NATIONAL CONSUMER COMMISSION

QUARTER ONE 2025-2026

NATIONAL CONSUMER COMMISSION

Endorsement Support by the Audit Committee
I hereby support the endorsement of the report. Signature: ____________________ Name: Mr Faizal Docrat Rank: ARC Chairperson Date: 29 July 2025
Approval by the Accounting Authority
I hereby approve the report. Signature: ____________________ Name: Mr Hardin Ratshisusu Rank: Acting Commissioner Date: 30 July 2025

ACRONYMS	
ADR	Alternative Dispute Resolution
ADRA	Alternate Dispute Resolution Agent
AOPO	Audit of Predetermined Objectives
ARC	Audit and Risk Committee
CGSO	Consumer Goods and Services Ombud
CompCom	Competition Commission
CPA	Consumer Protection Act
CTFL	Clothing, Textile, Footwear and Leather goods
DRP	Disaster Recovery Plan
ERM	Enterprise Risk Management
HRM	Human Resource Management
ICT	Information Communication Technology
MIOSA	Motor Industry Ombud of South Africa
NCC	National Consumer Commission
NCT	National Consumer Tribunal
NRCS	National Regulator for Compulsory Standards
SCM	Supply Chain Management
the dtic / Executive Authority	Department of Trade, Industry, and Competition

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EXECUTIVE SUMMARY AND KEY HIGHLIGHTS

QUARTER ONE 2025-2026

NATIONAL CONSUMER COMMISSION

1. INTRODUCTION

1.1 The National Consumer Commission (NCC) has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). 15 of the 20 performance targets were applicable for Quarter 1. The NCC achieved 14 targets against the 15. One target was not achieved.

1.2 Therefore, the NCC achieved a performance score of 93.33% against the applicable Q1 APP targets.

2. KEY HIGHLIGHTS

2.1 Matters for further enforcement and their impact:

2.1.1 The enforcement actions undertaken this quarter reflect the NCC's ongoing commitment to protecting consumer rights and promoting fair business practices within the marketplace. The NCC took enforcement action on eighty-three (83) matters through the issuance of Compliance Notices, referrals, and settlement agreements, to hold non-compliant suppliers accountable.

2.1.2 Of the eighty-three (83) matters, fifteen (15) related to Clothing, Textile, Footwear and Leather goods (CTFL) matters, leading to the prevention of non-compliant imported CFTL goods valued at R700 816.70 (Seven Hundred thousand, Eight Hundred and Sixteen Rand and Seventy cents) from entering the South African market.

2.1.3 The National Consumer Tribunal (NCT) and other courts granted five (5) judgments in favour of the NCC which resulted in redress to consumers and administrative fines imposed on non-compliant suppliers as follows:

a) Redress to consumers to the amount of R883 932.82 (Eight Hundred and Eighty-Three Thousand, Nine Hundred and Thirty-Two Rand and eighty-two cents).
b) Administrative fines to the value of R750,000.00 (Seven Hundred and Fifty Thousand Rand) were levied by the NCT, following prosecutions by the NCC.

2.1.4 These efforts not only deter future contraventions but also reinforce the NCC's role as an effective and responsive regulator, ultimately fostering a safer and fairer consumer environment in South Africa.

2.2 Actions taken against suppliers of illicit goods

2.2.1 The NCC issued Compliance Notices to 48 non-compliant suppliers of goods across South Africa after uncovering numerous contraventions of the Consumer Protection Act (CPA), Act 68 of 2008. This follows a series of nationwide compliance and monitoring inspections to ascertain compliance with the provisions of the CPA.

2.2.2 During these inspections, the NCC discovered that some suppliers were selling expired and spoiled food items, including dairy products, meat products, maize meal, eggs, snacks, biscuits, and noodles. In some cases, items had no expiry or best-before dates (date markings). This violates Section 55(2) of the CPA, which guarantees consumers the right to safe, usable and good quality goods. Date markings assist consumers in determining the shelf life and safety of the products before making any purchase.

2.2.3 The NCC further discovered that suppliers, especially in rural and peri–urban areas, displayed goods like noodles, sugar, soup and canned foods without any visible pricing. This violates Section 23(3) of the CPA, which requires all goods for sale to have prices on them or adjacent to them to ensure transparency of the pricing and consumer choice.

