – an international inspection activity focused on risk elements of selected products – electric chainsaws, especially battery-powered models, and on the compliance of products with the requirements of Directive 2006/42/EC of the European Parliament and of the Council on machinery, including testing for

identified risk factors for the safety of these products. The Czech Trade Inspection Authority continues its participation in previously implemented inspection activities focused on chainsaws for professional use and circular saws. In 2024, inspection activities were carried out on samples of three product models, taken by the Czech Trade Inspection Authority, which are undergoing laboratory testing for selected parameters. In 2024, inspections were carried out with samples taken of three product models by the Czech Trade Inspection Authority, which are undergoing laboratory testing for selected parameters of standard EN 62841-4-1 Electric Motor-Operated Hand-Held Tools, Transportable Tools and Lawn and Garden Machinery – Safety. Part 4-1: Particular requirements for chain saws. The results of the inspections and laboratory tests will be analysed uniformly, and the conclusions will be reflected in the Czech Trade Inspection Authority's further surveillance activities.

### 3.3 Sampling and evaluation

Within planned national and international inspection activities or investigations of complaints from consumers and other entities, products were sampled to inspect for compliance with the requirements set out in legal regulations. The inspections concerned selected products as well as products from the non-harmonised area. The most frequently sampled products were electrical equipment and electronics, toys, personal protective equipment, textiles and solid fuels. Excluding fuel samples, a total of 220 product samples were taken in 2024. By the annual report deadline, 192 product samples were evaluated, of which 79 did not comply with legislative requirements.

Of this number, 56 selected products did not comply, i.e. products that did not meet the requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, or Act No. 90/2016 Coll., on Conformity Assessment of Selected Products when Made Available in the Market.

Twenty-three non-selected products failed the requirements for general safety or consumer protection, or those of other specific legal regulations. Compliance with the applicable product requirements was assessed by accredited/notified bodies or within internal procedures of the Czech Trade Inspection Authority.

## Selected products

Products	Number of samples (types)	Compliant samples	Non-compliant samples	In progress
Electrical and electronic goods	60	20	27	13
Toys	40	8	21	11
Personal protective equipment	28	21	7	0
Other	16	12	1	3
<b>Total</b>	<b>144</b>	<b>61</b>	<b>56</b>	<b>27</b>

## Non-selected products

Products	Number of samples (types)	Compliant samples	Non-compliant samples	In progress
Solid fuels	23	20	3	0
Textiles	35	26	9	0
Other	18	6	11	1
<b>Total</b>	<b>76</b>	<b>52</b>	<b>23</b>	<b>1</b>

## 3.4 Safety Gate

Safety Gate, the European System for the Early Warning of Dangerous Non-Food Products, formerly known as RAPEX, is an information system operated by the European Commission that collects information on actions taken against dangerous products found in the EU internal market. The rules for the use of the system are set out in Directive 2001/95/EC of the European Parliament and of the Council on General Product Safety (GPSD). The system is used by all EU Member States and by Norway, Iceland and Liechtenstein. The Czech Trade Inspection Authority has been involved in the system since 2004, when the Czech Republic joined the European Union. The surveillance authorities notify the protective measures taken through a national contact point – in Czechia, it is the Ministry of Industry and Trade of the Czech Republic. These notifications are further subject to validation by the system administrator, the European Commission, which then draws on them for analytical purposes and further direction of market surveillance activities. The system also includes a web portal, also called Safety Gate, for the general public, where basic information on the notified measures and the risk that the products concerned may pose, as well as other information and recommendations for consumers, is uploaded on an ongoing basis. The content of the Safety Gate portal is provided in the official languages of the EU Member States. The complete information on approved notifications, i.e. on the product concerned and the protective measures taken, is contained in the non-public part of the system, accessible to surveillance authorities, participating country institutions and European Commission authorities. In parallel, information is exchanged between the Safety Gate and similar systems existing in other countries (China, RADAR Canada).

In 2024, the European Commission approved a total of 4,165 notifications, 748 more than in 2023. The most frequently notified categories were toys, followed by electrical appliances and equipment, clothing, textiles, fashion accessories

and others. Of the total number of 4,165 notifications, 3,835 were notifications under Article 12 of the GPSD – serious risk (677 more than in 2023), of which, over the national contact point, 1,314 notifications were sent to the Czech Trade Inspection Authority, 158 more than in 2023. Based on these reports, the Czech Trade Inspection Authority carried out a total of 613 targeted inspections in the national market, during which it searched for the products in question. In five cases, supplementary responses were sent to the Safety Gate system for products found or searched for that required additional information. A specialised application, the eSurveillance tool, available on the European Commission's website, is also used to search for products. The computer program searches for products reported on Safety Gate that are available online. The application can be used to call up the particular e-shop offer and then carry out an operational and rapid inspection. In this way, the occurrence of another 14 specific products was detected. In 9 cases, it was inspected that the product in question was no longer on offer or in stock, in another 4 cases inspections were carried out with subsequent measures, and 1 case was referred to another surveillance authority. In 2024, the Czech Trade Inspection Authority submitted a total of 41 proposals for the notification of dangerous consumer products to the contact point at the Ministry of Industry and Trade based on its own inspection findings. Of this number, 40 cases involved notifications under Article 12 of the GPSD (products posing a serious risk). The most common products were toys and electrical appliances. In 2024, the Czech Trade Inspection Authority also received seven notifications of voluntary measures pursuant to Article 5(3) of the GPSD from product manufacturers or distributors.

On 13 December 2024, the new Regulation (EU) 2023/988 of the European Parliament and of the Council on general product safety came into force, along with Act No. 387/2024 Coll. on General Product Safety. These legal regulations newly regulate the procedures of the Safety Gate system.

## Summary of notifications

Year	Article 12 GPSD + Article 11 GPSD + INFO	Article 12 GPSD	for the CTIA
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
2018	2,292	2,024	1,093
2019	2,248	2,000	1,093
2020	2,232	1,920	1,024
2021	2,186	1,887	903
2022	2,178	1,886	881
2023	3,417	3,158	1,156
2024	4,165	3,835	1,314

## Categories of products notified by the CTIA

Categories of products notified by the CTIA	Article 12 GPSD	Article 11 GPSD	INFO
Toys	19	0	0
Electrical appliances and equipment	17	0	0
Personal protective equipment	1	0	0
Other	3	0	0
Hand tools	0	1	0
<b>Total</b>	<b>40</b>	<b>1</b>	<b>0</b>

## Categories of products notified under Article 12 of the GPSD, within scope of the CTIA

Product categories	Number of products
Toys	427
Electrical appliances and equipment	305
Childcare products and equipment for children	104
Clothing, textiles and fashion accessories	98
Fairy lights	94
Machinery	83
Protective equipment	45
Lighting equipment	36
Furniture	26
Hobby/sports equipment	22
Kitchen accessories	13
Construction products	12
Gadgets	10
Laser pointers	9
Communication and media devices	9
Decorative items	6
Pyrotechnics	6
Recreational vessels	3
Fuel appliances and components	1
Stationery	1
Lighters	1
Hand tools	1
Pressure equipment and vessels	1
Other	1
<b>Total</b>	<b>1,314</b>



## 4. GENERAL INSPECTION

One of the long-term goals of the Czech Trade Inspection Authority is to protect consumers' rights and legitimate interests effectively. Apart from inspecting the compliance with product requirements when made available in the market, the Czech Trade Inspection Authority carries out inspections focused on protecting other consumer interests laid down in legal regulations via obligations related to the offering or sale of products or services (fair offering and sale of products, offering and providing services, requirements for fulfilling information obligations, compliance with fair trading, restrictions on the sale of certain commodities to minors, etc.). Inspections also focus on the specific conditions of certain forms of trade, in particular, the offering and selling of products and the provision of services using means of distance communication. Certain aspects of related financial services are also subject to inspection. An important area and an integral part of the surveillance activities of the Czech Trade Inspection Authority is also the inspection of obligations related to protection against undesirable environmental impacts of economic activities in the offering and sale of products to consumers. Through its extensive and diverse activities, the Czech Trade Inspection Authority contributes to the overall cultivation of the market in the Czech Republic. It plays a significant role in creating transparent relationships between all entities involved in trade and the provision of services in the Czech Republic, with an overlap into the framework of the EU single market.

The 2024 market surveillance programme determined which areas of the market would be subject to surveillance by the Czech Trade Inspection Authority. The planned surveillance activities covered areas that are regularly targeted by systematic surveillance, as well as areas undergoing legislative changes or where the Authority had identified problematic phenomena with a negative impact on the protected interests of consumers and society. The continuous focus of surveillance included e-commerce, offers of products and services within discount promotions, possible occurrences of various forms of discrimination, compliance with the conditions for the sale and availability of pyrotechnic articles, and the offering of products that infringe certain intellectual property rights. In 2024, the Czech Trade Inspection Authority closely monitored and penalised non-compliance with the legal regulations governing sellers' obligations when offering products at a discount. When deciding on the seriousness of the offence, it took into account how incorrect information provided to consumers about the prices of products offered impacts customers of certain chain stores and what impact it may have on consumer decision-making when products and services are offered in the online environment. In this area, the Czech Trade Inspection Authority's approach to interpreting the legislative intent was supported during the year by the case law of the Court of Justice of the European Union. The inspections also focused on the obligations of online marketplace operators in connection with the offering of products and services, with the Czech Trade Inspection Authority responding to legislative changes and its inspection activities.

It targeted newly emerging entities that showed signs of unfair commercial practices in the Czech market and the EU as a whole, with a direct negative

impact on consumers. In its planned inspection activities under the Surveillance Programme, the Czech Trade Inspection Authority also specifically targeted short-term inspection activities, always focused on a specific area, e.g., consumer reviews and suspected unfair terms in consumer contracts. Furthermore, beyond the scope of the surveillance programme, it carried out inspection activities based on complaints concerning the method of mediating the sale of time-based fees for the use of toll road sections and the offer of goods on online marketplaces. The Czech Trade Inspection Authority's procedures towards certain online marketplaces have become part of a unified Europe-wide approach under the auspices of the European Commission.

An integral part of surveillance activities is monitoring other areas where the Czech Trade Inspection Authority assesses the possibility of a negative impact on legitimate interests – for example, compliance with the prohibition of unfair commercial practices in the offering and sale of products and the offering of services. It also involves compliance with legal requirements for protecting consumer health and safety, protecting the fiscal interests of the state, and, last but not least, protecting the environment. The inspections focused on the compliance with legal requirements to restrict the availability of alcoholic beverages, tobacco products, smoking accessories and other products under Act No. 65/2017 Coll. on Health Protection against the Harmful Effects of Drugs. In 2024, the Czech Trade Inspection Authority proposed several changes to the preparation of an amendment to Act No. 65/2017 Coll., based on its inspection practice and assessment of the proposed legislation, and actively participated in the preparation of further legislative developments within inter-ministerial working groups. In the context of a uniform international approach, inspections were also carried out to ensure compliance with Act No. 253/2008 Coll., on Certain Measures against the Legalization of Proceeds of Crime and the Financing of Terrorism.

During certain thematic inspections, the Czech Trade Inspection Authority also effectively used cooperation with other public authorities, such as trade licensing offices, the Police of the Czech Republic, the Czech Customs Administration, and others. Surveillance was also supplemented by targeted inspections carried out based on suggestions from interest and professional associations, consumers, other surveillance authorities and other entities operating on the Czech market.

The results of the inspection activities carried out are analysed and used not only to focus further inspection activities by the Czech Trade Inspection Authority, but are also shared within departmental and inter-ministerial working groups and form part of national indicators shared within international activities and commitments to combat phenomena with an undesirable impact on legally protected interests.

## Results of national general inspection activities included in the Market Surveillance Programme for 2024

Name of inspection activity	Total number of inspections	Inspections with findings	Breaches found in %
Alcoholic beverages and tobacco products**)	6,804	768	11.3
Discrimination**)	123	9	7.3
Online sales	1,000	822	82.2
Products infringing intellectual property rights**)	714	274	38.4
Discount promotions	1,755	796	45.4
Bazaars and pawnshops*)**)	124	28	22.6
Consumer reviews*)**)	77	36	46.8
End-of-life products*)**)	365	158	43.3
Car dealerships*)	37	25	67.6
Abusive clauses in consumer contracts*)**)	73	4	5.5
Pyrotechnic articles*)**)	168	75	44.6

\*) inspection activities were carried out in a period shorter than one year

\*\*) For inspections strictly defined by specific legislation, only breaches of the subject of the inspection are listed

**Alcoholic beverages and tobacco products** – an integral part of the inspection activities carried out by the Czech Trade Inspection Authority is the systematic inspection of the compliance with obligations arising in particular from Act No. 65/2017 Coll., on Health Protection against the Harmful Effects of Drugs, as well as Act No. 353/2003 Coll., on Excise Duties, Act No. 307/2013 Coll., on the mandatory labelling of alcohol, Act No. 634/1992 Coll., on Consumer Protection, and other legal regulations, when offering, serving and selling alcoholic beverages and when offering and selling tobacco products, smoking accessories, smoking aids, herbal products intended for smoking, electronic cigarettes and nicotine pouches without tobacco content. In 2024, the Czech Trade Inspection Authority carried out a total of 6,804 inspections across the entire retail network. Breaches of legal regulations were found in 3,273 inspections (i.e. 48.10%), of which 768 inspections involved specific infringements, most often infringements of Act No. 65/2017 Coll. In 429 cases, sellers violated the ban on selling or serving alcoholic beverages to persons under 18. In 181 cases, they violated the obligation imposing on sellers of tobacco products, smoking accessories, herbal products intended for smoking, electronic cigarettes and nicotine pouches without tobacco content to place clearly visible text prohibiting the sale of these goods to persons under the age of 18 and to produce this text in the form required by law, and in 117 cases, sellers violated the prohibition on sale, with 106 cases involving the prohibition on selling or serving tobacco products, herbal products intended for smoking, electronic cigarettes and nicotine pouches without tobacco content to persons under the age of 18, and in 11 cases, the ban on selling smoking accessories to persons under the age of 18. However, other infringements of Act No. 65/2017 Coll. were also found. Furthermore, 12 cases of violation of Act No. 353/2003 Coll. on Excise Duties were found during the inspections. Persons under the age of 18 were invited to participate in 894 inspections, where they took part in test purchases of alcoholic beverages or tobacco products, their presence being necessary for the effectiveness of the surveillance carried out. In a year-on-year comparison, there was a repeated increase in the number of

inspections where sellers sold alcoholic beverages to minors.

**Discrimination** – the definition of this negative social phenomenon implies that it is the different treatment of people in comparable situations based on nationality, race, ethnic origin, gender, sexual orientation, age, religion, belief, world view or disability, or other reasons. This is an important area for the Czech Trade Inspection Authority, who pays targeted attention to it every year. In 2024, a total of 123 inspections were carried out. In 35 inspections, there were breaches of legal regulations, and in 9 inspections, i.e. 7.32% of the inspections carried out, a total of 10 cases of undesirable discriminatory behaviour were described. Four cases involved discrimination based on nationality, followed by discrimination based on disability, sexual orientation, race or ethnic origin, gender, and two cases of other discrimination. Compared to 2023, two more cases of discrimination were identified.

**Internet sales** – online shopping is very popular and has been growing steadily for a long time, including through the use of various smartphone applications. Sales via social networks should not be overlooked either. Consumers use the online environment to purchase a wide range of products, from clothing and footwear to electronics and food. Thanks to applications, they can compare prices and product reviews and take advantage of various discounts and offers. For the final consumer, this form of trading presents both advantages and potential dangers. Access to vast amounts of information about products and services brings several pitfalls that can influence consumers' purchasing decisions. In 2024, the Czech Trade Inspection Authority recorded unfair commercial practices within its inspections in the form of hidden fees, time-limited offers, uninspected consumer reviews, fake "discounts" and more. We mustn't forget the existence of fake websites that appear to be legitimate shops but are actually engaged in fraudulent activities. In 2024, the Czech internet market was also influenced by foreign entities operating large online marketplaces.

In 2024, the Czech Trade Inspection Authority carried out a total of 1,000 inspections in this area, of which 822 revealed breaches of legal regulations. The number of individual infringements reached 2,897 (more than one violation may be found within a single inspection). The most common infringements concerned provisions of the Civil Code (543 cases) relating to information provided prior to the conclusion of a contract when using means of distance communication. Infringements of the provisions of the Act on Consumer Protection concerning the seller's obligation to properly inform consumers about the scope, conditions and manner of exercising their rights arising from defective performance were found in 410 cases. The prohibition of unfair commercial practices was violated in 386 cases. However, it should be noted that these results cannot be interpreted as a comprehensive picture of online commerce in the Czech Republic, given that the inspections focused primarily on online shops.

where there was reasonable suspicion of breaches of legal regulations, arising both from its own inspection activities and from complaints from consumers or interested parties.

In connection with the inspection of online shops, the Czech Trade Inspection Authority focused in 2024 on certain areas subject to applicable law. It inspected in detail whether the requirements of the legal regulations were being complied with. These included the publication of consumer reviews, the offer of so-called "extended warranties" for selected consumer products, and abusive terms in consumer contracts. Some of these areas are described in more detail in a separate inspection activity.

