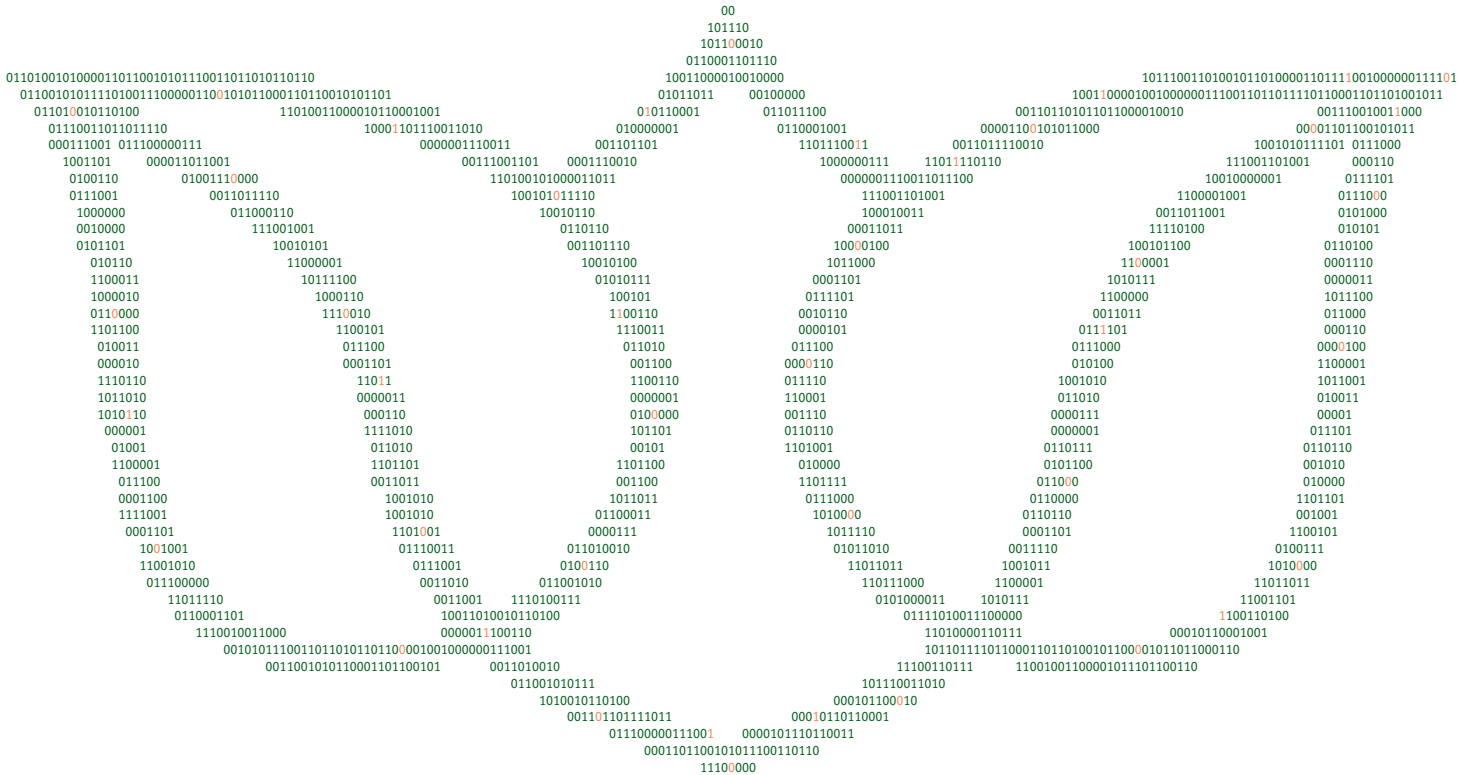


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CZECH SOCIAL SECURITY ADMINISTRATION



Annual Report 2013

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CZECH SOCIAL SECURITY ADMINISTRATION

The Czech Social Security Administration recorded using a binary code



The Czech Social Security Administration is a strategically managed institution with a clearly defined framework of its existence and future orientation, which has been stipulated in a document entitled "The CSSA Strategic Goals for 2009-2013". Four CSSA basic priority tasks were formulated for 2013; namely, the client-oriented approach, high-quality decision-making, execution agenda, and stabilisation of the CSAA as such.

The client-oriented approach has become integral part of work of all CSSA employees who deal with the agenda within the organisation's responsibilities. As of 1 December 2013 we managed to launch, after several months of efforts, a web application, which was introduced to the public as CSSA ePortal. In practice that means that the Czech Social Security Administration has introduced a "self-service" principle for its clients in the form of e-communication. A client logs in, the system authorises him/her and performs a requested task. Selected services and information, which clients can obtain electronically - online - through the CSSA ePortal, had previously been available only through a personal contact with CSSA staff or in the form of correspondence. The launch of the CSSA ePortal means that our clients, that means the insured persons, pensioners, self-employed persons, and employers, can electronically obtain or ask for information on pension and sickness insurance or on collected premiums via the Internet. The current legislation currently makes it possible to use the e-communication system only with databox users. However, the Czech Social Security Administration has already initiated a study solving other alternative ways of logging in the CSSA ePortal and legislative support. The results achieved to date indicate that those services for the public will lead to desirable decreasing of requirements for traditional and repeated administrative acts.

Staff at the CSSA district offices, Prague headquarters helpdesk and three specialised call-centres provide the public with technical assistance, in particular as regards rights to benefits, and employers with technical assistance during inspections. This assistance is largely used mainly by self-employed persons, because social insurance regulations covering the agenda of insurance premiums and insurance of entrepreneurs and self-employed persons is extremely complex and complicated. Due to their highly competent approach, staff of the CSSA district offices managed to eliminate complaints arising from misunderstanding of the legal regulation, which is so difficult to understand. The highly friendly and prompt approach to the clients was used during the year also in answering their questions due to their lack of knowledge of specific features of social insurance.

In accordance with the stipulated priority tasks of the Czech Social Security Administration for 2013, which focused on prompt and efficient processing of applications for pension benefits, the average duration of the procedure pertaining those applications shortened in all sections involved in their processing. The shorter duration of procedures and stabilisation of the agenda resulted from several factors. Those include, in particular, consistent monitoring of the procedure duration for every case, optimised processing and partial changes in the technical support. The lower numbers of filed applications for pension benefits in the past two years had a positive impact, too. Worthwhile also were projects and activities focused on strengthening and modernising the central computer system using newer and more powerful technologies, which were were realised in 2013.

The Czech Social Security Administration is a modern, efficient and professional institution. From the clients and our point of view, it is a pleasing achievement, as well as a commitment, which is being performed by all of us through our daily routine. The Czech Social Security Administration is also a complex mechanism, consisting not only of fixed and unchanged elements, but also of those, which are variable and flexible. Those include, in particular, our high-quality experts equipped with knowledge-based information, competent people.

Prof. JUDr. Vilém Kahoun, Ph.D.
Director General of the CSSA

Selected Key Data for 2013

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Success rate of collecting insurance premiums		99.05%
Taxable revenue from insurance premiums (CZK million)		362,393
Expenditure on pension insurance benefits (CZK million)		372,335
Expenditure on sickness insurance benefits (CZK million)		20,143
Clients		8,469 506
Of which	insured persons	4,275,544
	communicating employers	269,734
	self-employed persons ¹⁾	977,228
	pensioners in the Czech Republic	2,857,856
	pensioners with non-standard pay-out methods ²⁾	83,427
	persons with voluntary pension insurance	5,717
Pensions paid out ³⁾		3,568 655
Countries to which the CSSA pays out pensions		84
Pension applications processed		172,638
Personal pension insurance information sheets sent to clients		125,262
Appraisals by the CSSA's Medical Assessment Service		401,382
Electronically submitted documents received		9,449,088
CSSA employees		8,867

Note: Data are given as of 31 December 2013.

¹⁾ self-employed persons running a business

²⁾ pay-outs to foreign countries and other pay-outs

³⁾ numbers of pensions, including non-standard pay-outs

The Czech Social Security Administration is the largest financial administration institution in the Czech Republic, holding an exceptional position in the Czech state administration with total revenues and expenditures of CZK 761 billion in 2013. The Czech Social Security Administration handles the affairs of roughly 8.5 million clients, 2.9 million of whom are pensioners. It pays out 3.5 million pensions and 200,000 sickness insurance benefits each month. It also decides the pension and sickness insurance benefits.

