

A list of offices supervising consumer protection and their contact details

- Czech Trade Inspection Authority

Central Inspectorate
Štěpánská 15
120 00 **Prague 2**
tel.: 296 366 360

Regions of Ústí nad Labem and Liberec
Prokopa Diviše 6
400 01 **Ústí nad Labem**
tel.: 475 209 493

Central Bohemia and Capital City of Prague
Štěpánská 15
120 00 **Prague 2**
tel.: 296 366 360

Regions of Hradec Králové and Pardubice
Balbínova 821
500 03 **Hradec Králové**
tel.: 495 057 170

South Bohemia and Vysočina Regions
Mánesova 3
370 21 **České Budějovice**
tel.: 387 722 338

South Moravian and Zlín Regions
tř. Kpt. Jaroše 5
602 00 **Brno**
tel.: 545 125 911

Regions of Plzeň and Karlovy Vary
Houškova 33
308 57 **Plzeň**
tel.: 377 323 596

Moravian-Silesian and Olomouc Regions
Provozní 1
722 00 **Ostrava-Třebovice**
tel.: 596 964 675

- **Municipal trade licensing offices** (general focus similar to the one of CTIA)
- **Regional hygienic stations**
- **Customs offices** (sale of products and services breaching intellectual property rights)
- **Czech Agriculture and Food Inspection Authority** (food, agricultural and tobacco products)
Headquarters
Květná 15
603 00 **Brno**
tel.: 543 540 111; e-mail: epodatelna@szpi.gov.cz
- **State Veterinary Administration, Regional Veterinary Administrations and Municipal Veterinary Administration in Prague**
State Veterinary Administration of the Czech Republic
Slezská 7
120 00 **Prague 2**
tel.: 227 010 142; e-mail: e.podatelna@svscr.cz
- **State Institute for Drug Control** (human drugs)
State Institute for Drug Control
Šrobárova 48
100 41 **Prague 10**
tel.: 272 185 111; e-mail: posta@sukl.cz
- **Czech Proof House for Arms and Ammunition** (firearms, ammunition and pyrotechnics)
Czech Proof House for Arms and Ammunition
Jilmová 759/12
130 00 **Prague 3**
tel.: 284 081 821; e-mail: info@cuzzs.cz
- **Czech National Bank** (bank services, insurance, capital markets)
Czech National Bank
Senovážná 3
115 03 **Prague 1**
tel.: 224 411 111, toll-free 800 160 170; e-mail: podatelna@cnb.cz
- **Financial Arbitr** (transfer of funds, payment cards, etc.)
Office of Financial Arbitr
Legerova 69
110 00 **Prague 1**
tel.: 257 042 094, e-mail: arbitr@finarbitr.cz

Regulation of advertising

The Council for Radio and Television Broadcasting (radio and TV advertising), the State Institute for Drug Control (advertising of human drugs), the Ministry of Health (advertising of health care), the State Phytosanitary Administration (advertising of plant protection products), the Institute for State Control of Veterinary Biologicals and Medicines (advertising of veterinary medicine products), the Office for Personal Data Protection (unsolicited advertising on the internet), regional trade licensing offices (other cases).

A list of departments of the Czech Telecommunication Office and contact details

CTO – Department for Prague Region

Sokolovská 219, Prague 9
Postal address:
Post Box 02
225 02 **Prague 025**
tel.: 224 004 503; fax: 224 004 828

CTO - Department for Southern Bohemia

Žižkova tř. 1321/1
370 01 **České Budějovice**
tel.: 386 104 111; fax: 386 104 120

CTO - Department for Western Bohemia

Doudlevecká 25
Post Box 273
305 73 **Plzeň**
tel.: 377 925 911; fax: 377 236 693

CTO - Department for Northern Bohemia

Vaníčkova 1594/1
400 01 **Ústí nad Labem**
tel.: 475 309 311; fax: 475 210 572

CTO - Department for Southern Moravia

Šumavská 33
602 00 **Brno**
tel.: 541 428 611; fax: 541 214 531

CTO - Department for Northern Moravia

Sokolská třída 2800/99
702 00 **Ostrava-Moravská Ostrava**
tel.: 595 693 551; fax: 596 620 252

CTO - Department for Eastern Bohemia

Velké náměstí 1
500 03 **Hradec Králové**
tel.: 495 518 305; fax: 495 518 305

For more details about the activities of the Czech Telecommunication Office go to www.ctu.cz.
e-mail: podatelna@ctu.cz

Contact details for the Energy Regulatory Office and the State Energy Inspection Authority and their regional offices

Energy Regulatory Office

Masarykovo náměstí 5
586 01 **Jihlava**
tel.: 564 578 666
podatelna@eru.cz; www.eru.cz

State Energy Inspection Authority

Central Inspectorate
Gorazdova 24,
120 00 **Prague 2**
tel.: 224 907 340
posta@sei.gov.cz; www.cr-sei.cz

Regional Inspectorate for Capital City of Prague
Legerova 49
120 00 **Prague 2**
tel.: 221 102 111

