



AHHT
Agencija za nadzor nad tržištem BiH
Агенција за надзор над тржиштем БиХ
Market Surveillance Agency of B&H

Public awareness raising activities in Bosnia and Herzegovina and benefits for economic operators and consumers

9 – 10 October 2018, Kyiv, Third International Forum on technical regulations
Drazan Primorac, deputy director
Market Surveillance Agency of Bosnia and Herzegovina

Legal background

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- ❑ **Law on Market Surveillance in Bosnia and Herzegovina** ("Official Gazette of BiH", no. 45/04, 44/07, 102/09)
 - ❑ to continuously inform the public and all interested parties of the activities in the market surveillance
 - ❑ to periodically inform the authorities in BiH on the situation in the area of market surveillance

Public awareness raising activities for consumers in BiH

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- ❑ publishing all information on market surveillance activities for the public:
 - ❑ www.annt.gov.ba
 - ❑ www.facebook.com/ANNTBIH
 - ❑ <https://twitter.com/ANNTBIH>
- ❑ translating and publishing of the EU RAPEX notifications
- ❑ preparing the brochures, leaflets and other instructive materials for consumers and economic operators
- ❑ publishing an Bulletin on unsafe products in BiH
- ❑ participating in the TV and radio programs
- ❑ organizing and attending seminars and round tables in cooperation with consumers associations in BiH

Public awareness raising activities for economic operators in BiH

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- ❑ organizing and attending training and seminars for economic operators in cooperation with chambers of commerce in Bosnia and Herzegovina
- ❑ preparing regularly different kind of texts for economic operators in the official journal of the Foreign Trade Chamber of Bosnia and Herzegovina
- ❑ answering on various inquiries from economic operators
- ❑ preparing and publishing a Guide for economic operators with guidelines for placing of products on the market
- ❑ providing assistance to economic operators in the course of conducting of market surveillance activities

MSA BiH Internet page (www.annt.gov.ba)

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 BOSNA I HERCEGOVINA

PRILAGODAVANJE | BOSANSKI | HRVATSKI | SRPSKI | ENGLIS

Agencija za nadzor nad tržištem Bosne i Hercegovine

Pretraga

Agencija ▾ Nadzor nad tržištem ▾ Nesigurni proizvodi ▾ Za potrošače ▾ Za poslovne subjekte ▾ Međunarodna suradnja ▾

Nesigurni proizvodi pronađeni na tržištu BiH



13.9.2018

Dječja hodalica Orange Baby Land

Dječja hodalica predstavlja ozbiljan rizik od ozljede za djecu.



Vijesti



4.9.2018

Stanje na tržištu glede sigurnosti dječjih ogradica je zadovoljavajuće

Agencija i tržišne inspekcije entiteta i Brčko distrikta BiH provele su zajedničke aktivnosti nadzora dječjih ogradica u razdoblju svibanj – kolovoz 2018. godine.



PROIZVODI POD LUPOM

Izaberi ▾

OBRASCI

- Obrazac za prigovor (žalbu) potrošača koji se odnosi na sigurnost proizvoda
- Obrazac za obavještanje nadležnog organa o opasnim proizvodima od strane proizvođača i distributera

Statistics - www.annt.gov.ba

6



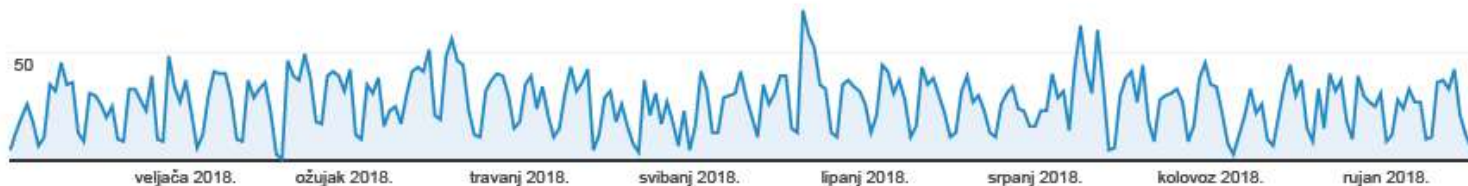
Svi korisnici
100,00% Korisnici

1. sij 2018. - 18. ruj 2018.

