

CONSUMERS ORGANIZATION OF MACEDONIA



<http://www.opm.org.mk>

OPM

OPM is an independent, non-governmental, non-partisan organization founded in 1996 in Skopje, Macedonia.

OPM is a full member of **Consumers International** and co-operates actively with other Consumers organizations throughout the world.

OPM is a member of **BEUC-European Consumer Organization**.

The Organization has four **Advisory Offices** - in Skopje, Bitola, Stip, and Ohrid. The offices are available for consumers to contact for advice by telephone or visiting the offices in person.

OPM has branches also in Tetovo, Strumica, Gevgelia, Kochani, Negotino, and Struga. **OPM** has over **3,000** corporate and individual Members.



OPM's Mission

Following the UN Guidelines on Consumer Protection, enacted in 1985, OPM's Mission is defined as:

- **Providing information about basic citizens' needs**
Food, clothing, living accommodation, health services, education and hygiene
- **Ensuring provision of safe Products and Services**
Protection from products, production processes and services that might be harmful to health and life
- **Information dissemination**
Protection from incorrect product information
- **Citizens' Participation**
Include citizens in the creation and implementation of Government Policies
- **Education**
Educating consumers about their rights and obligations

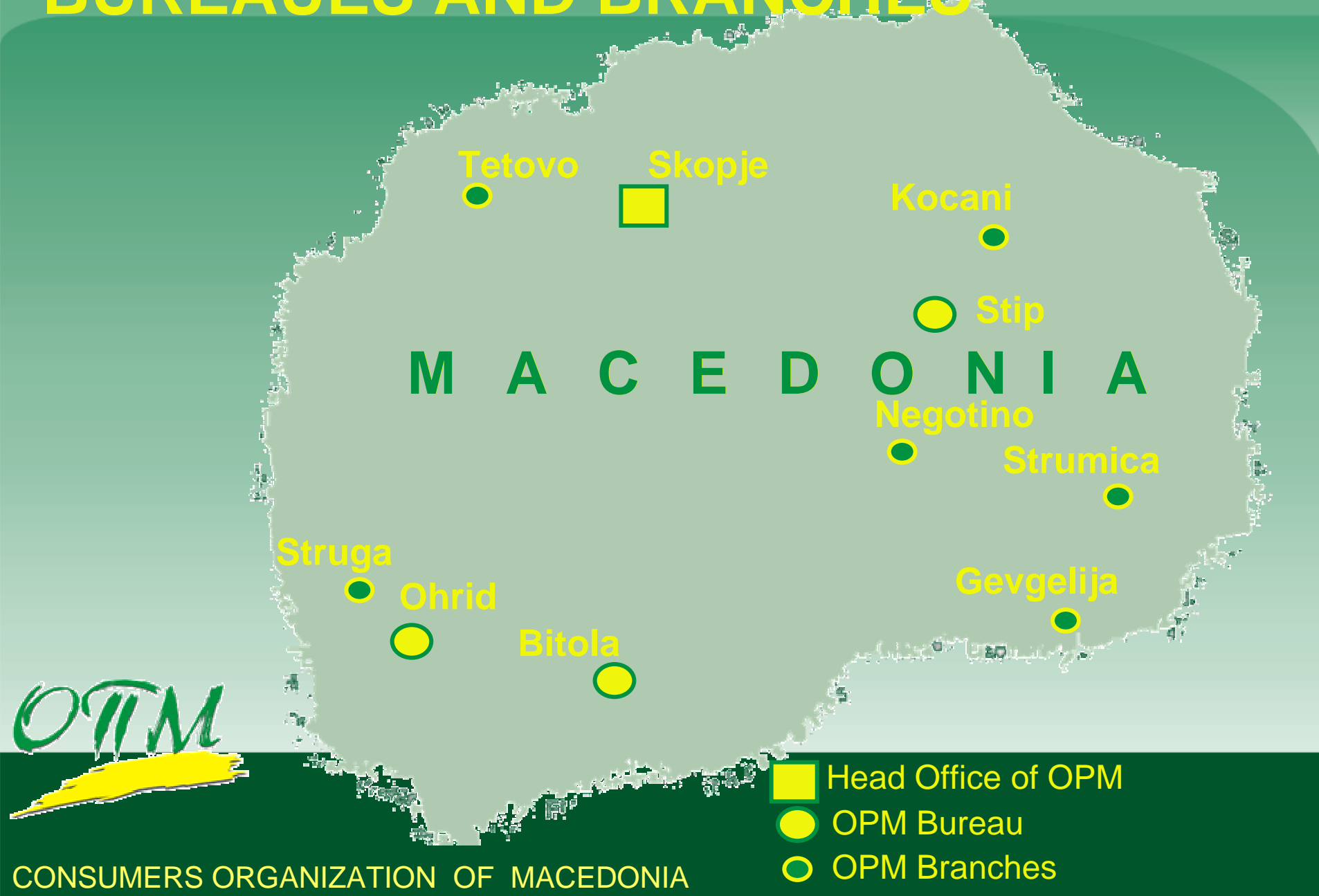


OPM's ACTIVITIES

- Advises and Represents consumers
- Publishes a Bulletin three times a year
- Publishes special information leaflets and brochures
- Uses press and electronic media to educate consumers
- Reports to Consumers about matters of importance
- Gives proposals, suggests amendments, and offers other advice to Government authorities
- Organizes seminars, public meetings, and panel discussions on Consumer issues
- Acts regionally and internationally
- Trains NGOs in towns and villages
- Promotes information flow between Members, the Secretariat, and the Government



BUREAUES AND BRANCHES



PROJECTS

Most of OPM's current work is funded by **GTZ-VZBV**. VZBV has supported the Head Office in Skopje and the two regional Advice Centers in Stip and Bitola.

USAID-ITZ - is sponsoring a series of seminars throughout cities and villages to familiarize citizens with the Consumer Law enacted in 2000.

The **UK Know-How Fund** has given OPM services of an Adviser and necessary funding to develop a Strategic Plan to ensure sustainability.

Through **Consumers' International**, OPM has secured a "Food Basket" Project being funded by the **Community Fund**.

The **EU Phare Lien Project** has funded work on nutrition needs of the elderly people. It has sponsored work on the Consumer Law.