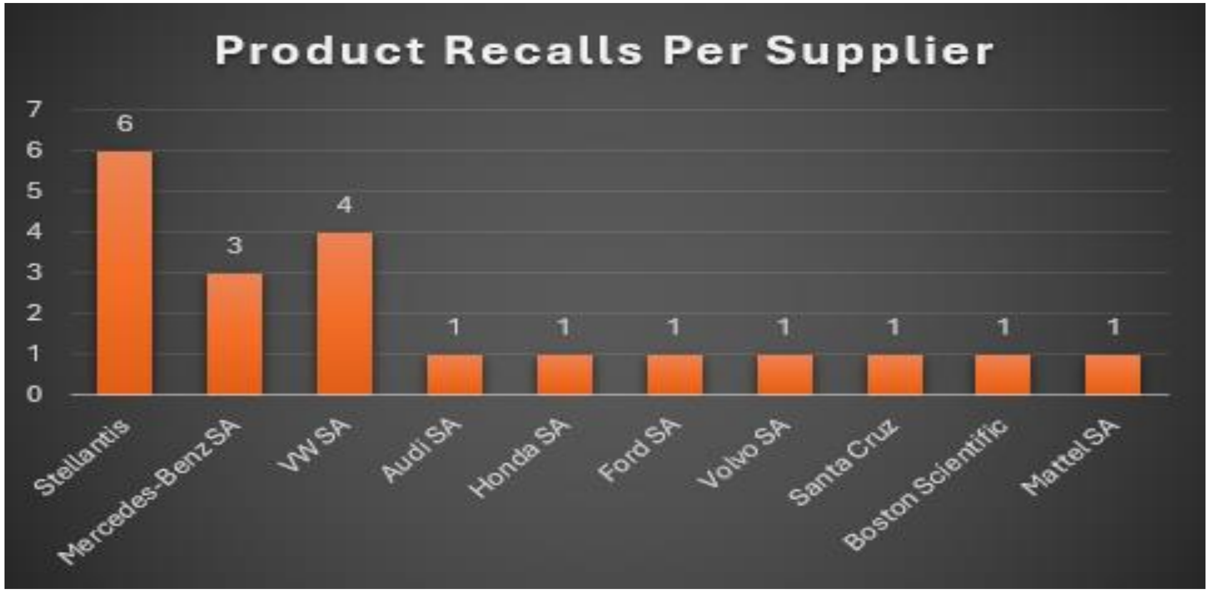
2.2.4 Another observation was a widespread disregard of section 26(2-3) of the CPA wherein suppliers failed to issue complete sales records or receipts to consumers as per the CPA. Suppliers of goods and services must issue sales records for every transaction made by consumers. The sales record must include the supplier's name and address, product description, quantity, price and total amount paid by the consumer, including VAT.

2.2.5 Affected suppliers have been instructed to remedy non-compliance by removing and destroying non-compliant goods from their shelves, properly labelling all products in accordance with the CPA and its regulations, including food and household goods, and, where applicable, to ensure that prices are displayed on or near all products available for sale and to issue accurate sales records and receipts with all mandatory transaction information. Investigations against other suppliers are at an advanced stage.

2.3 Product Recalls

The NCC administered 20 product recalls in this quarter. These were administered to ensure that consumers receive goods that are of good standards, free of defects and safe for public consumption. Figure 1 below shows the recalls by category:

Figure 1: Product Recalls by category



2.4 Participation in International Forums

2.4.1 The NCC's involvement in international forums is essential for aligning South Africa's consumer protection framework with global best practices and for contributing to global discourse.

2.4.2 The NCC continues to participate in UNCTAD's Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy. These annual sessions focus on the development of global standards, implementation of the UN Guidelines for Consumer Protection, and peer reviews. The NCC participated in these three areas, namely, as co-chairperson of the Informal working Group on Consumer Product Safety responsible for the Draft Guidelines on Consumer Product Safety that was adopted at the United Nations Conference on Competition and Consumer Policy in July 2025; peer reviewer in Angola's Peer Review Process on consumer protection; and participant in the drafting of *Issue Paper On The Effective Communication Process for Fraud Prevention hosted by UN Office on Drugs and Crime (UNODC)*. The NCC's participation strengthens South Africa's visibility and influence within the global consumer protection landscape.