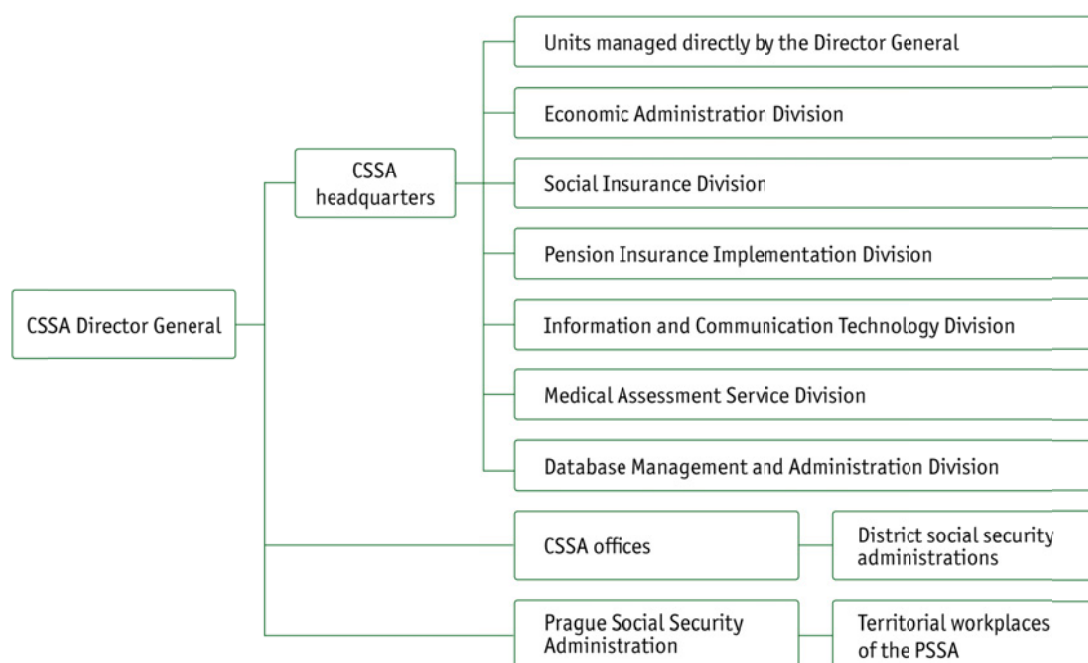
The Czech Social Security Administration provides more than a third of the state budget's revenues through the collection of social security insurance premiums, contributions to the state employment policy and voluntary pension insurance.

The Czech Social Security Administration also has a medical assessment service, which assesses degrees of disability that impact a citizen's capacity to work for the purposes of pension insurance. This service draws up assessments for the provision of non-insurance benefits and other social security systems. The CSSA performs health assessments for the purposes of sickness insurance and inspects assessments of temporary incapacity for work by attending physicians.

The Czech Social Security Administration carries out the international agenda within its powers according to the applicable European coordination regulations and international social security agreements. In particular, the CSSA awards and pays out pensions, sickness and maternity benefits, accident at work and occupational disease benefits as arising from pension and sickness insurance in the cases with international elements, and it also determines legislation applicable in relation to the other EU and EEA states, Switzerland and other countries with which the Czech Republic has concluded a treaty on social security. The Czech Social Security Administration is the liaison body for the entire Czech Republic in the area of pension and sickness insurance and in determining what legislation is applicable.

The Czech Social Security Administration's long-standing credo has been to be a modern, swift and client-driven institution that carries out the defined priority tasks.

The CSSA organisational structure



Pension Insurance Implementation

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One of the CSSA's principal tasks is deciding pension benefits. Those include old-age pensions, disability pensions in all degrees, widow's pensions, widower's pensions and orphan's pensions. The CSSA also decides benefits according to the so-called compensation acts (extra payments or contributions on top of pension), which are paid as parts of pensions. Deciding pension insurance claims and amounts and payments of pension insurance benefits includes deciding according to the national regulations, according to the so-called EU coordination regulations and international social security agreements.

The numbers of pensioners and pensions as of 31st December

	2010	2011	2012	2013	
The number of pensioners	2,819,093	2,873,004	2,866,056	2,857,856	
Of which	women	1,710,947	1,733,924	1,725,329	1,715,906
	Men	1,108,146	1,139,080	1,140,727	1,141,950
The number of paid out pensions	3,446,767	3,501,402	3,493,544	3,482,237	
Of which	old-age	2,340,147	2,340,147	2,341,220	2,340,321
	disability *)	445,033	445,033	438,509	433,414
	survivors'	716,222	716,222	713,815	708,502

Note: The numbers of pensioners and paid-out pensions are for the Czech Republic, i.e. not including pay-outs to foreign countries and other non-standard payments.

Compared to 2012, the durations of proceedings on old-age pension insurance benefits shortened by 5 days and on disability pensions by 10 days. In 2013 the durations of proceedings on pension insurance benefits, or the durations of the complete processing of an application for a pension benefit, were 31 days in average for old-age pensions, 60 days for disability pensions and 29 days for survivors' pensions. The longer durations of the proceedings on disability pensions are due to the necessary assessment of the applicant's health condition to determine his/her reduced capacity to work (this part of the proceedings can last up to 45 days).

Development of the durations of proceedings on pension insurance benefits processed pursuant to national legislation as of 31st December

(in days)

		2010	2011	2012	2013
Old-age pensions		72	53	36	31
Disability pensions	1 st degree	126	111	70	60
	2 nd degree	126	113	72	60
	3 rd degree	119	108	69	59
Survivor' pensions	widower's'	40	37	29	27
	widow's'	38	36	29	27
	orphan's'	61	49	35	32
Total		80	59	42	36

The benefit decision-making process includes an increasing ratio of applications with international elements. International elements (application of coordination regulations and international social security agreements) makes this agenda more complex and more time-consuming compared to the cases, which are processed according to the national law only. It is necessary to communicate with foreign insurance providers, usually through European forms, and investigate many facts. Besides, the international pension agenda keeps evolving. Commencing from 1 July 2013, the coordination regulations have been applied also in relation to Croatia, which accessed the EU. As of 1 December 2013, Act No. 274/2013 Coll. came into effect; this regulation covers the title to a so-called top-up allowance paid to certain Czech and Slovak old-age pensioners. In spite of those specific features, the agenda of pensions with international elements has stabilised in general and the durations of proceedings have considerably shortened to 65 days (in 2012 the average duration of the proceedings with international elements was 161 days).

In 2013 191,516 new applications for pension were recorded. The figure consists of 53% of applications for old-age pension, 21% of applications for disability pension and 26% of applications for survivor's pension. At the same time over 330,000 other applications and submissions were filed. A considerable part of the submissions (approximately 39,000) accounted for applications for increase of old-age pension filed by the persons who continued gainful employment after they had become entitled to and begun receiving their old-age pensions. Also, unusually high numbers of applications for old-age pension suspension (about 22,000) were received in 2013, as some persons decided to give up their rights to pension pay-outs for one or several days. Of the total number of recorded new applications, the CSSA received 16,382 applications for pension benefits with international elements and approximately 94,000 submissions relating international pension proceedings. 1,200 applications for extra payment on top of pension were filed in the end of the year by certain Czech and Slovak old-age pensioners according to the new legislation.

The numbers of new applications for pension as of 31 December

		2010	2011	2012	2013
Applications filed	according to national regulations	208,584	244,770	168,463	175,134
	with international elements	15,693	18,033	15,258	16,382
Total		224,277	262,803	183,721	191,516

The pensions within pension proceedings are paid by the CSSA in the Czech Republic in two basic ways depending on the client's request, either in cash through Czech Post, or by bank transfers through the Czech National Bank. The CSSA pays pensions also to social institutions, psychiatric hospitals and prisons in case the client is placed in that institution. As of 31 December 2013 a total of 1,319,000 pay-outs through the Czech Post's pension service were recorded. This way of pay-out shows a decreasing trend in the recent years. On the contrary, the numbers of pay-outs by means of bank transfer keep increasing. Commencing from 2012, more pensions are paid by means of bank transfer rather than in cash - as of 31 December 2013 a total of 1,474,000 pay-outs by means of bank transfer were recorded.

