



ANNUAL REPORT 2005



CZECH SOCIAL SECURITY ADMINISTRATION

ANNUAL REPORT 2005



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**Ing. ZDENĚK ŠKROMACH**

Deputy Prime Minister and Minister  
of Labour and Social Affairs

Another twelve months have passed and we can once again look back and take stock of the past year, focussing on past successes and things to come. Last year saw many tasks accomplished and I am glad that the Czech Social Security Administration (CSSA) has grown into a modern institution guaranteeing social standards for our society.

The operation is, among other things, linked to mandatory social security payments. The Czech Social Security Administration is one of the few institutions whose collection success rate remains above 99 per cent over a long period of time. This is quite remarkable indeed. The total sum in the social insurance account, including pension and sickness insurance income and expenditures), minus 2005 pension insurance arrears, was over CZK 15 billion.

A change in working system in the whole organisation is one of the driving forces of this success. The implementation of the electronic submissions project is another big step forward. The fact that over 6 million documents were submitted electronically in 2005 is proof of this move being a step in the right direction. This procedure has saved over 23 tons of paper, storage room and lots of time. The CSSA has every right to pride itself on being an “advanced European organisation”.

The CSSA also deals with the so called ‘EU submissions’. Tens of thousands of these submissions are cleared every month.

In 2005, the CSSA began its preparations for clearance of claims by members of the

national resistance during WWI and WWII, as well as persons persecuted during the communist era and their survivors.

But there were more success stories in the area of labour and social affairs: a year-on-year decrease in the unemployment rate continued, while the employment rate continued to rise in 2005. A number of critical bills drafted by the Ministry of Labour and Social Affairs (MoLSA) were approved by Parliament, in particular the new legislation on social services, the minimum living rate and minimum subsistence, and on assistance in cases of material need. Moreover, the minimum living rate rose to CZK 4,420 per person, causing social allowances based on the minimum living rate to go up as well. Beginning with the January 2006 payment, all pensions, i.e. old-age, full incapacity, partial incapacity, widows', widowers' and orphan's pensions awarded prior to January 2006 increased by almost five per cent.

We are looking back at twelve months full of hard work but also full of success. And I believe that the coming months will be even more rewarding.



**Ing. Zdeněk Škromach**

Deputy Prime Minister and Minister  
of Labour and Social Affairs

## INTRODUCTION BY THE CSSA DIRECTOR

**Ing. JIŘÍ HOIDEKR**

Czech Social Security Administration  
General Director

Another year has passed and the Czech Social Security Administration has marked fifteen years of its modern history. But this is not the only reason why this year is unique for the Czech Social Security Administration. The past year was also the last one in the first strategic period, which lasted from 2000 to 2005, and was of special importance in terms of the application of all principle strategic management procedures in the CSSA.

Stock-taking is not only appropriate but also expected in Annual Report introductions. If I were to sum up the year 2005 in a single phrase, I would say: "The year 2005 was another year of success in terms of achieving the Czech Social Security Administration's Mission and past year's results are clear proof of the correctness of its strategic direction.

But any bold statements lack credibility unless supported by real-life results, so let me present you with a short summary of the development of the Czech Social Security Administration since 2000, when I became Director of this institution with major financial importance for the Czech Republic.

Let us look at the historically first period to be guided by a CSSA strategic plan and see how the CSSA did in terms of achieving its Mission, focussing in particular on the year 2005.

The Czech Social Security Administration has an ambitious Mission:

'The CSSA is a modern agency, a social insurance administrator whose efficient performance is based on processes using technology of the third millennium information society and whose exclusive focus is on providing maximum value for the client, thus doing the utmost to meet the client's expectations and satisfy his/her needs.'

The successful transformation of the CSSA into a process-oriented organisation, long-term implementation of strategic management and the existence of some core policy documents – from Human Resource Management Policy to Integrated Communication Policy – is proof that the Czech Social Security Administration is a modern institution. The evidence for this statement is provided by the visit of a French delegation led by Minister for State Reform Eric Woerth, who chose to visit the Czech Social Security Administration in order to exchange information and experience in the field of state administration modernization. It is also supported by the interest taken by Bill Gates, the founding father and CEO of Microsoft, in exchanging experience with advanced information technology use in his meeting with the management of the Czech Social Security Administration in the first quarter of 2005.

The long-term performance of the Czech Social Security Administration – as measured by indicators of the effectiveness of institutions similar to it, such as the operating cost ratio (operating cost as a percentage of total revenues) has not exceeded 1.86 since the year 2000, or the performance indicator (total operating expenditure as a percentage of total tax revenue and benefit-related expenditure) which was never higher than 0.87 – is unprecedented in the context of Czech public administration, making the CSSA's performance comparable to its peer organisations in the EU, the USA or Canada. This indicates that the CSSA operates most effectively.

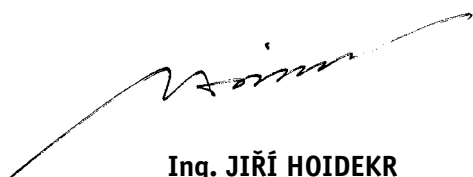
What makes 2005 special is the introduction of electronic submissions (e-submissions) allowing citizens to submit documents electronically to the CSSA. This step, which saves our clients' time and presents them with a convenient solution when they need to submit documents, was preceded by several years of thorough and focussed preparation, so that employers could start submitting in 2005 the two types of documents that are the most frequent submissions: Pension Insurance Records (PIRs) and sickness insurance registration/deregistration of employees (R/D). We are happy to say that by December 31<sup>st</sup> 2005, we had received 139,775 valid RIPs containing 2,535,287 RIP data records, submitted electronically either via the Public Administration Portal or via electronic media, and 525,801 valid R/Ds containing 3,649,399 R/D data records. The unquestionable leading position of the Czech Social Security Administration in the Czech government and public administration in respect of e-submissions was confirmed by the awarding to the CSSA of the Czech Ministry of Information Science Award at the 2005 ISSS conference. Last, but not least, the results of the CSSA Information and Communication Infrastructure Restructuring programme, along with the Target Architecture of the CSSA IS Information and Communication Infrastructure drafted in 2005 and accompanied by a description of the architecture's functionality, prove that the Czech Social Security Administration works not only effectively but also in a manner commensurate with the technologies of the information society of the third millennium.

In spite of the continuing restrictions of the state budget and an ongoing reduction in the number of staff as ordered by the government, coupled with a continuous increase in the number of tasks to be performed by the CSSA in coordination with EU social security systems, our institution has been able to continue providing services to our clients five days a week, as opposed to the two office days required for governmental and public administration institutions. Despite these unfavourable budgetary conditions, the CSSA was able to continue developing advanced methods of client service and underlying technical and technological conditions comparable to those in the EU, be they advanced forms of client communication in information offices or a call-centre, or the state-of-the-art customer service provided in 'client centres'. In 2005, the CSSA had as many as 49 such centres open to the public. All of the above, along with the extremely high quality of the decision-making process in the CSSA, prove that our activity is guided by its exclusive focus on providing maximum value for the client, thus doing the utmost to meet the client's expectations and satisfy his/her needs.

Yet, we cannot overlook the fact that in 2005 the increasing demand for CSSA's services, unmatched by an adequate capacity increase, caused clearance times to grow longer, especially in pension insurance. We made great efforts in 2005 to tackle this issue, identified already in 2004, which is clearly detrimental given the client-oriented approach of the Czech Social Security Administration. We could rely, however, on no substantial financial support from the state budget. Our effort brought therefore only little success and we will have to continue to deal with this problem in the near future, together with the Ministry.

Let me conclude by remembering a commemorative meeting on the occasion of 15 years of the Czech Social Security Administration held in Prague on October 3<sup>rd</sup> 2005, under the auspices of Deputy Prime Minister and Minister of Labour and Social Affairs Mr. Zdeněk Škromach. After these fifteen years, I can confidently claim that the Czech Social Security Administration has its place in governmental structures and in the life of every person in our country. I would even venture to say that it is indispensable: it is the largest financial and administrative institution looking after the social insurance of most of the Czech Republic's population. To support this statement, let me cite EU Commissioner for Social Affairs and Equal Opportunities, Mr. Vladimír Špidla, who said, at the above mentioned celebration of the CSSA's 15<sup>th</sup> anniversary: "I believe that the Czech (Social Security) administration is a first-rate institution in the European context."

These words are both praise and a commitment for the next years. I believe that the Czech Social Security Administration will be as successful as in the past years. The 2005 results hold great promise for 2006 and I would like to thank all the staff of the Czech Social Security Administration, both on behalf of the management and myself personally.