2.4.3 As part of its African continental engagement efforts, the NCC hosted a delegation from Egypt's National Food Safety Authority (NFSA), who were on a study tour to South Africa. The engagement formed part of broader efforts to strengthen cooperation between the Arab Republic of Egypt and South Africa in the area of food safety within the context of consumer protection. Discussions focused on information sharing, regulatory frameworks, and opportunities for collaboration in enhancing food safety standards across both countries. The visit underscored the importance of continental partnerships in addressing cross-border consumer protection challenges and promoting harmonised practices in food safety governance.

2.5 Media Highlights

2.5.1 To empower consumers and businesses with information, the NCC issued several media statements on various topical issues, including product recalls, market monitoring inspections and decisions of the NCT.

2.5.2 Due to these activities, the NCC garnered widespread favourable media coverage across the nation. The voice of the NCC in the media space has increased, while the tone of coverage remains balanced.

SECTION B

PERFORMANCE AGAINST APP

QUARTER ONE 2025-2026

NATIONAL CONSUMER COMMISSION

3. PERFORMANCE BY FUNCTION

3.1 INTRODUCTION

The NCC has a total of 20 performance targets in the 2025/26 Annual Performance Plan (APP). In Quarter 1, 15 of the 20 performance targets were applicable. The NCC achieved 14 targets against the 15 applicable targets. Therefore, the NCC achieved a performance score of 93.33% against the Q1 APP targets.

3.2 INVESTIGATION AND ENFORCEMENT FUNCTION

3.2.1 These functions are performed by the Investigations Division and the Enforcement and Legal Services.

3.2.2 In this quarter, enforcement action was taken in a total of 83 cases. The breakdown is as follows (Table 1):

Table 1: Enforcement Action

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
1	Vapesire (Pty) Ltd	CTFL	PAJA and release
2	Romatex Home Textile	CTFL	PAJA
3	Global Logistics Mohammed Nazim	CTFL	PAJA

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
4	Mrs Macbeth Ndlovu v Leather Gallery	Defective Goods	NCT Referral
5	Alta van Heerden v Leather Gallery	Defective Goods	NCT Referral
6	Stephen Jardin v Leather Gallery	Defective Goods	NCT Referral
7	Nahim Shaik v Leather Gallery	Defective Goods	NCT Referral
8	K.R.Letebele v CHM Nissan Midrand	Defective Motor vehicle	NCT Referral
9	Amiiraa (Pty) Ltd	CTFL	Compliance Notice
10	Shoprite Checkers King Williams Town	Market Monitoring	Compliance Notice
11	Circle car & Computer	Market Monitoring	Compliance Notice
12	Indian Delight Spice World	Market Monitoring	Compliance Notice
13	Trade Distribution	Market Monitoring	Compliance Notice
14	Mr. Addi Ahmed t/a Madiba Supermarket	Market Monitoring	Compliance Notice
15	King Fish & Chips (King Williams Town)	Market Monitoring	Compliance Notice

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
16	SA Wholesale Trading	Market Monitoring	Compliance Notice
17	Planet 42	Unfair Terms	Compliance Notice
18	Mandhla Trading (Pty) Ltd t/a Super Save	Market Monitoring	Compliance Notice
19	Porcapine Supermarket	Market Monitoring	Compliance Notice
20	Cars To Go	Defective Goods	NCT Referral
21	HUSHENI Hawkers (Pty) ltd	Market Monitoring	Compliance Notice
22	Precious Tsiga c/o Unity Airfreight (Pty) Ltd	CTFL	Release
23	Moji HH Trading (Pty) Ltd	CTFL	PAJA
24	TM Cars	Defective Goods	NCT Referral
25	NNM Energies	Defective Goods	Compliance Notice
26	Ahmed Discount Store t/a Ahmed Wholesalers	Market Monitoring	Compliance Notice
27	Malamulele Supermarket	Market Monitoring	Compliance Notice

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
28	Overland Supermarket	Market Monitoring	Compliance Notice
29	Pasella Super Food	Market Monitoring	Compliance Notice
30	Ruhana General Dealer	Market Monitoring	Compliance Notice
31	Tech Sun Solar	Defective Goods	NCT Referral
32	Pintos Trading	Market Monitoring	Compliance Notice
33	Selected Farm Shop (Pty) Ltd t/a Bushvelly LTT	Market Monitoring	Compliance Notice
34	Bella Casa Decor (Pty) Ltd	CTFL	PAJA – Release
35	Z&T Khan Trading (Pty) Ltd	Market Monitoring	Compliance Notice
36	Magigilele Fresh Super Market	Market Monitoring	Compliance Notice
37	Nolly Motors	Defective Goods	NCT Referral
38	Sunglide 184 t/a Warrenton Spar	Market Monitoring	Compliance Notice
39	Cape Rover Parts t/a Philip Auto	Defective goods	Settlement agreement