## Inspections of online commerce

CTIA Inspectorate	Number of inspections	Inspections with findings	Breaches found in %
Central Bohemia and Prague	55	39	7
South Bohemia and Vysočina	60	57	95
Pilsen and Karlovy Vary	254	186	73.2
Ústí nad Labem and Liberec	117	91	77.8
Hradec Králové and Pardubice	82	70	85.4
South Moravian and Zlín	215	180	83.7
Moravian-Silesian and Olomouc	217	199	91.7
<b>Total</b>	<b>1,000</b>	<b>822</b>	<b>82.2</b>

## Internet commerce - year-on-year comparison

Year	Number of inspections	Inspections with findings	Breaches detected in %
2014	867	682	78.7
2015	1,194	990	82.9
2016	1,197	1,042	87.1
2017	1,085	952	87.7
2018	992	851	85.8
2019	973	809	83.1
2020	1,144	809	70.7
2021	1,900	1,288	67.8
2022	1,064	839	78.9
2023	994	866	87.1
2024	1,000	822	82.2

**Products infringing intellectual property rights** - through systematic monitoring of the compliance with the ban on the supply and sale of products infringing certain intellectual property rights, the Czech Trade Inspection Authority not only fulfils its primary mission, i.e. to protect consumers from the supply and sale of unauthorised imitations, counterfeits or forgeries, but also protects the rights of commercial entities owning the intellectual property rights (e.g. trademarks and industrial and utility designs). In this regard, the activities of the Czech Trade Inspection Authority have long been considered necessary, beneficial and effective. Every year, a nationwide inspection activity focused on the compliance with the ban on the offer, sale and storage of products infringing certain intellectual property rights is included in the Market Surveillance Programme. The proportion of inspections, within which breaches of legal regulations were found, testifies to the continuing need to focus

on this area. According to the method of the offer, the most frequent findings of offer, storage and sale of products infringing certain intellectual property rights were in retail outlets and, traditionally, in marketplaces and small shops, particularly along the Czech border with Austria and Germany, where offers, sales and storage of products infringing certain intellectual property rights were detected. Inspections are also carried out on offers made through online shops and social networks. The largest volume of goods seized during inspections was relatively affordable so-called "branded" consumer goods, mainly textiles, footwear and accessories, as well as a range of toys and games. A total of 714 inspections were carried out within the inspection activity in 2024, during which infringements of the legal regulations within the surveillance scope of the Czech Trade Inspection Authority were found in 477 inspections. Of this number, 274 inspections, or 38.38% of the total, found breaches of the prohibition on offering for sale, selling and storing products that infringe certain intellectual property rights.

### Inspections of the offering, sale and storage of products infringing certain intellectual property rights

CTIA Inspectorate	Number of inspections	Inspections with findings		PDV* breaches detected in %
		Total	PDV*	
Central Bohemia and Prague	37	33	31	83.8
South Bohemia and Vysočina	110	60	35	31.8
Pilsen and Karlovy Vary	132	85	51	38.6
Ústí nad Labem and Liberec	227	142	71	31.3
Hradec Králové and Pardubice	70	62	30	42.9
South Moravian and Zlín	43	41	38	88.4
Moravian-Silesian and Olomouc	95	54	18	19
<b>Total</b>	<b>714</b>	<b>477</b>	<b>274</b>	<b>38.4</b>

\*) PDV - infringement of certain intellectual property rights

In addition to the sanctions, a total of 29,991 counterfeit items with an estimated value of CZK 97,621,016 were seized and stored out of reach of the persons being inspected. Products that did not comply with specific

legal regulations, which will be subject to a final decision on their forfeiture or confiscation, will subsequently be destroyed or used for humanitarian purposes.

### Assortment of seized products infringing certain intellectual property rights

	Textiles and clothing	Toys and games, products for children	Audio	Footwear, leather goods	Other
Number of items	14,463	8,810	357	4,484	1,877

## Products or services infringing certain intellectual property rights - year-on-year comparison

Year	Number of inspections	Inspections with identified defects	Inspections with counterfeits detected	Seized counterfeit s in pieces	Value of counterfeits in CZK estimated at original prices
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
2018	1,914	1,495	554	41,379	92,372,725
2019	1,701	1,257	444	57,576	151,664,346
2020	811	557	213	18,845	32,492,871
2021	699	516	275	29,443	61,764,645
2022	1,041	815	435	36,349	80,543,417
2023	803	645	360	18,508	36,389,165
2024	714	477	274	29,991	97,621,016

To maximise the effectiveness of inspections focused on infringements of certain intellectual property rights, the inspectorates of the Czech Trade Inspection Authority traditionally cooperate with other surveillance authorities. In 2024, trade licensing offices were among the most frequent partners. In 2024, representatives of the Czech Trade Inspection Authority actively participated in the activities of the inter-ministerial Commission for Combating Unlawful Conduct against Intellectual Property, established at the Ministry of Industry and Trade of the Czech Republic.

**Discount promotions** – discount promotions no longer apply to specific periods such as Christmas sales; discounts are provided year-round and offered to consumers essentially continuously. This development in the presentation of discounts was addressed in 2023 by an amendment to Act No. 634/1992 Coll. on Consumer Protection. New legal obligations regarding the provision of accurate information aim to protect consumers from being misled by discount offers that may be misleading or not as advantageous as they seem at first glance. The year-round inspection activity by the Czech Trade Inspection Authority focused primarily on verifying the obligations of sellers in relation to the information provided about discounts. A total of 1,755 inspections were carried out during 2024, with 796 (45.36%) of them finding breaches of legal regulations. The inspections found 1,041 cases of infringements of Act No. 634/1992 Coll. on Consumer Protection. Of these, 370 cases involved infringements of Section 12a, which concerns the obligation to provide information on the lowest price at which the seller offered and sold the product for a period of 30 days prior to applying the discount. The percentage discount must also be calculated from this lowest price over the last 30 days. Within its inspections on online sales discounts, the Czech Trade Inspection Authority began using a European tool for monitoring discounts, enabling it to target its inspections more effectively at cases of violation of the applicable legislation. At the end of the year, two extraordinary inspection activities were also carried out, which were specifically focused on inspecting the provisions of Section 12a of Act No. 634/1992 Coll., in particular on the provision of information on the percentage discount on product prices, following the publication of a decision by the Court of Justice of the European Union concerning the interpretation of Article 6a(1) and (2) of Directive 98/6/EC of the European Parliament and of the Council on consumer protection in the indication of the prices of products offered to consumers. The first operation took place from 14 to 31 October 2024 and focused on chain stores and e-shops selling food, electrical goods, drugstore items, textiles and cosmetics, which repeatedly and intensively use clearance sales and discount promotions. Within this extraordinary inspection activity, a total of 250 inspections were carried out. A total of 91 cases of breaches of the provision of Section 12a of Act No. 634/1992 Coll. were found. Price-related unfair commercial practices were found in 37 cases. The latter activity was carried out between 11 November and 6 December 2024 and focused primarily on sales labelled as "Black Friday" and "Cyber Monday" at non-food chains and online shops. A total of 172 inspections were carried out, of which 71 found breaches of legal regulations. Infringements of the provisions of Section 12a of Act No. 634/1992 Coll., on Consumer Protection, were found in 29 cases. The results of the inspections show that chain stores, online shops and ordinary stores do not comply with their legal obligation to provide information on the lowest price of a product when offering discounted products, or they provide incorrect information.

**Bazaars and pawnshops** – in 2024, a time-limited nationwide inspection activity was carried out, focusing on the compliance with the obligations of sellers, in particular under Act No. 253/2008 Coll., on Certain Measures against the Legalization of Proceeds of Crime and the Financing of Terrorism, Act No. 247/2006 Coll., on Restrictions of Night Operations of Pawnshops and Other Establishments, Act No. 634/1992 Coll., on

Consumer Protection, and other legal regulations in the mediation of the sale and sale of goods, items of cultural value and cultural monuments in bazaars, pawnshops, antique shops and auction houses. The sale of used goods and items of cultural value and cultural relics represents a potentially risky market segment, which is part of the monitored financial flows in connection with international measures to combat these negative social phenomena. A total of 124 inspections were carried out in 2024. Breaches of Act No. 253/2008 Coll. were found in 28 inspections (i.e. 22.58%) and consisted of non-compliance with the requirements of this Act, as sellers did not identify the client (23 cases) and the obligated person did not train their employees. Other findings during the inspections mainly concerned the Act No. 634/1992 Coll., on Consumer Protection, where it was most often found that sellers did not indicate on the proof of purchase that the product was used or defective (23 cases). In view of the results of the inspection activity, the Czech Trade Inspection Authority will focus on this area of sales throughout 2025.

**Consumer reviews** – the inspection activity focused on verifying whether the offering of products and services via the internet involved the use of unfair commercial practices within the meaning of Act No. 634/1992 Coll., on Consumer Protection, specifically the provision concerning consumer reviews. A total of 77 inspections were carried out, during which the Czech Trade Inspection Authority found 75 cases of unfair commercial practices. Of this number, 36 cases concerned breaches of Act No. 634/1992 Coll., in which the seller did not disclose whether it verifies published consumer reviews or how it ensures that they are from consumers who have actually used or purchased the product. Again, it should be noted that the websites selected for inspection were those suspected of distorting information in published consumer reviews.

**End-of-life products** – in the last quarter of 2024, a time-limited inspection activity was carried out, focusing not only on end points of sale but also on higher links in the distribution chain of selected products (electrical equipment, batteries, accumulators and tyres). The inspection activity was carried out by all Regional Inspectorates and involved 365 inspections. Infringements of one of the legal regulations within the surveillance scope of the CTIA were found in 209 inspections, and breaches of Act No. 542/2020 Coll. were found in 158 inspections (43.29%). The most frequent finding (in 120 cases) was a violation of the obligation of the final seller, distributor or manufacturer to state, separately from the price, the costs of take-back, treatment, recovery and disposal of waste electrical equipment per 1 piece or 1 kg of new electrical equipment when selling new electrical equipment. In 28 cases, a breach of the obligation of the final seller, for whom the manufacturer did not establish a take-back point, to place visible and legible information at their point of sale about the possibilities for handing over waste batteries or accumulators or where they can be handed over for take-back was found. In 15 cases, there was a breach of the obligation to inform the end user in writing about the method of ensuring the take-back of selected products after the end of their service life (including means of distance communication). This inspection activity supplemented the range of inspections of obligations arising from Act No. 542/2020 Coll., on End-of-life Products, which the Czech Trade Inspection Authority carries out throughout the year as a standard part of its inspection activities, within the scope defined by the surveillance powers delegated to the Czech Trade Inspection Authority by this Act. Throughout the year, inspections are carried out mainly at the end points of sale of the entire retail network. In 2024, a total of 2,320 inspections were carried out, including the aforementioned time-limited inspection activity. Infringements of any of the provisions of Act No. 542/2020 Coll. were found in 849 inspections (i.e. 36.59% of the total number of inspections carried out).

**Car dealerships** – a time-limited inspection activity focused on inspecting compliance with the obligations of sellers, in particular under Act No. 634/1992 Coll., on Consumer Protection, when offering used passenger cars. The inspections inspected the information provided to consumers at all stages of the offer, up to the binding expression of will to conclude a vehicle sales contract. The offers of vehicles on car dealership websites were reviewed, followed by the reservation of the selected vehicle and negotiations on the purchase contract. The inspections

specifically examined whether the essential information about the vehicle provided at all stages of the offer was complete, unambiguous and true, whether the consumer was properly informed about the scope and manner of exercising their rights arising from defective performance, and whether unfair commercial practices were used during the offer and negotiations.

The accuracy of the information provided to inspectors acting as consumers was also inspected with the help of invited experts. Thirty-seven inspections were carried out, and a further eight inspections were in progress at the time of writing the annual report. Within 25 completed inspections, infringements of legal regulations were found. Given the number of inspections in progress, the inspection activity will be evaluated at the end of the first quarter of 2025.

**Abusive clauses in consumer contracts** – the inspection activity focused primarily on verifying whether abusive clauses were being used in contracts concluded with consumers, as regulated by Act No. 634/1992 Coll. on Consumer Protection. Inspections were carried out throughout the retail network and also in the online environment. The Czech Trade Inspection Authority carried out 73 inspections, of which 50 found breaches of one of the legal regulations within the surveillance scope of the Czech Trade Inspection Authority. In four cases, the use of unfair terms was found, namely in two sports equipment and home tool rental shops and in two e-shops. The inspection activity was included in the surveillance programme based on new legislation, and the findings from the inspections of this very specific issue will be reflected within standard inspection activities in the following period.

**Pyrotechnic articles** - Every year, the Czech Trade Inspection Authority includes in its Plan of inspection activities an inspection activity focused on the supply, sale and storage of pyrotechnic articles during the period when consumer demand for recreational pyrotechnic articles regularly increases, i.e. November-December. The Czech Trade Inspection Authority also sees the inspection of the supply and sale of these seasonal goods as a tool for preventing and protecting the legitimate interests of consumers, especially

with regard to the risks associated with the use of pyrotechnics by juveniles, children or persons without the appropriate professional qualifications. During the inspection activity, 168 inspections were carried out, with breaches of Act No. 206/2015 Coll. on Pyrotechnic Articles and their Handling found in 75 inspections (44.64%). Shortcomings were found mainly in the keeping of records of stored pyrotechnic articles (39 cases) and requirements for their safe storage (14 cases), but there were also 33 cases where pyrotechnic articles were sold to persons who were younger than the age limit set by law. Infringements of the Act on Consumer Protection were found in 28 cases, most often involving a breach of the seller's obligation to issue a proof of purchase for the product. In order to achieve maximum effectiveness of the inspections, which inspected the restriction of access to pyrotechnic articles to persons below the age limit set by law for a given category of pyrotechnic articles, persons under the age of 18 were invited to 71 inspections.

**Alcohol, drugs and young people 2024** – in addition to the planned inspections, a nationwide inspection activity focused on the offering, serving and sale of alcoholic beverages and tobacco products to persons under the age of 18 was carried out between 25 October and 2 November 2024. The inspection activity was prepared and carried out in close cooperation with the Police of the Czech Republic and other state and local government authorities. During the inspection activity, the Czech Trade Inspection Authority carried out 168 inspections, of which 89 (53%) involved breaches of legal regulations. In 47 cases, it was found that an alcoholic beverage had been sold or served to a person under the age of 18; in another 8 cases, a tobacco product, a herbal product intended for smoking, electronic cigarettes or nicotine pouches without tobacco content, and in one case, a smoking accessory was sold to a person under the age of 18. The results of these inspections are also included in the year-long inspection activity. This coordinated inspection activity has repeatedly demonstrated the effectiveness and importance of cooperation between market surveillance authorities in preventing negative social phenomena associated with the consumption of addictive substances by children and young people. In connection with the government's programme to combat addiction, the Czech Trade Inspection Authority intends to continue participating in coordinated inspection activities of this type.



## 5. Inspection activities of inspectorates

The Czech Trade Inspection Authority has seven inspectorates based in regional cities. In 2024, their inspection activities were based on an annual plan – the Market Surveillance Programme for 2024. Within this plan, the individual inspectorates focused on inspections of technical products and on so-called general inspections, such as inspections of e-shops, the ban on the sale of counterfeit goods, etc. (see Chapter 3.1 National Inspection Activity and Chapter 4 General Inspection). The inspectorates also carried out inspections specific to the region. They also responded operatively to complaints from consumers and businesses.

### Central Bohemia Inspectorate and Prague

In 2024, the Inspectorate carried out its own inspection activities to supplement the inspections carried out in accordance with the Market Surveillance Programme and also based on an assessment based on consumer complaints and possible cooperation with other state inspection authorities, in particular the Police of the Czech Republic, trade licensing offices and the Customs Administration.

**Children's bicycle helmets** – this was the inspectorate's own activity aiming at determining whether these products meet the requirements set out in Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC (hereinafter also referred to as the "PPE Regulation"). This initiative was included in the inspection plan because it concerns personal protective equipment classified in risk category II according to Annex I to the PPE Regulation. The products inspected were impact-resistant protective helmets for small children, which are PPE according to section 4.1 of the Guide to the categorisation of personal protective equipment: Head protection equipment – All helmets, including sports helmets. The inspection activity focused on inspecting product labelling, CE marking, accompanying documentation (instructions for use), EU Declaration of Conformity and technical documentation. The entities inspected within this own initiative were economic operators supplying the products in question to the market, i.e. distributors, importers, manufacturers or authorised representatives, including online shops.

**Toy inspections** – in 2024, the inspectorate continued its inspections focusing on this area. Inspections were carried out using a VANTA spectrometer, which enabled a broader focus on toys in terms of their safety, particularly with regard to the presence of hazardous substances.

**Inspection of sales of pyrotechnic articles** – at the end of 2024, the Inspectorate, in cooperation with the Police of the Czech Republic, carried out inspections focusing on the compliance with the obligations under Act No. 206/2015 Coll., on Pyrotechnic Articles and their Handling. Within this cooperation, an extensive inspection was carried out at establishments in the Capital city of Prague. The sale and storage of pyrotechnic articles in a sales room with a higher than legally permitted content of pure explosive substances in pyrotechnic articles was detected, as well as a failure to cooperate on the part of the inspected person, who did not provide the inspection authority with the records of stored pyrotechnic articles, which they are required to keep by law, upon request. These inspections were also carried out in cooperation with a minor, when the possible sale of pyrotechnic articles to minors was inspected. Here, too, the inspection proved a violation of the ban on the sale of these products to minors.

**Sale of alcohol, cigarettes and electronic cigarettes** – during 2024, the inspectorate also carried out a number of other inspections with a minor present, focusing on the sale of alcohol, cigarettes and electronic cigarettes to minors, both in ordinary shops and online.

**Online sales and discount promotions** – these inspections were carried out using price backup via the Price Reduction Tools system and focused on the sale of products online within discount promotions. Following the subsequent evaluation of the inspections, some selected entities were found to be 100% compliant.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Storage and sale of counterfeit goods - opening of warehouse (in cooperation with Customs Administration) - SAPA market	2	2	100.0
Sale and storage of pyrotechnic articles - SAPA market	2	2	100.0
Online sales and discount promotions - ongoing 3-month price backups via Price Reduction Tools	6	6	100
Children's cycling helmets	7	6	85.7

### South Bohemian and Vysočina Inspectorate

**Inspections of unusual types of lighters** – "novelty" – based on their own monitoring, inspectors found "novelty" lighters (e.g. in the shape of lipstick, dice, grenades) in the market last year, even though their sale was prohibited before 13 December 2024 directly prohibited under Act No. 102/2001 Coll., on General Product Safety, in conjunction with Government Regulation (NV No. 198/2007 Coll.) and with effect from 13 December 2024, this ban was newly included in Regulation (EU) No 2023/988 of the European Parliament and of the Council on general product safety. Thanks to their diverse appearance, colours and fun features, novelty lighters can be an interesting and marketable item for retailers. Inspectors have banned the sale of these types of lighters, which may attract the attention of children. A total of six inspections were carried out at distributors, of which three cases involved the sale of this type of lighter. In all cases, the sales took place at markets in the vicinity. Due to the serious risk of harm to consumers (especially children), all novelty items found are subject to notification to the European system for reporting dangerous products, SAFETY GATE. The sale of novelty items found will be dealt with in administrative proceedings by imposing sanctions on distributors.