Average old-age pension amount as of 31 December

(CZK)

	2010	2011	2012	2013
Men	11,240	11,700	11,948	12,150
Women	9,189	9,584	9,782	9,955
Total	10,123	10,552	10,778	10,970

Note: Old-age pension amount not including any other type of pension, e.g. widows' pension.

The numbers of pensions paid to foreign countries keep significantly and permanently increasing. The number of such pensions increased by 30,000 in the past five years up to 80,000 pensions. Most pensions are paid to Slovakia - 25,000, to Germany - 17,000, and to Poland - almost 14,000.

Development of the numbers of pay-outs to foreign countries as of 31 December

	2010	2011	2012	2013
Pay-outs abroad	59,548	66,689	75,157	80,173

Pensions paid abroad by state

State	The number of pensioners	State	The number of pensioners
Algeria	3	Hungary	180
Andorra	2	Macedonia	413
Argentina	5	Mali	1
Australia	2,066	Malta	6
Belgium	128	Morocco	2
Belarus	3	Mexico	11
Bolivia	4	Moldova	5
Bosnia and Herzegovina	121	Monaco	1
Brazil	14	Namibia	1
Bulgaria	1,995	Netherlands	470
Montenegro	42	Norway	91
Denmark	109	New Zealand	21
Dominican Republic	3	Panama	1
Egypt	2	Paraguay	3
Estonia	2	Peru	2
Philippines	10	Poland	13,772
Finland	21	Puerto Rico	2
France	697	Portugal	9
Chile	8	Austria	2,537
Croatia	282	Republic of Kosovo	1
India	1	Romania	22
Indonesia	11	Russia	9
Iraq	1	Greece	1,869
Iran	2	Seychelles	1
Ireland	30	Slovak Republic	25,004
Iceland	2	Slovenia	147
Italy	259	United Arab Emirates	2
Israel	119	Germany	17,187
Japan	14	Serbia	315
South African Republic	56	Syria	1
Cameroon	1	Spain	145
Canada	3,548	Sweden	1,325
Colombia	1	Switzerland	3,218
Costa Rica	5	Tanzania	1
Cuba	4	Thailand	8
Kuwait	2	Tunisia	1
Cyprus	19	Ukraine	437
Liechtenstein	5	Uruguay	1
Lithuania	8	USA	2,684
Latvia	4	United Kingdom	618
Luxembourg	25	Venezuela	5
Madagascar	1	Vietnam	9
		Total	80,173

Note: Data are given as of 31 December 2013.

Pensions with Execution Withholdings

In recent years pension proceedings have also included the agenda of execution withholdings from pension insurance benefits. This agenda is characterised by a trend of growth. As the body that pays out pensions, the CSSA is obliged to withhold sums from pensions in cases where the enforcement of a decision was ordered by a court, in administrative proceedings, by an execution order issued by a court executor, or in bankruptcy or insolvency proceedings. Over the course of 2013 a total of 947,000 submissions or motions were delivered to the CSSA, which is a rise of 83,000 submissions compared to 2012. A total of 970,000 submissions were dealt with in 2013. Although the execution agenda increased, its processing was stable during the year.

Development of pension pay-outs with execution withholdings as of 31 December

	2010	2011	2012	2013
Pensions with execution withholdings	51,184	60,874	67,614	70,997

The provision of information to executors and other authorised persons also makes up a significant part of the execution agenda. In 2010 an agreement was concluded with the Chamber of Executors on the electronic exchange of data in order to significantly reduce the administrative burden on the CSSA in dealing with requests for cooperation from court executors. In 2013, 1,945,000 submissions were received this way, while in 2012 it had been 789,000.

Deciding Appeals and Legal Proceedings

Decisions made by the social security authority in the cases of pension insurance can be appealed against; written appeals are decided by the CSSA, which can also decide against the party to the proceedings. Objection proceedings are regular remedies within administrative procedure, as the proceedings are a precondition for the case to be heard by a court of law where an action is brought before an administrative court. Clients filed 13,935 objections in 2013. Most first-instance objections, in particular 67% of cases, were sustained. 29.1% of decisions were changed or revoked. The CSSA reported a considerable part of sustained first-instance decisions in the proceedings where the results depended on preparation of health assessments. In 2013, 78% of decisions were sustained in such cases and only 21.3% of decisions being appealed against were changed or revoked. The figures more or less corresponded to the ratios from 2012.

In 2013, a total of 1,496 new legal actions were initiated. In the same period 730 cases were completed before regional courts, those were both substantive cases and benefits conditional on long-term adverse states of health. The CSSA was successful in 588 disputes, which accounts for 80%; judgements annulling decisions, i.e. against the CSSA, were given in 142 legal actions (20% of all legal actions). The successful cases included also those in which complainants withdrew their actions (a total of 199 cases). The overall success rate was comparable to that in 2012, which had been 88%. The CSSA filed in 2013 10 extraordinary appeals against decisions of regional courts. Two cases were lost by the CSSA, six cases were successful for the CSSA, and the remaining cases are still in progress before the Supreme Administrative Court. Complainants filed 101 extraordinary appeals in 2013. 92 cases were completed; complainants were successful in two cases of that number and lost 90 cases.

Sickness Insurance Implementation

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District Social Security Administrations (the Prague SSA in Prague, the Brno MSSA in Brno – DSSA) pay out four kinds of sickness insurance benefits. Those are sickness benefits, cash maternity benefits, attendance allowance, and compensatory benefits in pregnancy and maternity. In 2013 the DSSAs processed almost 2.5 million sickness insurance benefits as part of their main activities, which is an increase by about 5% compared to 2012. The figure included 63.87% of sickness benefits, 21.51% of cash maternity benefits and 14.56% of attendance allowance. The compensatory benefits in pregnancy and maternity comprised only an insignificant amount (0.06%). If they pay premiums for sickness insurance, self-employed persons are entitled to sickness benefits and cash maternity benefits in case they meet the stipulated conditions. The Sickness Insurance Act (Act No. 187/2006 Coll.) determines the persons who are insured under sickness insurance and conditions for their insurance.

In 2013, much as in the previous year, the activities of the CSSA and DSSAs were primarily focused on meeting the legal time limits for processing sickness insurance benefits. 99.98 % of sickness insurance benefits were processed within the statutory time limit of 30 days. The percentage of benefits processed after the time limit was only 0.02% over the course of the year. Compared to the preceding years, the processing quality of sickness insurance benefits kept increasing also due to the conducted analyses of cases processed for more than 30 days. This helps to improve public perception of the institution. In recent years sickness insurance implementation has also included the agenda of execution withholdings from sickness insurance benefits. In average, 5,100 withholdings of sickness insurance benefits due to execution per month were made in 2013. The total annual number of withholdings was 61,745, which increased the number of withholdings in 2012 by over 40%. The higher numbers of withholdings from sickness insurance benefits due to execution resulted in a significantly higher work load in their processing. In spite of the higher work load, benefits including withholdings were processed in a standard way not increasing the number of workers.

The number of sickness insurance benefits processed and processing duration as of 31 December

		2010 ^{*)}	2011	2012	2013
The total number of processed benefits		2,019,854	2,542,386	2,371 285	2,487,658
Of which	Sickness benefit	1,428 360	1,678,866	1,524,226	1,588,891
	CMB	440,731	567,052	543,462	534,978
	Attendance Allowance	149,860	295,067	301,860	362,183
	CBPM	903	1,401	1,737	1,606
The percentage of benefits processed (%)	within 10 days	91.11	86.25	91.79	90.83
	11 – 30 days	8.33	13.47	8.17	9.15
	total up to 30 days	99.44	99.72	99.96	99.98
	over 30 days	0.56	0.28	0.04	0.02

^{*)} For 2010 data are only given for the period from April to December, as the relevant statistical data about the benefits processing time were not available for the previous period.

Note: CMB – cash maternity benefits; CBPM – compensatory benefits in pregnancy and maternity

Temporary Incapacity for Work

Staff responsible for checking that insured persons on sickness leave complied with the treatment regimen performed 146,025 inspections in 2013. The percentage of identified suspicions (i.e. a suspected breach of the treatment regimen by the insured person who is temporarily incapable for work) in the total number of inspections performed in 2013 was over 22% as in 2012. The regimen breach was confirmed in more than 11% of the total number of suspicious cases, which corresponded to the value identified in 2012. Upon the basis of the confirmed cases of suspected breaches a total of 2,609 administrative decisions either reducing or withdrawing sickness benefit were issued in 2013.