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
40	Bush Valley Malamulele	Market Monitoring	Compliance Notice
41	Town Duscounr	Market Monitoring	Compliance Notice
42	JA Supermarket	Market Monitoring	Compliance Notice
43	Safari Cafe	Market Monitoring	Compliance Notice
44	Mr. Yeasine Mohammed t/a ZeerusT Sweets and Chappies	Market Monitoring	Compliance Notice
45	Mudifhowothe Atchar Enterprise	Market Monitoring	Compliance Notice
46	Mr Ahmed Mohammed t/a Morutis	Market Monitoring	Compliance Notice
47	N – Lucky Supermarket	Market Monitoring	Compliance Notice
48	Gems Cosmetics And Groceries	Market Monitoring	Compliance Notice
49	Golden Foods	Market Monitoring	Compliance Notice
50	Eleshaday Supermarket and Trading	Market Monitoring	Compliance Notice
51	The Business Zone 1374 (trading as) Check-u-Red	Market Monitoring	Compliance Notice

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
52	North City Wholesalers	Market Monitoring	Compliance Notice
53	Jason Supermarket & Take Away	Market Monitoring	Compliance Notice
54	Rakib AK Supermarket	Market Monitoring	Compliance Notice
55	Huzheyan Trading CC	Market Monitoring	Compliance Notice
56	Chang Sweets	Market Monitoring	Compliance Notice
57	Dagbreek Supermarket	Market Monitoring	Compliance Notice
58	Moji HH Trading (Pty) Ltd	Market Monitoring	Compliance Notice
59	Kwimane Timbers (Pty) Ltd	Failure to deliver goods	Compliance Notice
60	IP Groceries	Market Monitoring	Compliance Notice
61	Lucky's Cell	Market Monitoring	Compliance Notice
62	Super 7 Cash & Carry	Market Monitoring	Compliance Notice
63	Turf Zam Zam Wholesalers (PTY) LTD	Market Monitoring	Compliance Notice

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
64	Total Wisani Garage	Market Monitoring	Compliance Notice
65	Khaleda Harun (Pty) Ltd	Market Monitoring	Compliance Notice
66	KM Grocery	Market Monitoring	Compliance Notice
67	Kroons Supermarket	Market Monitoring	Compliance Notice
68	Check-U Makhado	Market Monitoring	Compliance Notice
69	Amorentia Estate	Non-delivery of Goods	Compliance Notice
70	SMG Umhlanga	CTFL	PAJA Letter
71	Point Hardware	Delivery of goods	NCT Referral
72	RC Auto	Motor Vehicle	NCT Referral
73	Valozone t/a Koos and Mike	Motor Vehicle	NCT Referral
74	KIA Eastrand	Motor Vehicle	NCT Referral
75	Randima vs Cartrack	Unfair Contract Terms Warranty pay-out	NCT Referral

NO	SUPPLIER	NATURE OF THE MATTER	NATURE OF ENFORCEMENT
76	The Venue EShongweni	Cancellation	Compliance Notice
77	Orbit Import & Export	CTFL	PAJA Letter
78	Abdul Hameed	CTFL	PAJA Letter
79	Haredo Nook	CTFL	PAJA Letter
80	Nasiba	CTFL	PAJA Letter
81	Ecologix Forwarding & Clearing (Pty) Ltd	CTFL	Release letter
82	John Zhang	CTFL	Release letter
83	Phinel Trading c/o Isaka Mwaweza	CTFL	PAJA Letter

The NCT imposed administrative fines on the following matters:

a) House of Natural Butters

i. The applicant investigated a complaint and found that between May and November 2023, the respondent imported and distributed contaminated and decayed peanuts and related products from Malawi and Zambia. These products lacked the required transport certifications and failed laboratory testing. The respondent violated food safety regulations and provisions of the Consumer Protection Act. A settlement was reached on 25 February 2025, in which the respondent agreed to pay a R500,000 (Five Hundred Thousand Rand) administrative fine to avoid litigation.

ii. The NCT was satisfied that the settlement is lawful, practical, and in line with public policy, and in this quarter confirmed it as a consent order under section 74(1) of the CPA.