**Products interchangeable with food** – based on a consumer complaint, inspectors focused on the supply and sale of products interchangeable with food, both in ordinary stores and in distance sales via e-shops. A total of six inspections were carried out, focusing on products that are dangerous due to their similarity to



food (according to Act No. 634/1992 Coll., on Consumer Protection, a "product that is dangerous due to its similarity to food is a product that is not food but has a shape, smell, colour, appearance, packaging, labelling, volume or dimensions that may cause consumers, especially children, to confuse it with food and, as a result, put it in their mouths, suck or swallow it, which may be dangerous to human health, in particular causing choking, poisoning or perforation or blockage of the digestive tract"). During one of the inspections, for example, the sale of Blueberry Cheesecake candles and 250 ml biscuits was detected. Consumers, especially pre-school children, can easily peel off the product, blueberries, biscuits, and put them in their mouths and suck or swallow them, which can be unsafe for their health, in particular, causing choking or blockage of the digestive tract (depending on the age of the child). The detected breaches of the ban on the sale of products that are dangerous due to their similarity to food were dealt with in administrative proceedings by imposing sanctions on the persons inspected.

Inspection activity	Number of inspections	Inspections with findings	Breaches detected in %
Novelties (unusual types of lighters)	6	3	5
Products interchangeable with food	6	6	100.0
Mother Earth	29	19	65.5

### Plzeň and Karlovy Vary Inspectorate

**Inspections of the ban on the sale of alcohol and tobacco to minors** – A significant part of the Inspectorate's inspection activities in 2024 was to assess compliance with the ban on the sale and serving of alcoholic beverages to persons under the age of 18. In addition to targeted inter-departmental inspection activities initiated by the Police of the Czech Republic at the turn of October and November 2024, the Plzeň and Karlovy Vary Inspectorates of the CTIA carried out 167 inspections focused on this area throughout 2024. Of these inspections, infringements were found in 140 cases, representing 83.8% of the total. Attention was also focused on the sale of alcohol via the internet, where the seller is obliged to ensure that the sale is carried out in a manner that excludes the possibility of sale to persons under the age of 18. Infringements of this obligation were found in 3 cases. Proof of violation of these obligations is always carried out by means of a test purchase of an alcoholic beverage by a person under the age of 18. In addition to the above shortcoming, other shortcomings were also found in some of these targeted inspections, such as the absence of pricing for beverages sold, etc. All identified infringements of legal regulations were dealt with in administrative proceedings.

**Karlovy Vary International Film Festival 2024** – inspections carried out during the festival are a regular part of the inspectorate's inspection activities. Visitors can enjoy a wide variety of refreshments and purchase promotional and other items, both at mobile outlets (stands and tents) set up specifically for this purpose and at the numerous outdoor seating areas of restaurants and other catering establishments. These establishments often remain open until late in the evening and at night. In 2024, 60 such establishments in the most exposed locations in Karlovy Vary were inspected. Flaws were found in 34 inspections, representing more than

56%. The most common deficiency found in 11 cases was failure to comply with the declared weight of food or volume of beverages served, in some cases resulting in financial damage to the consumer of up to CZK 75. For less serious deficiencies, a fine totalling CZK 25,000 was imposed on the spot in seven cases. More serious cases, of which there were 27, were dealt with in administrative proceedings.

**Sale of herbal products intended for smoking through vending machines to persons under 18 years of age** – Compliance with the ban on this type of sale was inspected in a total of 8 cases. The seller is obliged to ensure that the age of the buyer is inspected effectively. In 7 cases, representing 87.5%, such sales to persons under the age of 18 were permitted, as proven by a test purchase by an underage person. The seller is also obliged to draw attention to the ban on the sale of these products to persons under the age of 18 in the required manner in writing. In none of the seven cases mentioned was this requirement met. In a number of cases, the same shortcomings were found repeatedly. Due to their seriousness, all of the cases mentioned are being dealt with in administrative proceedings.

**Sale of electric Christmas lights and decorations** – inspectors regularly focus on this area at the end of each year, where, in addition to possible shortcomings in product marking and labelling or the absence of instructions for use, there is often a serious risk of injury or fire. Eleven such products have been identified and will be subjected to a more detailed examination of their technical characteristics. If non-compliance with the applicable requirements for these products is proven, a ban on their sale will be issued, and they will be reported to the European Safety Gate warning system.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Sale and serving of alcoholic beverages to persons under 18 years of age	164	140	85.4
Karlovy Vary International Film Festival	60	34	56.7
Christmas lights and decorations	11	11	100.0
Prohibition on the sale of herbal smoking products to persons under 18 years of age through vending machines	8	7	87.5

### Ústí and Liberec Inspectorate

**Sunglasses for general use** – within the inspection activity, 86 inspections were carried out to verify whether sunglasses offered for sale to consumers were correctly marked and labelled (in particular with the CE marking) and whether they were accompanied by instructions containing all the information defined in Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment. Inspections were conducted at 85 distributors and 1 importer, and infringements of legal regulations were found in 75 of them. The infringements found concerned both shortcomings in the CE marking and the absence of an EU Declaration of Conformity, which was either not included with the sunglasses or the instructions did not contain the internet address where the EU Declaration of Conformity could be accessed, as well as the absence of instructions, including the required information and details about the manufacturer and importer. In this context, a total of 65 types of sunglasses for general use, with a total value of CZK 16,847, were banned from being placed on the market or distributed. Based on the flaws identified, economic operators withdrew sunglasses for general use from the market. Of the total number of inspections carried out, only 11 were completed without finding any infringements of the applicable legal regulations.

**Craft and flea markets** – eight inspections were carried out within this particular inspection activity (Ředhošť, Liberec). The CTIA inspections focused on the compliance with the obligations imposed on sellers under Act No. 634/1992 Coll., on Consumer Protection, when selling products in the form of stand sales at craft and flea markets. Breaches of certain provisions of the aforementioned Act were found in 3 cases. Specifically, these involved failure to inform consumers of the price of products offered for sale, use of uncertified measuring instruments – scales, and sale of counterfeit goods.

**Electric scooters and unfair commercial practices** – within the inspection activity, eight inspections were carried out to verify whether the seller complied with the prohibition of unfair commercial practices (NOP) in terms of the information provided to consumers on the seller's website in relation to the legal use of electric scooters on public roads. No infringements of the prohibition to use unfair commercial practices were found within these inspections. In four cases, other breaches of the applicable legal regulations were found, specifically consisting of the following flaws: incorrect information provided to consumers about the scope, conditions and manner of exercising their rights arising from defective performance in the terms and conditions of the online store, as well as the execution of orders in the online store without the consumer acknowledging at the time of ordering that they are committing to payment, failure to indicate separately on the proof of purchase the costs of take-back, processing, recovery and disposal of waste electrical equipment (the so-called recycling fee) and, lastly, in the failure to state the required information about the manufacturer and importer on the product (a 48V charger, which was purchased for the purpose of verifying the functionality of the online store in question).

**Olympic Festival at Lake Most** – five inspections were carried out within the inspection activity. The inspections focused on the compliance with the ban on the sale and/or serving of alcoholic beverages to minors in accordance with Act No. 65/2017 Coll., on Health Protection Against the Harmful Effects of Addictive Substances, and compliance with the applicable obligations when selling beverages in returnable deposit cups in accordance with Act No. 477/2001 Coll. on Packaging. Deficiencies were found in two cases. These consisted of the sale of alcoholic beverages to a person under the age of 18, where in one case, the person who sold the alcoholic beverage was also a person under the age of 18 (a temporary employee).

**Fairness of card payments** – within the inspection activity, 15 inspections were carried out, primarily to verify whether sellers rounded up the total amount for the test purchase when settling card payments. In addition to other breaches of sellers' obligations, two cases were found, and a violation of fair sales practices under Section 3/1c of Act No. 634/1992 Coll., on Consumer Protection, was also found, as the seller rounded the total amount for the test purchase to the nearest valid nominal value of legal tender in circulation when accepting card payments.

**Zahrada Čech in Litoměřice** – The Zahrada Čech trade fair was scheduled to take place from 13 to 18 September 2024. Due to unfavourable weather conditions, it was cancelled by the Litoměřice City Council on 14 September 2024. However, even before its cancellation, seven inspections were carried out on 13 September 2024 to verify the compliance with the obligations of sellers under Act No. 634/1992 Coll. on Consumer Protection. One violation was found, involving the sale of counterfeit goods.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Sunglasses for general use	86	75	87.2
Craft and flea markets	8	3	37.5
Electric scooters and NOP	8	4	50.0
Olympic Festival at Lake Most	5	2	40.0
Fairness of card payments	15	6	40.0
Garden of Bohemia	7	1	14.3

**Student internships** – in addition to their own inspection activities, in 2024, the inspectorate staff organised professional internships for three students from the University of Pardubice, studying Economic Policy and Administration with a focus on trade inspection.

## Hradec Králové and Pardubice Inspectorate

In 2024, the inspection activities of the Hradec Králové and Pardubice Inspectorate were based on the Market Surveillance Programme and the inspectorate's own plans for inspection activities.

**Water toys** – the aim of the inspectorate's own inspection activity was to determine whether these products comply with the technical requirements set out in the Government Regulation on toys. The deficiency found in one type of toy concerned mandatory labelling, which was subsequently dealt with in administrative proceedings.

**Children's playground equipment** – another internal inspection activity involved inspecting the safety of this equipment. Nine inspections were carried out, and a total of 39 play elements were inspected. Of these, 12 elements were found to have shortcomings, mainly in terms of labelling (missing identification labels, illegible information). Eight items were found to have minor defects caused by the age of the play elements, use or weather conditions, and the operators were ordered or recommended to remedy the situation. Inspection of the operating documentation also revealed flaws, either due to the age of the play equipment, where the technical documentation had not been preserved, or due to a change of operators (city and municipal authorities), where it had not been handed over or kept. Given that these are operational facilities, the CTIA inspection authority informed the operators of the requirements for the safe operation of play equipment and the need to maintain documentation in accordance with legal regulations and applicable standards.

**Personal protective equipment** – within the inspection activity, spine protectors for motorcyclists were inspected. Deficiencies were found at all 12 inspected economic entities acting as distributors of spine protectors for motorcyclists, one of which did not concern spine protectors for motorcycles. Nine economic operators were fined a total of CZK 16,500 for shortcomings found (in one case, for another inspection finding), while the flaws found at three economic operators were subsequently addressed in administrative proceedings. The inspection findings concerned the absence of instructions for use and maintenance in the Czech language, failure to mark the product with the required CE marking, failure to indicate the manufacturer's address and other information obligations for consumers.

**Electric hedge trimmers** – the inspection activity aimed to see whether these products supplied to the Czech market comply with the technical requirements of Act No. 22/1997 Coll., on Technical Requirements for Products, and Act No. 90/2016 Coll., Conformity Assessment of Selected Products when Made Available in the Market. During the inspections, no defects were found in the inspected products or in the accompanying documentation; the inspection findings concerned unfair commercial practices involving another type of product.

**Small kitchen heating appliances** – within the inspection activity, it was inspected whether small kitchen heating appliances supplied to the Czech market meet the technical requirements set out in Government Regulation No. 118/2016 Coll., on the assessment of conformity of electrical equipment designed for use within certain voltage limits when delivered to the market, Government Regulation No. 117/2016 Coll., on conformity assessment of products in terms of electromagnetic compatibility in their market supply, Government Regulation No. 481/2012 Coll., on restriction of the use of certain hazardous substances in electrical and electronic equipment, and Act No. 22/1997 Coll., on Technical Requirements for Products, and Act No. 90/2016 Coll., Conformity Assessment of Selected Products when Made Available in the Market. Eleven inspections were carried out, covering 11 product types, including small kitchen appliances such as grills, induction cookers, sandwich makers, electric cookers, and toasters. In one case, the distributor failed to verify whether the electrical equipment was accompanied by the required documentation, instructions and safety information in the Czech language. This error was resolved by issuing an on-the-spot order and requiring the Czech instructions for use to be provided.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Sale of French fries in fast food chains	28	15	53.5
Sale of alcohol to minors at Christmas markets	36	8	22.2
OOP sunglasses	22	14	63.6
PPE oven gloves - contact with hot surfaces up to 50 °C	12	10	83.3

**Sale of alcohol and tobacco to juveniles** – Several inspection activities were carried out by the inspectorate during the year due to repeated findings of the sale of these products to minors in the previous period, and also due to the relatively high number of complaints focusing on this issue. The results of the inspection activities, which revealed a high ratio of breaches of the ban on the sale of alcohol and tobacco to minors, indicate that continued inspections are necessary. In the pre-Christmas period, inspections involving juveniles also focused on the sale of pyrotechnic articles to persons under 18, and here too, cases of infringement of the applicable legislation were recorded.

**Inspections of stand sales at the Velká Pardubická horse race** – deficiencies were found in two-thirds of sellers, i.e. in 67% of stands. The flaws identified included failure to issue a receipt for the purchase of

products with the required details at the consumer's request, failure to inform consumers of the price of the products offered, and the use of measuring instruments that did not meet the requirements set out in a special legal regulation governing metrology. The CTIA officers dealt with the identified infringements by imposing on-the-spot penalties on the inspected persons.

In 2024, cooperation with the University of Pardubice, Faculty of Business and Economics, continued, with the CTIA Inspectorate for Hradec Králové and Pardubice participating in providing students of the Economic Policy and Public Administration study programme with a focus on consumer protection within work experience. Second- and third-year students were present during field inspection activities, and their work experience focused on compliance with consumer protection legislation and product safety inspections and also participated in fuel sampling at filling stations. During these inspections, they prepared official records and inspection reports, thereby gaining practical experience and skills. At the beginning of their studies, students also attended lectures focusing on preparing for field practice. As every year, lectures were given by inspectorate staff to students of the Secondary Technical School of Electrical Engineering and the Higher Vocational School in Pardubice, highlighting the risks associated with shopping at e-shops and online marketplaces, as well as other topics related to consumer protection.

### South Moravian and Zlín Inspectorate

The Inspectorate's activities in 2024 were based on nationwide inspection activities, consumer complaints and its own findings obtained during inspections. A large proportion of consumer complaints were directed against e-shops, which accounted for a significant proportion of the entities inspected.

In addition to nationwide inspections and responding to consumer complaints, the Inspectorate also carried out its own inspection activities. In the first half of the year, the Inspectorate conducted a special inspection focused on the sale of French fries in fast-food chains. The inspection activity was based on complaints from consumers who complained that the portion of French fries was lighter than what the seller declared. Violations of the law were found in more than half of the inspections. In the pre-Christmas period, the inspectorate carried out a special inspection activity focused on the sale of alcohol to minors, especially at Christmas markets. The sale of alcohol to minors was found in one third of cases.

**Technical inspection** – the inspectorate focused, among other things, on inspections based on consumer complaints. During one of these inspections, the product MAMATOYZ 2-in-1 Foldable Growing Learning Tower was found to have a missing safety feature and incorrect, insufficient safety information, which caused the product to collapse spontaneously and for a child who had climbed onto the steps to fall. Based on the findings of the inspection, the inspectorate issued a protective measure ordering the importer to withdraw the product from circulation. The importer subsequently took voluntary measures, adding a safety feature to the product and having its safety inspected by a testing laboratory.

**Inspections of so-called miracle products** – the Inspectorate also focused its inspection activities on so-called miracle products offered as energy savers, air heaters or other electrical equipment. These are products whose declared properties and parameters are at least questionable and, in some cases, exaggerated, untrue, or unprovable.

**Radio equipment** – in cooperation with the Czech Telecommunications Office, the inspectorate carried out inspection activities for radio equipment in the sales network throughout the year, focusing not only on product labelling

in cooperation with the Czech Telecommunications Office, the inspectorate carried out inspection activities for radio equipment in the sales network throughout the year, focusing not only on product labelling and accompanying documentation, but also verification of their actual properties - whether they use only selected frequencies within the entire frequency spectrum and do not affect other devices.

The inspectorate's employees also gave six lectures for consumers, entrepreneurs, and employees of other administrative authorities throughout the year.

## Moravian-Silesian and Olomouc Inspectorate

The inspectorate's inspection activities in 2024 were primarily based on nationwide inspection activity, consumer complaints and operational findings in the field. The inspectorate also carried out several of its own inspection activities.

**Sunglasses for general use** – the subject of the inspection was sunglasses for general use, which are governed by Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment. These are selected products under Act No. 90/2016 Coll. on Conformity Assessment of Selected Products when Made Available in the Market. These products, which claim to protect the user, are classified as Category I personal protective equipment (PPE), covering exclusively risks of eye damage and protecting the user from the risk of eye damage due to exposure to sunlight. The inspection activity focused in particular on the proper labelling of products and the provision of information that must accompany the product when it is sold to consumers. This includes, in particular, the CE Marking of Conformity, instructions for use in the Czech language, and an EU Declaration of Conformity issued by the manufacturer. Within the inspection activity, 40 inspections were carried out at 30 economic operators. Infringements of legal regulations were found in 16 inspections. A total of 39 products were inspected during the inspections. The most common shortcomings were failure to submit an EU Declaration of Conformity, failure to include the internet address where the EU Declaration of Conformity can be accessed in the instructions, failure to provide the full identification of the manufacturer, and failure to verify that the required documents and instructions were included with the personal protective equipment.