The number of completed cases of temporary incapacity for work increased year-on-year by more than 9.4 % up to 1,326,884. This growth was recorded in all regions of the Czech Republic. As usual, the highest numbers of cases were processed in March. That was due to the high number of respiratory illnesses, which typically occur during a cool part of the year. While the numbers of completed cases of temporary incapacity for work and the total numbers of sick days increased year-on-year, the average duration of one case shortened in 2013 by more than 2 days. The values developed differently in different Czech regions.

Indicators of compliance with the regimen for those on temporary sickness leave and of temporary incapacity for work

Indicator	Amount
Number of inspections of compliance with the TIW regimen	146,025
Sanctions applied ^{*)}	2,609
Breaches of the treatment regimen	3,662
Completed cases of TIW	1,326 884
The number of sick days	57,132,916
Average duration of 1 case of TIW (in days)	43.06
TIW terminated by a decision of the CSSA	855

^{*)} The numbers of issued decisions to reduce or withdraw sickness benefits.

Note: Data are given as of 31 December 2013.

TIW - temporary incapacity for work; DSSA - District Social Security Administrations (Prague Social Security Administration in Prague, Municipal Social Security Administration in Brno)

Collecting Social Security Insurance Contributions

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The collection of social insurance premiums and contributions to the state employment policy is one of the key activities of the CSSA. The CSSA contributes one third of the income of the state budget by collecting the premiums and contributions. A high success rate in the collection of premiums was maintained even under the conditions of the ongoing economic crisis.

Development of the overall success rate of collecting premiums and accessories as of 31 December

(million CZK)

	2010	2011	2012	2013
Prescribed	346,688	359,345	365,615	366,221
Write-off of unrecoverable receivables	877	-215	-234	-928
Prescribed insurance adjusted for write-off of unrecoverable receivables	347,565	359,130	365,381	365,293
Collected ¹⁾	346,101	357,919	362,097	362,758
Collection success rate ²⁾ (%)	99.8	99.6	99.0	99.1
Collection success rate adjusted for write-off of unrecoverable receivables ²⁾ (%)	99.6	99.7	99.1	99.3

¹⁾ received sickness and pension insurance premiums and contributions to the state employment policy

²⁾ rounded to one decimal place

Receivables Arising from Social Security Premiums

As of 31 December 2013, the CSSA recorded receivables against insurance payers totalling CZK 63.378 billion. The figure is a cumulated sum total of receivables from 1993. The amount includes 57.6% of owing premiums, 39.1% of owing penalties, 0.2% of owing fines and 3% of receivables under instalment regimen. The receivables increased by CZK 852 million in 2013, which is an increase by 1.36% compared to 2012. The cumulated assessed income (collection) amounted to CZK 5.5 trillion from 1993, which means that only 0.6% of the "principal" had not been collected since 1993.

Structure of receivables

(million CZK)

Payers		Receivables					Total	Percentage share (%)
		from insurance	from penalties	from fines	other			
De-registered payers	S-E – PI	4,898	2,051	54	0	7,003	11.05	
	Employers	15,270	16,492	66	0	31,828	50.22	
	Total	20,168	18,544	120	0	38,831	61.27	
Registered payers	S-E – PI	7,941	2,193	18	0	10,152	16.02	
	Employers	8,419	4,039	11	0	12,469	19.67	
	Total	16,360	6,231	29	0	22,621	35.69	
Instalment system	S-E – PI	0	0	0	498	498	0.79	
	Employers	0	0	0	1,429	1,429	2.25	
	Total	0	0	0	1,926	1,926	3.04	
Total	S-E – PI	12,839	4,244	72	498	17,652	27.85	
	Employers	23,689	20,531	77	1,429	45,726	72.15	
	Total	36,528	24,775	149	1,926	63,378	100.00	
Percentage share (%)		57.64	39.09	0.23	3.04	100.00	x	

Note: Data are given as of 31 December 2013. Individual items are mathematically rounded to the nearest CZK million, which is why the totals may not match the simple sum of the displayed (already rounded) data.

Collection and Legal Enforcement of Receivables from Premiums

DSSAs collected and enforced receivables in 2013 using all available legal means of administrative execution and court-ordered enforcement of a decision (with limitations stated below), including receivables with international elements. The CSSA claims were also registered in insolvency proceedings.

In 2013 a total of 147,135 enforceable titles were enforced, which was 3.08% more than in 2012. In the year in question the amount of claims recovered in administrative execution rose by 36.82% and receivables of about CZK 3.1 billion were extracted, representing 35.96% of the total amount enforced in that period. Thanks to a thorough approach, the CSSA collected an approximately same amount as in 2012 during a time of ongoing economic crisis. In the year in question the execution costs paid reached CZK 25.207 million (CZK 21.513 million were paid in 2012).

In 2013 the number of initiated insolvency proceedings rose by 4,934; that means the insolvency proceedings were higher by 14.98% than in 2012. 3,627 receivables were claimed in insolvency proceedings, i.e. more by 37.49% than in 2012, with 1,221 receivables being dealt with in bankruptcy proceedings. The number of claims dealt with through debt relief also increased. In the year in question 776 insolvency proceedings were completed with a paid amount of almost CZK 198.4 million, i.e. 13.85% of the total volume of claimed receivables. This trend was a result of the ongoing economic crisis.

In 2013 the amended Code of Civil Procedure (Act No. 99/1963 Coll.) considerably affected enforcement results, because the DSSAs lost the possibility to use the court-ordered enforcement of a decision otherwise than through court executors. Considering potential costs, the DSSAs were cautious, analysing experience acquired in this field. The files forwarded by courts to court executors amounted to 49,308 in 2013. The total number of executions stopped by executor upon a DSSA motion was 33,595. The low number of appeals against execution orders indicate a high quality of the proceedings undertaken, and development of the proceedings proper also reflect that the premium payers were aware of the failure to pay statutory premiums.

In 2013 the CSSA received 100 applications from EU member states for assistance in claim recovery. 23 applications for claim recovery were forwarded to the respective DSSAs and 26 applications were returned due to failure to meet the conditions laid down in the above mentioned regulations, or due to insufficient assets or for another reason preventing the debt from being recovered. The debtor's income or property in the Czech Republic, which could be seized, was checked in the case of 36 applications. The EU member states sent eight requests for serving execution titles on the territory of the Czech Republic in the year in question; respective decisions were served on debtors in five cases. The number of requests increased by 38 compared to 2012, i.e. by 61.29%. The amount of claims, for which EU member states requested assistance, increased from CZK 21.6 million to CZK 23.9 million, i.e. by 10.65%. The CSSA sent 56 requests for assistance in claim recovery to contact authorities in EU member states in 2013. Those included 19 requests to check potential recovery (R 012), 14 requests for notification (R 015) and 18 requests to recover debts (R 017). Furthermore, five applications or claims were registered in bankruptcy proceedings initiated outside the territory of the Czech Republic in the year in question.

Inspection of Fulfilment of Social Security Obligations

The aim of inspections, which are important part of the CSSA work, usually is to determine whether employers correctly calculate the assessment base and insurance premium and properly keep pension insurance registration files. Employers in particular perceive positively those inspections. They can usually ascertain all issues during inspections and they can be sure their obligations are properly met in line with regulations. The sickness insurance inspections focused mainly on correct calculation of assessment bases in respective periods. Further areas included the fulfilment of reporting and information duties, correct evaluation of participation in sickness insurance and reporting of correct data to determine and calculate sickness benefits.

A total of 114,766 inspections were carried out at employers during the year in question, which is in average 455 inspections daily. The figure stated above included 22,638 unplanned inspections, mainly on grounds of winding up of the entities inspected; the number of the so-called winding-up inspections was 20,316. Inspection activities at employers were carried out in average by 516 inspectors. That means one inspector carried out over 222 inspections during the year.

The entities inspected in 2013 submitted for inspection more than 8.5 million of payroll sheets. The inspections revealed premiums in arrears (including in respect of incorrectly assessed wage compensation) amounting to CZK 47.94 million and overpaid premiums amounting to CZK 67 million. 4,311 payment demands were issued based on inspection findings, demanding payment of over CZK

51 million on owing premiums and penalties. 1,085 fines amounting to over CZK 3 million were imposed on inspected employers for non-compliance with their obligations, in particular in keeping pension insurance registration files.

