

# CONSUMER PROTECTION IN THE CZECH REPUBLIC

WHY TO PROTECT CONSUMER?



# HISTORY OF „CONSUMER PROTECTION“ IN THE REGION OF THE CZECH REPUBLIC

Official rules – law of obligation and public legal market protection

Market and exchange contract, property sale contract – towns/local regulations (except sale of horses no factual defect rules)

reeves and aldermen + guilds (1314 – guild of tailors)

Price tariffs – after plague epidemy in 14th century

Cheating in Prague pubs – 1390 – „official measuring instrument – Seidel - 0,48 l (0,33 l – Moravian)

1579 – „Práva městská Království českého“

(Municipal Laws of the Bohemian Kingdom) - unified interpretation (until 1811)

- Cheating in the 16th century – salt mixed with lime, salmon coloured with blood
- Chopped hand.....shame-cage.... chastisements preferred!



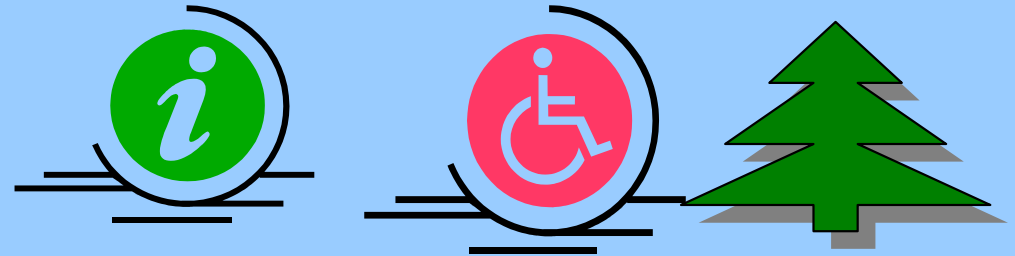
# Franz Josef I. - The Trade Regulation - 1860

ruling 1848-1916

- Basic rules and rights of tradesmen, designation of business premises, hygiene assurance, pricing....
- punishment or penalties – shut of premises, goods confiscation...
- valid until 1965
  
- **Penal Code - 1852** shorter and smaller volumes, scales... = crime; incorrect price or product features cheating = penal offence
- **General Civil Code – (1811 – Josef II.) – 1860** – sales contracts, loss compensation - valid until 1950 – cca 150 paragraphs
- **+ special codes**, e.g. Foodstuffs trade code (1897), Wine code (1907), production and circulation of foodstuffs, pedlary code (1852), business swindling code (1918) and unfair competition code (1927) – **deceptive advertising, fallacious goods origin labeling etc.**
- **1952** Czech Commercial (trade?) Inspection    **1958** Agriculture and food inspection authority
- **1949** – Internal Trade Code (valid until late 1980ies)

# CONSUMER 'S RIGHTS

- Czech (oslovak) republic – 1945 – constituent member of the UNO
- 1962 President John F. Kennedy 4 basic consumer rights „Special Message on Consumer Interests“:
- the right to safety
- the right to be informed
- the right to choose
- the right to be heard



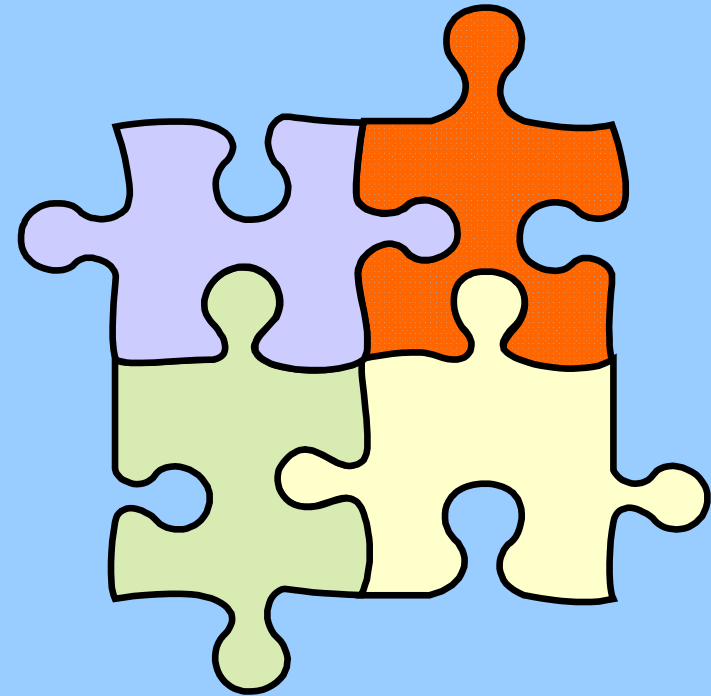
## 1985 – UN Guidelines for consumer protection:

- **The right to satisfaction of basic needs** - To have access to basic, essential goods and services: adequate food, clothing, shelter, health care, education, public utilities, water and sanitation.
- **The right to safety** - To be protected against products, production processes and services which are hazardous to health or life.
- **The right to be informed** - To be given the facts needed to make an informed choice, and to be protected against dishonest or misleading advertising and labelling.
- **The right to choose** - To be able to select from a range of products and services, offered at competitive prices with an assurance of satisfactory quality.

