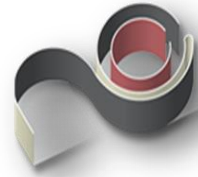




the dtic

Department:
Trade, Industry and Competition
REPUBLIC OF SOUTH AFRICA



NATIONAL CONSUMER COMMISSION

a member of **the dti** group

OPENING REMARKS

SESSION 2:

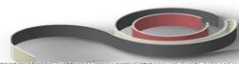
COMPLAINTS, CONSUMER EDUCATION AND BUSINESS GUIDANCE

Ms Thezi Mabuza

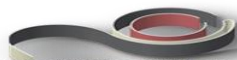
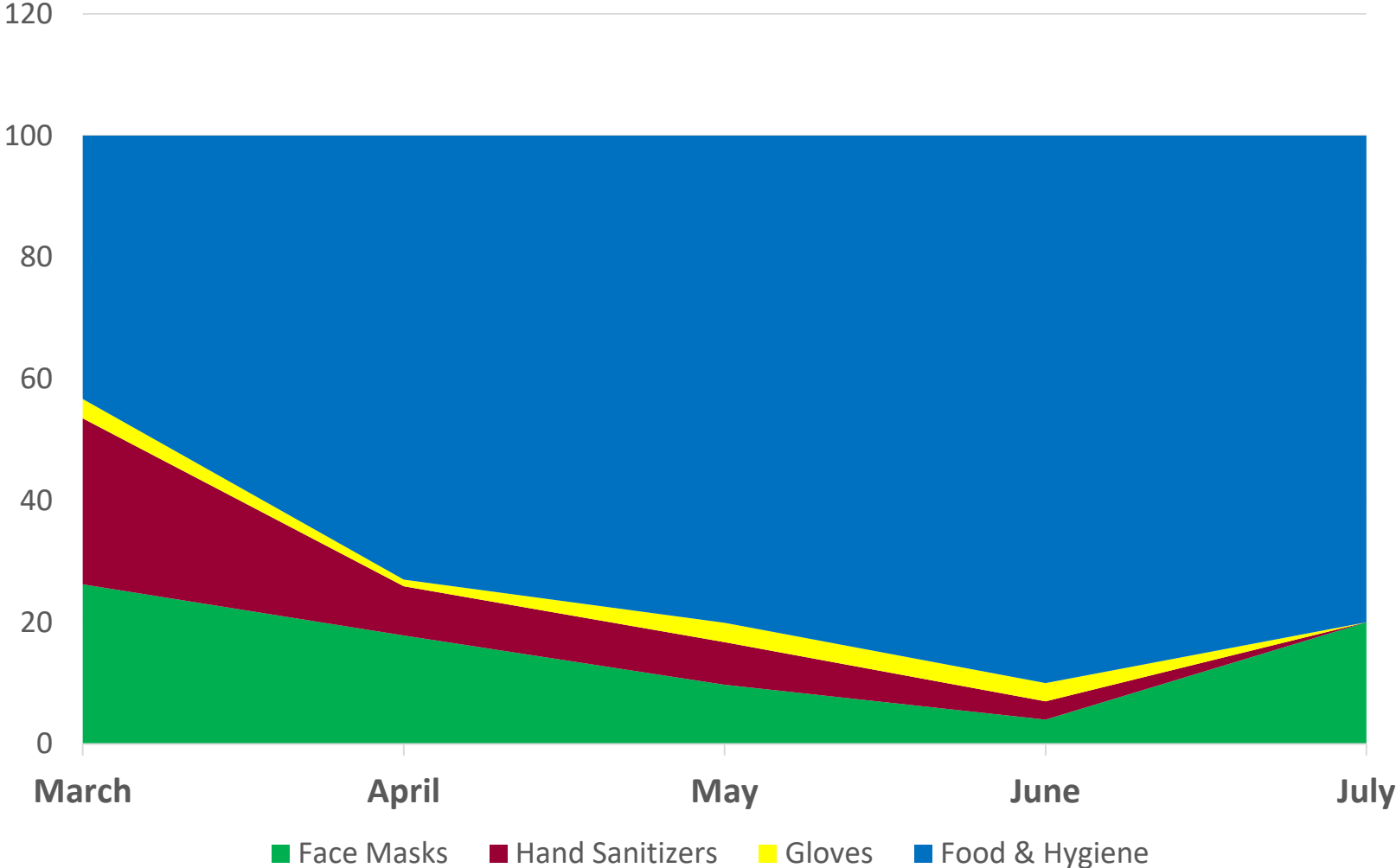
NATIONAL CONSUMER COMMISSION (SA)

INTRODUCTION

1. Declaration of “State of Disaster/ State of Emergency”.
2. Government has a duty to protect consumers from unconscionable, unfair, unreasonable, unjust or otherwise improper trade practices.
3. Consumers engaged in panic buying of essential goods, including soaps, sanitizing products, foodstuffs and the like. Market response would results in:
 - i. **Suppliers abruptly increasing prices on essential goods and services;**
 - ii. **Vulnerable consumers not having access to essential goods and services.**
4. Responded by promulgating concomitant regulations (including price gouging).
5. Supported by business and consumer education to emphasise obligation and rights.

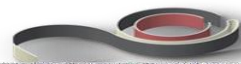


COMPLAINTS TRENDS: MARCH TO JULY



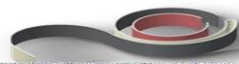
CHALLENGES

1. Access by vulnerable consumer to consumer protection authorities.
2. Consistency in the enforcement of the Regulation in the different parts of the country.
3. Regulation of informal traders.
4. Speed of taking matters to the tribunal/courts.
5. Effectiveness of education and awareness initiatives.
6. Impact on cross-boarder issues.



FOOD FOR THOUGHT

1. When Regulations were issued, was there 'meeting of minds' between affected regulators?
2. What were the trends in consumer complaints? How aligned were they to the different states of the response to the pandemic?
3. How effective were education and awareness campaigns in driving messages to consumers and suppliers? In hindsight, what could have worked better?
4. How effective were your regulations in ensuring that all suppliers (including informal sector) are subject to the same enforcement actions?



Thank you!

**National Consumer Commission
South Africa**

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