Inspections of employers' fulfilment of their obligations in the area of social security

Region	Number of inspections	Number of payment assessments issued	Amount of payment assessments issued (thousands CZK)			Fines imposed	
			Contribution owed	Penalty	Contribution + penalty	number	amount (thousands CZK)
South Bohemian	6,532	249	1,524	324	1,848	12	52
South Moravian	12,989	430	3,312	787	4,099	22	42
Karlovy Vary	3,008	141	940	155	1,095	81	171
Hradec Králové	5,596	235	1,818	529	2,347	147	310
Liberec	4,274	168	1,090	234	1,324	113	385
Moravian-Silesian	11,147	542	4,888	1,118	6,006	43	143
Olomouc	6,243	213	1,273	237	1,510	56	307
Pardubice	5,008	217	1,856	396	2,252	222	505
Plzeň	5,707	194	2,410	581	2,991	39	161
Prague	24,081	830	11,368	2,651	14,019	48	252
Central Bohemian	12,172	430	7,056	2,034	9,090	14	51
Ústí	7,279	237	1,613	401	2,014	155	448
Vysočina	4,410	144	726	154	880	22	72
Zlín	6,320	281	1,384	241	1,625	111	458
Total	114,766	4,311	41,258	9,842	51,100	1,085	3,357

Note: Data are given as of 31 December 2013.

As of 31 December 2013, the records included 2,639 unavailable employers on whom respective investigations were made to inspect whether they fulfil their obligations in the area of social security.

Medical Assessment Service Activities

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Over 400,000 assessments for the purposes of social security benefits and services conditional on long-term adverse states of health were prepared in 2013. Of that number assessments for the CSSA agenda (insurance systems) accounted for over 40% and assessments for the Labour Office of the Czech Republic (non-insurance systems) for almost 60%.

Assessments performed by the MAS by type as of 31 December

	2010	2011	2012	2013
Ascertaining disability examinations	66,371	51,763	51,490	48,837
Revision disability and disability degree examinations	104,004	106,541	112,408	100,581
Appellate pension insurance proceedings	7,808	10,589	9,394	7,836
Assessments of children for long-term adverse state of health	581	364	206	148
Prolongation of payments of sickness benefits	11,348	13,566	15,023	16,520
Total insurance systems	190,112	182,823	188,521	173,922
Person with a health disadvantage	10,644	9,189	1,899	-
State social support	12,539	13,923	1,047	-
Appraisals for extraordinary benefits and other appraisals for social care	113,381	97,395	13,953	-
Mobility contribution	-	-	37,400	36,707
Contribution for special aid	-	-	10,369	12,583
Card of a person with health disadvantage	-	-	23,917	34,085
Assessment of degree of dependency	144,274	133,285	156,170	144,085
Total non-insurance systems	280,838	253,792	244,755	227,460
Total	470,950	436,615	433,276	401,382

Note: MAS - Medical Assessment Service; PI - pension insurance; SI - sickness insurance

In 2013 the Medical Assessment Service focused on technical activities, meeting of administrative time limits for the preparation of assessments and methodical management of doctors and clerks in relation to the legislative changes from 1 January 2014, i.e. assessments of health for the purposes of the card of a person with health disadvantage. A new methodology for health assessment for the purposes of Act No. 329/2011 Coll., on Benefits for Persons with Health Disadvantage and on Amendments to Related Regulations, effective from 1 January 2014, was prepared in cooperation with competent divisions of the Ministry of Labour and Social Affairs and General Directorate of the Labour Office of the Czech Republic, and medical officers were trained in the new method of assessment. 4,131 appraisal were reviewed within methodical and control activities,

Compensation According to the Special Regulations

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The CSSA specific agenda includes deciding benefits according to the so-called compensation acts (extra payments or contributions on top of pension), which are paid as parts of pensions.

In the field of compensation the CSSA continued implementation of Act No. 357/2005 Coll. and Government Regulation No. 622/2004 Coll., in particular in the connection with new applications for pension filed by persons who had been victims to totalitarian regimes. Again, the CSSA continued processing the applications for one-off cash sums according to respective regulations, which included complicated and complex proving and the proceedings were not yet finished. The CSSA also decided applications for pension adjustments according to Act No. 262/2011 Coll., on the Participants in Anti-Communist Opposition and Resistance, which stipulates the conditions for pension adjustments to the stipulated minimum amount for the persons mentioned in the regulation.

One-off cash sums are provided to some victims of Nazi persecution under Act No. 217/1994 Coll. In 2013 no such payout was made.

Under Act No. 39/2000 Coll., one-off cash sums are paid out to members of Czechoslovak foreign armies and allied armies from the years 1939 to 1945. In 2013 no such payout was made.

Under Act No. 261/2001 Coll. one-off cash sums are paid out to participants in the national struggle for liberation, to political prisoners and to persons imprisoned in military work camps for racial or religious reasons. In 2013 one-off cash sums totalling CZK 0.34 million were paid to twenty persons.

Under Act No. 172/2002 Coll. one-off cash sums are paid out to persons taken away to the USSR or to camps established by the USSR in other states. In 2013 no such payout was made.

Under Government Order No. 622/2004 Coll., an extra payment is provided on top of pension to mitigate certain wrongs caused by the communist regime in the social sphere. The extra payments on top of pensions were paid out to 5,689 persons in December 2013; the total benefits of this kind amounted to CZK 144 million in 2013.

Under Act No. 357/2005 participants in the national resistance and some of their survivors are honoured for the establishment and liberation of Czechoslovakia; a special extra payment on top of pension is provided to certain persons; and a one-off cash sum is provided to certain participants in the national struggle for liberation in the years 1939 to 1945. In December 2013 this extra payment pursuant to Act No. 357/2005 Coll. was paid out to 9,474 persons and the special contribution on top of pension to 18,156 persons. For the whole of 2013 a total of CZK 624 million was paid out under this extra payment on top of pension and the special contribution. In 2013 two payouts of the one-off cash sum were made, totalling CZK 15,000.

Under Act No. 108/2009 Coll., on a One-off Cash Sum Replacing the Extra Payment on Top of Pension and Special Contribution to Pension and amending certain acts, the one-off cash sum was paid out to 19 persons in 2013 for a total amount of CZK 6.1 million.

Pension adjustments pursuant to Act No. 262/2011 Coll. were performed in 19 cases in 2013, with 27 such requests rejected. Partially because pensions amounted to or exceeded the amount to which it should have been adjusted, partially because the applicants were not given certifications of participation in resistance against communism by the Ministry of Defence of the Czech Republic, which certification is a prerequisite for the pension adjustment.

Economic Management and Employees

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The state budget set the CSSA's total revenue for 2013 at CZK 368.57 billion. The taxable revenues were set for 2013 at CZK 367.96 billion. The actual taxable revenues amounted to CZK 362.39 billion, i.e. meeting 98.49% of the budgeted amount. The CSSA collected CZK 323.8 billion in 2013, i.e. more by CZK 0.4 billion than in the same period of 2012 (an increase by 0.1%). The expenditure on pension insurance benefits as of 31 December 2013 exceeded the income for pension insurance by CZK 49.7 billion. As regards the sickness insurance premiums, the CSSA collected CZK 25.1 billion, i.e. more by CZK 0.2 billion than in the same period of the preceding year (an increase by 0.7 %). The CSSA income for sickness insurance as of 31 December 2013 exceeded the expenditure by CZK 5 billion.

Expenditure on pension insurance benefits as of 31 December ^{*)}

(million CZK)

	2010	2011	2012	2013
Old-age pensions	265,985	284,614	295,140	300,574
Disability pensions for 3 rd degree disability	30,870	29,504	28,067	26,903
Disability pensions for 2 nd degree disability	4,295	5,116	5,250	5,457
Disability pensions for 1 st degree disability	12,516	12,831	12,159	12,140
Widow's pensions	21,018	21,483	21,463	21,398
Widower's' pensions	2,263	2,385	2,443	2,505
Orphan's' pensions	3,214	3,301	3,341	3,358
Total	340,162	359,234	367,864	372,335

^{*)} The advance from December of the previous year has been added to pensions and the advance for January of the following year deducted.

Note: Expenditure for individual items have been rounded to the nearest CZK million, which is why the total may not match the simple sum of the numbers.

Expenditure on sickness insurance benefits as of 31 December

(million CZK)

	2010	2,011	2012	2013
Sickness benefits	14,944	13,354	11,465	12,035
Cash maternity benefit	7,410	7,506	7,224	7,258
Attendance allowance	431	640	682	843
Compensatory benefits in pregnancy and maternity	4	6	7	7
Total	22,789	21,505	19,377	20,143

Note: Expenditure for individual items have been rounded to the nearest CZK million, which is why the total may not match the simple sum of the numbers.