Regional Inspectorate for Central Bohemian Region
Legerova 49
120 00 **Prague 2**
tel.: 221 102 111

Regional Inspectorate for Liberec Region
nám. Dr. E. Beneše 584/24
460 01 **Liberec**
tel.: 485 244 187

Regional Inspectorate for Pardubice Region
nám. Republiky 12
530 02 **Pardubice**
tel.: 466 859 803

Regional Inspectorate for South Bohemia Region
Lipenská 17
370 01 **České Budějovice**
tel.: 387 780 150

Regional Inspectorate for Plzeň Region
Rejskova 3
326 00 **Plzeň**
tel.: 377 240 705

Energy Regulatory Office, subsidiary office
Partyzánská 1/7
170 00 **Prague 7**
tel.: 255 715 555

Regional Inspectorate for Ústí nad Labem Region
W. Churchilla 12
400 01 **Ústí nad Labem**
tel.: 475 316 944

Regional Inspectorate for Hradec Králové Region
Wonkova 1143
500 02 **Hradec Králové**
tel.: 495 217 058

Regional Inspectorate for South Moravian Region
Opuštěná 4
602 00 **Brno**
tel.: 543 212 073

Regional Inspectorate for Olomouc Region
třída Míru 273/99
779 00 **Olomouc**
tel.: 585 711 711

Regional Inspectorate for Moravian-Silesian Region
Provozní 1
722 00 **Ostrava-Třebovice**
tel.: 596 946 061

Regional Inspectorate for Karlovy Vary Region
Sportovní 297/28
360 09 **Karlovy Vary**
tel.: 353 176 931

Regional Inspectorate for Vysočina Region
Tolstého 15
586 01 **Jihlava**
tel.: 567 551 293

Regional Inspectorate for Zlín Region
tř. T. Bati 853
760 01 **Zlín**
tel.: 577 005 641

Contact details of branches of some consumer associations

Consumers Protection Association (CPA)

<http://www.asociace-sos.cz>

advice by phone 900 080 808 (9am - 6pm),
subject to charge CZK 8/minute
free advice by e-mail: poradna@asociace-sos.cz

Advice bureaus

South Moravian Region

Mečová 5
602 00 **Brno**
Head of office: mazalova@asociace-sos.cz

Nádražní č. 4 (Karel Dvořáček Library)
682 01 **Vyškov**
Head of office: Mgr. Marie Turková,
turkova@asociace-sos.cz

South Bohemia Region

Senovážné nám. 13
370 01 **České Budějovice**
tel.: 386 353 542, 608 032 385
Head of office: Libuše Oulehlová,
oulehlova@asociace-sos.cz

Vančurova 2904 (University of South Bohemia,
office A220)
390 01 **Tábor**
Head of office: Libuše Oulehlová,
oulehlova@asociace-sos.cz

Hradec Králové Region

Na Drahách 110
517 22 **Albrechtice nad Orlicí**
Tel: 494 371 638
Head of office: Ing. Josef Černý, cerny@asociace-sos.cz

Gočárova třída 1620
500 02 **Hradec Králové**
(House of Trade Unions, 3rd floor, room No. 405)
Head of office: Ing. Josef Černý, cerny@asociace-sos.cz

Olomouc Region

tř. Svobody 26 (building of the Palacký University)
771 00 **Olomouc**

Head of office: Mgr. Klára Tesaříková,
tesarikova@asociace-sos.cz

Skálovo nám. 6 (Municipal Library of Prostějov)
796 01 **Prostějov**
Head of office: Mgr. Klára Tesaříková,
tesarikova@asociace-sos.cz

Plzeň Region

Malá 7 (premises of EnergetickaPoradna.cz)
301 00 **Plzeň**

Vysočina Region

Náměstí 28
594 01 **Velké Meziříčí**
Head of office: Zdeňka Zemanová,
zemanova@asociace-sos.cz

Příční ulice No. 405 (premises of the Trade
Licensing Office)
593 01 **Bystřice nad Pernštejnem**
Head of office: Z. Zemanová,
zemanova@asociace-sos.cz

Zlín Region

Větrná 2469
688 01 **Uherský Brod**
tel.: 776 646 600, 577 440 465
Head of office: kuncar@asociace-sos.cz

Moravian-Silesian Region

Jugoslávská 26 (premises of the veterinary clinic)
741 01 **Nový Jičín**
Head of office: Jana Šturmová,
sturmova@asociace-sos.cz

Consumer Defence Association of Moravia and Silesia

<http://www.sos-msk.cz>

Střelniční 8

702 00 **Ostrava**

tel./fax: 596 111 252, e-mail: ostrava@sos-msk.cz,

e-mail for consumer queries: poradna@sos-msk.cz

Ostrava advice bureau

Střelniční 8

702 00 **Ostrava**

tel.: 608 722 582, e-mail: ostrava@sos-msk.cz

Bohumín advice bureau

Čáslavská 1067

735 81 **Bohumín**

tel.: 605 801 362, e-mail: bohumin@sos-msk.cz

Travelling advice bureaux in Moravian-Silesian Region

Střelniční 1 (premises of Cultural and Social Centre "Střelnice", ground floor - room No. 4)

