

Consumer Report (Issue No.193)

Consumer Council recently spot checked 57 bakeries in different zones in Macau and compared the price and weight of two types of bread. For certain bakeries, a weight difference of 30 per cent was observed for the same kind of product in the same store. The involved bakeries have been informed about the result and details have been listed in the latest issue of *Consumer Report* (Issue No.193).

A survey on the price and weight of white bread and bun was completed earlier by checking 57 bakeries located in 7 zones in Macau and Taipa. 10 packs of white bread and 10 buns were bought in each store for calculation of the average weight per pack/bun and the weight difference between the heaviest pack/bun and the lightest pack/bun; average price of each zone was also examined.

The northern district, with an average price of MOP1.78/100g of white bread, was the cheapest zone, while central district had an average price of MOP2.8/100g. For bun, northern district had the lowest price of MOP2.4/100g and the same weight of bun cost MOP4.35 in central district. Chain bakeries were found to have different selling prices for the same product in different zones. Further, 10 packs of white bread were bought from one store and result showed that the weight difference between the heaviest and lightest pack amounted to almost 35 per cent. The involved bakery had been informed about the result and told to establish a better quality control mechanism. Consumers may refer to *Consumer Report* issue no. 193 for details.

The Council has received a total of 2,500 cases in the first half year, with over 650 complaints and 1,800 enquiries in which around 33 per cent of complaints involves food & beverages, telecommunications services and equipment. Enquiries about real estate services, purchase of telecommunications equipment and electrical appliances amount to about 300 cases, showing that consumers are getting more aware of their consumer rights to inquire further before purchasing.

In the current issue, articles featuring consumer alert and recent work of the Council are also covered. The *Consumer Report* is now available free of charge at the two offices of the Consumer Council, bookstores and libraries. Consumers may also access the resources online at the Council's official website (<http://www.consumer.gov.mo>). For enquiries, please call 89889315.