**Ing. JIŘÍ HOIDEKR**

Czech Social Security Administration  
General Director



## CSSA PROFILE



### ROLE AND SCOPE OF RESPONSIBILITY

The Czech Social Security Administration (CSSA) is the largest financial administration body within the Czech Republic's civil service and a unique one, with total annual incomes and expenditures exceeding CZK 580 billion. The CSSA looks after the social security issues of nearly 7,693,000 clients including over 2,645,000 pensioners receiving more than 3,268,000 pensions <sup>1)</sup>.

The CSSA also pays out – directly or through employers – sickness benefits, maternity benefits and attendance allowance for almost the entire working population of the Czech Republic. By collecting social insurance, state employment policy and voluntary contributions, the CSSA accounts for almost 35 per cent of state budget revenues.

The CSSA is a liaison body for institutions abroad under the EU Co-ordination Regulations, handling sickness and maternity cash benefits, pensions and cash benefits relating to accidents at work and occupational illnesses.

The Medical Assessment Service is an integral part of the CSSA. It is responsible for assessment of the clients' health and capacity for work in relation to social security, state social assistance and social welfare claims, as well as for reviewing assessments of temporary incapacity for work.

Being part of the civil service structure, the CSSA answers to the Czech Ministry of Labour and Social Affairs. Since July 1<sup>st</sup> 2000, the CSSA has been headed by Director General Jiří Hoidekr.

### CSSA MISSION STATEMENT

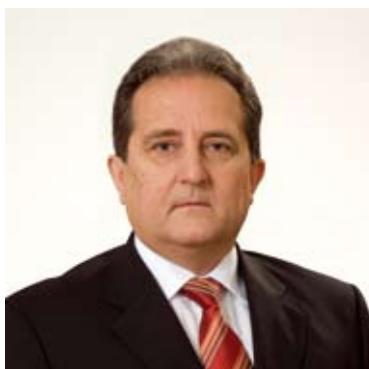
**'The CSSA is a modern agency, a social insurance administrator whose efficient performance is based on processes using technology of the third millennium information society and whose exclusive focus is on providing maximum value for the client, thus doing the utmost to meet the client's expectations and satisfy his/her needs.'**

<sup>1)</sup> Valid data as of December 31<sup>st</sup> 2005.



## ORGANISATIONAL STRUCTURE

Since January 1st 2005, the organisational structure mirrors the regional structure. The CSSA headquarters are in Prague. The headquarters are structured into 22 sections and one stand-alone department. Besides this, there are five organisational units managed directly by the CSSA General Director. The General Director manages 13 regional offices (RSSAs) in the South Bohemian, South Moravian, Karlovy Vary, Hradec Králové, Liberec, Moravian-Silesian, Olomouc, Pardubice, Pilsen, Central Bohemian, Ústí, Vysočina and Zlín regions. CSSA clients in Prague are provided services by the Prague Social Security Administration (PSSA) and clients in Brno are served by the Metropolitan Social Security Administration in Brno (MSSA). The regional offices manage district social security administrations (DSSAs) while the PSSA has twelve, and the MSSA one territorial branch office respectively. As of January 1st 2005, ninety-one CSSA offices are providing services to the public, compared to 98 in 2004.



### CSSA DIRECTOR GENERAL

Ing. JIŘÍ HOIDEKR



### CSSA DEPUTY DIRECTOR GENERAL

Ing. JAN ŠRANK

## CSSA CHIEF EXECUTIVES

**Mgr. LUBOŠ VANĚK**

Chief Executive, Economic  
and Administration Section

**JUDr. BOŽENA MICHÁLKOVÁ**

Chief Executive,  
Social Insurance Section

**JUDr. ELIŠKA VOLFOVÁ**

Chief Executive, Pension Insurance  
Implementation and Database  
Administration Section

**Ing. VLADIMÍR FANTA**

Chief Executive, Information  
and Communication Technologies Section

**MUDr. LJILJANA BOJIČOVÁ**

Chief Executive, Medical Assessment  
Service Section

## CHIEF EXECUTIVES/HEADS OF UNITS MANAGED DIRECTLY BY CSSA DIRECTOR GENERAL



**HELENA HORYNOVÁ**

Head of General Director's Secretariat



**Ing. JIŘÍ DEMĚŠ**

Head of Security Policy Section



**JUDr. JAROMÍRA JANDŮROKOVÁ**

Head of Internal Audit,  
Control and Complaints Section



**JUDr. PETR HRUBEC**

Head of European Coordination  
and International Relations Section  
(in office until August 31<sup>st</sup> 2005)



**Mgr. ŠTĚPÁNKA MIKEŠOVÁ**

Head of Communication Section  
and CSSA Spokesperson

Two offices, including the MSSA Headquarters:  
 MSSA Headquarters – Director JUDr. Jan Stavinoha  
 MSSA Branch Office, Brno  
 – Head of Labour Office Hana Manhalterová

### MSSA Brno

Director: **JUDr. JAN STAVINOHA**

Seven offices, including the RSSA:

DSSA České Budějovice – Director doc. JUDr. Vilém Kahoun, PhD  
 DSSA Český Krumlov – Director Ing. Marie Bedlivá  
 DSSA Jindřichův Hradec – Director Mgr. Josef Čech  
 DSSA Písek – Director JUDr. Jaroslava Pitulová  
 DSSA Prachatice – Director PhDr. Zdeněk Albrecht  
 DSSA Strakonice – Director Ing. Karel Chod  
 DSSA Tábor – Director JUDr. Marcela Vašková

### South Bohemian Region RSSA

Director: **Doc. JUDr. VILÉM KAHOUN, Ph.D.**



Director: **PhDr. MIROSLAV VOTÝPKA**  
**South Moravian Region RSSA**

Six offices, including the RSSA:  
 DSSA Brno-Country – Director PhDr. Miroslav Votýpka  
 DSSA Blansko – Director JUDr. Libuše Svěráková  
 DSSA Břeclav – Director Ing. Zlatuše Máčelová  
 DSSA Hodonín – Director Ing. Eva Milošová  
 DSSA Vyškov – Director Mgr. Ivo Rotrekl  
 (in office since April 1<sup>st</sup> 2005)  
 DSSA Znojmo – Director JUDr. Radoslav Kraus

Director: **LADISLAV PEŇÁZ**  
**KARLOVY VARY REGION RSSA**

Three offices, including the RSSA:  
 DSSA Karlovy Vary – Director Ladislav Peňáz  
 DSSA Cheb – Director Ing. Leopold Písek  
 DSSA Sokolov – Director Bc. Janka Gajewská

Five offices, including the RSSA:

- DSSA Hradec Králové – Director Mgr. Karel Bauer
- DSSA Jičín – Director Ing. Jiří Bílek (in office since July 1st 2005)
- DSSA Náchod – Director Ing. Pavel Sobotka
- DSSA Rychnov nad Kněžnou – Director Ing. Dana Wirtová  
(in office since April 1st 2005)
- DSSA Trutnov – Director Ing. Daniela Prokešová  
(in office since July 1st 2005)

### Hradec Králové Region RSSA

Director: **Mgr. KAREL BAUER**



Four offices, including the RSSA:

- DSSA Liberec – Director Ing. Zuzana Krupičková
- DSSA Jablonec nad Nisou – Director Ing. Václav Hájek
- DSSA Semily – Director Ing. Jaroslava Krausová  
(in office since March 1st 2005)
- DSSA Česká Lípa – Director JUDr. Marie Kolínská

### Liberec Region RSSA

Director: **Ing. ZUZANA KRUPIČKOVÁ**  
(in office since September 1st 2005)

Director: **JUDr. MILAN KEKA**

### Moravian-Silesian Region RSSA

Six offices, including the RSSA:

- DSSA Ostrava-City – Director JUDr. Milan Keka
- DSSA Bruntál – Director Ing. Věra Tesolinová
- DSSA Frýdek-Místek – Director Ing. Ludmila Babišová
- DSSA Karviná – Director JUDr. Martin Nogol
- DSSA Nový Jičín – Director JUDr. Jaroslav Juřík
- DSSA Opava – Director Mgr. Vladimír Vivsjanik

Director: **Ing. ALENA ŠMOTKOVÁ**

### Olomoucký Region RSSA

Five offices, including the RSSA:

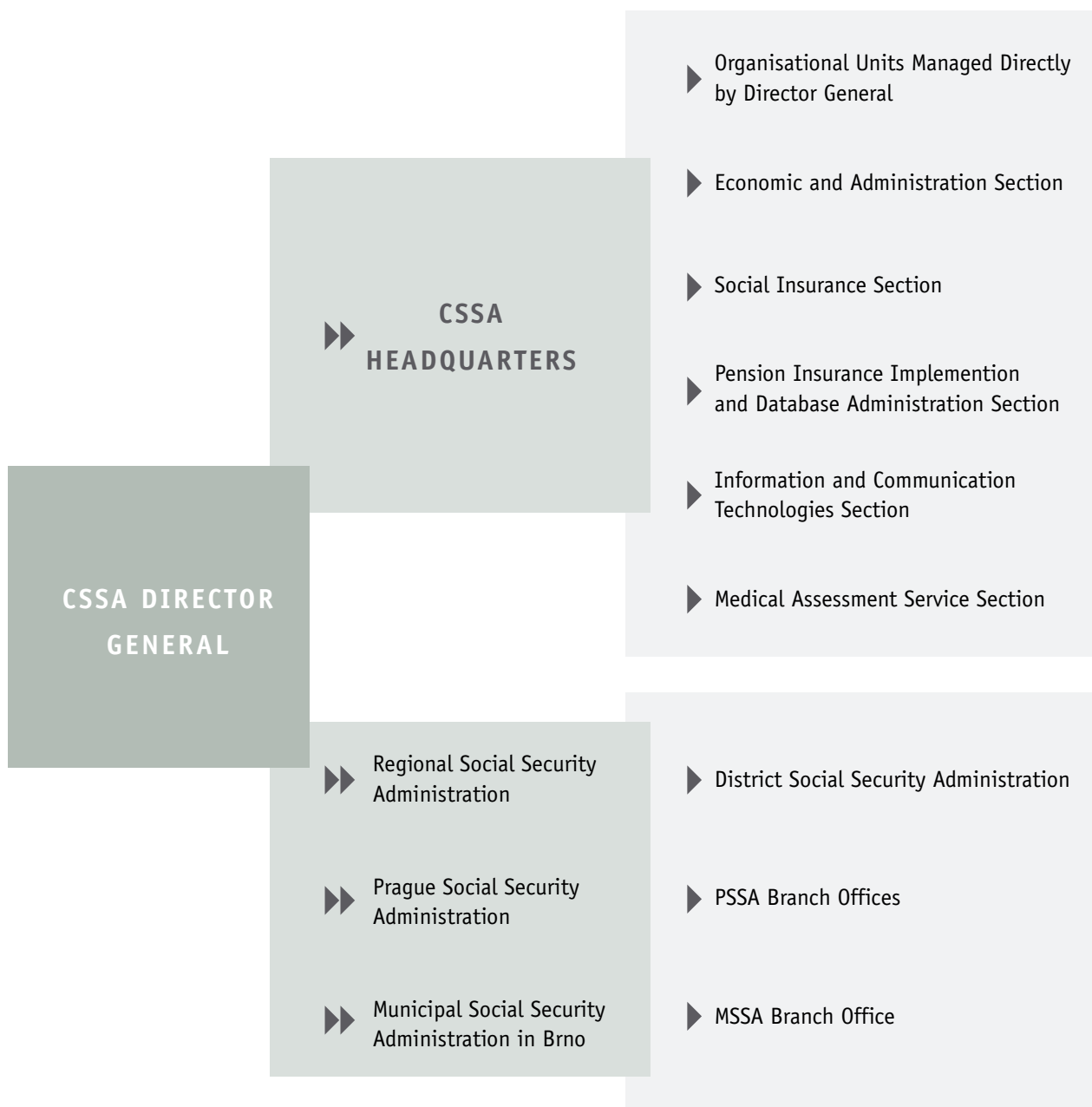
- DSSA Olomour – Director Ing. Alena Šmotková
- DSSA Jeseník – Director Ing. Vítězslav Macek
- DSSA Prostějov – Director Mgr. Zita Popelářová
- DSSA Přerov – Director Jaroslav Pospíšil
- DSSA Šumperk – Director Ing. Ľubica Semerádová







## ORGANIZATIONAL ARRANGEMENT



## EMPLOYEES



As of December 31st 2005, the CSSA had 8,226 employees, 2,350 working at the CSSA headquarters and 5,876 in regional and district offices. Women represented 87 per cent of the total staff. Almost one third of CSSA staff was aged 51 to 60, the same as in 2004. The number of CSSA employees between 21 and 30 years of age also stayed the same: 19 per cent of staff at the CSSA headquarters and 16 per cent of staff in the regions.

### Qualification and Age Structure

The year 2005 brought a change in the qualification structure of employees. The number of secondary education graduates slightly increased to 70.8 per cent while the number of staff with elementary education went down, from 11.6 per cent in 2004 to 10 per cent in the end of 2005. On the contrary, the number of university-educated CSSA staff rose to 17.1 per cent in 2005, a 1.6 per cent increase compared to 2004. University graduates represented 33 per cent of the staff at CSSA headquarters. Relevant third-level education is a necessary prerequisite of effective civil service, so the CSSA is seeking to design a network of accredited study programmes at universities, which would be oriented towards social security legislation and allow CSSA staff to get their BA titles. 2005 saw a third year of a specialisation course run by the Faculty of Law, Charles University, Prague, with 29 CSSA staff successfully graduating from the programme. Another 30 employees, mostly secondary educated, enrolled in October 2005.

#### CSSA Employees – Education and Gender, as of December 31<sup>st</sup> 2005

Education level attained	Male	Female	Total	%
Elementary	185	182	200	2.4
Vocational	137	491	628	7.6
Secondary Vocational	381	5,444	5,825	70.8
Hirher Vocational	25	145	170	2.1
University	486	917	1,403	17.1
<b>Total</b>	<b>1,047</b>	<b>7,179</b>	<b>8,226</b>	<b>100.0</b>

Similarly to previous years, the age structure was not very favourable. There was almost no change in the percentage of staff between 51 and 60 on a year-on-year basis, the figure remaining almost at one third of staff. The number of CSSA employees between 21 and 30 years of age also stayed the same: 19 per cent of staff at the CSSA headquarters and 16 per cent of staff in the regions. The percentage of 60+ employees at the CSSA headquarters rose from 8 to 11 per cent. In the regions, however, the numbers went down from 4 to 2 per cent. This shift was caused chiefly by medical assessment doctors from the DSSAs being transferred to the CSSA headquarters as part of an organisational structure optimisation as of January 1<sup>st</sup> 2005. Given the high average age of these physicians, the number of working pensioners employed by the CSSA headquarters rose from 105 in December 2004 to 222 in December 2005.

**CSSA Employees – Age and Gender, as of December 31<sup>st</sup> 2005**

Age	Male	Female	Total	%
<b>20 and less</b>	6	71	77	0.9
<b>21–30</b>	168	1,206	1,374	16.7
<b>31–40</b>	139	1,528	1,667	20.3
<b>41–50</b>	188	1,933	2,121	25.8
<b>51–60</b>	366	2,250	2,616	31.8
<b>61 +</b>	180	191	371	4.5
<b>Total</b>	1,047	7,179	8,226	100.0
<b>%</b>	12.7	87.3	100.0	

**Work Contracts and Salaries**

The turnover of CSSA staff was lower in 2005, compared to previous years. As of December 31<sup>st</sup> 2005, the turnover rate was 9.65 per cent, compared to 12.01 per cent a year earlier. The number of new staff (1,202) was substantially higher than the number of those who left the organisation (794), due to the Medical Assessment Service doctors being transferred and due to the recruitment of new staff at the end of 2005, in relation to compensation under Act No. 357/2005 Coll. on the compensation of participants in the struggle for the establishment and liberation of Czechoslovakia and some of their survivors, on provision of contributions to the pensions of certain persons, and on lump sum compensations for some participants in the national resistance movement.

The Czech Social Security Administration has well above the 4 per cent mandatory minimum ratio of employees with disabilities; in 2005 these constituted 362 staff members.

The average monthly salary was CZK 19,743 in 2005. It is the pay level that has a significant effect in terms of the qualification and age structures of the CSSA staff, preventing the CSSA from hiring sufficient numbers of professionals. The CSSA has been seeking to at least partially remedy this situation by offering its staff fringe benefits – whether they be training, language courses, seminars, recreation, canteen lunches or employee loans and one-off social assistance grants. These programmes have been run under the 2005 Collective Agreement and the CSSA Principles for the Utilisation of the Cultural and Social Needs Fund.

The typical length of employment (32.5 per cent of all staff) at the CSSA was less than 15 years. This figure is very similar to that of CSSA staff with less than 5 years of employment at the CSSA, i.e. 32.2 per cent or 2,650 people. Many CSSA employees are with the institution for more than 20 years: 7.9 per cent as of December 31<sup>st</sup> 2005.

Some 3.8 per cent of CSSA staff were part-timers in 2005, with half of this figure being represented by parents taking care of a minor and other members of the family.

