

CJPC BIHOR ACTIVITY IN THE FIELD OF FOODSTUFF AND FOOD SERVICES IN 2016

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Abstract

Foodstuff production and foodstuff services are the most important issues regarding consumers protections. In this way a lot of products come in Romania and Bihor county as well from all over the world. The products that come from European Union are under the severe regulation of the European laws and from this point of view it suppose to be safe for consumers. The products that come from uncertain sources are not 100% according with Tomanian regulatio. Present study moniterized the evolution of National Authority for Consumer Protection controls in Bihor county in 2016. All the controlls were done after complains issued.

Key words: foodstuff, controls, Bihor county, programed actions, complains.

INTRODUCTION

Foodstuff and food services issues recorded an increasing of the incidence regarding the quality during the last years. The reasons are: increasing the volume of foodstuff comerce, increasing the online marketed products, imports from outside of European Union, increasing the costs of raw materials and energy, reducind the self life of some products, low level of the staff of the institutions involved in this activities, etc.

Is important to have an overview of the state controls in the sector of foodstuff and food services in order to have a feedback of the foodstuff and food services market evolution. There are also important indications about the effects of those controls and the changes that starts to appears after that.

Methods used for controls are according with romanian standards.

MATERIAL AND METHOD

The methodology of controls was selected in accordance with the Romanian regulations that are similar with European regulations.

Below are presented the documents and regultions that are at the base of the state control in the field of foodstuff: Government Decision no. 700/2012 on the organization and functioning of the National Authority for Consumer Protection, as amended, Law no. 245/2004 (r1) on general product safety, Government Ordinance no. 21/1992 (r2) on consumer protection, as amended and supplemented, Law no. 608/2001 (r2) on

product conformity assessment, Government Ordinance no. 2/2001 regarding the legal regime of contraventions, as amended and supplemented, Law no. 363/2007 on combating unfair practices of traders with customers and harmonization of regulations with European legislation on consumer protection, as amended and supplemented, Law no. 449/2003 (r1) for the sale of goods and associated guarantees, as amended and supplemented, Law no. 7/2004 (r1) on the code of conduct for civil servants, Government Ordinance no. 27/2002 on regulating the resolution of petitions, as amended and supplemented.

The research was conducted for the years 2013, 2014, 2015 and 2016. The following items were taken in to study total number of control actions undertaken for:

Food,
Food Services.

All the controls were undertaken after complains and programmed actions.

RESULTS AND DISCUSSIONS

Following research, there were recorded following results regarding Number of controls carried out in 2016.

In the year 2016, 155 complaints were registered at the Oradea Consumer Protection Organization headquarters.

Controls undertaken on domain complaints were as follows:

- Bakery and Patisserie: white bread, pastry staff, pastry promotions, staff from the markets, white bread, croissants, waffles, pie, pastries, pastries, toasted bread, bakery, cheese pie, bread, expired products , pretzel, pie, croissants, bread, promotions.

The total number of controls was 20.

- Fast food: displayed price, paper breeze, pizza, bad food, pizza, unpacked food, focus, promotions, pizza, pizza price reduction, pizza, price, fast food

14 controls were conducted on fast food units.

- Vegetables and fruits: priced, cooked cabbage, lack of gloves served, oranges, mandarin, figs, strawberries, jellyfish, vegetables, tomatoes, mushrooms, oranges, strawberries, promotions, cherries, altered oranges, damaged fruit, inappropriate food, mushrooms frozen.

19 controls on vegetables and fruits were undertaken during 2016.

- Meat: chicken, chicken frozen chicken, frozen chicken, chicken meat, meat, chops of meat, storage conditions, drum, meat, washed meat, promotions, salami, kaizer, sausage price, chicken pulp, pork pulp, chicken ham, smoked ham, musk, meat smoked, price, pork meat, chicken legs, pork legs, beef belly, products expired.

33 meat controls were the total number of controls in 2016.

- Fish: frozen pangasius, pangasius, fish promotions, serving behavior, calf rings, tuna, mackerel, fish, tuna salad.