**Soft stuffed toys** – the subject of the inspection were soft stuffed toys with plastic parts, sewn-in details or attached components within the meaning of Directive 2009/48/EC of the European Parliament and of the Council of 18 June 2009 on the safety of toys, Act No. 22/1997 Coll. on Technical Requirements for Products, and Government Regulation No. 86/2011 on Technical Requirements for Products. Inspections, primarily at toy distributors, focused in particular on whether the toys were marked with the required labelling and information. These include the CE Marking of Conformity, instructions for use in Czech, and an EU Declaration of Conformity issued by the manufacturer. A total of 53 inspections were carried out at 47 economic operators. Twenty-six inspections revealed breaches of legal regulations. Fifty-three product models were inspected within the inspections. During the inspections of toy labelling, accompanying documentation and consumer information, the inspectors found the following administrative shortcomings in particular: absence of identification data on the product, manufacturer, importer, shortcomings in the accompanying documentation, and missing CE Marking of Conformity on products.

**Swing sets** – the subject of the inspection were swing sets (children's toys) with a flat seat or gondola within the meaning of Directive 2009/48/EC of the European Parliament and of the Council of 18 June 2009 on the safety of toys, Act No. 22/1997 Coll. on Technical Requirements for Products, and Government Regulation No. 86/2011 on Technical Requirements for Products. Seven inspections were carried out, 7 product types inspected. Defects were found in 3 of the products inspected. One product was accompanied by instructions and

safety information that were not provided in the Czech language, and two products did not include certain warning notices. The absence of warning notices may also affect the safety of the toys offered.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Water toys - inflatable plastic	9	1	11
Children's playground equipment	9	1	11.1
Back protectors for motorcyclists	12	12	10
Electric hedge trimmers	10	1	10
Small kitchen appliances	11	1	9.1
Sale of alcohol and tobacco products to minors 6/24	40	22	55
Sale of alcohol and tobacco products to minors 8/24	30	11	36.7
Mountain ridge huts in the Krkonoše Mountains 8-9/24	16	7	43.8
Alcohol, tobacco, fireworks to minors 12/24	38	11	28.9
Sales inspection of Christmas electrical decorations	31	19	61.3
Velká pardubická + Aviation Fair 2024	12	7	58.3

**Protective gloves against mechanical risks** – The subject of the inspection was protective gloves designed to mitigate mechanical risks. These are personal protective equipment belonging to the category of hand and arm protection equipment, which includes all equipment and/or accessories (removable or permanently attached) designed and manufactured specifically to protect the arms or hands – work gloves against mechanical risks. The inspection activity focused on checking product labelling, CE marking, accompanying documentation and instructions for use. Six inspections were carried out, and six product types were inspected. Formal deficiencies were found in four products.

**Wallpaper** – the inspection activity aimed to see whether the products – decorative wallpaper – offered on the Czech market meet the conditions for the marketing/supply of construction products, as laid down in Regulation (EU) No 305/2011 of the European Parliament and of the Council laying down harmonised conditions for the marketing of construction products, in accordance with harmonised standard EN 15102:2007+A1:2011 Decorative wallpaper – Roll and panel form. Inspectors carried out 5 inspections and inspected 5 product types. Flaws were found in all products. In two cases, the shortcomings concerned product labelling, in five cases the deficiencies concerned CE marking, and in five cases the flaws concerned the product declaration of performance.

**Bobsleigh tracks** – the aim of the inspection activity was to see whether bobsleigh track equipment is placed on the Czech market in accordance with the requirements of Government Regulation No. 173/1997 Coll., which specifies selected products for conformity assessment, and Act No. 22/1997 Coll., on

Technical Requirements for Products. A summer bobsleigh track is an attractive facility designed for recreational and adrenaline sports activities. It allows riders to ride on special bobsleighs on a fixed track, which is usually located in mountainous or natural areas. Two inspections were carried out, both of which found no defects.

The shortcomings identified during the inspection activities were addressed by appropriate measures and penalties within the surveillance powers of the CTIA.

Inspection activity	Number of inspections	Inspections with findings	Breaches found in %
Sunglasses for general use	40	16	40
Soft stuffed toys	53	26	49
Hanging swings	7	3	43.0
Protective gloves against mechanical risks	6	4	67.0
Wallpaper	5	5	100.0
Bobsleigh tracks	2	0	0



## 6. INTERNATIONAL COOPERATION

The Czech Trade Inspection Authority has long been involved in international projects related to its surveillance activities. Internationally coordinated activities contribute to strengthening the safety of the EU single market for products and improving the level of protection for their end users, and are also directly linked to current EU consumer law legislation. Internationally coordinated inspection projects are included in the Market Surveillance Programme every year. The Czech Trade Inspection Authority's involvement within permanent administrative cooperation groups at the European Commission helps to ensure the effective implementation of surveillance activities for the surveillance of compliance with legal regulations for the supply of products to the market, while international horizontal activities examine the specific links between applicable EU legal regulations and surveillance activities in Member States. The Czech Trade Inspection Authority takes advantage of opportunities to participate in international groups and forums alongside experts from surveillance authorities and other interested parties from EU and EFTA (European Free Trade Association) member countries to streamline the performance of surveillance activities further. It also takes advantage of new opportunities and shared tools to detect undesirable practices in the offering and sale of products and services, and to identify dangerous products.

An integral part of the daily activities of the Czech Trade Inspection Authority is the use of international information systems for sharing information and communicating with market surveillance authorities from EU and EFTA member states. Inspectors of the Czech Trade Inspection Authority are systematically trained to operate and use information on inspected products through the ICSMS (International Information and Communication System for Market Surveillance). The Czech Trade Inspection Authority continuously records information on products that are inspected for compliance with the requirements for their placing on the market, including testing in accredited testing laboratories. The subsequent management of these records, including the risk assessment of non-compliant products, is part of the information shared through ICSMS, and the system is also used to obtain information for planning its own surveillance activities. The system for processing information relating to the established procedure for products classified as higher risk under the various directives and regulations laying down technical requirements for the placing of products on the market allows for requests and cooperation between surveillance authorities in accordance with Articles 22 and 23 of EU Regulation No. 2019/1020 on market surveillance and the transmission of findings from inspections for further investigation. A special module is used for the exchange of information in accordance with the rules on mutual recognition of goods under Regulation (EU) 2019/515 of the European Parliament and of the Council. The ICSMS system is administered by the European Commission, with the Ministry of Industry and Trade of the Czech Republic serving as the national administrator. The Czech Trade Inspection Authority cooperates with the national administrator and directly with the system administrator team in testing new system functionalities, as well as in data mining for the purposes of evaluating market surveillance at the EU level. The ICSMS also allows information on products found to pose a serious risk to users to be

exported to the related Safety Gate information system for dangerous products.

The European Rapid Alert System for dangerous non-food products – Safety Gate – is an integral part of the established processes for eliminating products from the market that may pose a serious risk to users. This system ensures the publication of information on products that, due to their riskiness, are subject to protective measures within their distribution network throughout the EU single market. A built-in mechanism ensures that this information is immediately forwarded to the surveillance authorities and also published on its website for the public. The Safety Gate system is linked to an application that continuously searches for products reported in Safety Gate in the current offerings of online stores in all EU Member States. Based on its own surveillance activities, the Czech Trade Inspection Authority reports to the system protective measures imposed on products that can be shown to pose a serious risk to users. All measures against products classified as posing a serious risk are thus shared for their removal from the single market. Verification of the occurrence of dangerous products notified by other EU Member States is reported to the system in the form of reaction notifications. Notifications and subsequent notifications of protective measures imposed by the Czech Trade Inspection Authority are subject to validation by the national contact point of the Safety Gate system at the Ministry of Industry and Trade of the Czech Republic and subject to approval by the European Commission. More information on the Safety Gate system is provided in section 3.4, Safety Gate.

The Czech Trade Inspection Authority is also a member of the Internal Market Information System (IMI), which enables national, regional and local authorities participating in this network to communicate easily and quickly with their partners in European Economic Area countries.

The Czech Trade Inspection Authority is active in cross-border cooperation within the European Union and EFTA, working with organisations and groups that protect consumer interests and conduct market surveillance. These include, for example, the WG 5 working group of the European organisation for cooperation in legal metrology, WELMEC, which deals with issues of market surveillance in the field of metrology. WG 5 works closely with the European Commission's Administrative Cooperation Group ADCO MI. Both groups hold joint meetings and apply their conclusions coherently within their respective scopes. The Czech Trade Inspection Authority represents the Czech Republic in the International Consumer Protection and Enforcement Network (ICPEN). The organisation brings together surveillance authorities from five continents, ensures the exchange of information and experience, assists in finding solutions in specific situations, and initiates and mediates educational activities.

During 2024, the Czech Trade Inspection Authority also participated in seminars and workshops organised by international cooperation actors in the field of product market surveillance, in particular the European Commission and ICPEN. The knowledge gained is continuously transferred into its own inspection activities. The acquisition and sharing of information at the international level in areas falling within the remit of the Czech Trade Inspection Authority, as well as the outputs of digital tools, knowledge gained from international inspection projects and the more intensive use of information systems, help the Czech Trade Inspection Authority to fulfil its mission and obligations under the applicable legislation.

## 6.1 Cooperation within joint projects aimed at streamlining market surveillance

### CASP (Coordinated Activities on Safety of Products)

The acronym CASP – Coordinated Activities in Support of Product Safety – refers to a series of projects initiated by the European Commission, specifically the Directorate-General for Justice and Consumers. Each year includes several internationally coordinated inspection activities and several horizontal activities that fulfil the project's key objective: preventing dangerous consumer products from entering the EU single market. The European Commission largely bears financial costs of the projects, while organisational oversight and expert management are entrusted to external entities. The Czech Trade Inspection Authority has been participating in these projects since their launch in 2019. It incorporates findings from test results and inspection conclusions from various parts of the single market, including laboratory tests of samples taken, into its inspection activities. The summary outputs from these activities are used not only for the Czech Trade Inspection Authority's own methodological guidance of its surveillance activities, but also to inform the general public. They are shared, among other things, via the Safety Gate system website and are also published on the Czech Trade Inspection Authority's website.

In the CASP 2024 project, the Czech Trade Inspection Authority participated in four product activities focused on slime toys, childcare products – high chairs and children's bicycles – and fairy lights.

More information on joint product actions in CASP projects is provided in section 3.2 International Inspection Activities.

### Joint Actions of the European Commission and ADCO administrative cooperation groups

A series of inspection projects under the umbrella title Joint Actions includes

internationally coordinated inspection activities focused on specific product groups, aimed at verifying compliance with the requirements for these products when they are placed on the market, as harmonised at the level of the entire European Union. Thanks to close links with the activities of ADCO administrative cooperation groups for individual product areas (sectors), the selection of focus areas highlights problematic issues identified in surveillance activities across various Member States. The participation of experts from surveillance authorities also allows for a focus on emerging aspects of product safety assessment when placing products on the market. The European Commission - Directorate-General for Internal Market, Industry, Entrepreneurship and SMEs - oversees these projects and contributes to their financing in accordance with Regulation (EU) 2019/1020 on market surveillance. Cooperation between the Commission and ADCO groups enables the efficient use of financial and human resources and the effective translation of the outputs of these actions into surveillance activities across all EU Member States. An external coordinator provides organisational support and expert advice, as is the case with CASP projects.

In the JAHARP 2021 project, the Czech Trade Inspection Authority participated in an international inspection activity focused on machinery – scissor lift platforms – and in a horizontal activity focused on the practical application of Article 15 of Regulation (EU) 2019/1020 on market surveillance in cross-border cooperation between surveillance authorities.

In the JAHARP 2022 project, the Czech Trade Inspection Authority is participating in two international inspection activities focusing on solar panels and their accessories and on chainsaws for non-professional users.

More information on joint inspection activities in Joint Actions projects is provided in section 3.2 International Inspection Actions.

## 6.2 ADCO administrative cooperation groups

The Czech Trade Inspection Authority has long been actively involved in ADCO administrative cooperation working groups operating under the European Commission for individual product sectors within harmonised European Union legal regulations. Surveillance authorities from EU Member States are represented in these groups. Their activities include issues related to surveillance in the given sector, analysis of identified shortcomings in legislation and proposals for solutions, expert opinions provided at the request of the Commission, etc. The groups meet regularly several times a year. Of the 28 existing ADCO working groups, representatives of the Czech Trade Inspection Authority were actively involved in 18 groups in 2024:

- ▶ ADCO ATEX – Directive 2014/34/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to equipment and protective systems intended for use in potentially explosive atmospheres
- ▶ ADCO CPR – Regulation (EU) No 305/2011 of the European Parliament and of the Council of 9 March 2011 laying down harmonised conditions for the marketing of construction products and repealing Council Directive 89/106/EEC
- ▶ ADCO DRONES – Commission Delegated Regulation (EU) 2019/945 of 12 March 2019 on unmanned aircraft systems

- ▶ ADCO EMC – Directive 2014/30/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to electromagnetic compatibility
- ▶ ADCO GAR – Regulation (EU) 2016/426 of the European Parliament and of the Council of 9 March 2016 on appliances burning gaseous fuels and repealing Directive 2009/142/EC
- ▶ ADCO LIFTS – Directive 2014/33/EU of the European Parliament and of the Council of 26 February 2014 on the harmonisation of the laws of the Member States relating to lifts and safety components for lifts
- ▶ ADCO LVD – Directive 2014/35/EU of the European Parliament and of the Council on the harmonisation of the laws of the Member States relating to the making available on the market of electrical equipment designed for use within certain voltage limits
- ▶ ADCO MACHINE – Directive 2006/42/EC of the European Parliament and of the Council on machinery and amending Directive 95/16/EC, Regulation (EU) 2023/1230 of the European Parliament and of the Council

- ▶ ADCO MED – Directive 2014/90/EU of the European Parliament and of the Council on marine equipment and repealing Council Directive 96/98/EC
- ▶ ADCO MI – Directive 2014/32/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the making available on the market of measuring instruments and Directive 2014/31/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the making available on the market of non-automatic weighing instruments
- ▶ ADCO NOISE – Directive 2000/14/EC of the European Parliament and of the Council on the noise emission of equipment for use outdoors
- ▶ ADCO RCD – Directive 2013/53/EU of the European Parliament and of the Council on recreational craft and personal watercraft and repealing Directive 94/25/EC
- ▶ ADCO PPE – Regulation (EU) 2016/425 of the European Parliament and of the Council on personal protective equipment and repealing Council Directive 89/686/EEC
- ▶ ADCO TEXTILE – Regulation (EU) No 1007/2011 of the European Parliament and of the Council on textile fibre names and related labelling of material composition of textile products and repealing Council Directive 73/44/EEC and Directives 96/73/EC and 2008/121/EC of the European Parliament and of the Council
- ▶ ADCO PED/SVPD – Directive 2014/68/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the making available on the market of pressure equipment and Directive 2014/29/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the making available on the market of simple pressure vessels
- ▶ ADCO RED – Directive 2014/53/EU of the European Parliament and of the Council on the harmonisation of the legal regulations of Member States relating to the making available on the market of radio equipment and repealing Directive 1999/5/EC
- ▶ ADCO TOYS – Directive 2009/48/EC of the European Parliament and of the Council on the safety of toys
- ▶ ADCO TPED – Directive 2010/35/EU of the European Parliament and of the Council on transportable pressure equipment and repealing Council Directives 76/767/EEC, 84/525/EEC, 84/526/EEC, 84/527/EEC and 1999/36/EC.

## 6.3 International expert groups and international organisations

### WELMEC WG 5 Working Group

The European Organisation for Cooperation in Legal Metrology (WELMEC) brings together 38 countries in geographical Europe, and its mission is to coordinate rules and surveillance in the entire field of metrology. A representative of the Czech Trade Inspection Authority represents the Czech Republic in WG 5, which deals with metrological surveillance and works closely with the EC group for administrative cooperation in the field of measuring instruments, ADCO MI. Both groups hold joint regular meetings twice a year.

### International Consumer Protection and Enforcement Network (ICPEN)

The Czech Trade Inspection Authority represents the Czech Republic in the international organisation ICPEN – the International Consumer Protection and Enforcement Network, which brings together surveillance authorities from five continents. Activities in 2024 focused on horizontal projects aimed at exchanging experiences regarding the occurrence of unfair practices in the supply of products and services to consumers, although these are not always within the surveillance scope of the Czech Trade Inspection Authority. Nevertheless, participation in the network is beneficial for the Czech Trade Inspection Authority by enabling the exchange of experiences and monitoring trends across different parts of the world.



# 7. CONSUMER COUNSELLING DEPARTMENT

## 7.1 Advisory and Information Services Unit

The Advisory and Information Services Unit (PIS) provides advisory services pursuant to Section 13(2)(b) of the Czech Trade Inspection Authority Act. In addition to providing advice and information to consumers, basic information is also provided to business entities in accordance with the CTIA Strategy. The CTIA primarily carries out this activity to increase its awareness and prevent breaches of its obligations within the CTIA's surveillance scope. The unit has 8 positions. As with the ADR Unit, employees are physically located at individual CTIA inspectorates.

In connection with the establishment of a specialised unit, a centralised CTIA telephone helpline was set up at the beginning of 2018, through which it is possible to obtain basic information on consumer rights and the CTIA's activities in an automated manner, in addition to individualised consultations with a CTIA employee. Depending on the caller's choice, the automated telephone system provides structured information on each selected topic. At the end of each selection, there is again the option to be transferred to an operator, a CTIA employee.

In 2024, the telephone line received more than 41,000 calls from the public, of which 13,847 callers were transferred to a CTIA employee. Within the unit, 18,955 written submissions (i.e., enquiries or notifications to the CTIA) were handled, and 861 consumers took advantage of the personal advice provided by the PIS at the headquarters of the individual CTIA inspectorates.

In addition to providing general consumer advice, PIS refers consumers to options for out-of-court dispute resolution, i.e. it assists consumers in filing a request to initiate ADR proceedings. Unfortunately, due to unrealistic expectations about the CTIA's activities and powers, PIS receives a large number of submissions that fall outside the CTIA's jurisdiction. The public is therefore often simply referred to the competent authority or, where applicable, to the private law sphere for resolution before the general courts.