Operations and Assets Management

Consolidation and revision of contracts were stressed from the beginning of the year, which resulted in subsequent savings, and the CSSA continued, amongst other, implementation of strict austerity measures. As of 31 December 2013 the CSSA had fixed tangible assets worth almost CZK 8.4 billion and fixed intangible assets of CZK 2.1 billion. All of the assets were used exclusively for the realisation of the CSSA's public administration work.

In 2013 the programme "Development and Renovation of the Czech Social Security Administration's Material-Technical Base 2011-2015" continued for the third year. CZK 327 million was transferred to the CSSA budget for the programme funding as of

31 December 2013. Most activities in 2013 were in the stage of preparation of the project documentation and tendering procedures for contractors. Those were activities lasting for several years, which would continue in next years. The finished activities, which are important for personal contact with clients, included a reconstruction of a parking place and entry hall in the branch in Ostrava, reconstruction of lifts in the buildings of the District Social Security Administration in Zlín and District Social Security Administration in Mělník, and a purchase of a rented building for the District Social Security Administration in Chrudim.

Material expenditures including independently streamed items and projects co-financed by the EU were budgeted at CZK 1.1 billion to provide for the CSSA activities, including a budget for projects co-funded by the EU amounting to CZK 6.7 million. CZK 1.09 billion was designed to finance the net material expenditures, which accounted only for 52.4% of the 2012 budget. Considering the complex agendas provided for by the CSSA, the budget for material expenditures was repeatedly increased during the second half of the year. A budget overrun for non-profiling statutory unused expenditures was also approved. This created conditions to fund the operations until the year-end and to perform the CSSA priority tasks. The final budget of material expenditures amounted as of 31 December 2013 to CZK 1.89 billion, including CZK 43 million allocated to projects co-financed by the EU. The actual drawing amounted almost to CZK 1.86 billion, including CZK 30.5 million for projects co-financed by the EU. The cost of postal services, which were finally budgeted at CZK 485 million, formed a crucial part of material expenditures in 2013; their actual cost was CZK 484 million. The other crucial expenditures of the CSSA in the year in question included the cost of information and communication technologies. Their actual value totalled CZK 628 million.

In accordance with the Public Procurement Act (Act No. 137/2006 Coll.), 21 invitations to tender according to section 27 (open procedure) were announced, of which five procedures were cancelled. Twenty-three procurement procedures were announced according to section 34 (negotiated procedure without publication) and fourteen public contracts according to section 38 (simplified below-the-threshold procedure), of which seven procedures were cancelled. One procurement procedure was announced according to section 22 (negotiated procedure with publication). A total of 59 procurement procedures were announced, of which twelve were cancelled.

Operating expenses as of 31 December

(million CZK)

	2010	2011	2012	2013
Financing for reproduction of assets	507	245	318	435
Total administrative expenditures	5,684	5,210	5,160	4,955
Of which				
wages and other staff costs	2,435	2,282	2,259	2,277
insurance, cultural and social needs fund and reimbursements	878	806	805	812
material expenditures	2,371	2,121	2,096	1,866
of that: local branches	481	420	399	489
Total operating expenses	6,191	5,455	5,478	5,390

Note: Expenditure for individual items have been rounded to the nearest CZK million, which is why the total may not match the simple sum of the numbers.

Employees

A high percentage of female workers in the total headcount is a specific feature of the CSSA structure of employees; women accounted for 88.7% of employees in 2013. In 2013 7.6% of women in average were on maternal and parental leave with children below 4 years of age and they were substituted by employees with temporary employment contracts.

The age structure of CSSA employees has remained almost unchanged in recent years. The largest group of employees fall into the age group from 51 to 60 years (27.7%) and the group from 41 to 50 years (27.5%). The qualification is also stable, the largest category of employees is that with completed secondary school education (65.6%). Considering the specification of activities performed and inclusion of works into salary classes, it seems to be desirable to increase the number of employees with higher secondary and tertiary education and strengthen the age structure of employees from 21 to 30 years.

Structure of employees by education and gender

Education	Total	Percentage share (%)
Primary	118	1.3
Apprenticed	454	5.1
Full specialist secondary	5,816	65.6
Specialist upper secondary	211	2.4
Tertiary	2,268	25.6
Total	8,867	100.0

Note: Data are given as of 31 December 2013.

In line with the Rules of Employee Education, employees' professional training is thus based on the CSSA's own courses focusing on developing the key skills of individual categories of employees. Internal training programmes have been supplemented with training by external experts. The CSSA used mainly its own educational and training facilities to provide for training events. English and German lectures continued and focused on improvement of language skills in technical terminology relating social security; a Czech-English dictionary of technical terms in this field has been created for the needs of CSSA employees.

A round-the-clock availability of e-courses for all CSSA employees was offered in 2013. Specialised courses focusing on deepening knowledge in selected legal areas (administrative, civil, commercial, labour, criminal, European and international social security law) and managerial skills are organised for CSSA employees in conjunction with the Law Faculty of Charles University in Prague, the Law Faculty of Palacký University in Olomouc, and with the University of Economics, Prague.

Database Administration

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Because error-free data on insured persons is a must for data searches in all CSSA databases and prompt processing of the clients' requests, the databases containing insured persons' identification data were updated as necessary and duplicity and errors were corrected. The database administered data and materials pertaining to the insured persons, which were transferred to the CSSA and which then became part of most of CSSA decision-making. The database of right-related data stores a total of 139,344,000 documentary evidences.

Most efforts focused on the creation of insured persons' individual electronic accounts as a result of several years of collection of millions of data. The data were checked and transformed into the form of unified instructions. The database of information on individual insurance holders is used by all centralised agendas within the entire CSSA, as well as by the new CSSA ePortal "opened" to the CSSA clients in December 2013.

Processing of difference sets arising from a comparison of personal information in the master registers with the data in the "Inhabitants Register Information System", which had been created to correctly fill in a basic register of the inhabitants, continued in 2013 so that the master registers could be interconnected with the "Basic Register Information System".

1,738,000 annual pension insurance registration files (PIRFs) prepared in forms were processed in 2013, of which 1,268,529 PIRFs for 2012 when the work had lasted also after 31 December 2012. 469,996 valid electronic submissions were received, containing 3,756,420 PIRF e-forms. In addition to annual PIRFs, 626,756 registration files and other documentary evidences delivered with new applications for pension insurance benefits or stored in pension insurance batch files were processed. 1,767,814 PIRFs were processed within data collection from digitalised PIRFs. 1,338,379 paper application forms, employee sickness insurance deregistration forms and notices of employment start were processed. 473,260 valid electronic submissions, which included 1,656,236 forms, were received.

In 2013 information from the register of insured persons was most frequently obligatorily provided to courts, court executors, the Police of the Czech Republic and other public administration authorities, e.g. customs authorities, financial authorities, municipal authorities, etc. The vast majority of these submissions were carried out as data reports sent through the data mailbox information system.

The CSSA also initiates allocation or re-examination of personal ID number by the Ministry of the Interior of the Czech Republic or allocates CSSA own numbers, so-called insured person's registration numbers, to register persons for the purposes of social insurance.

In 2013 a solution of data entries pertaining to the pension saving scheme in CSSA registers, so-called master registers, was implemented. This step made it possible to provide respective data according to the Retirement Savings Act and Supplementary Pension Savings Act within the communication with the Ministry of Finance of the Czech Republic and financial administration authorities.

Information and Communication Technology

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The CSSA administers a single public administration information system - registered since 12 May 2011 in the public administration information system register maintained by the Ministry of the Interior of the Czech Republic under the name of the "Czech Social Security Administration Integrated Information System". Its primary concept was retained and it remains focused on providing automated support for implementation of CSSA processes and the application of modern technologies in its activities. An analysis of the existing contractual obligations was prepared to improve the quality of operations and financial activities management in the field of information and communication technologies. Analysed contracts were re-assessed and consolidated, pre-project and project preparation processes were modified so as to evaluate in a complex way the requirements for implementation of the application support for the information and communication technologies in the CSSA.