737 01 **Český Těšín**

tel.: 558 712 695, 608 722 582

nám. Míru 1 (premises of the Municipal Authority - Trade Licensing Department)

744 01 **Frenštát pod Radhoštěm**

tel.: 566 833 270

Divadelní 8 (premises of the Municipal Authority - Trade Licensing Department - meeting room)

741 01 **Nový Jičín**

tel.: 556 768 309

Krnovská 71C (premises of the Municipal Authority - Trade Licensing Department)

746 01 **Opava**, tel.: 553 756 601

Cross subway [Křížový podchod] (Senior Point office, next to the Police Station)

738 01 **Frýdek-Místek**

Tel.: 595 170 999

Travelling advice bureau in Olomouc Region

Kramářova 23 (near the train and bus stations)

750 02 **Přerov**

tel.: 725 103 567, 596 111 252

Travelling advice bureaux in Zlín Region

nám. 3. května 1791 (premises of the Municipal Authority, SPINEX o. p. s. office, 4th floor)

765 02 **Otrokovice**

Tel.: 596 111 252, 720 436 006

Husovo nám. 534 (premises of the Municipal Authority - Trade Licensing Department, building B, 1st floor)

767 01 **Kroměříž**

Tel.: 573 321 307, 720 436 006

The Czech Consumer Association

www.konzument.cz

advice by phone: 495 215 266

advice via internet - <http://konzument.cz/reseni-sporu/poradenstvi-scs/podani.php>

Regional contact points

Budějovická 73

140 00 **Prague 4**

tel.: 261 263 574

e-mail: spotrebitel@regio.cz

nám. Svobody 34

387 01 **Volyně**

Tel.: 775 061 622

e-mail: paja@studioatlantic.cz

contact person: Pavla Valhodovalá

Pražská 33

384 22 **Vlachovo Březí**

tel.: 388 329 190

e-mail: marie.ber@tiscali.cz

nám. Svobody 18/210 (building of Komerční banka)

669 02 **Znojmo**

tel.: 515 224 923

e-mail: jimorava@regio.cz

contact person: Ing. Miloš Kolář

ELIM Opava, o. s.

Rolnická 21A

747 05 **Opava-Kateřinky**

tel.: 553 653 239

e-mail: elimopava@elimopava.cz

contact person: Jana Weberová

YMCA in Ústí nad Labem

Dražďanská 106

400 01 **Ústí nad Labem**

tel.: 255 713 205
e-mail: usti@ymca.cz
contact person: Pavel Hušek

(ESPRO, s. r. o.)
Pobřežní 1804/5
350 02 **Cheb**
tel.: 775 318 388, 723 646 781, 354 433 413
e-mail: kraus@caper.cz
contact person Ing. Jaroslav Kraus, Jaroslava Stejskalová

tř. Karla IV. 430 (RKM Hradec Králové)
500 02 **Hradec Králové**
tel.: 495 215 266, 495 220 615

e-mail: krejcar@regio.cz; horakova@regio.cz
contact person: Petr Krejcar, Miluše Horáková

EKON co-operative
Valdštejnská 381/6
460 01 **Liberec**
tel.: 777 700 068
e-mail: _petrasko@hotmail.cz
contact person: Petr Jirásko

Spotřebitel net civic association

Bělehradská 235/118
120 00 **Prague 2 - Vinohrady**
tel.: 222 516 521
advice by phone: 775 476 080, 603 791 093
e-mail: spotrebitel@spotrebitel.net
www.spotrebitel.net

Advice bureaus

Prague

Karlovo náměstí 5 (Charitas palace)

120 00 **Prague 2**
by appointment only, tel.: 775 476 080

Masarykovo nábřeží 4 (Generali Insurance Company)

120 00 **Prague 2**
by appointment only, tel.: 775 476 080

Bělehradská 118
120 00 **Prague 2**
by appointment only, tel.: 222 516 521

Vysočina Region

Třebíč
only by phone, tel.: 775 716 456

Moravian-Silesian Region

tř. T. G. Masaryka 650 (office of Senator Ing. Richtrová, 1st floor)
738 01 **Frydek-Mistek**,
appointment by phone: 777 655 265

Karlovy Vary Region

Zámecká 2, **Sokolov**
by appointment only, tel.: 725 405 067

South Bohemia Region

Law office of Regional Authority - **České Budějovice**
by appointment only, tel.: 604 132 790

TEST Civic Association of Consumers

Černomořská 419/10
101 00 **Prague 10 - Vršovice**
tel.: 241 404 922
www.dtest.cz
advice by phone: 299 149 009 nebo 222 767 221
online advice for consumers - <http://www.dtest.cz/spotrebitelska-poradna>

advice bureau

Štefánikova 21 (1st floor of the Labour Office, near Anděl underground station)
150 00 **Prague 5**
by appointment only, tel.: 299 149 009