Pregled

● Korisnici

100



Korisnici

5.365



Novi korisnici

5.258



Sesije

7.694



Broj sesija po korisniku

1,43



Pregledi stranice

23.586



Stranice po sesiji

3,07



Prosj. trajanje sesije

00:02:04

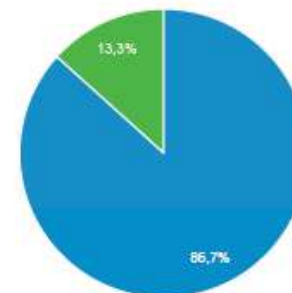


Stopa napuštanja

55,25%



■ New Visitor ■ Returning Visitor



(Source: Google Analytics)

Examples of public awareness raising (Tweeter and Facebook)

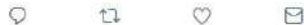
7



Tweets **217** Following **23** Followers **8** Likes **17**

Tweets Tweets & replies

 **ANNTBIH** @ANNTBIH · Sep 13
Stanje na tržištu u pogledu sigurnosti dječjih ograda je zadovoljavajuće.
annt.gov.ba/Aktuelnosti/Vi...



 **ANNTBIH** @ANNTBIH · Sep 13
Zašto se podizanje sigurnosti...

ANNTBIH

@ANNTBIH

Agencija za nadzor nad tržištem BiH /
Агенција за надзор над тржиштем БиХ

Karađorđeva 8,71123 ISarajevo

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Agencija za nadzor
nad tržištem BiH /
Агенција за надзор
над тржиштем
БИХ

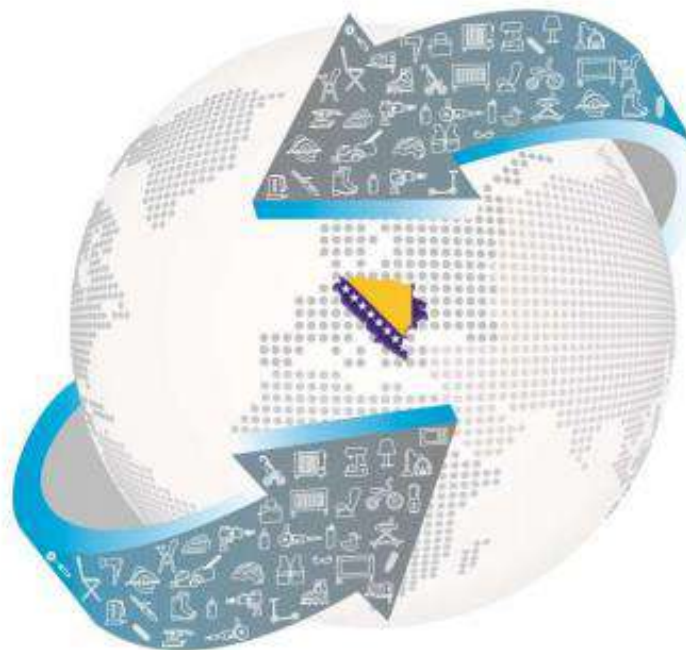
@ANNTBIH



Like Share Suggest Edits ...

Send Message

A Guide for economic operators



Leaflets and brochures for consumers and economic operators

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**SIGURNOST
DJEČJIH
BICIKLA**