b) Droom Troue

i. Between August 2022 and April 2023, complaints were lodged against Droom Troue for advertising a R500,000 (Five Hundred Thousand Rand) wedding prize, requiring R5 (Five Rand) SMS entries and later demanding R25,000–R60,000 (Twenty-five Thousand to Sixty Thousand Rand) to "claim" the prize. After payments, communication ceased. The respondent claimed Droom Troue was a reality show, not a promotional competition, and that fees were disclosed and non-refundable.

ii. The Tribunal found the marketing misleading, as it implied a competition when it was a casting process. This violated sections 4(5)(b) and 36(2)(a)(i) of the CPA. The NCT set aside the MOUs, ordered refunds of over R265,000 (Two Hundred and Sixty-five Thousand Rand) , imposed a R250,000 (Two Hundred and Fifty Thousand Rand) fine, and granted an interdict to prevent future misconduct. This case reinforces the CPA's role in protecting consumers from deceptive schemes disguised as promotions.

3.3 HIGH IMPACT INVESTIGATIONS

3.3.1. NCC INVESTIGATION INTO OCEANA & WOOLWORTHS

i. During November 2024, a Visible Policing operation by SAPS Zamdela, Sasolburg and Kliprivier uncovered several boxes of *inter alia* Canned Fish / Pilchards in Daleside, as well as equipment ostensibly used to deface date markings and printed Pilchards labels. The Pilchards were branded "Lucky Star" and the boxes they were packed in had Woolworths branding and contact details, as well as a Moroccan address.

ii. Whilst the NCC's assessment prior to commencing the investigation was that either or both parties (Oceana as the Lucky Star Pilchards brand holder) or Woolworths as the Importer / Retailer may have transgressed the Trade Description and Labelling (Section 24 read with Section 110(1) as well as Section 55(2)(b) & (d) of the CPA, further read with Section 15 of the NRCS Act, Compulsory Specification VC 8014 of 2014, and SANS 587 of 2017 Edition 3, Clause 10.2, Woolworths provided what they represented was proof that they had returned the Rejected Pilchards back to the Country of Origin i.e. Morocco.

iii. Oceana explained that to the NCC's satisfaction that they had not had any role in the import / export process. In addition, the NCC could not controvert Woolworths's explanation and thus made no adverse findings against them. The investigation has therefore been finalised and there will be no further proceedings by the NCC against Woolworths and Oceana.

3.3.2. <u>TELKOM INVESTIGATION</u>

i. The NCC, following a high number of complaints from consumers, has initiated an investigation against Telkom. The issues under investigation include marketing practices, contract management issues such as extensions and refusals to cancel, service-related complaints where consumers are not receiving services that were paid for, and general unconscionable conduct.

ii. Telkom has been notified of the investigation.

3.3.1 Product recalls

The NCC administered 20 product recalls in this quarter. Table 2 below shows the distribution of different categories:

Table 2: Product Recalls

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
1	Mercedes-Benz GT 192, S223, GT 290, GLC 254	Mercedes-Benz South Africa Limited (5496242)	The model series vehicles with hybrid drive, has a processor in the high voltage starter alternator's control unit which may suffer from sporadic overload. Consequently, the system's monitoring function may erroneously detect a faulty component in the high voltage starter alternator.	In this case, its functions would be deactivated, which in turn could result in a loss of propulsive power without notice. This may increase the risk of an accident.
2	Chevrolet – Cruze, Aveo and Orlando (Takata Driver Airbag Inflator)	Stellantis South Africa (KKV)	The driver airbag inflator may rupture during airbag deployment phase.	The potential high energetic deployment of the inflator may lead to metal fragments detaching from the bursting inflator and these parts could fly in the direction of the driver / occupants in the motor vehicle, capable of causing serious injury or possible death in a worst-case scenario.