The total number of controls on the fish field in 2016 was 10.

- Drinks: beer, flat water, mineral water, expired juice, juice, mineral water, energizing drinks prices, promotions, natural juices, coffee.

11 controls were undertaken in drinks field in 2016.

- Dairy products: promotions, milk, cheese, fondues cheese, milk powder, dairy products, yoghurt, dairy products, yoghurt, kefir, beaten milk, cheese cream.

In 2016 there were undertaken 14 controls regarding dairy products.

- General Foodstuff: food, expired products, seeds, honey, popcorn, Milka chocolate, chocolate, hazelnuts, caju, sugar, biscuits, food supplements, dietary supplements.

17 controls on general foodstuff were conducted.

- Restaurant sector: business behavior, public catering, assorted salad, price display, steaks, bean soup with meat, menu of the day, behavior of the employees, public nutrition, misery, lack of seriousness

11 controls were undertaken in restaurants after complains.

- Delivery: fee, inappropriate advertising, inappropriate behavior.

3 controls were comes after complains in 2016.

- Medicines: herbal medicines, medicines.

3 controls in the field of pharmaceuticals were the total number of controls in 2016.

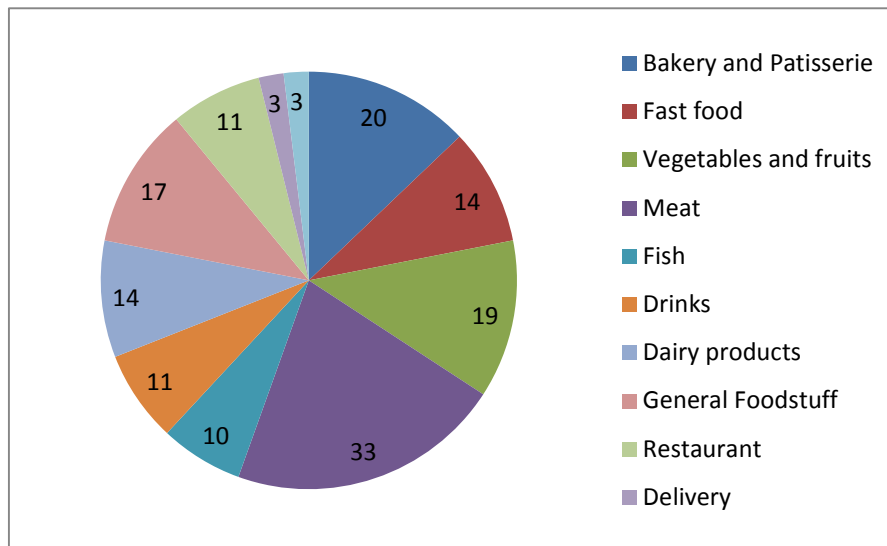


Fig. 1. Total number of controls in the foodstuff and food services in 2016 based of complains

CONCLUSIONS

Researches has led to the following conclusions:

1. The largest number of controls based on complaints was recorded for meat products followed by bakery products.
2. The fewest controls based on complaints registered had as subject drugs and services associated with food delivery charges, inappropriate advertising, inappropriate behavior.
3. There are areas without complaints - dietary supplements.

In conclusion, there is a direct correlation between the share in the consumer basket and the number of complaints, as well as a higher share of complaints on commodities - meat and meat products, bakery and pastry, dairy products and fruits and vegetables.

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11. ***Legea nr. 608/2001 (r2) privind evaluarea conformității produselor
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13. ***Legea nr. 363/2007 privind combaterea practicilor incorecte ale comercianților în relația cu consumatorii și armonizarea reglementărilor cu legislația europeană privind protecția consumatorilor, cu modificările și completările ulterioare,
14. ***Legea nr. 449/2003 (r1) privind vânzarea produselor și garanțiile asociate acestora, cu modificările și completările ulterioare,
15. ***Legea nr. 7/2004 (r1) privind codul de conduită a funcționarilor publici,
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17. ***Legea nr. 296/2004 privind Codul consumului, cu modificările și completările ulterioare,
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