**PRIJENOSNE
KVARCNE
SOBNE
GRIJALICE**



**OSOBN
ZAŠTITNA
OPREMA**

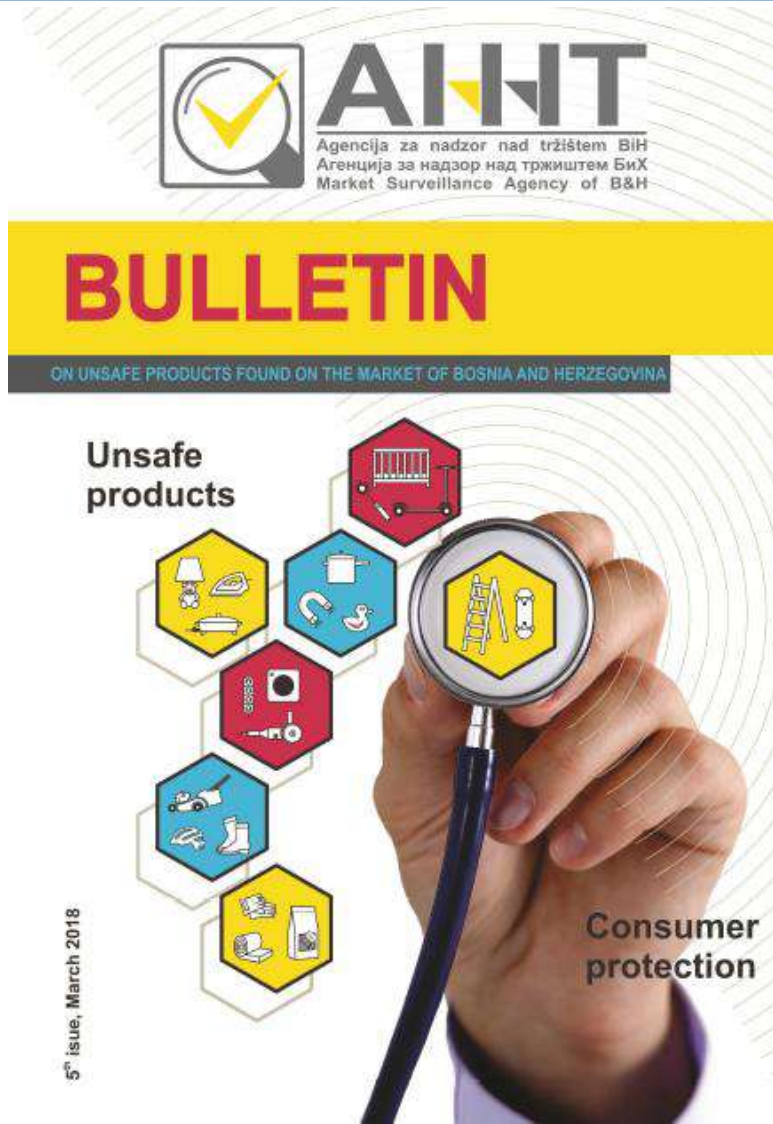
**ZAŠTITNE
RUKAVICE**



**SIGURNOST
DJEČJE
ODJEĆE SA
VRPCAMA I
VEZICAMA**

Bulletin on unsafe products in BiH

10

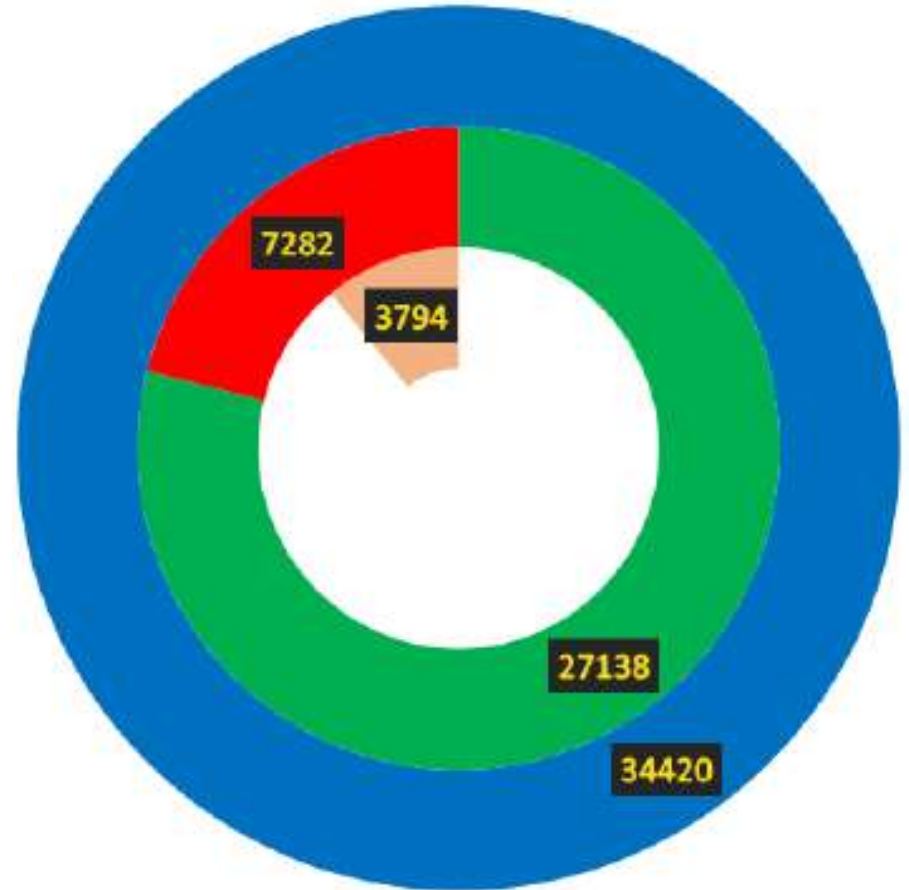


