



**the dtic**

Department:  
Trade, Industry and Competition  
REPUBLIC OF SOUTH AFRICA



NATIONAL CONSUMER COMMISSION

a member of **the dtic** group

# *The role of consumer protectors in promoting Sustainable consumption*

**14 MARCH 2022**

**Ms THEZI MABUZA**

**ACTING COMMISSIONER**

# OUTLINE OF PRESENTATION

- **Overview**
- **Legislative mandate**
- **Roles of consumer protectors**
- **Opportunities**



Litter cleanup at Umgeni River / Supplied

# Overview

## If it were a:

- Bottle of water
- Mattress
- 25ℓ container
- Container of paint
- Bottle of expired vitamin tablets

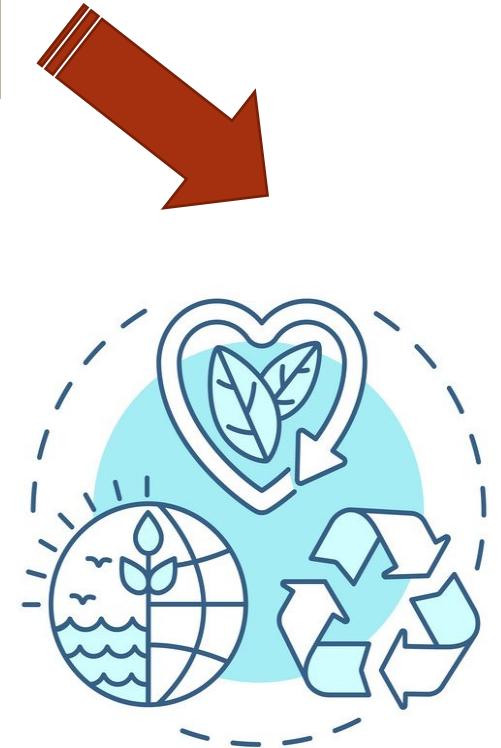
**You used**



HOW WOULD  
YOU FEEL?

# SUSTAINABLE CONSUMPTION

*“the use of material products, energy, and immaterial services in such a way that their use minimizes impacts on the environment, so that human needs can be met not only in the present but also for future generations” UNEP*



# PREABLE: CONSUMER PROTECTION ACT No 68, 2008 (CPA)

- “to promote an economic environment that supports and strengthens a culture of consumer rights and responsibilities, business innovation and enhanced performance”.
- “to give effect to the international law obligations of the Republic, a law is to be enacted in order to-
  - promote and protect the economic interests of consumers;
  - improve access to, and the quality of, information that is necessary so that consumers are able to make informed choices according to their individual wishes and needs;
  - protect consumers from hazards to their well-being and safety;”

## Consumer's rights to safe, good quality goods

**S55. (2)** Except to the extent contemplated in subsection **(6)**

every consumer has a right to receive goods that—

- ✓ (b) are of good quality, in good working order and free of any defects;
- ✓ (c) will be useable and durable for a reasonable period of time, having regard to the use to which they would normally be put and to all the surrounding circumstances of their supply;
- ✓ (d) comply with any applicable standards set under the Standards Act, 1993 (Act 5 No. 29 of 1993), or any other public regulation.

# CONSUMER PROTECTION INFRASTRUCTURE

2 kinds of agencies

- i. Consumer protection regulators/ agencies
- ii. Quality infrastructure regulators/ agencies

• Broader roles

- i. Enablers
- ii. Regulators

# ROLES

- ✓ Standards- goods and services comply with health, safety and environmental regulations
- ✓ Quality- goods meet reasonable demands of durability, utility and reliability
- ✓ Authentic and legitimacy- proper labelling, goods are not pirated and counterfeited
- ✓ Levels of ethical conduct for those engaged in the production and distribution.
- ✓ Provide guidance to business to comply with regulations
- ✓ Educate consumers- their rights to make informed choices

# RECOMMENDATIONS

- All regulator should fulfil their mandate in protecting consumers from physical harm and nudging them to make better choices
- Cooperation of all regulators in the value chain to ensure sustainability
- Periodic review of standards to conform to acceptable international standards
- Participate at regional and continental level for a strong voice in reforming policies that support sustainability..

# Thank you!

**National Consumer Commission**

**Contact: + 27 12 428 7000**

**Toll free: 0800 014 880**

**Website: [www.thencc.gov.za](http://www.thencc.gov.za)**