**CSSA Work Contracts**, as of December 31<sup>st</sup> 2005

<b>Length</b>	<b>No. of Staff</b>	<b>%</b>
<b>5 years and less</b>	2,650	32.2
<b>10 years and less</b>	1,819	22.1
<b>15 years and less</b>	2,675	32.5
<b>20 years and less</b>	434	5.3
<b>over 20 years</b>	648	7.9
<b>Total</b>	<b>8,226</b>	<b>100.0</b>

**Language Skills**

In 2005, the CSSA continued providing language training for the staff through group courses and one-on-one training for selected staff. Courses prepared together with the Institute of Language and Professional Training, Charles University, Prague were visited by 773 CSSA employees as of December 31<sup>st</sup> 2005. What was also of great importance was the completion of English and German versions of the pension insurance guidelines. The level I English language examination was required for eight jobs in 2005.



### Collection of Social Insurance Contributions

One of the CSSA's major tasks is to collect social insurance contributions, which include pension insurance, sickness insurance and state employment policy contributions.

The collection effectiveness was 99.89 per cent. The effectiveness rate dropped by 0.74 per cent in 2005, compared to 2004 when the effectiveness rate stood at 100.63 per cent due to collection of some claims from the past.

**Total Revenue, Total Contributions Due and Collection Effectiveness since 1998**

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Total revenue</b> (bn. CZK)	198.1	204.6	215.7	234.8	250.3	264.2	285.1	302.1
<b>Total contributions due</b> (bn. CZK)	205.3	213.8	222.2	238.7	251.3	265.9	283.3	302.4
<b>Collection effectiveness</b> (v %)	96.53	95.69	97.08	98.37	99.64	99.35	100.63	99.89

Notes: Total revenue consists of tax and other revenue from insurance contributions including accessories, i.e. penalties and fines. Revenue from other CSSA operations is not included. Total contributions due mean insurance contributions due including accessories.

### Social Insurance Receivables

As of December 31<sup>st</sup> 2004 receivables held from collections due amounted to CZK 62.180 million. This included CZK 28.954 million of overdue contribution payments, CZK 32.250 million of overdue penalties and CZK 194 million of overdue fines. Compared to the end of 2004, when the receivables were CZK 61.977 million, the amount of receivables rose by CZK 203 million, i.e. by 0.33 per cent.

A long-term analysis of the receivables portfolio indicates that:

- 51.87 per cent of the total receivables are penalty receivables;
- 59.14 per cent of the total receivables are receivables from de-registered payers;
- receivables from debtors are over CZK 30 million, which represents 28.9 per cent of the total receivables; these are 200 debtors, most of them under bankruptcy or in liquidation, i.e. the debts are almost irrecoverable;
- approximately 65 per cent of total receivables are from small organisations (SO).

CSSA's receivables as of December 31<sup>st</sup> 2005 (mil. CZK)

		Receivables					Percentage
		Total	Contributions	Penalties	Fines	Other	
<b>De-registered payers</b>	SE	2,264.95	1,367.95	849.11	47.89	-	
	SO	25,414.99	11,134.27	14,209.22	71.49	-	
	0	9,096.63	4,391.42	4,701.99	3.22	-	
	Total	36,776.56	16,893.64	19,760.32	122.60	-	59.14
<b>Registered payers</b>	SE	5,079.20	3,602.78	1,427.10	49.33	-	
	SO	14,704.17	5,912.19	8,770.89	21.09	-	
	0	4,839.10	2,545.43	2,292.21	1.46	-	
	Total	24,622.47	12,060.40	12,490.20	71.88	-	39.60
<b>Subtotal</b>		61,399.04	28,954.04	32,250.52	194.48	-	
<b>Instalment System</b>	SE	169.33	-	-	-	169.33	
	SO	251.08	-	-	-	251.08	
	0	360.88	-	-	-	360.88	
	Total	781.29	-	-	-	781.29	1.26
<b>Total</b>	SE	7,513.49	4,970.73	2,276.21	97.22	169.33	
	SO	40,370.23	17,046.46	22,980.11	92.58	251.08	
	0	14,296.61	6,936.85	6,994.20	4.68	360.88	
	Total	62,180.33	28,954.04	32,250.52	194.48	781.29	100.00
<b>Percentage</b>		100.00	46.56	51.87	0.31	1.26	

Abbreviations: SE – self-employed persons, SO – small organisations (up to 25 employees), 0 – large organisations (over 25 employees).

## Pension Benefits Administration and Payments

The CSSA is responsible for payment of pension insurance benefits, except for pensions paid out by the Ministries of the Interior, Defence, and Justice. The CSSA pays out old-age pensions, full and partial disability benefits, widows' and widowers' benefits, and orphans' benefits.

In 2005, pension insurance expenditures amounted to CZK 243.648 million; this figure takes into account accrual and deferral expenditure, i.e. advance payments to Česká pošta (Czech Postal Service) at the turn of each budgetary year.

As of December 31<sup>st</sup> 2005, the number of pensioners was 2,645,100, out of which 1 007,516 were men and 1,637,584 women. Old age pensions were also paid to 37,100 pensioners living abroad. The total number of pensioners receiving pension benefits was 2,682,200.

The average monthly old-age pension was CZK 7,744; for men it was CZK 8,662 and for women CZK 7,030.

The CSSA uses two payment methods: cash payments and transfers to clients' bank accounts. In 2005, the CSSA made 31,222,065 pension benefit payments in the Czech Republic. Out of these, 21,488,171 payments were made through Česká pošta and 9,168,616 were transferred to the clients' bank accounts through the Czech National Bank. 565,278 payments were made to social care institutions. This means that the CSSA made 1,767,399 payments through Česká pošta, 798,413 transfers to bank accounts and 47,103 payments to social care institutions on average each month. It is therefore obvious that the number of people having their pension benefits sent to their bank accounts is growing: in 2004, this figure stood at 722,107, which is more than 633,801 in 2003.

In 2005, the CSSA decided on about 232,943 new applications for pension benefits. Most of these applications – 119,923 – were for old age benefits.

## Pension Benefit Expenditure (in bn. CZK)

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Amount</b>	147.281	161.805	173.014	195.813	210.439	218.273	226.883	243.648

Note: The number shows the total expenditure adjusted for accruals and deferrals.

## Numbers of Pension Insurance Clients, Pensioners and Pensions

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Number of Pension Insurance Clients</b>	4,924,688	4,722,898	4,660,974	4,528,399	4,581,647	4,593,974	4,841,549	4,786,415
<b>No. of Pensioners</b>	2,521,243	2,548,159	2,567,865	2,584,018	2,577,798	2,590,844	2,625,685	2,645,100
<b>Of which Female</b>	1,577,462	1,591,809	1,603,415	1,610,898	1,606,359	1,611,924	1,629,999	1,637,584
<b>Male</b>	943,781	956,350	964,450	973,120	971,439	978,920	995,686	1,007,516
<b>Number of Pensions Paid</b>	3,123,136	3,158,947	3,183,429	3,203,219	3,199,749	3,212,486	3,249,706	3,268,673
<b>Of which Old-age</b>	1,848,639	1,879,883	1,906,759	1,922,722	1,907,830	1,914,219	1,944,915	1,961,870
<b>Disability</b>	528,563	527,808	528,288	534,287	544,838	553,985	563,376	570,055
<b>Survivors</b>	745,934	751,256	748,382	746,160	747,081	744,282	741,415	736,748

## Average Monthly Old-age Pension (CZK)

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Male</b>	6,172	6,555	6,995	7,590	7,622	7,902	8,133	8,662
<b>Female</b>	5,084	5,386	5,729	6,188	6,213	6,429	6,600	7,030
<b>Total</b>	5,576	5,910	6,292	6,808	6,833	7,075	7,270	7,744

Note: These are pensions paid out and pensioners getting benefits in the Czech Republic (i.e. excluding payments to other countries).

## Sickness Benefits Payments

In 2005 the DSSAs, the PSSA and the MSSA catered for 974,767 employees of 230,473 small organisations (SO) and 910,829 self-employed persons (SE); of which 240,825 self-employed persons were affiliated to the sickness insurance scheme.

As a result, the DSSA, the PSSA and the MSSA offices paid out 1,663,396 sickness insurance benefits amounting to CZK 7.258 million. This is 65,052 benefits more than in 2004. Total sickness benefit expenditures in 2005, including reimbursements to organisations with over 25 employees, were CZK 31,660 million. The highest amount was spent on sickness benefits, amounting to CZK 26,258 million. These were followed by maternity benefits, totalling CZK 4,578 million.

In 2005, Czech citizens affiliated to the sickness insurance scheme spent 107,095,134 days on sick leave, which is 1,139,608 days more than in 2004. On the other hand, the average duration of each



sick leave decreased to 33.62 working days, down by 2.84 days on the previous year. Conversely, the number of terminated sick leaves went up by 9.6 per cent to 3,185,257.