### CTIA Advisory and Information Services Unit

Year	Written submissions	Telephone enquiries	Telephone calls - connection to operator	Personal counselling
2024	18,955	41,116	13,847	861

## 7.2 Unit for out-of-court settlement of consumer disputes

Since 1 February 2016, the Czech Trade Inspection Authority has been authorised to seek out-of-court settlement of disputes between consumers and businesses based on an amendment to Act No. 634/1992 Coll. on Consumer Protection, specifically Section 20n et seq. For this reason, a separate unit for out-of-court settlement of consumer disputes (referred to as the "ADR Unit") was created in 2016. This unit of the General Inspectorate of the CTIA, which has been subordinate to the Consumer Counselling Department since 1 January 2018, has 16 positions. However, the department's employees are located at all CTIA inspectorates. The purpose of out-of-court settlement of consumer disputes is to find a mutual agreement between the consumer and the vendor on the disputed matter in cooperation with the CTIA.

Between 1 January and 31 December 2024, the ADR Unit of the Czech Trade Inspection Authority received a total of 2,839 proposals to initiate out-of-court

settlement proceedings for consumer disputes.

As in previous years, proposals related to consumer goods complaints (1,759 proposals) significantly predominated in terms of the area and subject matter of the dispute. Other significant areas were services (484 proposals) and recreational and cultural services (270 proposals). Recurring proposals included disputes related to warranties, non-delivery of prepaid goods, and other problems related to online marketplaces.

As regards the results of the proceedings, the ADR Unit rejected 668 proposals on legal grounds, and in 322 cases, the consumer withdrew the proposal. In 766 cases, the parties reached an agreement; in 761, they failed to reach one (i.e., no agreement); and 322 proposals from 2024 are still pending. More than half of the disputes dealt with by the ADR Unit were resolved by agreement.

Area of dispute	Number
Consumer goods	1,756
Services for the general public	48
Recreational and cultural services	270
Other	329
Total	2,839

Subject of the dispute	Number
Defective, caused damage	556
Non-conformity with the order	230
Non-delivery of goods/non-provision of service	436
Incorrect invoice/billing	52
Unfulfilled warranty/statutory warranty	801
Other issues related to contracts and sales	764
<b>Total</b>	<b>2,839</b>

## Number and progress of ADR proposals resolved

	Total number of proposals accepted	Withdrawn	Rejected	Agreement between the parties	Terminated upon expiry of the 90-day period	Proceedings initiated (ongoing proceedings)	
						Ongoing proceedings total	Of which extended by a further 90 days
January	240	38	60	65	77	0	0
February	245	34	52	69	90	0	0
March	194	28	40	50	76	0	0
April	236	33	57	71	75	0	0
May	219	25	53	68	73	0	0
June	234	30	56	74	74	0	0
July	277	28	62	88	98	1	1
August	234	19	65	71	75	4	4
September	248	38	57	79	68	6	2
October	269	20	74	75	55	45	6
November	235	16	60	42	0	117	1
December	208	13	32	14	0	149	0
<b>Total</b>	<b>2,839</b>	<b>322</b>	<b>668</b>	<b>766</b>	<b>761</b>	<b>322</b>	<b>14</b>

### 7.3 European Consumer Centre

The European Consumer Centre (ECC) provides Czech consumers with free information about their rights when shopping in other European Union countries, Norway and Iceland. It helps them resolve disputes with sellers of goods and service providers from these countries. However, the ECC is not authorised to resolve disputes between Czech consumers and Czech traders. The Czech branch of the ECC was established in 2005 at the Ministry of Industry and Trade of the Czech Republic and, since 1 January 2009, has been operating at the Czech Trade Inspection Authority, which, together with the European Commission, contributes to the financing of its activities.

In 2024, the Czech ECC was contacted by consumers within its advisory and assistance activities in a total of 2,549 cases, 31 more than in the previous year. The number of disputes that the centre directly helped consumers resolve out of court with businesses from other EU countries, the United Kingdom, Norway and Iceland remained almost the same, at 1,113, which is 162 cases more than in the previous year. The 2024 success rate for resolving cases was 61%. Other contacts included requests for information on consumer rights in the single market and for advice on how to proceed in a dispute. The largest area in terms of subject matter is air transport, primarily flight delays and cancellations, followed by online purchases, primarily clothing and footwear, and online services, including subscriptions. The ECC also helps resolve disputes with accommodation providers and car rental

companies. The centre's lawyers provide important information in cases where people believe they have been victims of fraud; they are referred to other competent institutions, such as the police. These include consumers who have made purchases via social media marketplaces, where sellers do not provide the required information or comply with consumer law, and are usually from third countries or about whom no information is available.

In addition to providing direct assistance to consumers and information and advice on consumer rights in the European market, the European Consumer Centre, in cooperation with foreign partners in the above-mentioned countries (ECC-Net), also engages in activities to raise consumer awareness of their rights in the EU internal market. With the participation of the ECC, an annual information and entertainment festival was held on the occasion of Europe Day by the Representation of the European Commission in the Czech Republic. During the year, the ECC organised five lectures for secondary school students in Klatovy and Mělník and, together with colleagues from the PIS and ADR departments, presented its activities to the Association of Citizens' Advice Bureaus. The centre works closely with the ADR and PIS departments and the legal department within the CPC network. In 2024, regular cooperation with the public benefit organisation dTest continued, and communication activities were carried out in traditional media and on social networks.

#### European Consumer Centre Czechia

Year	Number of contacts	Of which resolved cases	Successfully resolved (in %)
2024	2,549	1,113	61



## 8. LEGAL DEPARTMENT

The Legal Department's activities included, in particular, the preparation of draft decisions of the General Inspectorate of the CTIA on appeals against decisions of individual CTIA inspectorates, as well as representation in proceedings before administrative courts.

The activities of the Legal Department also included providing advice and consultations in administrative law to employees of other CTIA departments, organising national meetings of CTIA lawyers, preparing opinions and answers to unify the interpretation of legal regulations within the CTIA, and participating in the preparation of certain internal regulations.

The staff of the Legal Department also participated in several meetings with representatives of public authorities, the professional public and entrepreneurs. The Legal Department was also involved in the activities of the internal bodies of the CTIA, in particular the evaluation committees for public procurement, the selection committees for filling vacant posts, the claims committee, and the committee for compensation for work accidents.

The department's employees answered several written questions from consumers, entrepreneurs, public authorities, and the media regarding the interpretation of regulations within the CTIA's surveillance competence. They were also involved in dealing with requests under the Freedom of Information Act.

The Legal Department continuously monitored legislative changes at the national and European levels and transmitted the necessary information to other CTIA departments. It commented on draft legislation referred to the CTIA for comments and monitored the development of court decision-making practice, particularly in the administrative justice system.

The Legal Department also handled the cross-border cooperation agenda under Regulation (EU) No 2017/2394 of the European Parliament and of the Council on cooperation between national authorities responsible for the enforcement of consumer protection law, including participation in the SWEEP 2023 Joint Member State Enforcement Action.

Overview of the activities of the Legal Department	Number of cases handled
Decisions on appeals against fines	149
New decisions based on court rulings	3
Decisions on late appeals, review proceedings, reopening of proceedings	41
Decisions on appeals concerning requests for repayments	2
Decisions on appeals against protective measures	7
Cases reviewed by the Ministry of Industry and Trade	2
Lawsuits filed (against CTIA decisions)	24
Regional court rulings dismissing lawsuits against CTIA decisions	23
Regional court rulings overturning CTIA decisions	6
Cassation complaints	14 (of which 12 were filed by the plaintiff and 2 by the CTIA)
Judgments of the Supreme Administrative Court rejecting cassation appeals	18
Judgments of the Supreme Administrative Court annulling judgments of administrative courts and decisions of the CTIA	5
Requests for enforcement measures received from EU Member States based on Regulation No. 2017/2394	4
Requests for enforcement measures processed by the CTIA based on Regulation No. 2017/2394	8
Requests for information received from EU Member States under Regulation No. 2017/2394	2
Requests for information processed by the CTIA based on Regulation No. 2017/2394	0

## 9. PUBLIC RELATIONS

### 9.1 Media presentations

In 2024, CTIA 104 published press releases. Throughout the year, information was published warning about dangerous products whose use posed a risk to consumers. These were mainly battery-operated toys. Press releases were issued regularly with the results of fuel quality inspections and information on holiday sales periods. Several reports warned against shopping online and on social networks.

The CTIA continued to publish information on the risks associated with online shopping. In 2024, the CTIA website continued to update its list of risky e-shops with warnings against purchasing from them in the "Risky e-shops" section.

Press releases containing information on the results of so-called general inspections, which include, for example, discrimination, the sale of counterfeit goods, the sale of alcoholic beverages and tobacco products, online sales, and the sale of pyrotechnics, were issued and provided to the media on a quarterly or half-yearly basis, or as needed or upon request by the media.

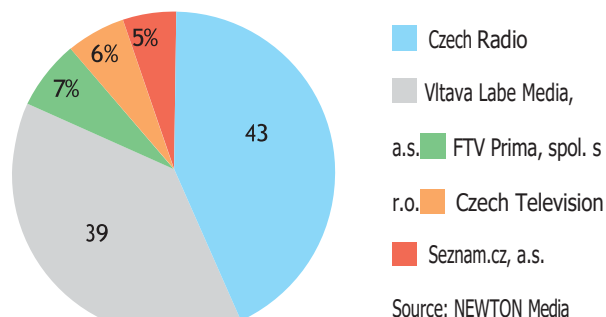
The Czech Trade Inspection Authority issued 14 reports containing the results of separate inspections conducted by individual Regional Inspectorates. The Inspectorates of the Hradec Králové, South Bohemian and South Moravian Regions provided information on inspections of alcohol sales to minors. The honesty of stand sales was the subject of inspections by the South Bohemian Region Inspectorate at the Biathlon World Championships in Nové Město na Moravě and within the Země živelka exhibition, while the Hradec Králové Region Inspectorate reported on inspections at the Velká Pardubická horse race. Two press releases from the Pilsen Region Inspectorate also addressed the same topic, reporting on the now traditional inspections during the Karlovy Vary International Film Festival. The Pilsen Inspectorate, the Ústí nad Labem Inspectorate, the South Moravian Inspectorate and the Central Bohemian Inspectorate reported on inspections at marketplaces and the seizure of counterfeit goods. These were the Svatý Kříž market in western Bohemia, the market in Hřensko, the Hatě market on the border with Austria and the Sapa market in Prague. The Inspectorate in Ústí nad Labem provided information on press releases from Regional Inspectorates concerning the sale of sunglasses, and the Olomouc Inspectorate provided information on the inspection of the sale of soft stuffed toys. These were the inspectorates' own inspection activities. At the end of 2024, the Inspectorate for the Central Bohemian Region reported on the results of a specific inspection activity focused on the sale of pyrotechnics.

During 2024, the European Consumer Centre published three reports on its agenda on the CTIA website, e.g. How to get money back for undelivered Christmas gifts, Shopping on social networks and the influence of influencers on the younger generation, and How to obtain compensation for delayed luggage in air transport.

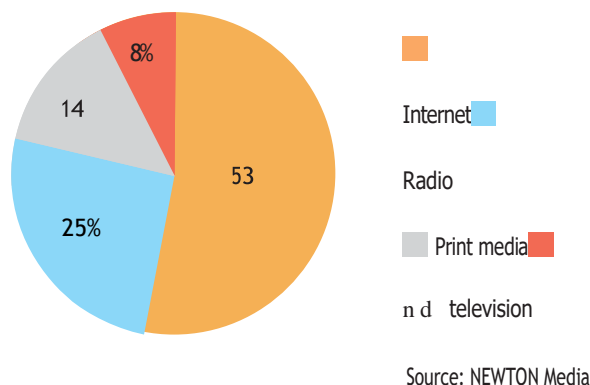
#### CTIA in the media

In 2024, a total of 5,540 articles about the Czech Trade Inspection Authority were recorded in the media.

**Top publishers** - Český rozhlas (1,366 reports, i.e. 43%), Vltava Labe Media, a.s. (1,232 reports, i.e. 39%), FTV Prima, spol. s r.o. (222 reports, i.e. 7%), Czech Television (191 reports, i.e. 6%), Seznam.cz, a.s. (158 reports, i.e. 5%)



**Types of media** – internet (2,937, i.e. 53% of reports), radio (1,412, i.e. 25% of reports), print media (775, i.e. 14% of reports), television (415, i.e. 8% of reports)



#### Media enquiries

The spokesperson worked with representatives of specialist departments to prepare background information for journalists' questions, then provided direct answers to the media, either by email or telephone, and gave interviews on camera or via live broadcasts, in addition to issuing press releases.

Throughout the year, journalists focused on the issue of correct price display during discount promotions, especially in chain stores. At the beginning of 2024, the media also took an interest in the sale of electronic motorway toll stickers. Another issue was consumer protection when shopping online from entities based outside of the EU. Several television reports, to which the press spokesperson provided information, dealt with specific consumer problems with purchased goods or ordered services.

Information on some of the current results of regional inspections was provided to the media by the directors of Regional Inspectorates, who also participated in programmes focusing on consumer protection issues.

The Czech Trade Inspection Authority regularly updates data on inspections carried out, fines imposed, bans, counterfeit goods found, prohibited products and the focus of inspections in the form of so-called open data. This data has been published on the website since 2013.

## 9.2 Communication with the public

### Preventive educational events

In 2024, several preventive educational activities were successfully implemented, primarily for senior citizens and students. Lectures were also organised for profess-

ionals. An overview and the topics covered are included in the table below.

### Preventive educational activities in 2024

	Number of lectures	Participants	Topic
South Bohemian and Vysočina Inspectorate	6	Secondary school students	Scope of the CTIA; safe shopping not only on the internet
Pilsen and Karlovy Vary Inspectorate	8	senior citizens	Senior Academy Plzeň – current issues in the protection of particularly vulnerable consumer groups
	2	seniors	Senior Academy Karlovy Vary – current issues in the protection of particularly vulnerable consumer groups
Hradec Králové and Pardubice Inspectorate	4	University students	University of Pardubice, study programme Economic Policy and Public Administration – specialisation in consumer protection: basics of technical inspection; Act on Consumer Protection; Act on the CTIA; Inspection Act (inspection rules)
	2	secondary school students	Secondary Technical School of Electrical Engineering and Higher Vocational School Pardubice - consumer protection; risks when shopping in e-shops; complaints
South Moravian and Zlín Inspectorate	4	consumers	CTIA activities, consumer protection
	2	state administration employees	CTIA activities, consumer protection
	1	entrepreneurs	CTIA activities, consumer protection
Methodology and Inspection Support	1	professional public	Requirements for the labelling of toys placed on the market
	1	representatives of public administration of Slovenia	inspections of children's play equipment

## 9.3 Requests under the Freedom of Information Act

In 2024, the CTIA recorded and processed a total of 153 written requests. The issues addressed in the requests mainly concerned the provision of information from inspections carried out by the CTIA and the provision of information on the course or results of

administrative proceedings relating to the applicant's submission. Some queries concerned the provision of documents - decisions on the imposition of sanctions in connection with information on the price of products or services after a discount.

### Requests under Act on Free Access to Information

The CTIA Inspectorate	Number of requests for information	Decisions to reject the request	Appeals lodged against decisions	Complaints filed under Section 16a
General Inspectorate	78	7	0	0
Central Bohemia and Prague	28	3	0	0
South Bohemia and Vysočina	5	0	0	0
Pilsen and Karlovy Vary	7	0	0	0
Ústí nad Labem and Liberec	5	1	0	0
Hradec Králové and Pardubice	10	3	0	0
South Moravian and Zlín	14	1	0	0
Moravian-Silesian and Olomouc	6	0	0	0
<b>Total</b>	<b>153</b>	<b>15</b>	<b>0</b>	<b>0</b>

*Note: In 2024, no copy of the court judgment was issued, nor were any proceedings on sanctions conducted.*

## 9.4 Complaints against the procedure of administrative body

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

The CTIA Inspectorate	Justified complaint	Partially justified complaint	Unjustified complaint
Central Bohemia and Prague	0	0	3
South Bohemia and Vysočina	0	0	2
Pilsen and Karlovy Vary	0	0	1
Ústí nad Labem and Liberec	0	0	0
Hradec Králové and Pardubice	0	0	1
South Moravian and Zlín	0	1	2
Moravian-Silesian and Olomouc	0	0	1
<b>Total</b>	<b>0</b>	<b>1</b>	<b>10</b>

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

The CTIA Inspectorate	Justified complaint	Partially justified complaint	Unjustified complaint
General Inspectorate	0	3	2
Central Bohemia and Prague	2	0	11
South Bohemia and Vysočina	0	0	2
Pilsen and Karlovy Vary	4	0	2
Ústí nad Labem and Liberec	0	0	1
Hradec Králové and Pardubice	1	0	3
South Moravian and Zlín	1	2	14
Moravian-Silesian and Olomouc	0	0	4
<b>Total</b>	<b>8</b>	<b>5</b>	<b>39</b>

## Submissions received on the anti-corruption hotline

e-mail (fairplay@coi.cz)	7
satisfaction box	0



## 9. HUMAN RESOURCES

### 10.1 Use of wage funds

#### Analysis of employment and use of wage funds

The total wage fund limit was set by the Czech Trade Inspection Authority in a breakdown of binding indicators (letter ref. MPO 13116/24/21400 of 31 January 2024) at CZK 217,718,307:

Total salary limit (including other personal expenses, severance pay and redundancy pay) of CZK 217,718,307 for a set limit of 431 employees:

- i. for salaries for a set limit of 20 employees in employment relationships in accordance with Act No. 262/2006 Coll., the Labour Code, in the amount of CZK 9,475,708 (average monthly salary of CZK 39,482)
  - ▷ salaries for the determined limit of 411 employees in civil service and employees under employment contracts in civil service positions pursuant to the Civil Service Act No. 234/2014 Coll., in the amount of CZK 204,866,437 (average monthly salary of CZK 41,538)
- ii. other personnel expenses (payments for work performed) in the amount of CZK 2,176,162
- iii. severance pay in the amount of CZK 1,200,000
- iv. severance pay of CZK 0.

Wage funds, including other personnel expenses (OOV), were further increased in 2024 by unused expenses from 2023 as follows:

- v. on the salaries of employees in civil service positions in the amount of CZK 849,284

- for salaries of employees under employment contracts at a workplace in the amount of CZK 790,140
- other personnel expenses in the amount of CZK 305,384
- for severance pay in the amount of CZK 758,160.