- **The right to be heard** - To have consumer interests represented in the making and execution of government policy, and in the development of products and services.
- **The right to redress** - To receive a fair settlement of just claims, including compensation for misrepresentation, shoddy goods or unsatisfactory services.
- **The right to consumer education** - To acquire knowledge and skills needed to make informed, confident choices about goods and services, while being aware of basic consumer rights and responsibilities and how to act on them.
- **The right to a healthy environment** - To live and work in an environment which is non-threatening to the well-being of present and future generations.
- **The EU rights – the same - 2004**

# SYSTEM OF CONSUMER PROTECTION IN THE CZECH REPUBLIC

- CONSUMER HIM/HERSELF
- GOVERNMENT:
  - decisions of government:
    - aims and policy
    - legislation (Czech and EU)
    - activities of ministeries
- GOVERNMENTAL ORGANIZATIONS
- NONGOVERNMENTAL COMPANIES(ORGANIZATIONS)
- CONSUMER ORGANIZATIONS (cca 12/2007)
- MEDIA



- **CONSUMER HIM/HERSELF** - information, knowledge, assertivity
- **MEDIA** (TV, radio, newspapers, magazines, internet...)  
<http://www.dtest.cz>  
<http://ekonomika.idnes.cz/test.asp>  
<http://www.ct24.cz/porady/testoviny/index.php>

- **GOVERNMENT** Parliament and Senate  
aims and policy:  
„Program declaration of the government“  
<http://www.vlada.cz/scripts/detail.php?id=19620>

„Consumer Protection Policy Concept for 2006 – 2010“

consumer rights to :

- the protection of health and safety
- the protection of economic interests
- compensation
- information and education
- representation in the handling of claims
- form and join the consumer protection organizations
- relevant choice in relation to the environmental and social impacts of consumption

- Czech ministeries:

**Ministry of Industry and trade** <http://www.mpo.cz/en/consumer-protection>

**Ministry of Agriculture** <http://www.mze.cz/en/outside.aspx>

**Ministry of Health** <http://www.mzcr.cz/index.php?kategorie=49>

**Ministry of Finance – credits, insurance**

<http://www.mfcr.cz/cps/rde/xchg/mfcr/hs.xsl/en.html>

**Ministry of the Environment**

<http://www.env.cz/env.nsf/homeie?OpenFrameSet>

**Ministry for Regional Development - tourism, funerals**

<http://www.mmr.cz/index.php?lang=3>

<http://www.mmr.cz/index.php?show=001027>



- **LEGISLATION:**

Act. No. 40/1964 Coll. Civil Code

Act No. 513/1990 Coll. Commercial Code

Act No. 634/1992 Coll. Consumer Protection Act

Act No. 102/2001 Coll on General Product Safety

Act No. 59/1998 Coll Liability for Damage Caused  
by the Defective Goods

**Act 321/2001 - Consumer Credit Act**

## ■ GOVERNMENTAL ORGANIZATIONS

- supervisory bodies and other:

Czech Trade Inspectorate <http://www.coi.cz>

State Agriculture and Food Inspection Authority

<http://www.szpi.gov.cz/eng/default.asp>

Institute of agricultural and food information

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

National Institute of public health

<http://www.szu.cz/English/english.htm>

Hygienic stations <http://www.khsbrno.cz/>

State Veterinary Administration [http://www.svscr.cz/hlavni\\_gb.php](http://www.svscr.cz/hlavni_gb.php)

State Institute for Drug Control <http://www.sukl.cz/enindex.htm>

Assay Office <http://www.puncovniurad.cz/en/>

Czech Metrological Institute

<http://prev.cmi.cz/index.php?act=000000000000&lang=2>

## ■ CONSUMER ORGANIZATIONS

Consumer.cz

<http://www.spotrebitel.cz>

Consumers Defence Association

<http://www.spotrebitele.cz>

Czech Consumers Association

<http://www.regio.cz/spotrebitel/EN/main/>

Consumer Consulting and Information Service

<http://www.obcanske-poradny.cz/>

Econnect

<http://zpravodajstvi.ecn.cz/index.stm?x=73162>

## ■ NONGOVERNMENTAL ORGANIZATIONS

Czech society for quality

<http://www.csq.cz/en/>

<http://www.socr.cz>