### Sickness Insurance Expenditures (thousands of CZK)

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Sickness Benefits</b>	15,733.095	16,434.063	23,653.095	25,574.132	28,222.372	29,523.314	24,704.499	26,258.125
<b>Attendance Allowance</b>	765.652	696.285	784.704	956.588	892.507	1,003.961	730.076	818.737
<b>Maternity Benefits</b>	2,027.694	2,151.124	2,759.569	3,047.465	3,486.893	3,773.687	4,123.377	4,578.904
<b>Differential Allowance for Pregnant and Postnatal Women</b>	6.822	5.728	7.797	6.907	6.830	5.596	5.331	4.492
<b>Total</b>	18,533.263	19,287.173	27,205.165	29,585,092	32,608.602	34,306.558	29,563.243	31,660.259

### Clients Covered by Sickness Insurance

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Total</b>	4,640,747	4,423,470	4,343,801	4,195,113	4,230,146	4,237,817	4,358,766	4,298,049
<b>Of which SE</b>	327,285	318,080	308,499	299,607	296,528	292,329	267,524	240,825

### Days on Sick Leave Covered by Sickness Insurance Benefits

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Sickness Benefits</b>	103,735,836	103,693,778	113,414,672	113,187,039	113,958,656	112,726,425	97,341,561	100,920,399
<b>Attendance Allowance</b>	4,964,709	3,898,787	3,761,041	4,164,754	3,141,479	3,747,177	3,035,134	3,141,523

Note: The number of days covered is not equal to the number of sickness days, the latter including days spent on sick leave by people registered with Labour Offices who get no sickness benefits.

### Development of Incapacity for Work

Year	1998	1999	2000	2001	2002	2003	2004	2005
<b>Number of Terminated IW Cases</b>	3,941,742	3,941,292	4,040,986	4,030,539	3,777,066	3,829,738	2,906,149	3,185,257
<b>Days of Sick Leave</b>	109,889,469	108,387,573	116,803,822	119,211,316	120,812,989	121,047,763	105,955,526	107,095,134
<b>Average Duration of 1 IW Case</b>	27.88	27.50	28.90	29.58	31.99	31.61	36.46	33.62
<b>IW Cases Terminated by a CSSA Decision</b>	2,438	2,432	1,853	1,607	1,569	1,424	1,539	2,981
<b>Breach of Treatment Conditions</b>	18,232	14,444	12,799	12,859	13,818	12,131	11,211	11,066

Note: IW – incapacity for work.

## Medical Assessment Service

Medical Assessment Service (MAS) doctors assess the health condition of clients for most benefits and social security services conditioned by ill health. MSA physicians assess the disability, physical dependency and special care needs of children with long-term disability for the purposes of benefits provided by the CSSA. They also provide services for other social security subsystems, assessing people's disadvantages due to ill health (for the purposes of employment), disability level (for the purposes of the state social support act) and motor and sensory handicaps (for the purposes of some benefits and social care services).

MAS doctors drafted a total of 375,365 assessments for the purposes of benefit and social security service awards where long-term health status is needed. Out of this, 242,023 assessments were issued for the purposes of CSSA-awarded benefits, i.e. 64.48 per cent of the total number of assessments, which means the remaining 133,342 assessments, i.e. 35.52 per cent, were for other social security institutions. In 2005, the assessment per doctor rate stood at 1,008, compared to 961 in 2004.

The MAS section, responsible for inspection, methodology and management of MAS offices, made 177 inspections in the MAS offices, 164 of them focused on methodology and 13 of them being follow-up visits checking corrective measures. This figure is higher by 64 visits compared to 2004. 9,849 assessment reports on the health and work capacity of citizens drafted by MAS doctors were reviewed in 2005, compared with 4,050 reports in 2004, to check the application of legislation, the consideration of relevant medical aspects, and adherence to the CSSA methodology.

## Compensation under Special Statutes

Compensation under special statutes is another task carried out by the CSSA. In total, 70,068 claims were made and decisions were taken in 65,535 cases by December 31<sup>st</sup> 2005, i.e. 93.5 per cent of cases. The CSSA paid out CZK 3,658 million on these compensations.

By 2005, the CSSA had paid out lump sums to some victims of Nazi persecution (Act No. 217/1994 Coll.) in 24,446 cases, out of the 32,791 applications in total. These payments amounted to CZK 1.634 billion. By the end of 2005, a total of 5,768 people applied for a lump sum for Czechoslovak members of foreign and allied armed forces between 1939 and 1945 (Act No. 39/2000 Coll.). 3,714 of these claims were settled, amounting to CZK 386,349.

The CSSA also paid lump sums to members of the national liberation struggle, political prisoners and persons interned in military labour camps on racial or religious grounds (Act No. 261/2001 Coll.) By December 31<sup>st</sup> 2005, the CSSA paid out a total of CZK 1.448 billion in 12,988 cases.

According to Act No. 172/2002 Coll., citizens may apply for provision of a lump sum for persons abducted to the USSR or to camps established by the USSR in other countries. By the end of 2005, the CSSA paid a total of CZK 20.812 million to 55 claimants, the total number of applicants being 254.

The CSSA also pays contributions to the pensions of former political prisoners of the Communist regime between 1948 and 1989 or to their survivors (Government Decree No. 622/2004 Coll. and Government Decree No. 405/2005 Coll., which extended the scope of eligible persons to include those detained, widows or widowers who are not receiving widow's or widower's pension due to having exceeded the fixed maximum and to a specific group of orphans – by December 31<sup>st</sup>, the CSSA had paid 7,586 applicants a total of CZK 167.9 million.

## Inspection Visits to Check Treatment Regimen Adherence

The year 2005 saw a total of 252,339 visits by officers from all the CSSA offices to check on adherence to the treatment regimen of those incapable of work. Most of these inspection visits were made in the Moravian-Silesian Region (33,987 visits), with Prague coming second (32,915 visits) and the Olomouc region third (29,127 visits). The CSSA officers ordered a review in 6,422 cases of failure to adhere to prescribed treatment regimen. This means that sick pay was either reduced or terminated for 2.5 per cent of visited clients.

In 2005, CSSA officers terminated 2,981 cases of incapacity for work, which is 48.5 per cent more than in 2004, when the number stood at 1,539.

### Inspection Visits Checking Treatment Regimen Adherence as of December 31<sup>st</sup> 2005

Region	No. of Insection Visits	No. of Reviews
Central Bohemia	27,286	629
South Bohemia	17,229	224
Pilsen	15,299	502
Karlovy Vary	11,977	158
Ústí	20,381	590
Liberec	7,256	326
Hradec Králové	12,988	249
Pardubice	10,403	156
Vysočina	6,074	148
South Moravia	16,772	318
Olomouc	29,127	792
Morava-Silesia	33,987	1,220
Zlín	5,084	245
PSSA	32,915	497
MSSA Brno	5,561	368
<b>Total CR</b>	<b>252,339</b>	<b>6,422</b>

## Inspections at Organisations

CSSA offices in all made a total of 159,052 inspection visits to organisations (large employers), issuing 6,010 payment assessments. Organisations were ordered to pay CZK 108 million on insurance arrears – CZK 80.1 million on insurance and CZK 28.343 million on penalties.

CSSA officers also imposed 1,228 fines to the amount of CZK 5,371,900 to organisations and small organisations when visiting their offices and checking employee registration. They ordered 13,154 remedial measures aimed at the remedy of errors and omissions found, with 10,652 of these measures pertaining to sickness insurance and 2,502 related to pension insurance.

755 CSSA officers from all 91 CSSA offices throughout the Czech Republic made social security inspections in 2005. 133,900 inspections were planned and an additional 25,152 inspections were made on top of those planned. This means that the CSSA checked over 61 per cent of all organisations and small organisations in 2005. The CSSA checks all organisations and small organisations once every two years.

## ECONOMIC RESULTS



### Revenue

In 2005, CSSA revenue amounted to CZK 302.434 billion and total expenditures to CZK 280.312 billion.

The state budget set the CSSA (tax and non-tax) revenues for 2005 at CZK 304.278 billion.

Tax revenues according to the budget were to amount to CZK 303.420 billion. Out of this total figure, CZK 251.535 billion was to be collected on pension insurance, CZK 37.525 billion on sickness insurance, and CZK 14.360 billion on state employment policy contributions.

In reality, the insurance premiums and state employment policy contributions collected were CZK 301.199 billion, i.e. 99.27 per cent of the budgeted amount. Out of this total figure, CZK 250.056 billion was collected on pension insurance, CZK 36.854 billion on sickness insurance, and CZK 14.289 billion on state employment policy contributions.

Non-tax revenue as set by the government was to amount to CZK 858 million. In reality, CSSA's non-tax revenue in 2005 was CZK 1.235 billion, i.e. 143.94 per cent of the budgeted amount. The difference largely arises from collection of optional insurance, transfer of funds from government agencies and the returns of transfers.