In total, it was therefore possible to draw CZK 220,421,275 for wages and other expenses for work performed (final budget, including other personal expenses, sales):

- for the salaries of CTIA employees in the amount of CZK 215,981,569, of which:
  - ▷ for salaries of employees under employment contracts: CZK 9,475,708 (budget item, further on referred to as RP, 5011 budget for 2024) + CZK 790,140 (5011 008 from 2023) = CZK 10,265,848
  - ▷ for salaries of employees in service and under employment contracts at the service location: CZK 204,866,437 (RP 5013 budget for 2024) + CZK 849,284 (5013 08 for 2023) = CZK 205,715,721
- other personal expenses (OPE) in the amount of CZK 2,481,546
- severance pay in the amount of CZK 1,200,000 + CZK 758,160 (NNV) = CZK 1,958,160
- for severance pay in the amount of CZK 0.

For 2024, CZK 7,550,060 from RP 5013 and CZK 159,110 from RP 5011 were allocated for vacant positions.

#### The actual budget utilisation was as follows:

- ▶ Funds for salaries of employees in civil service and employment relationships in civil service positions in the amount of CZK 197,952,784, with an average adjusted number of employees of 372.16. The actual average monthly salary paid per employee in civil service was CZK 44,325.
- ▶ Funds for the salaries of employees under employment contracts in the amount of CZK 8,724,545 with an average adjusted headcount of 18.05. The actual average monthly salary paid per employee under employment contracts was CZK 40,280.

Funds for other personnel expenses were drawn in the amount of CZK 1,986,522:

CZK 2,176,162 (RP 5021 budget for 2024) + CZK 305,384 (5021 008 from 2023) - CZK 478,200 (transfer to RP 5025) - CZK 64,056 (transfer to RP 5024) + CZK 130,645 (5021 009 - budget increase by the Economic Department) = CZK 2,074,890.

It follows from the above that the entire amount of CZK 305,384 (5021 008 from 2023) was not drawn, but only the amount of CZK 221,961. This left an unspent amount of

The amount drawn was CZK 83,423 (5,021,008 from 2023).

The severance pay was paid in the amount of CZK 2,436,360:

CZK 1,200,000 (RP 5025 budget for 2024) + CZK 758,160 (5025 008 from 2023) + CZK 478,200 (transfer from RP 5021 for 2024) = CZK 2,436,360

Severance pay was paid in the amount of CZK 64,056. The budget for 2024 was CZK 0, and CZK 64,056 was transferred from RP 5021 to 2024.

## 10.2 Employee training

Employee training is conducted in accordance with the CTIA Service Regulation No. 2/2020.

### Overview of training events in 2024

- ▶ **Introductory training** – for new civil servants, prepared by individual CTIA inspectorates and, at the CTIA General Inspectorate, under the responsibility of the directors of the CTIA Inspectorate.
- ▶ **Language training** – based on the CTIA Service Regulation No. 5/2018 SP, which sets the level of foreign language proficiency and professional requirements for selected positions at the Czech Trade Inspection Authority, employees were offered language training to deepen and maintain their language skills. English language courses were held at five CTIA inspectorates and were attended by 49 employees. Individual training was organised for managers.
- ▶ **Mandatory training** – ongoing training in occupational health and safety, fire protection and driver training for officials was provided, including in the form of e-learning, with 150 civil servants participating. ADR training was provided for drivers transporting hazardous substances.

In mid-2024, all employees completed a cyber test in the form of e-learning, valid for one year. At the end of 2024, all CTIA employees also completed a GDPR course in the form of e-learning. Thirteen employees in civil service took the civil service examination.

#### ▶ continuing education

- **External training events**

External events are most often organised by the CTIA at the Institute for Public Administration, GORDIC spol. s r.o., Bova Polygon, Aliaves, MÚZO Praha, Anag, Seminária, Integra, Aktuální paragrafy JUDr. Chládek, OK systém and ICT Pro.

Employees were trained in professional courses and seminars organised by educational agencies and institutions, focusing mainly on new legislation in the following areas:

- ▶ **Human resources** – HR management, E-corruption, ethics and whistleblowing, Labour Code and amendment to the Labour Code, First aid – theoretical part, Bullying at work, Satisfaction questionnaire, Coping with stress in long-term stress and unexpected situations, Individual coaching with a focus on effective leadership
- ▶ **Accounting in public administration** - Tax seminar - RZ 2023, news for 2024, Advanced Excel training, Disposal of unnecessary state property in the consequence of the amendment to the law, Property in the public sector for selected accounting units, Changes in the management of FKSP in 2025, Payment system legislation – online, Audit of general maintenance, operation and management of buildings, Budgetary rules and their planned changes, Breaches of budgetary discipline, Assets in the public sector for selected accounting units, Accounting and recording of assets in examples 2024
- ▶ **Special seminars focusing on legislation** – Labour Code and senior employees and amendment to the Labour Code, New regulations on digital services, Commentary on the Public Procurement Act, Practical interpretation of the Act on Liability for Damage Caused in the Exercise of Public Authority, etc. on digital services, Commentary on the Public Procurement Act, Practical interpretation of the Act on Liability for Damage Caused in the Exercise of Public Authority, Rights and obligations of digital content and service providers after the amendment to the Civil Code, Digital document management and new legislative requirements, Legal Technology - the Use

of new technologies in law, Practical interpretation of the Act on Liability for Damage Caused in the Exercise of Public Authority, Act Liability for offences, Act on Liability for Offences – practical experience with its application, Amendment to the Building Act I, Amendment to the Building Act II, Administrative proceedings and their shortcomings, Amendment to the file service in practice in 2024, Protection of classified information under Act No. 412/2005 Coll., planned amendments to legal regulations, practical experience, new findings from NBÚ inspection activities, Major amendment to the Administrative Procedure Code, Significant amendment to the Civil Service Act from 1 January 2025, Administrative Procedure Code with a focus on first and second instance administrative proceedings, Current issues in administrative proceedings, Amendment to regulations on beneficial owners, measures against money laundering, obligations under the AML Act, Seminar 7993 – new Cyber Security Act and new NIS2 Directive, impacts and obligations, Major amendment - Data boxes as a source of incorrect official procedure, Anti-Money Laundering and Counter-Terrorist Financing Act (AML Act), including the new European legislation in preparation, Artificial intelligence: how to implement it? What regulations await us? Legal aspects of artificial intelligence inputs and outputs, Protection of classified information, File service under the whip of digitisation 2024, Right to information, Inspection Act in practice, Budgetary rules and their upcoming changes, Amendment to the Building Act

▶ **In the field of IT technologies** - New regulation on digital services, Rights and obligations of digital content and service providers following the amendment to the Civil Code, Digital document management and new legislative requirements, Basics of working with AI, Basics of Microsoft 365 Microsoft, Teams for users, Seminar 7993 - New Cyber Security Act and New NIS2 Directive, Impacts and Obligations, Artificial Intelligence AI - Practical Applications, Artificial Intelligence: How to Implement It? What Regulations Await Us? Legal Aspects of Artificial Intelligence Inputs and Outputs, IT Strategy

▶ **improving staff qualifications** - Czech spelling, certainties and news, Cyber security – Cyber Security Act – impacts and obligations, Agreement on the provision of digital content and services, E-corruption, ethics and whistle-blowing, Editing official documents, Czech is not hard work, Official documents in practice, Individual coaching, First aid basics

▶ **Improving professional qualifications** - GINIS Standard - Basic operation of the GINIS system, Outsourcing audit (with a focus on IT), webinar on creating internal guidelines, Disposal of unnecessary state property in the consequence of the amendment to the Act on the Property of the Czech Republic, Public inspection protocol and description of audit findings, Use of recycled materials in road base layers and in earthworks, including backfilling of trenches for engineering networks, GINIS Standard – Electronic shredding and archiving in the GINIS system, GINIS Standard – File service I, GINIS Standard – File service II. Practical training in the GINIS USU Recycling 2024 programme, Filing and archiving service – storage and disposal of documents for public authorities, Administrative procedure with a focus on first and second instance administrative proceedings, Unfair commercial practices used by vendors against consumers (incl. the planned amendment in connection with so-called greenwashing), Administrative proceedings and their defects, Public procurement expert - accredited by the Ministry of the Interior, Pressure 2024, Switchboards 2024 – procedures for the design and manufacture of switchboards in accordance with applicable legislation, GINIS Standard-File Service II. - practical training in the GINIS USU programme, Civil service in everyday life, OKbase – Reports – Word templates – GRO-OVY, OKbase – Personnel module – basic training, Financial literacy, 45th National Meeting of Electrical Engineers, Training to increase resilience of public administration to illegitimate influence, Holidays for employees under agreements to perform work (DPP) and agreements on work activity (DPČ) from 1 January 2024 and other changes, Attendance for DPP and DPČ, Current view on termination of

employment with regard to its reasons, Individual coaching focused on effective leadership, Effective leadership I and II, Agreements on the performance of work.

▷ **Internal training events** – these were organised by the HR department and focused on improving professional competence and continuing education for employees. In 2024, seminars were held on the amendment to the Building Act, the editing of official documents, and the Act on Liability for Offences.

▷ **Training for managers** – seminars were organised for managers on coaching in public administration, burnout syndrome, motivating subordinates, coaching for managers, assertiveness and crisis communication, and individual coaching with a focus on effective leadership.

# 11. FINANCIAL MANAGEMENT

## 11.1 Income data

Revenues for 2024 were set at the same level as in the previous year, namely CZK 58,000,000. This amount exceeded CZK 12,276,000, bringing total revenues to CZK 70,276,000 (in 2023, revenues were CZK 60,556,000), thus fulfilling 121.17% of the approved budget.

Starting in 2020, the CTIA's revenue plan was increased from CZK 53,000,000 to CZK 58,000,000. In recent years, however, the CTIA has seen a deterioration in the payment behaviour of fined entities. The CTIA carries out its inspection activities in accordance with the law and its Plan of inspection activities, but not all fines imposed are paid by the inspected entities. The CTIA does not have the legal means to enforce claims (e.g. through execution) and, therefore, transfers unpaid claims to the Customs Office. The recovered funds are not reflected in the CTIA's budget but appear in the state budget through the Ministry of Finance (Customs Office). If all fines imposed by the CTIA were paid, the CTIA would exceed its set income by a significant amount.

The most significant item on the revenue side of the budget was penalty payments received for fines imposed, both in the form of on-the-spot orders and in orders and decisions issued in administrative proceedings (conducted at inspectorates). The amount of fines received was CZK 66,689,000 (RP 2212), which is more than in 2023 (CZK 57,033,000).

In 2024, the total number of fines imposed in administrative proceedings was 3,810 (in 2023, 2,650), totalling CZK 87,900 thousand, and 3,609 fines were collected on the spot, totalling CZK 5,880 thousand. Some of the fines imposed were forwarded to the Customs Office for collection. The total number of fines does not include decisions against which an appeal has been lodged and the proceedings are not yet concluded.

Another significant item on the revenue side of the budget was other non-tax revenue (RP 2324), in particular revenue from reimbursement of costs of proceedings within the meaning of Section 79(8) of the Administrative Procedure Code, revenues from

reimbursements for re-invoiced costs of analyses of product samples that did not meet the required quality and reimbursements for destroyed counterfeits.

Income from property rental (RP 2132 0) amounted to CZK 70,000 (in 2023 it was CZK 64,000). Tax revenues (RP 1361) amounted to CZK 16,000 (in 2023 they were CZK 15,000).

Revenue from the sale of investment assets (RP 3113) amounted to CZK 140,000 (in 2023 it was CZK 0).

In 2024, CZK 13,645 was transferred from the reserve fund to the budget through revenues.

More detailed information on revenue performance is provided in the tables in the chapter on financial management (see Appendix No. 1).

### Special revenues

The CTIA carries out inspection activities and imposes and collects penalties in administrative proceedings. Claims arising from unpaid penalties imposed by the CTIA are forwarded to the Customs Office for enforcement.

In total, in 2024, the CTIA imposed 3,810 fines in administrative proceedings, totalling CZK 87,900,000, and collected 3,609 fines on the spot, totalling CZK 5,880,000. The total number of fines does not include inspections or decisions for which an appeal has been lodged and the proceedings have not yet been concluded.

Further details are provided in the table "Revenues 2024 - special revenue account" (see Annex No. 3).

## 11.2 Data on expenditure

The approved expenditure budget for 2024 amounted to CZK 383,784,144 (in 2023 it amounted to CZK 408,411,226). Material expenditures (after deducting investments and wage items) in the approved budget for 2024 totalled CZK 82,333,000, including RP 5342 FKSP (in 2023, they amounted to CZK 85,251,000), and CZK 390,699,000 was drawn, which is 101.80% of the approved operating budget.

In RP 5011, the approved budget for salaries of employees under employment contracts in 2024 before commitments was CZK 9,475,708 (in 2023 it was CZK 9,669,090). A downward trend is evident. The final budget in 2024 was CZK 10,106,738, after the inclusion of NNV and after deducting the commitment of funds for vacant positions (in 2023, it was CZK 9,937,000). A total of CZK 8,724,545 was drawn in 2024, i.e. 86.32% of the final budget (in 2023, it was CZK 9,147,000, i.e. 92% of the final budget after deducting funds tied up for vacant positions). It follows from the above that the wages paid in 2024 were lower than in previous years.

In RP 5013, the approved budget for civil servant salaries in 2024 before commitment was CZK 204,866,437 (in 2023 it was CZK 209,047,385). A downward trend is evident. The final budget in 2024 was CZK 198,165,661, after the inclusion of NNV and after deducting the commitment of funds for vacant positions (in 2023, it was CZK 206,043,000). A total of CZK 197,952,783 was drawn in 2024, i.e. 99.89% of the final budget (in 2023, it was CZK 205,193,000, i.e. 99% of the final budget after deducting funds tied up for vacant positions). This shows that wages paid in 2024 were lower than in previous years.

In 2024, for the first time since 1 January 2024, in accordance with the government regulation, sick pay was covered by RP 5011 and 5013, i.e. items previously intended only for salary payments.

Since April 2024, the General Inspectorate of the CTIA and the Inspectorate of Central Bohemia and the City of Prague have been located in buildings belonging to the Ministry of Industry and Trade at Gorazdova 1969/24, Prague 2 (official address) and Dittrichova 1968/21, Prague 2.

The costs associated with the operation of both buildings were recharged by the MIT to the CTIA in 2024 and were reflected in the utilisation of the operating part of the budget.

The material expenses that the CTIA is obliged to cover financially include, in particular, expenses for electricity, water, heating, gas, fuel, postage, insurance, IT services, employee meals, security, cleaning, waste disposal, rent, inspections, sample and fuel analyses, medical care, telephones and data, health and safety, travel allowances, compensation for proceedings from fines, etc. These expenses amounted to CZK 63 million out of a total of CZK 97 million in operating expenses. The remaining CZK 35 million in 2024 consisted of expenses for property, materials, training, licences, media data, vehicle repairs, shredding, legal advice. Of this amount, expenses for moving to new premises amounted to more than CZK 24 million.

In 2024, the CTIA received a total of CZK 2,120,000 into the organisation's reserve fund account. This consisted of an advance payment for the activities of the European Consumer Centre (ESC) for 2024 (in the amount of CZK 1,277,768.78), a supplementary payment for 2022 and 2023 in two instalments (CZK 689,807.51 + CZK 83,363.09) and refunds for foreign business trips by employees of the Methodology and Inspection Support Department (OMPK) and the ESC. In 2024, CZK 130,645 was included in the budget from the reserve fund (RF), specifically in RP 5021 OON (other personal expenses).

Unused expenditure claims (NNV) were included in the budget in the total amount of CZK 76,934 thousand (in 2023, CZK 89,112 thousand was included). The amount of

NNV that can be included in the budget is decreasing every year. A total of CZK 50,104,000 was used from the included NNV in 2024 (in 2023, it was CZK 64,900,000). The need to use NNV in recent years proves the above argument that the allocated approved budget for the CTIA's operations is insufficient and must be supplemented from NNV.

Since 2021, funds have been allocated to salaries for vacant positions. A total of CZK 10,391,000 was returned to the state budget in 2024 (in 2023 it was CZK 9,379,000, in 2022 CZK 3,650,000 was tied up, and in 2021 it was CZK 1,290,000). The figures show that the number of unfilled positions is increasing year on year.

When drawing on budgetary funds, the CTIA proceeds in accordance with the principles of economy, efficiency and effectiveness. When spending public funds Within public procurement, it emphasises quality with a view to optimally achieving the set objectives.

A total of CZK 206,677,000 was spent on wages (in 2023, it was CZK 214,341,000).

The approved budget for salaries of employees under employment contracts (RP 5011) was set at CZK 9,475,000 (in 2023 it was CZK 9,669,000) and after the inclusion of NNV in the amount of CZK 790,000, the final budget for RP 5011 was CZK 10,265,000. After allocating funds for vacant positions, the amount was CZK 10,106,000. The actual expenditure on salaries for these employees was CZK 8,724,000 (in 2023, it was CZK 9,147,000). After the inclusion of NNV, the CTIA had less funds available for the payment of salaries than the original final budget, namely CZK 159,000, after deducting the funds tied up for vacant positions. In addition, from 1 January 2024, this RP also covers sick pay, which amounted to CZK 179,000.

The approved budget for civil servant salaries (RP 5013) was set at CZK 204,866,000 (in 2023, it was CZK 209,047,000). The final budget after the inclusion of NNV in the amount of CZK 849,000 was CZK 205,715,000, but after deducting the salary funds tied up for vacant positions, it amounted to CZK 198,165,000. The actual expenditure on civil servants' salaries amounted to CZK 197,952 thousand (in 2023 it amounted to CZK 205,193 thousand). After the inclusion of NNV, the CTIA had CZK 6,701,000 less available for salary payments than the original approved budget after deducting salary funds tied up for vacant positions. In addition, from 1 January 2024, this budget line also covers sick pay, which amounted to CZK 2,321,000.