However, the necessary minimum funds to cover operations and investments were secured as late as in the year-end. That was a considerable limitation both for the replacement of technical equipment and for the development of applications. That is why special attention was paid in particular to the replacement of critical items in the infrastructure, some of which had already reached the limits of their planned life. Further part of work stations have been replaced, data lines and active elements in local branches have been upgraded. The planned development of the central data repository continued, both in terms of performance and in terms of disk capacity. The CSSA managed to perform the tasks vital for its activities and necessary due to legislation changes.

Over the course of 2013, the application support for CSSA electronic communication with clients was provided, primarily the receipt of complaints and the sending of information that the CSSA is legally obliged to provide. The CSSA extended the possibility to send e-Submissions in the form of instructions via the "Databox Information System" to all services within e-Submissions. An electronic register via the application of the electronic filing service was launched at the turn of October and November 2013.

Number of submissions received by type of interface

Number of e-forms received		9,449,088
Of which	forms received from the "Databox Information System"	395,539
	forms received from the "Public Interface for e-Submissions"	7,701,011
	forms received from other interfaces	1,352,538
Number of e-forms rejected		3,606,117
Total number of e-forms processed		13,055 205

Note: Data are given as of 31 December 2013.

Using EU funds the CSSA has built a massive subsystem of application support for information and communication interfaces. A technology base has been created in this way, not only for the development of interconnection and data exchange with other authorities and institutions to which all CSSA communication with others would be transferred step by step. A communication interface for communication with clients, including a portal solution published as CSSA ePortal, has been built in the aforementioned subsystem; using this interface the CSSA began to render online selected services to natural persons and legal entities.

Public Relations and Cooperation with Foreign Partners

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The CSSA focuses its activities on expanding its services for clients, providing quality information and increasing the efficiency of the process of dispensing social security. The District Social Security Administration (DSSA) staff actively cooperated with employers, self-employed persons and doctors to whom they rendered the required information and assistance. Attention in these groups of clients focused in 2013 in particular on the field of mandatory electronic communication. Lecturing activities of some of the CSSA and DSSA staff demonstrate a pro-active approach to information sharing; those staff inform at workshops and other training events both the professional and general public about topical themes in the field of pension and sickness insurance and medical assessment.

Special attention was paid to the timely and complex information for clients, in particular in connection with the prepared and enacted legislation changes. In addition to the already mentioned introduction of mandatory electronic communication, the changes pertained to the current parameters for insurance premiums and calculation of benefits, to the assessment of health, to the act on the top-up allowance paid to some Czech and Slovak old-age pensioners, pension valorisation, etc. The public was also given practical information, what to do in various life situations; people were informed about rights and duties in the pension and sickness insurance and about conditions for benefits to be paid.

The CSSA communicated with the public also through its client centres and specialised call centres. The pension insurance client centre at the Prague headquarters attended in 2013 to 39,960 clients. Sorted by kind of activity, the matters processed by this client centre from 1 January to 31 December 2013 included 14,680 general requirements relating pension insurance, 3,896 applications for insurance duration statements, 5,514 requests for certificates on payment, type and amount of pension, 1,152 requests pertaining to execution withholdings from pension and 6,614 other requests relating pension insurance. Staff of the Prague pension insurance client centre also answered in 2013 326 questions on the pension reform. Eighty-four of them related the second pension pillar and 242 the third pension pillar. Clients appreciated smooth attendance without long waiting times, which is due also to a modern take a number system. The waiting time was 3 minutes in average, while the average time of attendance to the incoming clients without prior appointment was 15 minutes.

The client centre also offered a new service, which had been launched on 15 May 2012. The new service consists in arranging for a date of personal consultation for more complicated cases of pension insurance or an informative calculation of old-age pension. This service, which was rendered in excess of the CSSA statutory obligations, was highly popular among and appreciated by clients also in 2013. From 1 January to 31 December 2013 the service was used by 1,855 clients. The average consultation time with clients having appointment was 34 minutes.

The CSSA pension insurance call centre processed 189,378 telephone requests from clients in 2013, which accounted for 91.2% of the total telephone calls. Upon the clients' requests, the call centre sent out in 2013, amongst other, 5,082 certificates of pension and forwarded 7,716 clients' reminders and 2,089 urgent requirements from the DSSAs. The call centre also mediated 10 wire and cash pay-outs through the CSSA cash-desk. The CSSA tries to reduce the number of such pay-outs, because this form is expensive and with regard to the volume of paid out pensions it is negligible. Upon introduction of this new service of arranging for personal consultation, the call centre made appointments from 1 January to 31 December 2013 for 1,894 clients.

The CSSA has been operating for four years a sickness insurance call centre. Clients can contact this call centre with their questions in this field and they receive competent information basically fit for their situations. In 2013 the call centre cooperated during its activities with individual DSSAs and with CSSA methodology departments with the aim to improve efficiency of client attendance. The call centre system processing activity indicators recorded over the course of the year 56,249 calling clients; 49,866 calls of this number were made.

The technical helpdesk rendered services to the clients who communicated with the CSSA electronically. It dealt with problems in communication between the clients' information systems and CSSA information systems, gave advice on certificates (qualified certificates and CSSA encryption certificate) and provided information not only on e-Submissions but also on other forms of electronic submissions, such as filing of eye-readable formats in databoxes and in CSSA electronic registry. The technical helpdesk call centre services were used by 23,449 clients in 2013. Compared to 2012 the call centre staff answered questions of more than twice as many callers, which indicates the clients' increasing interest. Most questions pertained to error messages in the DIS receiving and processing e-Submissions (39% of the total number of questions). From about the second half of the year, questions from newly filing clients rose quite significantly, mainly in connection with the expected introduction of mandatory electronic communication in 2014. From the end of 2013 the call centre also helped with problems in logging to the CSSA ePortal and solved system error messages.

The CSSA web site is an important communication tool between the CSSA and general public. In 2013 their daily visit rate increased by 28.5% compared to 2012. March was traditionally the most visited month; the CSSA web site was visited by over 400,000 visitors (unique IP addresses) in that month.

Information materials issued by the CSSA over the course of the year stemmed from the need to provide the public with up-to-date information from the field of social security. Electronic forms of the publications were posted on the CSSA web site. Free printed forms were available in all local CSSA branches and also in other state administration offices, e.g. in labour offices and financial offices. The CSSA published in 2013 the "Manual for Future Pensioners in 2013" (45,000 copies), "SIP's Manual for Social Security in 2013" (15,000 copies), "Statistical Yearbook on Pension Insurance in 2012" (165 copies) and three types of "CSSA ePortal" leaflets (1,000,000 copies). The CSSA also published electronic versions of the "CSSA Annual Report 2012" and "Report on CSSA Activities in 2012".

A specialised monthly National Insurance was published by the CSSA during the course of 2013 with average run of 8,200 copies. Tables of contents of journal copies and full texts of certain important papers were available to readers also at the CSSA web site. Over 150 key papers on social security, medical assessment service, health care insurance, labour law, employment, information technologies in the state administration or personal development were prepared in 2013 again by renowned authors, experts on respective topics, mostly employees of the CSSA, Ministry of Labour and Social Affairs and other relevant institutions. In addition to the above, popular consultations were also published, in which readers' questions were answered by experts on respective areas, which form the journal contents. Eighty-six consultations were printed in 2013. Eighty readers in average sent answers to quiz questions responding to topical themes relating to the journal contents, which indicates popularity of the quiz.

Cooperation with Foreign Partners

The CSSA traditionally organises international consultation days with its German partner Deutsche Rentenversicherung, alternately in Germany and in the Czech Republic. The consultation days offer an established and frequently used by clients opportunity to receive necessary information on pension issues in both countries. The 13th Czech-German consultation days took place in March in Stuttgart and the 14th consultation days took place in October in Český Krumlov. Experts answered questions pertaining in particular to the conditions for the right to pension, insurance periods, pension age, process of applying for pension, or the state of the pension proceedings in progress.

The CSSA actively took part in the work of the EU bodies for the coordination of social security systems within implementation of Regulation (EC) No. 883/2004 of the European Parliament and of the Council and Regulation (EC) No. 987/2009 EU of the European Parliament and of the Council - Administrative Commission for the Coordination of Social Security Systems and its Technical Commission (representation of the Czech Republic), and was active in the working bodies created by the Administrative Commission in order to prepare and implement the international electronic exchange of data between social security institutions in EU member states (EESSI - Electronic Exchange of Social Security Information).