### Expenditures

The 2005 pension insurance budget was set at CZK 241.171 billion after adjustments. In fact, CZK 241.161 billion was paid out, which means that almost 100 per cent of the budget was spent. CZK 175.669 billion was paid on old age pensions paid in 2005, along with CZK 35.28 billion on full disability benefits, CZK 10.575 billion on partial disability benefits, CZK 18.42 billion on widows' pensions, CZK 1.651 billion on widowers' pensions and CZK 2.684 billion on orphans' pensions.

The 2005 budget for all other benefits was set at CZK 33.408 billion after adjustments. In reality, the CSSA paid out CZK 33.398 billion on these benefits, which means that 99.97 per cent of the budget was spent. Most of this money went on sickness benefit expenditures CZK 26.258 billion, followed by attendance allowance CZK 819 million, differential allowance for pregnant and postnatal women CZK 4 million and maternity benefit CZK 4.579 billion.

### Operating expenditures

In 2005, CSSA operating expenditures amounted to CZK 5.580 billion, making for a 1.85% operating expense-to-revenue ratio. The funding needed to cover the extra expenditures was taken from an extrabudgetary source of financing, the CSSA reserve fund in this case. Compared to 2004, operating expenditures reached 105.5 per cent in 2005.

Line no.	Specification	2005 (in CZK mil. )	Expenditure Proportion (%)
1.	Personnel costs	2,569	46.0
	– salaries, other personnel costs and severance payments	1,875	
	– insurance contributions	656	
	– provisions for the Cultural and Social Needs Fund	38	
2.	Purchase of material	164	2.9
3.	Water, fuel and energy	86	1.5
4.	Postal services	562	10.1
5.	Services, repairs, maintenance, travel expenses	1,046	18.7
6.	Other non-capital expenditure	5	0.1
7.	Transfer of non-investment funds to the reserve fund	320	6.0
8.	Subtotal	4,752	85.2
9.	Capital expenditure incl. transfers to the reserve fund	828	14.8
10.	Total operating expenditure	5,580	100.0

Note: Line 1 of the table includes salaries for 7,902 employees who, in 2005, earned on average CZK 19,745. Line 4, the highest fees were charged for pension payments (CZK 386 million) and post remittance (CZK 38 million). Line 9 includes construction costs (CZK 361 million), machines and equipment (CZK 46 million), and information technology (CZK 421 million).

The CSSA submits its budgetary requirements to MoLSA, the administrator of CSSA funding, every year, both in the draft budget phase and in subsequent budgeting phases. In its proposals, the CSSA stresses the priority of activities, the need to cover expenses related to the CSSA's expanded or newly acquired tasks (e.g. new international social security agreements and related provisions, war-compensation related issues, and expenditure related to the CSSA's transformation into a public institution). Given the still growing portfolio of tasks and the still greater scope of the CSSA, these requirements are balanced and legitimate. They have been, however, repeatedly left unreflected.

The budget resources allocated by the CSSA for operating costs do not allow for the implementation of priorities to achieve strategic objectives set by the CSSA, seriously complicating fulfilment of the CSSA's basic operating requirements.

The CSSA's performance indicator, represented as a percentage ratio of total operating costs to tax revenue and benefit expenditures (the CSSA carries out major tasks both in the field of state revenue – over 38 per cent of state budget revenue – and expenditures – almost 33 per cent of state budget expenditures), amounted to 0.90 per cent in 2003, 0.97 per cent in 2004 and 0.97 per cent again in 2005. In the 2006 draft budget, however, this indicator is set at a mere 0.81 per cent.

Such a low operating expense-to-performance ratio is unparalleled by other similar institutions in the Czech Republic or elsewhere in the world. In 2004, the operating expense-to-revenue ratio of the Slovak Social Insurance Agency operating within a similar range of activities equalled 3 per cent.

## Assets

As of December 31<sup>st</sup> 2005, the CSSA's tangible fixed assets (PP&E) totalled CZK 7.80 billion and its long-term intangible assets amounted to CZK 519.824 million. In 2005, the CSSA reported 24 easements in total. In most cases, the easement was an easement of access (walking, driving, passing etc.)

In 2005, four contracts/property transfer records were made. In one case, the CSSA was the transferee and in three cases property was transferred to the CSSA. Based on these contracts, 14 pieces of real estate, mostly plots of land, were transferred (only two buildings were transferred).

### Long-term Tangible Assets as of December 31<sup>st</sup> 2005

	Account No.	Title	In milion CZK
1.	031	Land	221.708
2.	032	Artwork and Collections	1.068
3.	021	Structures	3,502.796
4.	022	Capital Equipment: units and property classes	1,811.480
5.	042	Acquisition in progress of PP&E	463.818
5.	028	Small PP&E	1,063.993
6.	0E*	Other PP&E	15.362
<b>Total</b>			<b>7,080.229</b>

Note: \* operative records

### Long-term intangible assets as of December 31<sup>st</sup> 2005

	Account No.	Title	In milion CZK
1.	012	Capitalised research and development	48.911
2.	013	Software	198.102
3.	041	Acquisition in progress of intangible assets	98.855
3.	018	Small intangible assets	161.318
4.	019	Other intangible assets	2.127
5.	0E*	Other long-term intangible assets	10.511
<b>Total</b>			<b>519.824</b>

Note: \* operative records

## Property Rights Limitations

Certificate of Ownership No. and Asset	Land Register Territory	Easement (E)	Date of Creation	Easement Description
<b>CSSA</b>				
No. 452 Křížová 6a, Praha 5	729051 Smíchov	Z-13300592/1999-101	17/6/2005	Walking and driving
Křížová 6a, Praha 5		V-24675/2005-101	17/6/2005	Entrance
No. 1608 K Zahrádkám 991 - 996, Praha 5	755541 Stodůlky	Z-38916/2003-101	6/12/2004	Joint use
K Zahrádkám 991 - 996, Praha 5		Z-38915/2003-101	6/12/2004	Joint use
No. 2074 K Zahrádkám 1085 - 1092, Praha 5	755541 Stodůlky	Z-11800553/1997-101	1995	Walking and driving
<b>PSSA</b>				
No. 748 Bohušovická 539, Praha 9	731382 Prosek	Z-6500055/2001-101	1/6/2000	Access, Driveway
<b>Central Bohemian Region</b>				
No. 4393 Okružní 511, Beroun	602868 Beroun	Z-102314/1996-202	6/11/1996	Accommodation English court
<b>South Bohemian Region</b>				
No. 1932 A. Balcara 1461, České Budějovice 2	621943 České Budějovice 2	Z-2800339/1996-301	15/5/1996	Use of non-residential premises
No. 4624, parcela 2571/1 Sládkova 332/II, Jindřichův Hradec	660523 Jindřichův Hradec	Z-100244/1997-303	10/2/1997	Walking and driving
Jindřichův Hradec II Sládkova 332/II, Jindřichův Hradec		Z-100269/1997-303	4/3/1997	Walking and driving
parcela 2571/1 Sládkova 332/II, Jindřichův Hradec		Z-100311/1997-303	10/3/1997	Walking and driving
No. 5883 Husovo nám. 2078, Písek	720755 Písek	Z-100154/1998-305	17/12/1997	Repairs and Maintenance
<b>Pilsen Region</b>				
No. 4729 Josefa Tomáška 100/II, Rokycany	740691 Rokycany	Z-5900475/1999-408	24/6/1999	Walking and driving
<b>Ústí Region</b>				
No. 4050 Revoluční 3289/13, Ústí nad Labem	774871 Ústí nad Labem	Z-8201510/1999-510	8/12/1999	Driving, driveway and exit
No. 3797 Baňská 284, Most	699594 Most II	Z-9003540/2000-508	3/7/2000	Revisions, repairs, and maintenance of street
<b>Liberec Region</b>				
No. 3368 Bořkova 571, Semily	747246 Semily	V-1541/2004-608	15/9/2004	Walking and passage
<b>Olomouc Region</b>				
No. 1357 Na Šibeníku 5, Olomouc	710717 Nová Ulice	Z-8758/2004-805	28/6/1996	Pre-emptive right
No. 1464 Kosmonautů 1151, Olomouc	710873 Hodolany	Z-5200523/1998-805	10/9/1998	Walking and driving
No. 5911 Bayerova 1/732, Přerov I - město	734713 Přerov	Z-618/2003-808	2/9/1998	Civil protection shelter
Bayerova 1/732, Přerov I - město		Z-101839/1998-808	1998	Civil protection shelter
Bayerova 1/732, Přerov I - město		Z-2363/2003-808	8/6/1999	Access to equipment
<b>Moravian-Silesian Region</b>				
No. 2634 Zelená 3158/34a, Ostrava	713520 Moravská Ostrava	V-467/2005-807	25/1/2005	Establishment and operation of lines - Eurotel Praha
Zelená 3158/34a, Ostrava		V-468/2005-807	25/1/2005	Establishment and operation of lines - Eurotel Praha
No. 1874 Rýmařovská 6, Bruntál	613169 Bruntál - city	Z-6523/2005-801	21/9/2005	Statutory security interest



