



N A T I O N A L   C O N S U M E R   C O M M I S S I O N

01 Dr Lategan Road, Block C, SABS Campus, Groenkloof, Pretoria. Tel: 012 428 7762, Email: [P.Ntaba@thencc.org.za](mailto:P.Ntaba@thencc.org.za)

## **MEDIA STATEMENT**

**08 March 2021**

### **Consumer Protection Bodies Join Forces to Celebrate World Consumer Rights Day**

The National Consumer Commission (NCC) in partnership with the Free State Department of Economic, Small Business Development and Environmental Affairs (DESTEA), National Regulator for Compulsory Specifications (NRCS), Independent Communications Authority of South Africa (ICASA), National Energy Regulator of South Africa (NERSA), Consumer Goods and Services Ombuds (CGSO), Motor Industry Ombud of South Africa (MIOSA), National Credit Regulator (NCR), Financial Sector Conduct Authority (FSCA) and various regulatory bodies under the umbrella of the Consumer Protection Forum (CPF) will join forces this week to highlight and celebrate World Consumer Rights Day (WCRD) under the theme “**Protecting Consumers during Covid-19**”.

The week-long programme will be launched in the Free State, on Tuesday by MEC Makalo Mohale. WCRD is a coordinated commemorative campaign designed to focus on the importance of keeping consumers informed about their rights and responsibility when transacting with suppliers. Acting Commissioner at the NCC Ms Thezi Mabuza says while Covid-19 has unfortunately limited the authorities’ ability to host contact sessions; regulators in the consumer protection space are finding more ways to reach out to consumers.

“During COVID-19 pandemic period, regulators received more complaints relating to non-delivery of goods purchased online, lack of disclosures concerning quality of goods, unfair and unjust prices of essential goods and services, mushrooming of pyramid schemes, as well as complaints relating to second hand goods, particularly disclosures of the conditions of the vehicles and violation of warranty provisions.

This year’s celebrations will cover a range of topics including implied warranty of quality, how to spot a pyramid scheme, consumers’ rights to return goods, redress to consumers and online shopping where consumers found themselves transacting with “imposters or scammers” as goods purchased were never delivered. The compliance enforcement team will also conduct a series of inspections and awareness blitz in the textile, motor and other industries.

As part of the celebrations, the University of Fort Hare through its Faculty of Law will officially launch the Consumer Law Module. This Module will be offered to the fourth year students, during the second semester.

“WCRD commemoration is an opportune time for regulators in the consumer protection space to reflect and recommit themselves to ensure the realisation of the purpose of the CPA. South Africans are going through a rough time, particularly during this period; as regulators in this space, we are not going to tolerate unscrupulous suppliers and predators exploiting the situation” said Ms Mabuza.

Consumer protection bodies under the umbrella of CPF will host the following activities; that will culminate into a World Consumer Rights Day celebration on Monday the 15<sup>th</sup>. **Members of the media are invited to attend these activities.**

- **Tuesday; 09 March:** Launch of World Consumer Rights Day in Naval Hill-Centre for Earth and Space and a walk-about in Bloemfontein,
- **Wednesday, 10 March:** A webinar discussion lead by National Credit Regulator (NCR), Financial Sector Conduct Authority (FSCA) and Banking Ombudsman.

- **Thursday, 11 March:** A webinar discussion lead by Credit Ombudsman and MIOSA. A multi-stakeholder compliance spot check on various industries including car dealerships,
- **Friday, 12 March:** The NCC will facilitated a webinar on **Implied warranty**,
- **Moday,15 March:** Deputy Minister Nomalungelo Gina will lead a webinar on World Consumer Rights Day celebrations under the topic “**Protecting Consumers During Covid-19**”.

Ends.

**Media Enquiries:**

Phetho Ntaba (NCC) Tel: +27 (0) 82 809 2031

OR

Elsie Ntsane (DESTEa) Tel: 051 400 9573, e-mail: [ntsane@destea.gov.za](mailto:ntsane@destea.gov.za)

OR

Festy Mfazwe (DESTEa) Tel: 083 340 8502, e-mail: [nyamatef@destea.gov.za](mailto:nyamatef@destea.gov.za)



**destea**

department of  
economic, small business development  
tourism and environmental affairs  
FREE STATE PROVINCE