Market surveillance statistics in 2017

Market surveillance results

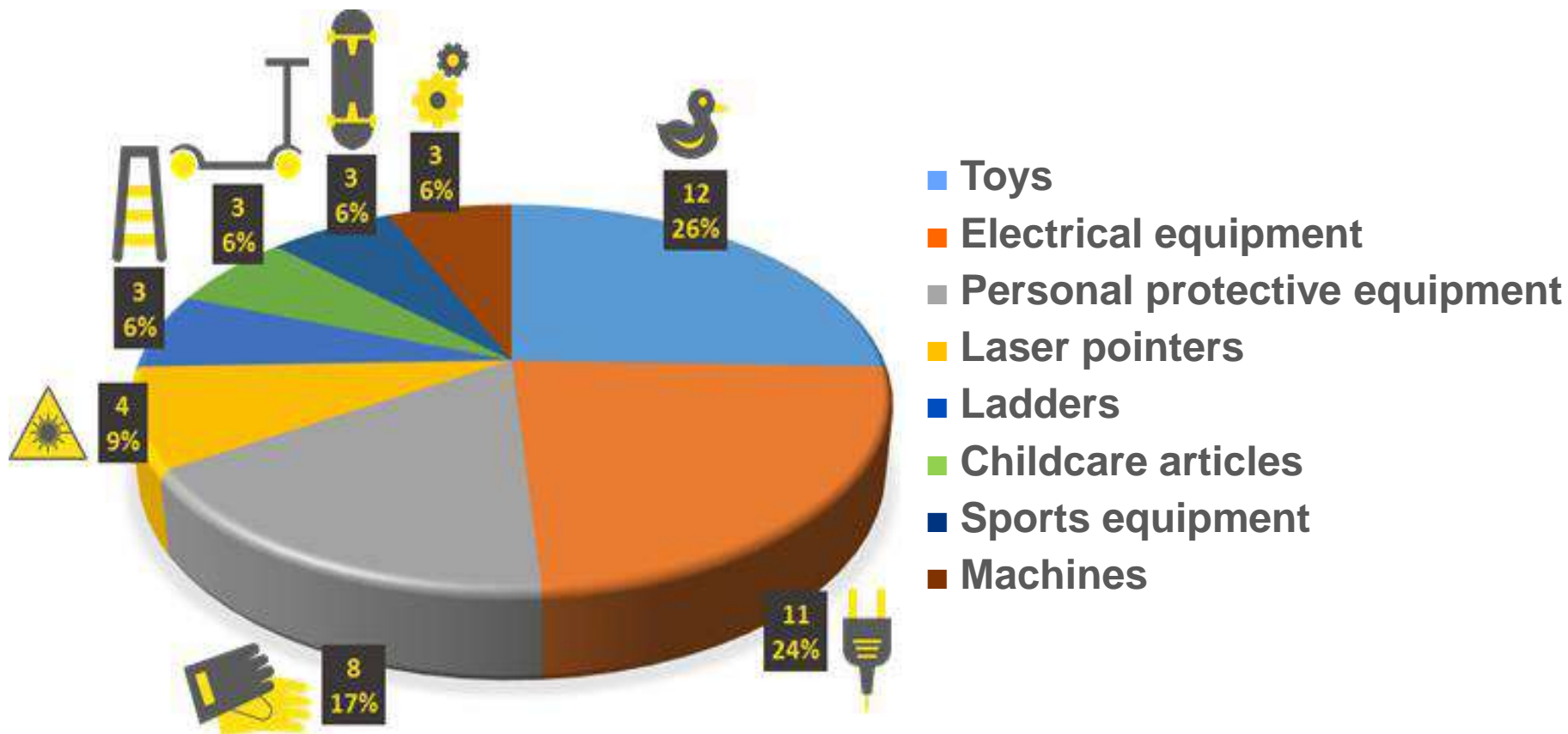
12

- Total number of non-compliant products
- Number of products in which the non-compliances were removed
- Number of products withdrawn from the market
- Number of destroyed products