## Transfer of Ownership of Real Estates

Type	Date	Transferring Party	Receiving Party	Real Estate Type, Land Registry Office
<b>Contract of Purchase</b>	19/12/2005	Beroun City	CSSA	Plot No. 4092/1 Central Bohemian Regional Authority, Land Registry Office Beroun
				Plot No. 4092/2 dtto
				Plot No. 4092/3 dtto
				Plot No. 4092/4 dtto
<b>Entry of Change in Management of Assets</b>	16/5/2005	ÚZSVM	CSSA	Building No. 154 Land Registry Office for the Capital City of Prague, Land Registry Office Prague
				Plot No. 167 dtto
<b>Change in Joint Right of Management</b>	13/6/2005	CSSA	Labour Office in Prostějov	Building No. 458 Olomouc Regional Authority, Land Registry Office Prostějov
				Plot No. 759 dtto
				Plot No. 761/2 dtto
<b>Entry of Change in Management of Assets</b>	8/12/2005	Ministry of Interior CR	CSSA	Plot No. 976 Land Registry Office for Vysočina, Land Registry Office Pelhřimov
				Plot No. 977 dtto
				Plot No. 974/2 dtto
				Plot No. 974/1 dtto
				Plot No. 975 dtto

## INTERNATIONAL RELATIONS



### European Union

According to Council Regulations (EEC) 1408/71 and 574/72 (the so called Co-ordination Regulations) the CSSA is the competent institution for pensions, sickness and maternity benefits in cash and cash benefits paid for industrial injuries and occupational ailments (these include only sickness and pension insurance benefits in cash – sickness benefit and disability benefit).

The CSSA is also the institution designated to implement specific provisions of the Co-ordination Regulations (determining applicable legislation, certification of insurance periods) for the whole country. The CSSA applies the Co-ordination Regulations in dealings with 27 European states. In 2005, CSSA offices in all handled a total of 117,464 claims by clients related to European affairs. This makes an average of about 9,789 applications per month, up by 14 per cent on the 2004 average monthly figure. Most of the total of the 42,934 cases were related to applicable legislation in 2005, 34,597 cases were pensions-related and 11,761 cases were related to “European” sickness and maternity benefits in cash. The past year also saw the public taking interest mainly in European pensions (25,531 cases).

In 2005, most clients taking interest in social insurance in the EU context came from the Central Bohemian Region (over 1,000 cases per month), Prague (over 600 cases) and the South Moravian Region (more than 400 cases a month).

Clients addressed their questions and requests to the CSSA offices mainly in writing (47,245) and over by 'phone (36,610), queries (59,465) being slightly more frequent than requests (57,865).

In connection with the CSSA transformation of January 1<sup>st</sup> 2005, all “international” activities related to pension and sickness insurance became part of domestic business.

### Statistics of Cases Related to EU Affairs from May to December 2005

	Total Cases**	DLA*	SMCB*	Pensions	Insurance contributions	Other
January	7,344	2,625	813	2,365	237	1,304
February	8,472	2,469	947	2,576	385	2,095
March	10,344	3,695	1,120	2,911	288	2,330
April	9,925	3,921	872	2,800	386	1,946
May	10,299	3,842	877	2,961	377	2,242
June	10,865	4,321	891	3,225	367	2,061
July	10,797	5,029	836	2,530	474	1,928
August	9,564	3,442	839	2,875	535	1,873
September	9,345	3,183	1,076	3,054	513	1,519
October	9,982	3,496	1,148	3,129	498	1,711
November	11,416	4,131	1,187	3,284	457	2,357
December	9,111	2,780	1,155	2,887	370	1,919
<b>Total</b>	<b>117,464</b>	<b>42,934</b>	<b>11,761</b>	<b>34,597</b>	<b>4,887</b>	<b>23,285</b>

Note: \* DLA – determination of the legislation applicable, SMCB – sickness and maternity cash benefits.

\*\* Total cases constitute the sum of cases from the individual areas (determination of the legislation applicable, sickness and maternity cash benefits, insurance contributions, pensions) and other unspecified cases.

### International Agreements

In 2005, the CSSA helped to draft new international social security agreements between the Czech Republic and other states.

In March 2005, the CSSA participated in negotiations held by MoLSA on the administrative arrangements for the implementation of an international agreement with Macedonia, where it was agreed to use bilingual forms by the institutions of both parties to the agreement. In April, representatives of

the CSSA took part in the third round of discussions on a bilateral international agreement with Turkey. Also in April, a Syrian delegation visited the CSSA as part of the first round of discussions of a bilateral agreement with Syria on pension benefits.

In September 2005, the first round of talks on a draft social security agreement between the Czech Republic and the USA took place, providing for legislation applicable and pension insurance. A guideline was drafted to facilitate the implementation of the international agreement with Turkey that came into force on January 1<sup>st</sup> 2005.

In 2005, a new international agreement with Turkey entered into force. The CSSA implemented social security policy according to 27 international agreements. These agreements provided, for example, for the payment of pensions. Most pensions were paid out to clients in Slovakia (10,970) and Poland (10,334) in 2005.

### Top Ten States Receiving Most Pension Payments from the CSSA in 2005

State	No. of Pensioners
<b>Slovakia</b>	10,970
<b>Poland</b>	10,334
<b>Germany</b>	2,878
<b>Switzerland</b>	1,860
<b>Canada</b>	1,416
<b>Bulharia</b>	1,400
<b>USA</b>	1,357
<b>Austria</b>	829
<b>Macedonia</b>	481
<b>Australia</b>	459

### International Projects

In 2005, the European Commission approved a new Transition Facility project submitted by the CSSA. The project is divided into three components and will be implemented in 2006. The aim of the project is to build and launch routine operation of an information system for the administration and registration of migrant workers in the European labour market, building on the existing CSSA information systems. This IS will be implemented in order to determine applicable legislation, exchange identification data with international social security institutions and deal with pensions containing an international element. Another project approved was the "Audit of Social Insurance Systems Functionality and Security". The project will be implemented between 2006 and 2007, along with the installation of technical and software products to support audit activities.

### International Conferences

CSSA representatives participated in the activities of co-ordination bodies established by MoLSA, which provide for the procedures of Czech institutions when dealing with EU institutions.

The CSSA took part in meetings at a European level of, for example, the Technical Commission established by the Administrative Commission for Social Security of Migrant Workers.

The CSSA is a member of two international organizations – IASS (International Association of Social Security) and EUMASS (European Association of Medicine in Assurance and Social Security). It also takes part in the activities of ESIP (European Social Insurance Platform). Participating at some meetings of these organisations in 2005, the CSSA was able to get relevant up-to-date information and documents, make useful contacts with institutions in other states and have some influence on international standards.

## CSSA TRANSFORMATION

Since 2005, the organisational structure of the entire CSSA has changed quite substantially. This change topped a transformation process of over a year. The aim of this transformation was to optimise the structure of the CSSA organisational units. There is now compatibility between the CSSA territorial units and the territorial structure of the country. A unified management and administration system was established at the CSSA, along with a process management model, while the use of advanced technologies of today's information society was made more effective and efficient. This system is now provided for by the CSSA rules of organisation.

The purpose of the transformation was to transform the CSSA into an organisational (government agency) the focus of which is on the quality of service provided to the client. Also, the aim was to boost the CSSA's performance, promoting facts and flexible reactions to legislation with social security implications.

The new system of management introduced on January 1<sup>st</sup> 2005 has led to effective and economic performance in terms of administration, with the performance of system outlets comparable. The territorial structure of CSSA offices copies the territorial structure of the state, and regional authorities can now work directly with regional social security administrations as their partners. From the client's perspective, all CSSA offices now have the same rules of conduct, most of them also having the same structure. Thanks to this change, clients have a better overview of what the CSSA does, which allows them to deal with their issues in more rapidly and easily.

Last but not least, new "internal service centres" were established during CSSA's transformation: the Economic and Administrative Section; Information and Communications Section; and Medical Assessment Section, all of them supporting CSSA's core business.

The CSSA did not seek funding from any other sources for the transformation: the total cost was covered from internal sources.