The CTIA currently has 431 systemised positions, of which 20 are job positions (reported under RP 5011) and 411 are service positions (reported under RP 5013). However, 372 positions are actually filled. For 2024, the approved budget for salaries has been reduced by 3%.

For other payments for work performed (OOV – RP 5021), the approved budget was CZK 2,176,000 (in 2023 it was also CZK 2,176,000). The reported utilisation was CZK 1,986,000 (in 2023 it was CZK 1,870,000). Part of the funds from RP 5021 was transferred to reinforce RP 5025 Sales – a total of CZK 478,000. Another part of the funds was transferred to reinforce RP 5024 Severance pay – a total of CZK 64,000.

Severance pay (RP 5024) in 2024 amounted to CZK 64,000 (in 2023, it amounted to CZK 0).

In 2024, CZK 2,436,000 was paid in sales commissions (RP 5025) (in 2023, it was CZK 625,000).



The final budget for material expenses amounted to CZK 132,828,000 (in 2023 it was CZK 147,187,000), while the actual expenditure amounted to CZK 97,036,000 (in 2023 it was CZK 98,657,000). Material expenses thus amounted to 73.05% of the final budget. In line with the nationwide trend of government spending cuts, the CTIA only covered necessary material expenses and expenses related to the relocation of the General Inspectorate and the Inspectorate of Central Bohemia and the City of Prague, as well as a proportionate share of the costs of operating the Gorazdova/Dittrichova building, which the Ministry of Industry and Trade had been recharging to it since May 2024.

**A total of 39.25%** of the final budget was spent on **the purchase of property and materials**. The final budget amounted to CZK 14,155,000 (in 2023 it was CZK 16,538,000), while the actual expenditure amounted to CZK 5,555,000. The utilisation is lower because some orders were not paid for in 2024 and their payment will be carried over to 2025 when the goods are delivered. This budget item includes the purchase of assets, including IT assets. Compared to 2023, there was a significant increase in expenditure on this group of items, mainly due to the purchase of equipment for the Gorazdova/Dittrichova premises, to which the CTIA moved in April 2024. The total costs associated with the move were estimated at CZK 29 million and have actually amounted to more than CZK 24 million to date (a large part of the assets for equipping the buildings was already paid for in 2023 before the actual move took place). This expenditure item also includes the regular renewal of assets at Regional Inspectorates and the General Inspectorate.

In September 2024, flooding caused damage to the building housing the Inspectorate of the Moravian-Silesian and Olomouc Regions, resulting in significant damage to both the building itself and its equipment. Emergency repairs to the building began in November 2024, and new equipment was purchased to replace that destroyed by the floods. However, most of the expenses will be covered by the 2025 budget.

CZK 58,000 was spent on the **purchase of protective equipment** (in accordance with the CTIA's internal regulations) (in 2023, it was CZK 23,000), including overalls, work shoes and gloves, mainly for field inspectors.

A total of CZK 115,000 was spent on **books, teaching aids and printed materials** (in 2023, it was CZK 187,000). The use of this RP is relatively balanced over the years, as it is mainly used to purchase ÚZ containing new information on changes in laws and regulations and professional printed materials.

**The purchase of materials not classified elsewhere** amounted to CZK 1,409,000. In 2023, this amounted to CZK 2,515,000. These were mainly expenses for the purchase of sample books as a necessary condition for carrying out inspection activities in the area of fuel, office supplies and materials, materials for service vehicles, cleaning products, dishes, small materials for building maintenance, toners and IT materials. The amount of funds for this item is based on tendered prices and price developments for the commodities purchased.

**Interest and other financial expenses** totalled CZK 4,000 in 2024 (CZK 0 in 2023). Purchase of **water, fuel and energy** – the final budget was set at CZK 8,144,000 (in 2023 it was CZK 8,708,000), with actual expenditure amounting to CZK 5,885,000 (in 2023 it was CZK 4,610,000). CZK 332,000 was spent on water (CZK 250,000 in 2023), CZK 1,429,000 was spent on heating (CZK 1,018,000 in 2023), CZK 844,000 was spent on gas (CZK 774,000 in 2023) and CZK 2,101,000 was spent on electricity (CZK 1,328,000 in 2023).

**Fuel and lubricants** were purchased in the amount of CZK 1,182,000 in 2024 (in 2023, it was CZK 1,238,000). The slight decrease in expenditure on this RP is not only due to the fact that the CTIA uses and consumes pre-mixed fuel obtained in connection with fuel samples taken within its inspection activities, but also because of a change in the structure of its inspection activities. However, savings in this item are accompanied by increases in other items, such as equipment monitors within assets or costs of electricity, heat and water consumption.

**Purchase of services** – the approved budget was CZK 47,258,000 (in 2023 it was CZK 43,071,000). As every year, the amount of funds allocated to this group of items was insufficient compared to the long-term actual expenditure. This is also confirmed by the fact that the utilisation rate was 134% of the approved budget. As these are items from the "services" category, which mainly include fuel analyses and other sample analyses, IT services, training and education, postal services, services related to the provision of internet, data, mobile and landline connections, rent, building security, building cleaning, inspections, waste disposal, meal vouchers for employees, etc., this is one of the most significant items in the operating part of the budget, which has been consistently underestimated in approved budgets. The final budget was utilised at 86%, with CZK 67,963,000 spent (in 2023, the utilisation was CZK 59,476,000). The increase in expenditure on this RP is mainly due to the increase in prices for fuel analyses and sample analyses. Despite the fact that the supplier of data and mobile services was re-tendered in 2023 and a reduction in prices for these services was achieved, other services such as security, cleaning, inspections and waste disposal saw an increase.

**Postal services** – expenditure amounted to CZK 286,000 (in 2023 it was CZK 712,000). The trend is downward, as most correspondence is now conducted digitally.

**Telecommunications, radio communications and data services** – expenditure amounted to CZK 2,748,000 (in 2023 it was CZK 3,885,000). This amount includes expenditure on landlines, internet, data, VPN and mobile phones.

**Financial institution services** – payment for fleet insurance for 2024 was made after concluding a contract with a newly selected supplier at the end of 2023. In 2024, payment for 2025 was made. CZK 723,000 was drawn down. The increase is evident because old delivery vans were taken out of service and replaced with seven new specially modified Renault delivery vans. Compulsory liability and accident insurance is significantly higher due to an increase in insurance premiums on the insurance market.

A total of CZK 2,346,000 was spent on **rent** (in 2023, it was CZK 1,980,000). Since the relocation of the General Inspectorate and the Inspectorate of Central Bohemia and the City of Prague to commercial premises owned by Komerční banka, the CTIA has had to pay for the lease of optical cables between the buildings at Štěpánská 15 and its headquarters at Štěpánská 44. The majority of the rent was for commercial premises in Olomouc and Hradec Králové, where the CTIA's Regional Inspectorates are based. Following the move to the Gorazdova/Dittrichova premises, it was necessary to pay for the rental of garage parking spaces, which these premises do not have. The rent item shows an upward trend because landlords apply inflation clauses that are enshrined in their contracts.

In the year under review, CZK 263,000 was spent on **consulting, advisory and legal services** (in 2023, CZK 417,000 was spent). These services mainly involve legal consultations on public contracts prepared by individual contract administrators at the CTIA who do not have the necessary expertise for this activity, which is why the services of specialised companies (IT, legal, project, etc.) are used within outsourcing arrangements. An above-threshold public contract is currently being prepared for a supplier of fuel sample analysis for the next four years.

A total of CZK 1,220,000 was spent on **employee training and education** in 2024 (compared to CZK 1,423,000 in 2023). This mainly involved improving the professional qualifications of inspectors and training other professional staff in connection with legislative changes, mandatory cyber security and occupational health and safety training, and language training to improve the language skills of employees, which is a basic prerequisite for the successful market surveillance of the EU single market, including cooperation with other surveillance authorities of EU Member States. Some training courses were conducted online.

A total of CZK 10,946,000 was spent on **data processing services** and services related to information and communication technologies in 2024 (in 2023, it was CZK 9,358,000). Part of the expenditure on IT services and licence use is reported under RP 5042 Remuneration for the use of computer programmes, amounting to CZK 7,079,000 (in 2023, it was CZK 6,741,000). These RP mainly include regular outsourced SW and HW support and other services for computer programme modifications. This also includes fees for Microsoft licences, SW and HW-related services (flat fees for support of operated SW – ASSET, OKBASE, EIS JASU, Mercurius, GINIS, ASPI, VARONIS, SYMANTEC, AUDITPRO, websites, CARBON BLACK), services for programming work, updates and programme modifications, and programme consultations. A smaller part of this item consists of regular payments for the EIS JASU economic information system (which is used to operate budgeting, accounting and financial inspection systems for the entire CTIA in accordance with the law), the OKBase personnel system and the GINIS file service. Newly included from 2024 are payments related to the card centre, which provides electronic signatures for employees, electronic seals, certificates for logging into PCs, cards for secure movement in the Gorazdova/Dittrichova buildings and employee ID cards, including inspector ID cards, which are used for identification during inspection activities. Another part consists of payments for Mercurius (VIS) software, which is necessary for the performance of inspection activities. The majority consists of regular payments and expenses related to other software used by the CTIA. This item also includes all other IT-related services that the CTIA is unable to provide through its own employees. RP 5168 and 5042 constitute the second largest expenditure in the CTIA budget (after expenditure on fuel analyses). These two budget items show an upward trend, particularly with regard to compliance with cyber security requirements.

RP 5042 also includes payments for access to online standards and legal regulations for the Legal Department, the Methodology and Inspection Support Department, and inspectors. RP 5042 is always proposed as "zero" in the approved budget, and RP 5168 is usually proposed at an insufficient amount. Both of these RPs are covered by the CTIA at least half from the NNV.

A total of CZK 49,428,000 was spent on the **purchase of services not classified elsewhere** in 2024 (in 2023, it was CZK 41,011,000). Although this group of items covers the costs of fuel analyses and inspected samples related to the main activities of the CTIA, the amount of funds is significantly underestimated in each approved budget.

CZK 5,369,000 was spent on **employee alimentation** (in 2023 it was CZK 4,846,000), CZK 939,000 on cleaning (in 2023 it was CZK 437,000), CZK 3,813,000 was spent on security (in 2023 it was CZK 161,000) – expenses for security and cleaning services increased because the General Inspectorate of the CTIA and the Inspectorate of Central Bohemia and the City of Prague moved to two buildings (Gorazdova/Dittrichova) belonging to the Ministry of Industry and Trade, and the costs of these services are recharged by the Ministry of Industry and Trade.

A total of CZK 802,000 was spent on **production and non-production services** (in 2023, it was CZK 1,064,000), CZK 202,000 on media data and electronic standards (in 2023, it was CZK 205,000), CZK 128,000 was spent on healthcare (in 2023 it was CZK 145,000), CZK 276,000 was spent on inspections in buildings (in 2023 it was CZK 228,000), and CZK 1,119,000 was spent on waste disposal (in 2023 it was CZK 963,000). The expenditure on this item includes not only payments for four buildings with the right of management, but also lump-sum payments for services in leased commercial premises of the Inspectorate of the Hradec Králové and Pardubice Regions, payments recharged for the use of buildings at Gorazdova/Dittrichova buildings, where the General Inspectorate of the CTIA and the Inspectorate for the Central Bohemian Region and the Capital City of Prague are now located, and for other buildings in which the CTIA inspectorates use premises belonging to other state institutions.

The most significant budget item is **payments for fuel sample analyses**, which amounted to CZK 29,307,000 (in 2023, it was CZK 29,228,000), while payments for

other analyses (RP 5169 14) CZK 5,642,000 (in 2023 it was CZK 3,658,000). The utilisation of this item is on an upward trend due to the expanding competences of the CTIA and the increase in the prices of testing and analysis of product samples and fuel.

Other services within RP 5169, such as TV and radio fees, cost CZK 7,000, and lift maintenance cost CZK 25,000.

**For the RP 517x group of items**, the expenditure amounted to CZK 9,207,000 (in 2023 it was CZK 6,457,000). Of this, the following was spent:

- ▶ A total of CZK 3,604,000 was spent on repairs and maintenance of buildings (in 2023, it was CZK 862,000). In September 2024, flooding caused damage to the building housing the Inspectorate of the Moravian-Silesian and Olomouc Regions, resulting in significant damage to both the building itself and its equipment. Emergency repairs to the building began in November 2024, and new equipment was purchased to replace that destroyed by the floods, with preliminary estimated costs of CZK 5 million. However, due to the need to comply with technological procedures, most of the expenses will be covered by the 2025 budget. These are expenses that were not included in the CTIA budget, but which must be covered from its budget.

- ▶ Most expenditure on buildings that pursue the national goal of reducing the energy intensity of buildings is of an investment nature and has been or will be implemented within future periods as part of investment expenditure.

- ▶ Repairs of machinery and equipment, including IT, amounted to CZK 151,000 (in 2023, it was CZK 17,000).

- ▶ CZK 780,000 was spent on repairs and maintenance of company cars (in 2023, it was CZK 982,000). The CTIA has a fleet of 46 passenger cars and 7 specially modified vans. Approximately CZK 115,000 was spent on software (in 2023, it was CZK 298,000). This included the purchase of licences for the Ginis document management system and FastStone Capture.

- ▶ Domestic and foreign travel expenses amounted to CZK 3,933,000 (in 2023, it was CZK 3,824,000). In this budget item, it is necessary to take into account that the daily allowance for each year (for both domestic and foreign trips) is increased year-on-year by a decree of the Ministry of Finance. The CTIA must respect this increase, but within its cost-saving measures, it adheres to the lower limit of the meal allowance range. Despite this, expenditure on this budget item continues to rise due to the number of business trips undertaken by inspectors in the course of their inspection activities.

- ▶ Entertainment expenses were drawn at 95% of the adjusted budget, with a total of CZK 553,000 drawn. Donations were drawn in the amount of CZK 0.

**Conference participation fees** were used in the amount of CZK 48,000. These are participation fees for the Consumer Counselling Department (OSP), in particular the ADR and ESC departments.

Expenditure related to **non-investment purchases** amounted to CZK 997,000 (in 2023 it was CZK 991,000) and 58% of the adjusted budget was utilised. These mainly include payments for samples that passed inspection, as well as payments for fuel "taps" and "spending vouchers" and expenses for inspection purchases of samples.

No penalties were paid.

**Compensation for court proceedings, witness fees, work-related accidents and damages** amounted to CZK 302,000 (in 2023, it was CZK 844,000). This amount covered compensation for court proceedings related to

finer, compensation for lost labour law disputes and compensation for work-related accidents.

**Taxes and fees** amounted to CZK 39,000 (in 2023, it was CZK 72,000) and mainly involved the purchase of domestic motorway toll stickers.

There were no payments of penalties to other budgets.

**Sick pay** was paid in 2024 from salary items 5011 and 5013, because as of 1 January 2024, the original budget item 5424 was abolished (in 2023, expenditure amounted to CZK 2,833,000).

Further details are provided in the table "Expenditure budget for 2024" (see Annex 2).

## 11.3 Information on assets

In 2024, the CTIA did not acquire any assets through gratuitous transfer.

In 2024, the CTIA transferred unnecessary assets with a total value of CZK 1,792,853.00 free of charge.

These were transfers to state organisations and transfers in the public interest:

- 10 DELL notebooks, transferred to HZS z. s., Prague 5, ID No.: 13984527.
- 10 DELL notebooks, transferred to the Verdek Volunteer Fire Brigade, Dvůr Králové nad Labem, ID No.: 65197585.
- HYUNDAI delivery van, transferred to the municipality of Vysoké Pole, ID o.: 00284700 Škoda RAPID passenger car, transferred to the municipality of Bohutice, ID No.: 00637343.
- Aruba 105 AP 4 pcs, server cabinet 1 pc, HW RACK set 2 pcs, transferred to the Czech Tourism Authority – CzechTourism, ID No.: 49277600.
- TOSHIBA air conditioning, transferred to the CzechInvest Business and Investment Development Agency, ID No.: 71377999.

Further details are provided in the table "CTIA assets as at 31 December 2024" (see Annex No. 4 – data from the asset register).