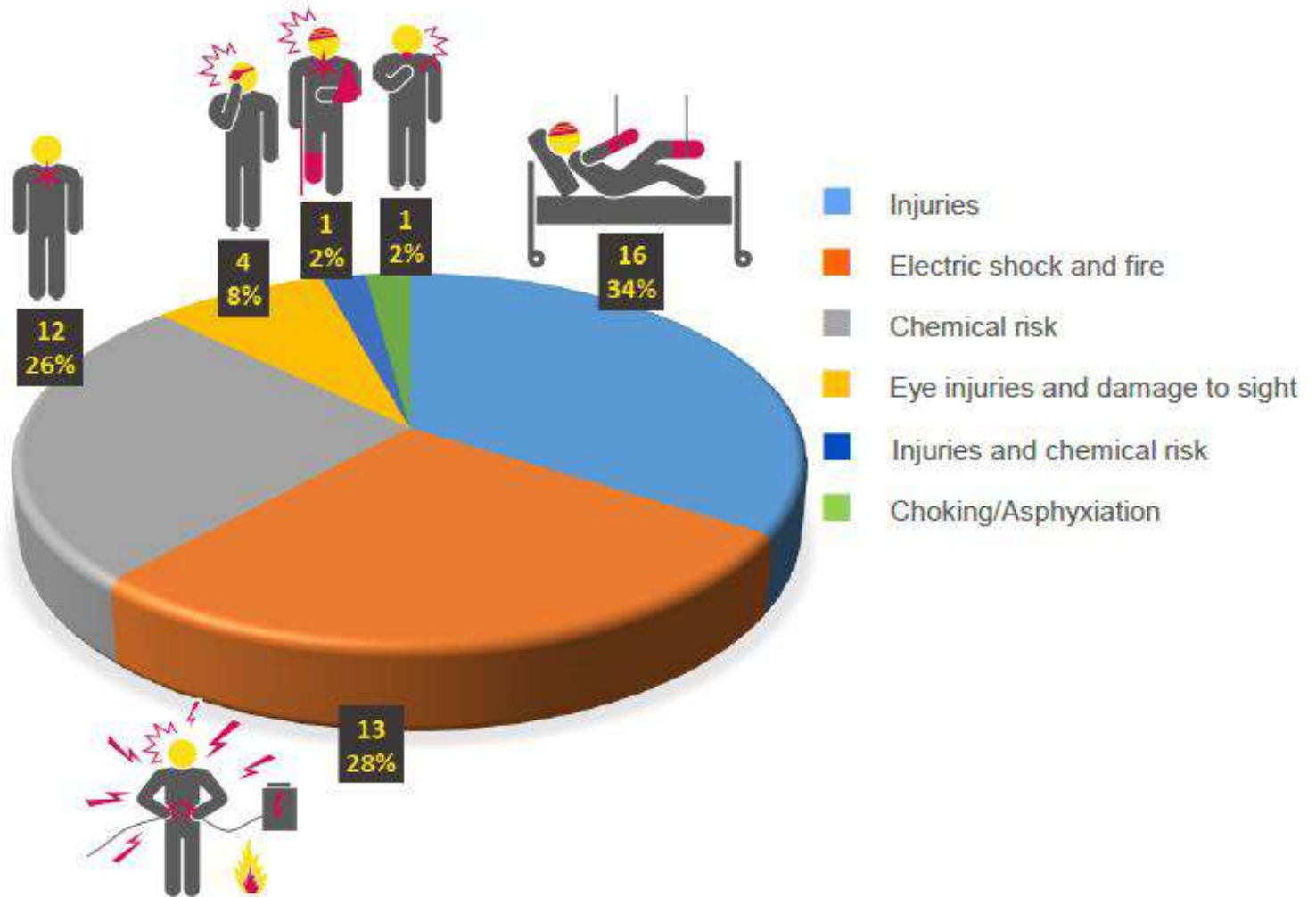
Groups of products posing serious risk to consumers

13



Types of risks

14



Origin of products posing serious risk

15



Benefits from public awareness raising activities

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- ❑ economic operators get information on the applicable product safety regulations and standards for various product groups
- ❑ economic operators get useful information that can help them to export their products to European Union market
- ❑ economic operators get useful information helping them when ordering products from global producers and companies (they are informed about requirements of products they import)
- ❑ contribute to level playing field for all economic operators
- ❑ contribute to better consumer protection and public interests
- ❑ economic operators and consumers get informed about unsafe products found in Bosnia and Herzegovina and EU

Questions?



Thank you
for your attention!

Contacts

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