STUDY ON COMPLAINTS CONCERNING QUALITY FOOD PRODUCTS IN BIHOR (2009-2011)

STUDIU PRIVIND RECLAMATIILE VIZAND CALITATEA PRODUSELOR AGROALIMENTARE IN JUDETUL BIHOR (PERIOADA 2009-2011)

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Abstract: *The improvement of products quality in our country represents an objective of Commissioner for Consumer Protection. In the national protection plan the main measures include activities that aim to improve the quality of agricultural products.*
Through the measures of the most important objectives that are being aimed to are: the best solutions to all the complaints, their application on the producers and distributors; strengthening the relationship between consumer and trader.
In the present paper the author presents the complaints situation between 2009- 2011, detailed on category of products, their solution and the main sanctions applied on the traders.

Key words: *consumer protection, complaint*

INTRODUCTION

In the period 2009-2011 in the Commissioner For Consumer Protection Bihor it has registered a total of 218 complaints which have targeted food. From these 218 complaints a number of 175 complaints focused on food and the remaining 43 complaints focused on services.

MATERIALS AND METHODS

In identifying the main deficiencies of traders' activities I appealed to: studying the existent consumers complaints submitted between 2009-

2011 to Commissioner For Consumer Protection Bihor, analyzing their solving and the way of implementation.

RESULTS AND DISCUSSIONS

The main deficiencies concerned by consumers are:
- organoleptic modifications of the products;
- expired products;
- improper quality of the products or services;
- further price at face value at shelf;
- strain body;
- inadequate behavior of the seller;
- improper labeling of products;
- inadequate conditions for the display of products or services;
- lack of authorizations for the operation;
- declared differences of weight of products

Table nr. 1

Top consumer products claimed:

No.	Products	complaints
1	meats and cooked meat	34
2	bread and bakery	26
3	milk and dairy products	15
4	fruit and vegetable	13
5	fresh pastry and confectionery	12
6	chocolate and sugary	11
7	soft drinks	10
8	products fast-food	9
9	dietary supplements	9
10	canned fish and over	7
11	mineral water	7
12	spirits	6
13	cans	6
14	eggs	3
15	spices	2

Regarding the salvation of complaints out of a total of 218 complaints number 112 complaints were well-grounded, 110 complaints were ungrounded and a total of 6 complaints were forwarded or filed.

Upon researching the claims, Commissioners from the Commissioner for Consumer Protection has prepared a total of 96 minutes of finding offense where sanctions were applied amounting to RON 25,000 were sanctioned a total of 76 operators

Commissioners of the Commissioner for Consumer Protection has ordered operators found defective, measures according to law as follows:

- withdrawal from the market of expired products on 26 economic operators;
- temporary stop from poor marketing and labeling services to 48 operators;
- remedy deficiencies (price difference from the shelf at home) to 20 operators.

CONCLUSION

Regarding the period in which researched complaints - the years 2009 -2011 - we mention that in 2009 there has been a total of 61 food complaints from a total of 443 complaints, in 2010 there have been a number of 93 claims for these products out of 849 complaints and in 2011 were recorded a total of 64 complaints out of 641 complaints recorded in the Commissioner for Consumer Protection Bihar.

Following this study shows a slightly decreasing trend of complaints regarding food because of a better collaboration between the consumer and CJPC Bihor.

REFERENCES

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