In cooperation with the Ministry of Labour and Social Affairs the CSSA also participated in the preparation of further new, bilateral social security agreements:

- a representative of the CSSA attended in Tirana the second round of expert negotiations on the preparation of a treaty with Albania,
- representatives of the CSSA attended in Prague a meeting of delegations of experts from the Czech Republic and Tunisia
- on the preparation of a draft administrative agreement on the implementation of the future social security treaty,
- a representative of the CSSA attended in Beijing the first round of expert negotiations on the preparation of a new social security agreement between the Czech Republic and China,
- representatives of the CSSA attended in Prague at the Ministry of Labour and Social Affairs the third round of expert negotiations on the preparation of a new social security agreement between the Czech Republic and Bosnia and Herzegovina,
- in cooperation with the Ministry of Labour and Social Affairs the CSSA representatives made considerable efforts to complete negotiations with competent Russian authorities so that the process of ratification of a new social security agreement
- with the Russian Federation signed as early as in December 2011 could be completed.

Development Projects

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Contributing to the fulfilment of priority tasks was the implementation of projects co-financed from EU structural funds, specifically from the Operational Programme Human Resources and Employment and the Integrated Operational Programme.

Implementation of the following projects was completed in 2013 under the Integrated Operational Programme:

- *Creation of information and communication interface of the Czech Social Security Administration (CSSA) in order to provide information to clients*

(reg. No. CZ.1.06/1.1.00/07.06393)

The project created a secure, standard and unified information and communication interface, which provided for a direct electronic communication between the CSSA and clients and other authorised persons. The CSSA Integrated Information System was simultaneously fitted by that with a secure environment for direct data (files) exchange with state administration authorities, so-called third-party services (Ministry of Labour and Social Affairs, public authorities), using the basic and other relevant public administration registers. The created interface makes it possible to provide authorised entities with information from the CSSA database, which they can request by virtue of law. Amongst others, the project integrated services to/from the existing public administration information channels (e.g. ISDS or e-Submission) and created conditions for new communication channels (e.g. Access Point) with the aim to increase the ratio of electronic tasks and reduce requirements for traditional administration tasks. The technical base providing for the interface operation and process support was also strengthened considerably by the project. Following up the enlargement of the data repository in 2012, a network infrastructure was implemented and the required communication interface hardware added and installed in the first half of 2013. Six new applications were developed and implemented during the year to support the services. The graphic layout of the CSSA ePortal was prepared in the second quarter. An information database was created in the second half of the year and data from source systems were filled in; implementation, testing and verification of services in the CSSA internal environment continued. The CSSA internet self-service called ePortal was "opened" for the public on 1 December 2013. By launching its ePortal the CSSA satisfied all persons who prefer and missed in the past online services. The CSSA ePortal offers access to certain data and submissions of selected online applications for the CSSA insured persons. that means in principle to employees and pensioners, employers and self-employed persons. Tender proceedings were organised and nine public contracts awarded as part of the project. Several tens of the CSSA employees participated in the project in three project teams, ten working groups and a team of testers. Several runs of training courses and workshops of various types were organised during the year.

The project had been implemented from 1 December 2010 to 30 November 2013.

Four projects were implemented under the Operational Programme Human Resources and Employment:

- *Staffing for processes of data mining for creation and consolidation of master registers of insured persons and their individual accounts with reference to the basic public administration registers - Part 1*

(reg. No. CZ.1.04/4.1.00/41.00001)

The project was designed in particular to speed up the process of medical assessment in relation to the undertaken data digitalisation. The aim of the project first part was to create prerequisites and conditions to perform the CSSA mission in relation to the basic public administration registers. This included the implementation of multiple activities, such the preparation of an architecture of process description of data mining and consolidation needs for the purposes of the CSSA electronic agendas, data mining and consolidation for the medical assessment service, education and training of employees in the medical assessment area in relation to the implementation of legislative changes in the public administration information systems.

The project had been implemented from 1 July 2010 to 30 June 2013.

- *Staffing for processes of data mining for creation and consolidation of master registers of insured persons and their individual accounts with reference to the basic public administration registers - Part 2*

(reg. No. CZ.1.04/4.1.00/41.00002)

The project objective consisted in the staffing for processes of data mining and consolidation in the CSSA agendas to be used as sources for the agenda information systems, which provide information for the basic public administration registers. Consolidation of insured persons' individual accounts and the related public contract for creation of an IKP register became the main subject-matter of the project; the contract began in 2013. The insured persons' accounts were updated under the project. The insured persons' identification data were carefully checked and updated in the register of insured persons, which means that the database was prepared for confrontation with the data in the basic register information system. The project improved the quality of data registered in the area of sickness insurance, the monitoring of the progress of incapacity for work and inspection activities. The project outputs also clarified the administration of documents and improved efficiency of document and data handling for the needs of the CSSA agendas.

The project had been implemented from 1 April 2011 to 31 March 2014.

- *Monitoring System Design and Implementation*
(reg. No. CZ.1.04/4.1.00/59.00029)

The project focused on the strengthening of the inspection activities and security in the administration of applications and on the creation of an operative monitoring system for individual applications. The aim of the project was to draw up an analysis of the current state of the CSSA information and communication technologies and to use this to develop a comprehensive system for supervising the operating applications and hardware infrastructure including mutual links. The reason for the project implementation was that no system of this kind had been in place before. The new system will signal in time unpredicted behaviour of operating applications, the failure of which could considerably limit the accessibility and quality of services rendered to the public.

The project had been implemented from 1 February 2011 to 31 January 2014.

- *The Czech Social Security Administration Project Office*
(reg. No. CZ.1.04/4.1.00/59.00042)

To provide for efficient public administration within the powers of the CSSA it was necessary to apply modern methods to improve the performance, quality and transparency. With regard to the significance of the CSSA, it was considered as most desirable to implement conceptual development and renovation management to meet the duties arising in particular from legislation changes. The project contribution consisted in the setup of a project environment, which would be sustainable also after the project end, which would be developed further and which would be adequately staffed with skilled and experienced employees. Works required to set up a project environment at the CSSA were made, a project management directive and related methodology came into force and necessary training courses were organised during the year.

The project had been implemented from 1 March 2011 to 28 February 2014.

Contact Information

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The CSSA website: www.cssz.cz
The CSSA ePortal eportal.cssz.cz

CSSA **call centres** are open every working day and provide information regarding:

• **Pension insurance:**

Tel. No. **+420 257 062 860**

Monday 8:00 - 17:00
Tuesday 8:00 - 15:30
Wednesday 8:00 - 17:00
Thursday 8:00 - 15:30
Friday 8:00 - 14:00

• **Sickness insurance:**

Tel. No. **+420 840 406 040**

Monday 8:00 - 17:00
Tuesday 8:00 - 14:30
Wednesday 8:00 - 17:00
Thursday 8:00 - 14:30
Friday 8:00 - 14:00

• **Technical helpdesk**

Tel. No. **+420 585 708 290**

Monday 8:00 - 17:00
Tuesday 8:00 - 15:00
Wednesday 8:00 - 17:00
Thursday 8:00 - 15:00
Friday 8:00 - 14:00

District Social Security Administrations

For information on social security clients may contact their district social security administration (or Prague or Brno administrations), which are open to the public every working day with the following general business hours:

Monday 8:00 - 17:00
Tuesday 8:00 - 14:00
Wednesday 8:00 - 17:00
Thursday 8:00 - 14:00
Friday 8:00 - 13:00

Branches' exact business hours and contact details are available on the web site at www.cssz.cz/cz/kontakty.

The Pension Insurance Client Centre attached to the CSSA head office in Prague, Křížová 25, provides information about pension insurance and the course of pensions proceedings every working day:

Monday 8:00 - 17:00
Tuesday 8:00 - 14:30
Wednesday 8:00 - 17:00
Thursday 8:00 - 14:30
Friday 8:00 - 14:00

In the client centre at the Prague head office clients can arrange personal consultations regarding more complicated pension insurance cases or request informative old-age pension calculations.

Appointments can be arranged by calling +420 257 062 869 on every working day from 8:00 do 12:00.

Requests for a personal pension insurance information sheet (containing an overview of insurance periods and assessment bases) can be sent to:

CSSA – database management division, Křížová 25, 225 08 Prague 5, stating your birth number, name and surname, maiden name and delivery address, or electronically via the electronic submissions office (only with an electronic signature) or databox. A new online service, which is available on the CSSA ePortal, can also be used.