**Tables to the financial management report**  
**Revenues as of 31 December 2024**

**Annex 1**

Total	Item	Auc	Description	Adjusted budget	Annual fulfilment	Fulfilment %
222	1361		Tax revenues	0.00	16,800.00	
	1361	total		0.00	16,800.00	0.00
222	2111	1	Revenue from the provision of information	0.00	49,708.00	
	2111	total		0	49,708.00	0.00
222	2132	0	Income from the rental of other real estate and parts thereof	300,000.00	70,596.40	
	2132	total		300,000.00	70,596.40	23.53
222	2141	0	Interest income	0.00	0.00	
222	2141	total	Interest income	0.00	0.00	0.00
	21	total	Revenue from own activities and transfers of surpluses from organisations with a direct relationship	300,000.00	137,104.44	45.70
222	2212	0	Penalty payments received - fines in administrative proceedings	55,000,000.00	66,597,738.50	121.08
22	2212	1	Penalty payments received - fines in administrative proceedings	0	-23,000.00	0.00
222	2212	2	Penalty payments received - other penalties	0.00	133,016.14	0.00
222	2212	9	Penalty payments - fines in administrative proceedings not specified	3,000.00	0	0.00
	221	total	Penalty payments received from other entities	55,000,000.00	66,707,754.64	121.28
222	2229	0	Other transfers received	0	0	0.00
222	2310	0	Revenue from the sale of non-capital assets	0.00	0.00	0.00
	2310	total	Revenue from the sale of short-term and long-term assets	0.00	0.00	0.00
222	2322	0	Insurance compensation received	0.00	11,064.00	0.00
	2322	total	Insurance compensation received	0.00	11,064.00	0.00
222	2324	0	Non-capital contributions and reimbursements received - previous years	2,700,000.00	711,092.06	26.33
222	2324	1	Non-capital contributions and reimbursements received - analysis refunds	0	1,472,059.15	0.00
222	2324	2	Non-capital contributions and reimbursements received - reimbursement of procedural costs - Section 79(8) of Act No. 500/2004 Coll.	0	360,524.00	0.00
222	2324	3	Non-capital contributions and compensation received - destroyed goods, stored goods	0.00	217,210.30	0.00
222	2324	4	Non-capital contributions and compensation received - damages	0.00	309,854.80	0.00
	2324	total	non-capital contributions and reimbursements received	2,700,000.00	3,081,804.34	114.14

222	2328	0	Unidentified income	0.00	31.99	0.00
222	2328	1	Unidentified income - account 3754	0	96,000.00	0.00
Total	Item	Total	Description	Adjusted budget	Annual fulfilment	Fulfilment %
	2328	total	Unidentified revenue	0.00	96,031.99	0.00
222	2329	0	Other non-tax revenues - securities	0	0	0.00
222	2329	3	Other non-tax revenues - interest on late payments, court costs	0.00	0	0.00
222	2329	4	Other non-tax revenues - not specified elsewhere	0.00	1,260.00	0.00%
	2329	total	Other non-tax revenues not classified elsewhere	0	1,260	0.00
	23	total	Revenue from the sale of non-capital assets and other non-tax revenue	2,700,000.00	3,179,096.30	117.74
222	3113	1	Revenue from the sale of other tangible fixed assets	0.00	140,000.00	0.00
	3113	total	Revenue from the sale of other tangible fixed assets	0.00	140,000	0.00
	31	total	Capital revenue	0.00	140,000.00	0.00
222	4132	0	Transfers from other own funds - (cz-6015)	0	0	0.00
	4132	total	transfers of other own funds	0.00	0.00	0.00
222	4135	1	Transfers from the fund of state organisational units	0.00	130,645.00	0.00
	4135	total	Transfers from OSS reserve funds	0	130,645.00	0.00
	41		Non-investment transfers received	0	130,645.00	0.00
<b>Total</b>				58,000,000.00	70,276,600.34	121.17

## Expenditure budget for 2024

## Appendix No. 2

Utilisation as at 31 December 2024	Approved budget in CZK	Budget after adjustments in CZK	Final budget in CZK	Total budget utilisation in CZK	Utilisation of adjusted budget in %	Utilisation of final budget in %
<b>Current expenditure</b>						
501+502 Employee salaries and other payments for work performed	217,718,307	217,718,307.00	212,842,750.00	211,164,256.00	96.99	99.21
of which 5011 Employee salaries	9,475,708	9,475,708.00	9,316,598	7,934,405.00	83.73	85.16
5011 IK salaries 2504606	0	0	0	0.00	0.00	0.00
5011 IK salaries 41 00000	0	0	790,140	790,140.00	0.00	100.00
5013 Civil servant salaries	204,866,437	204,866,437.00	197,316,377	197,103,499	96.21	99.89
5013 IK salaries 41 00000	0.00	0	849,284	849,284.00	0.00	100.00
5021 Other personnel expenses	2,176,162.00	1,633,906.00	1,633,906	1,633,906.00	100.00	100.00
5021 Other personnel expenses IK 41 00000	0	0	305,384	221,961.00	0.00	0.00
5021 Other personnel expenses IK 2504606	0	0	130,645	130,645	0.00	0.00
5024 Severance pay	0	64,056.00	64,056	64,056	100.00	100.00
5024 Severance pay IK 41,000	0	0	0	0.00	0.00	0.00
5025 Redemption	1,200,000	1,678,200.00	1,678,200.00	1,678,200.00	100.00	100.00
5025 IK sales 41,000	0	0	758,160	758,160.00	0.00	100.00
5051 Wage compensation	0	0	0.00	0.00	0.00	0.00
5051 Wage compensation IK 41 00000	0	0	0	0.00	0.00	0.00
503 Compulsory insurance premiums paid by the employer	73,588,787	73,588,787	70,983,086	69,498,839	94.44	97.91
of which 5031 Social security contributions	53,994,140.00	53,994,140.00	52,082,266	50,993,330.00	94.44	97.91
5031 Social security contributions IK 2504606	0	0	0	0.00	0.00	0.00
5031 Social security contributions IK 41 00000	0	0	0.00	0.00	0.00	0.00
5032 Health insurance premiums	19,594,647	19,594,647	18,900,820.00	18,505,509.00	94.44	97.91
5032 Health insurance premiums IK 2504606	0	0	0	0.00	0.00	0.00
5032 Health insurance premiums IK 41 00000	0	0	0	0.00	0.00	0.00
5042 - Fees for the use of PC programmes	0	1,351,693	7,434,438.00	7,079,799.13	523.77	95.23
5042 Remuneration for the use of computer programmes	0	1,351,693.00	1,351,693.00	1,110,825.95	82.18	82.18
5042 Remuneration for the use of computer programmes IK 41 00000	0	0	6,082,745.00	5,968,973.18	0.00	98.13
512 Expenditure on certain modifications to tangible assets	0	0	0	0.00	0.00	0.00
5123 Intangible fixed assets and intangible fixed assets	0	0	0	0.00	0.00	0.00

<b>513 - Purchase of materials and assets</b>	<b>7,698,500</b>	<b>4,381,070.41</b>	<b>14,155,377.90</b>	<b>5,555,775.53</b>	<b>126.81</b>	<b>39.25</b>
Utilisation as at 31 December 2024	Approved budget in CZK	Budget after changes adjusted in CZK	Final budget in CZK	Total budget utilisation in CZK	Utilisation of adjusted budget in %	Utilisation of final budget in %
5131 Food and protective beverages	0	2,829	2,829	2,714	0.00	0.00
of which 5132 Protective equipment	655,500.00	66,707.00	66,707	58,888	88.28	88.28
5132 Protective equipment IK 41,000	0	0	0	0.00	0.00	0.00
5133 Medical supplies IK 11 00000	0	11,159	11,159.00	8,690.00	77.87	77.87
5133 Medical supplies IK 41 00000	0.00	0.00	0	0.00	0.00	0.00
5136 Books, teaching aids and printing	690,000	69,793	69,793	51,716.80	74.10	74.10
5136 Books, teaching aids and printing 41,000	0	0	65,000	63,848.00	0.00	0.00
5137 Small tangible fixed assets	5,000,000.00	3,097,416.41	3,097,416.41	357,939.52	11.56	11.56
5137 Minor long-term tangible assets IK 41 00000	0	0	9,210,372.49	3,602,597.59	0.00	39.11
5139 Purchase of materials not classified elsewhere	1,353,000.00	1,133,166.00	1,133,166.00	1,034,649.40	91.31	91.31
5139 Purchase of materials n.e.c. IK 41 00000	0	0	498,935.00	374,732.22	0.00	75.11
<b>514 - Interest and other financial expenses - 5142 Realised exchange rate losses</b>	<b>103,000.00</b>	<b>5,500.00</b>	<b>5,500</b>	<b>4,230.18</b>	<b>0</b>	<b>0.00</b>
of which 5141 - Own interest	56,000.00	0.00	0	0.00	0.00	0.00
5141 - Interest on own funds IK 41 00000	0	0	0.00	0.00	0.00	0.00
5142 Realised exchange rate losses	47,000	5,500	5,500.00	4,230.18	76.91	76.91
<b>515 - Purchase of water, fuel and energy</b>	<b>13,704,484.00</b>	<b>8,144,235.72</b>	<b>8,144,235.72</b>	<b>5,885,921.63</b>	<b>72.27</b>	<b>72.27</b>
of which 5151 Water	301,699.00	472,046.72	472,046.72	332,062.35	70.35	70.35
5152 Steam	4,282,286.00	1,830,000.00	1,830,000.00	1,429,609.48	78.12	78.12
5153 Gas	2,364,879.00	1,140,393.00	1,140,393.00	840,357.76	73.69	73.69
5154 Electricity	4,334,370.00	2,812,796.00	2,812,796.00	2,101,774.45	74.72	74.72
5156 Fuel and lubricants	2,421,250.00	1,889,000.00	1,889,000.00	1,182,117.59	62.58	62.58
5157 Hot water	0	0	0.00	0.00	0.00	0.00
<b>516 - Purchase of services</b>	<b>47,258,204.00</b>	<b>50,671,493.16</b>	<b>78,909,112.30</b>	<b>67,963,914.62</b>	<b>134.13</b>	<b>86.13</b>
of which 5161 Postal services	996,416.00	867,801.00	867,801.00	286,501.50	33.01	33.01
5162 Telecommunications and radio communications services	320,000.00	3,067,905.00	3,067,905.00	2,748,500.55	89.59	89.59
5162 Telecommunications and radio communications IK 41 00000	0	0	0	0.00	0.00	0.00
5163 Financial institution services and insurance	642,200.00	864,830.00	864,830.00	692,253.00	80.04	80.04
5163 Financial institution services and insurance IK 4100000	0	0	31,170.00	31,170.00	0.00	100.00
5164 Rent	2,086,860.00	3,805,061.00	3,805,061	2,342,611.96	61.57	61.57

5164 IK rent 41,000	0	0	4,500.00	3,872.00	0.00	86.04
Utilisation as at 31 December 2024	Approved budget in CZK	Budget after adjustments in CZK	Final budget in CZK	Total budget utilisation in CZK	Utilisation to the adjusted budget in %	Utilisation of final budget in %
5166 Consulting, advisory and legal services	690,000.00	237,502.00	237,502.00	195,086	82.14	82.14
5166 Consulting, advisory and legal services IK 41 00000	0	0	394,680.00	68,520.00	0.00	17.36
5167 Services, training and education	1,728,793.00	980,000.00	980,000	902,124.78	92.05	92.05
5167 Services, training and education IK 41 00000	0	0	400,000.00	318,166.55	0.00	79.54
5168 Data processing services	7,596,000.00	8,589,157.00	8,589,157.00	8,082,502.08	94.10%	94.10
5168 Data processing services IK 41 00000	0.00	0	3,966,650.00	2,863,614.41	0.00	72.19
5169 Purchase of other services - not classified elsewhere (inspection activities, catering, etc.)	33,197,935.00	32,259,237.16	32,259,237.16	27,907,447.21	86.51	86.51
5169 Purchase of other services - not classified elsewhere IK 41 00000	0	0	23,440,619.14	21,521,544.58	0.00	91.81
<b>517 - Other purchases</b>	<b>10,711,970.00</b>	<b>10,813,892.20</b>	<b>12,943,812.20</b>	<b>9,207,446.16</b>	<b>85.14</b>	<b>71.13</b>
of which 5,171 Repairs and maintenance	4,148,000.00	5,798,022.20	5,798,022.20	2,936,418.15	50.65	50.65
5171 Repairs and maintenance of IK 41 00000	0	0	1,991,750.00	1,618,984.37	0.00	81.28
5172 Software	0	0.00	0.00	0.00	0.00	0.00
5172 Software IK 41 00000	0.00	0.00	138,170.00	115,966.40	0.00	83.93
5173 Travel expenses (domestic and international)	5,925,970.00	4,380,870.00	4,380,870	3,933,453.98	89.79	89.79
5173 Travel expenses IK 41 00000	0.00	0	0	0	0.00	0.00
5175 Hospitality	400,000	580,000	580,000	553,862.00	95.49	95.49
5175 IK hospitality 41,000	0	0	0	0	0.00	0.00
5176 Conference participation fees	238,000	55,000	55,000	48,761.26	88.66	88.66
5179 Other purchases not classified elsewhere.	0	0	0	0	0.00	0.00
<b>518 - Advances paid</b>	<b>0</b>	<b>560,706.90</b>	<b>560,706.90</b>	<b>0.00</b>	<b>0.00</b>	<b>0.00</b>
of which 5181 Advances provided to advance-paying organisations	0.00	525,000	525,000	0.00	0.00	0.00
5182 Advances provided to own cash desk	0.00	35,706.90	35,706.90	0.00	0.00	0.00
5189 Advances provided on VISA cards	0.00	0	0	0.00	0.00	0.00
<b>519 - Expenditure related to non-investment purchases</b>	<b>2,757,470</b>	<b>3,306,491</b>	<b>3,306,491</b>	<b>1,299,898.97</b>	<b>39.31</b>	<b>39.31</b>
of which 5191 Penalties paid	0	0	0	0.00	0.00	0.00
5192 Non-investment contributions and reimbursements provided	676,970	1,589,278	1,589,278	302,671.50	19.04	19.04

5192 Compensation for court proceedings IK 41 00000	0	0	0	0.00	0.00	0.00
5194 Donations in kind	30,000	0	0	0	0.00	0.00
5194 Donations in kind IK 41 00000	0	0	0.00	0.00	0.00	0.00
5195 Contribution for persons with severe disabilities	0.00	0	0.00	0.00	0.00	0.00
Utilisation as at 31 December 2024	Approved budget in CZK	Budget after adjustments in CZK	Final budget in CZK	Total budget utilisation in CZK	Utilisation of adjusted budget in %	Utilisation of final budget in %
5199 Expenditure related to non-investment purchases, n.e.c.	2,050,500.00	1,717,213.00	1,717,213.00	997,227.47	58.07	58.07
<b>534 - Non-investment transfers to own funds</b>	2,143,422.00	2,143,422.00	2,066,661.00	2,066,661.00	96.42	100.00
of which 5342 Non-investment transfers FKSP	2,143,422.00	2,143,422	2,066,328	2,066,328.00	96.40	100.00
5342 Non-investment transfers FKSP IK 2509000	0	0	0.00	0	0.00	0.00
5342 Non-investment transfers FKSP IK 4100000	0	0	333	333	0.00	0.00
5344 Non-invested transfers to reserve funds	0	0	0	0.00	0.00	0.00
5345 Non-investment transfers of own budget accounts	0.00	0	0.00	0.00	0.00	0.00
5346 Transfers to the reserve fund	0.00	0.00	0	0.00	0.00	0.00
<b>536 - Payments of taxes, fees, penalties</b>	100,000	5,083,045.61	7,337,628.94	39,471.08	0.78	0.54
of which 5361 Purchase of revenue stamps	0	0.00	0.00	0.00	0.00	0.00
5362 Tax and fee payments	100,000	46,100	46,100	39,100	0.00	0.00
5362 Tax and fee payments IK 4100000	0	0	11,500.00	0.00	0.00	0.00
5363 Payments of penalties to other budgets	0	5,036,945.61	5,036,945.61	371.08	0.01%	0.01
5363 Payments of penalties to other budgets IK 4100000	0.00	0.00	2,243,083.33	0.00	0.00	0.00
<b>542 - Compensation paid to the population + 5909</b>	0	15,500	15,500	0	0.00	0.00
of which 5424 Sick pay	0	0	0	0.00	0.00	0.00
of which 5424 Sick pay 4100000	0	0	0	0.00	0.00	0.00
5909 - Other IISSP costs	0	15,500	15,500.00	0	0.00	0.00
<b>Total current expenditure 5*</b>	375,784,144	377,784,144	418,705,299.96	379,766,213.30	100.52%	90.70
of which material expenses	82,333,628.00	84,349,128.00	132,828,302.96	97,036,457.30	115.04	73.05
<b>Capital expenditure</b>						
6111 IK 41 00000 SW 122V282202010	0	0	250,000.00	0	0.00	0.00
6111 IK 41 00000 SW 122V282202011	0	0	380,000.00	0	0.00	0.00
6121 IK 41 00000 Buildings, halls, structures 122V282202003	0	0	588,000	0	0.00	0.00
6121 IK 41 00000 Buildings, halls, structures 122V282202004	0	0	422,677.20	422,677.20	0.00	100.00

6121 IK 41 00000 Buildings, halls, structures 122V282202005	0.00	0	1,210,000	44,750.00	0.00	3.70
6121 IK 41 00000 Buildings, halls, structures 122V282202006	0	0	35,000	35,000.00	0.00	100.00
6121 IK 41 00000 Buildings, halls, structures 122V282202007	0	0	48,000	45,980.00	0.00	95.79
Utilisation as at 31 December 2024	Approved budget in CZK	Budget after adjustments in CZK	Final budget in CZK	Total budget utilisation in CZK	Utilisation of adjusted budget in %	Utilisation of final budget in %
6121 IK 41 00000 Buildings, halls, structures 122V282202008	0.00	0	48,400	0	0.00	0.00
6121 IK 41 00000 Buildings, halls, structures 122V282202009	0	0	100,000	60,500	0.00	60.50
6122 IK 11 00000 Machines, devices and equipment 122V28220R001	8,000,000.00	8,000,000	8,000,000.00	0	0.00	0.00
6122 IK 11 00000 Machines, instruments and equipment 122V28220R001	0.00	0.00	7,670,230.80	0	0.00	0.00
6123 IK 41 00000 Means of transport 122V282202002	0	0	15,000,000	10,324,076	0.00	68.83
<b>Total investment expenditure</b>	<b>8,000,000.00</b>	<b>8,000,000.00</b>	<b>33,752,308.00</b>	<b>10,932,983.20</b>	<b>136.66</b>	<b>32.39</b>
<b>TOTAL</b>	<b>383,784,144.00</b>	<b>385,784,144.00</b>	<b>452,457,607.96</b>	<b>390,699,196.50</b>	<b>101.27</b>	<b>86.35</b>

## Revenues 2024 - special revenue account (in CZK)

## Appendix No. 3

	YEAR 2024	YEAR 2023
Administrative proceedings orders and decisions	87,900,400	70,402,875.00
On-the-spot fines	5,880,400.00	7,525,500.00
Administrative fees	16,800	15,600.00
Costs of proceedings transferred to account 19-	-	-
Fines signposted to Customs Offices	-26,245,967.00	-20,829,499.00
<b>TOTAL</b>	<b>67,551,633.00</b>	<b>57,114,476</b>

## CTIA assets as at 31 December 2024 according to asset records

## Appendix No. 4

Type of assets	in CZK thousand
Software over CZK 60 thousand	34,647
Software under CZK 60 thousand	8,170
Land	1,450
Works of art and objects	130
Buildings - 6 buildings and 3 garages	51,589
Separate movable items and sets	63,685
Small long-term tangible assets up to CZK 40,000	56,539
Other minor long-term assets in off-balance sheet accounts	9,882
Assets under construction	153
Tangible fixed assets held for sale	0
<b>Total</b>	<b>226,245</b>



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