## INFORMATION AND COMMUNICATION TECHNOLOGIES



**Information and communication technologies (ICT) are an indispensable aid to people, which allow for the quicker processing of legal entitlements. Those who use ICT do not have to queue at social security offices and can settle their matters from the comfort of their home 24 hours a day, 7 days a week. We see an increase in electronic services every year. The CSSA was one of the electronic pioneers in public administration. It was the first organisation to introduce e-submissions of documents through the Public Administration Portal (PAP).**

### e-Submissions

Starting with 2005, organisations and small organisations can submit documents to the CSSA electronically. The first electronic submissions were Annual Pension Insurance Records (PIRs). A data record was defined for this purpose, in other words the required programme output exists and can be implemented into organisations' payroll programmes. The structure of the data record is universal and can be applied to all types of software. It is now available on the CSSA web site.

In 2005, a total of 139,742 e-submissions were made, submitting 2,532,916 annual PIRs. Most organisations choosing this method of PIR submission did so through the Public Administration Portal (95 per cent). In the second quarter of 2005, automatic recording of annual PIRs in the claim database was introduced.

As of July 1<sup>st</sup> 2005, the CSSA allowed for another e-submission: sickness insurance registrations/de-registrations (R/D). In 2005, the CSSA received 525,801 R/D e-submissions through the DIS system, almost 30 per cent of them through PAP and 70 per cent on media or through CSSA office staff. The total number of electronic Rs/Ds was 3,649,399 in 2005.

By the end of 2005, the CSSA received a total of 6,184,686 documents electronically. 35,998 organisations registered to file e-submissions, 18,415 out of which were organisations employing over 25 people. As of December 31<sup>st</sup> 2005, there were 29,238 employers of this size in the country, employing 3,082,457 people. This means that the CSSA's goal of having at least 60 per cent of organisations submitting their documents electronically was met.

Thanks to e-submissions, the CSSA could start compiling a register of insured persons where every insured person has his/her Individual Insurance Account (IIA).

### Individual Insurance Accounts

In 2005, the CSSA worked hard on preparing electronic Individual Insurance Records (IIAs) based on e-submissions. Thanks to the IIAs, the Czech Republic's citizens will be able to receive complete information on their periods of insurance and earnings, which is important for their pension claims, from any CSSA office. Territorial jurisdiction will therefore be a thing of the past. Moreover, IIAs will enable easier communication with foreign pension insurance institutions through advanced information and communication technology.

In 2005, the CSSA reviewed all e-forms that are the source of data for IIAs. The review confirmed that the current set-up of IIAs allows recording of all data needed for deciding on pension claims according to Czech legislation, including EU requirements for comparative calculations.

The existing technological base was therefore reinforced and rebuilt in the first half of 2005. This meant, first and foremost, enhancing the robustness of data storage and data and application servers and building a new testing environment. The CSSA is now more closely linked to PAP, having designed or bought new software for effective data storage.

The second quarter of 2005 saw an intensive effort to prepare to test the software for the recording of data records with insurance periods and periods treated as insurance periods for IIAs. This data included data from Labour Offices, data on military service, attendance care, disability benefit periods and voluntary insurance.



## PUBLIC RELATIONS



### Information Provision

One of the CSSA's priorities is fast provision of good quality service and information to clients. Clients can use the Information Office located in the CSSA headquarters, Client Centres at the individual DSSAs, the Call Centre and, last but not least, visit the web site at <http://www.cssz.cz>. The CSSA also co-operates closely with both public and commercial media. In 2005, the CSSA issued 110 press releases, organised nine press conferences and other media events and responded to 400 media enquiries.

In 2005, the Communication Section staff responded to 450 queries from the public. In most cases, people asked about where to find forms, wanted data on self-employed persons and were interested in e-submissions.

### Information Office

In 2005, a total of 105,950 citizens contacted the CSSA information office at its headquarters. This means that the Information Office staff dealt with an average of 400 queries by 'phone, fax or during clients' personal visits. For several years, the CSSA has been open to clients every working day.

The Information Office staff responded to, or handed over to relevant departments, 3,943 enquiries concerning application of EC social security law and application of international social security agreements in 2005. They also provided copies of registration documents to 7,850 clients and issued pension certificates to 22,200 applicants. The Office staff also paid our pension advances and supplementary payments in cash, amounting to CZK 31,807,921 to 2,224 clients in difficult financial situations. 122 undelivered documents were posted on the CSSA notice board in the Information Office to fulfil the obligation of document delivery through public notice.

Two new client centres, in Tábor and Beroun, along with a new local office of the MSSA in Brno were open to the public in 2005. The client centres are equipped with modern electronic waiting systems and discrete zones for uninterrupted discussions. As of December 31<sup>st</sup> 2005, the CSSA was running 49 client centres in its DSSA offices, besides its Information Office.

### Call Centre

In 2005, Call Centre staff dealt with 149,687 telephone requests by clients, which means there were 570 incoming calls on average every working day. By 30 June 2005, 4,165 claims for direct support of DSSAs and 630 fax reminders were handled. The Call Centre staff provided clients with 4,447 pension certificates and 182 telegraphic and cash payments were also intermediated through the Call Centre. Finally, 7,486 reminders submitted by clients were handed over to the relevant CSSA departments.

### Web Site

In 2005, the total number of people visiting the CSSA website was 1,550,055, compared to 699,306 in 2004. This marks more than a double increase. The average monthly hit rate was 119,235, compared to 58,276 in 2004. And while the year 2004 saw an average daily hit rate of 1,935, one year later the figure rose to 3,945 hits per day.

## Publishing

The CSSA publishes both regular and one-off materials. In 2005, as in previous years, the CSSA published the *Národní pojištění* (National Insurance) monthly journal. The journal had a print run of 14,500 copies. About 200 new subscribers started receiving the journal in 2005. Starting with the first 2005 issue, the journal has a new graphic layout, based on the CSSA Graphic Manual. In 2005, the journal published over 140 articles on social security – on average twelve articles per issue – and 116 consultations. The editorial team worked with about 50 regular contributors.

As far as the one-off publications are concerned, the CSSA published five leaflets on:

- Medical Assessment Service
- Social Security Insurance
- Pension Insurance in the EU Context

Two leaflets on *e*-submissions were also published:

- Annual Pension Insurance Records
- Sickness Insurance Registration and Deregistration

The leaflets are available to the public in all CSSA offices throughout the country and can be downloaded in German and English from the CSSA web site.

In 2005, the CSSA published the 2004 Pension Insurance Statistical Yearbook, CSSA Activity Report and the 2004 Annual Report.

## Office Hours

All CSSA offices are open to the public on all working days:

### CSSA Headquarters

Monday and Wednesday	8 a.m. – 5 p.m.
Tuesday and Thursday	9 a.m. – 2.30 p.m.
Friday	8 a.m. – 2 p.m.

### RSSAs and DSSAs

Monday and Wednesday	8 a.m. – 5 p.m.
Tuesday and Thursday	8 a.m. – 2 p.m.
Friday	8 a.m. – 1 p.m.

In addition to visits in person, clients can contact the CSSA Call Centre on + 420 257 062 860, office hours:

Monday and Wednesday	8 a.m. – 5 p.m.
Tuesday and Thursday	8 a.m. – 2.30 p.m.
Friday	8 a.m. – 2 p.m.



## 15 YEARS OF SOCIAL SECURITY ADMINISTRATION



In 2005, the CSSA celebrated its 15<sup>th</sup> anniversary. A special meeting to celebrate this event was organised, attended by distinguished guests and Czech Social Security Administration staff. The celebration included both a conference and an evening reception. European Commissioner for Employment, Social Affairs and Equal Opportunities PhDr. Vladimír Špidla spoke on the first panel on “Social Insurance and the Role of the CSSA: Present Situation and the Future”. He pointed out in his speech that the Czech Social Security Administration is a top-quality institution in the European context. Practically all speakers, Ing. Zdeněk Škromach, Minister of Labour and Social Affairs and Deputy Prime Minister; Ing. Dana Běrová, Minister of Informatics; Alena Vondrová, Chairwoman of the Trade Union of State Bodies and Organisations and Ing. Jiří Hoidekr, CSSA Director General, were very appreciative of the work done by the CSSA staff. Twenty five CSSA employees were awarded a “CSSA Employee of Outstanding Merit” award for their lifetime achievement at the celebration. The CSSA also awarded its top ten partner institutions with the “CSSA Best Partner” award. The Ministry of Information Science, whose collaboration on e-submissions is much appreciated by the CSSA, was one of these partners.

The fifteen-year history of the CSSA is summed up in “15 years of the Czech Social Security Administration”. This report compares the CSSA to a 15-year old girl who has proven her qualities at school. The CSSA has its place in the state administration and in the life of each person. It develops in harmony with the outside world, and it adapts to the needs of the public and to the requirements for modern communication using IT. So that it continues to keep “**People first...**”

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### **Pardubice Region RSSA**

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