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PROTECTION OF THE CONSUMER'S RIGHTS

Consumer rights - it is the huge field of different relationships. Consumer rights consist of not only purchase and sale of goods, however this process includes a lot of particular too. Also, if we are talking about Consumers rights, we need to say about service, providing with internet and mobile communication. Finally, we live in the consumer's world, and we are consumers now. It is very important to keep consumer rights in every jurally state. This legal institution- support to develop quality of products, service, etc.

In my report I want to tell you about violation of the consumer's rights by way of the foodstuff.

It is common with our businessmen to produce or sell bad products. At the result we have bad consequences. For example moral damage, a big damage for your health, even death.

There are small offences happen every day. Usually sellers can sell rotten products, lie about product quality, price and weight. However, this trend creates big problems. It was three terrible accidents in the last ten years. We could read about it in the newspapers.

Seven years ago in the Aktobe, one old man found the rat inside his bread. He did not go to the law. And violators avoid the punishment[1].

The second story happened more than two years ago in the Kostanai. Mass media named this accident "Candy with surprise". One shop in Kostanai sold candies with living worms. However, store owner refund 20 000 tenge to victim without judgment [2].

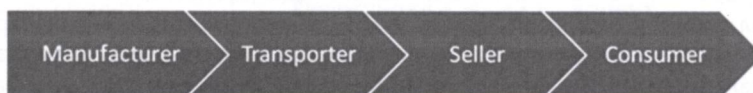
If we talking about offences in the consumer's rights, which became real criminal. We should remember famous "Melamine scandal". This case touches on many international companies, like "Cadbury", "Nestle" and "Mars". It's happened in 2008 in China. Employees of one milk factory change raw materials for milk and add toxic matter- melamine. As a result 30 000 children was poison, six of them was died [3].

Violators suffered capital punishment.

How you see, it is very important problem.

It's not a secret, that products pass a few stages before it can be used by consumer.

There are:



Offences or mistakes can be made in each stage.

Kazakhstan legislation about consumer's rights stipulate for responsibility of "manufacturer" and "seller". Transportation it is the other relationships between stage one and stage two. And these relationships are governed by contract, civil code, etc. Also if transporter made something wrong, your complaint should be send to seller. Because seller take over this products from transporter.

What kinds of mistakes could do manufacturer:

- 1) Violations with production process. For example: use unsuitable ingredients, trouble with temperature rate and others.
- 2) Violation with information about this product. It could be wrong information on the package, or absence of information. There are 17 necessary points[3].

What kind of mistakes could do seller:

- 1) Wrong prices.
- 2) Trouble with storing
- 3) Wrong information about products.
- 4) Selling of falsification products

Each of these violations may become a reason for reference to the court.

Let's proceed to main point of this paper. How we can protect our rights in the court? What should we do if our consumer's rights were violated?

Firstly, you should consult with Society for the Protection of Consumer Rights. This organization situated in each city of Kazakhstan. The main benefit of this organization its reference to the court without duties. Also, they have an experience in this field, and they can give real help in your situation.

Secondly, it is important to know that, court based on the substantiation. You must prove violation of consumer rights.

How we can do that?

You can find answer in the Civil- procession code of RK.

In my view, you shod give answer on three questions. There are:

- 1) What? (What kind of damage)
- 2) How? (What violation happened?)
- 3) Who? (Who made this?)

Of course, all of your probations you will relate with law and with your demands.
To crown it all, I want to say, don't be afraid to protect your rights.

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