



The twenty fourth magazine of the TV series “Step by Step”

The topic of the final, **24th magazine** of the series “Step by Step” is protection of consumers’ rights.

The first story is about product safety.

Veterinary inspector Milan Kostadinovic is regularly testing conditions at the layer hens’ farm. The European food safety control system “from fields and farms to dinner tables” has begun its application in Serbia as well, as part of protecting consumers from goods and services that can put their lives at risk.

The second story is about economic interests of consumers.

Uros Grujic is regularly paying his cottage energy bills under the valid tariff, although the voltage is so low that he loses picture on his TV when he plugs in the refrigerator. The new law has indeed provided for better protection of consumers’ right to get the right product quality for their money. However, since Uros cannot yet choose the provider he gets his electricity from, only healthy and fair competition on the market will make the full protection of consumers’ rights possible.

The third story is about organizations for protection of consumers’ rights.

Kristina Tanic likes to go for a stroll and listen to music, but her Mp3 player that she bought last year keeps breaking down. Kristina has decided to seek assistance of one of the associations for protection of consumers. To exercise the rights guaranteed by new law, citizens should also be well-informed, while organizations for protection of consumers’ rights should be given greater powers to assist them.