Consumers call us about problems with:

Houses, furniture, rents, services,
vehicles,
clothes and shoes,
travel and travel agencies,
selling “door to door”,
financial services including insurance,
all guarantees and warranties,
patients’ rights,
energy services,
other activities of public interest



THE COMMITTEE STRUCTURE

LEGAL

Prof.Dr Jadranka
Dabovic Anastasovska

HOUSING

Dipl.arh. Marija Gramosli

PATIENTS' RIGHTS

Dr. Kostadin Grekovski

ENERGY, PUBLIC UTILITIES

Prof.Dr. Kiril Popovski

NUTRITION

Prof.Dr.Lidija
Petrusevska Tozi



ENERGY

PUBLISHED EDITIONS



In the domain of energy savings, OPM educates consumers through:

BULLETINS

Bulletin articles:

- Rational use of electrical energy in your home - no.7 / 2000
- Electrical installations in individual residences and advices - no.7 / 2000
- Radiator mask – Quality factor for the central heating and heat consumption - no.8 / 2001
- Electrical lighting systems and advices - no.9 / 2001
- *Consumers beware!* Article about the new way of billing for the spent heat through calorimeters - no.10 / 2002



BROCHURES

The heating is expensive - How to save energy?

- The basics of heating and the elements of quality central heating
- Quality thermo insulation - postulate for economic heating
- Basic savings codes
- Energy savings

What is the heating of the future?

- The ground under our feet - stable energy source
- Free, stable and inexhaustible heat source directly under our feet
- Left (cooling) thermodynamic cycle for economic production of heating energy
- Practical example for realizing the economical application



BROCHURES

Water means life

- Characteristics of water
- Why is it so important?
- How much water we use?
- Water quality
- Water pollution
- Methods for protecting the water from pollution
- Ecological aspects of the water. It is reasonable to be a responsible consumer



INFO SYSTEM

InfoTech about domestic appliances

- Actual advices
- Energy savings with use of energy efficient appliances
- Electrical and gas oven
- Microwave oven
- Dishwasher
- Washing machine
- Clothes dryer
- Refrigerator, freezer
- Water heater
- Iron
- Vacuum cleaner
- Other small domestic appliances



OPM gives support to organizing meetings between regional NGOs for the purpose of exchanging experiences and knowledge about “energy savings for households ” and education of the consumers.

The NGOs should take a part in giving advice to the consumers and should receive continuous financial assistance from the government. This kind of education helps to save energy and natural resources. The government indirectly benefits from this and so do the future generations.

CONSUMERS ORGANIZATION OF MACEDONIA

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