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
3	Chevrolet – Saab and Cadillac (Takata Driver Airbag Inflator)	Stellantis South Africa (KMF)	The driver airbag inflator may experience an alteration over time, which could lead to overaggressive combustion in the event of an airbag deployment.	In the event of an inflator rupture, metal fragment could pass through the airbag cushion material, which may result in injury or death to motor vehicle occupants.
4	Chevrolet – Cruze, Aveo and Orlando (Takata Driver Airbag Inflator)	Stellantis South Africa	The driver airbag inflator may rupture during airbag deployment phase.	The potential high energetic deployment of the inflator may lead to metal fragments detaching from the bursting inflator and these parts could fly in the direction of the driver / occupants in the motor vehicle, capable of causing serious injury or possible death in a worst-case scenario.
5	Tissue Box Toy sold with the Fisher-Price 3-in-1 SnugaPuppy Activity Centers (“Affected Product”).	Mattel South Africa (Pty) Ltd	The supplier was notified by its affiliate, Fisher-Price, Inc., that Fisher-Price received one report of the tissue box component cover coming apart, making the internal support brackets (small parts) accessible. In that incident, an infant placed the small support bracket in their mouth. That incident occurred in the United States.	The tissue box component cover could come apart, making the internal support brackets (small parts) accessible. In the likelihood of the cover coming apart, it could result in incidents, such as infants(s) placing their small support bracket in their mouth. No injuries have been reported.

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
6	Jeep Wrangler and Chrysler 300C (Takata Front Passenger Airbag Inflator)	Stellantis South Africa	The driver airbag inflator may rupture, due excessive internal pressure, during normal airbag deployment events.	In the event of an inflator rupture, metal fragments could strike the motor vehicle occupant(s), which may result in serious injury or death.
7	Citroen C4, Citroen DS4 and Citroen DS5 (Driver and Passenger Airbag Inflator)	Stellantis South Africa	The driver airbag inflator may rupture during airbag deployment phase.	The potential high energetic deployment of the inflator may lead to metal fragments detaching from the bursting inflator and these parts could fly in the direction of the driver / occupants in the motor vehicle, capable of causing serious injury or possible death in a worst-case scenario.
8	Mercedes-Benz Model CLA (118) – Replace Rear Axle Brake Hoses	Mercedes-Benz South Africa Limited	The supplier has determined that on certain CLA (118 platform) vehicles, the length of the brake hoses on the rear axle might not meet specifications. In this case, the brake hoses of the rear axle might come into contact with surrounding components, chafe over time, and subsequently cause brake fluid to leak. This might lead to a reduced braking performance in one of the two brake circuits, increasing the risk of an accident.	Risk of an accident as a result of brake fluid loss.

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
9	Mercedes-Benz Model S-Class (223) - – Brake Hose on Front Axle	Mercedes-Benz South Africa Limited	The supplier has determined that in certain vehicles in the S-Class (model series 223), the brake hoses on the front axle may gradually start to leak in hot and moist areas after an extended operating period. Brake fluid could leak out here. This could impair braking power in one of the two brake circuits, thereby increasing the risk of an accident. As a remedy, the Mercedes-Benz service organization will replace the brake hoses on the front axle in the affected vehicles.	Risk of an accident as a result of brake fluid loss.
10	Santa Cruz Heckler 9 ebike	Santa Cruz Bicycles, LLC	It was discovered that a small number of batteries supplied with certain Heckler 9 ebikes manufactured before February 2023 may be at an increased risk of an electrical short circuit.	In very rare instances, this may pose a fire hazard resulting in a risk of injury or damage to property.
11	Rear middle seat belt fitted to Polo Sedan vehicles	Volkswagen of South Africa (Pty) Ltd	The lugs in the belt end fitting of the middle seat belt were produced with too small a radius.	In the event of powerful deceleration accident/hard braking there may be a reduced retention / protective effect and related increased risk of injury.

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
12	High-voltage battery on Audi e-tron GT vehicles	Audi South Africa, a Division of Volkswagen of South Africa (Pty) Ltd	Some individual cell modules of the high-voltage battery may display technical irregularities.	The high-voltage battery may overheat. In turn, this may result in an acute fire hazard, with the associated risk of severe or fatal injuries to people inside and/or outside the vehicle, as well as significant property damage.
13	XC90 model (SPA1 Cell modules)	Volvo Car South Africa	Volvo Cars investigations has shown a potential issue with the high-voltage battery.	The issue may lead to overheating of the battery cells when the battery is fully charged and in a worst-case scenario the overheating in the high voltage battery may lead to a thermal event.
14	25S06: Ranger Left Front Lower Control Arm Replacement	Ford Motor Company of Southern Africa (Manufacturing) (Pty) Ltd	In some of the affected vehicles, an incorrect Front Lower Control Arm (FLCA) may have been fitted on the left-hand side of the vehicle.	Separation of the joint may result in loss of control of the affected wheel with a corresponding effect on vehicle handling increasing the risk of crash or injury.
15	(Goldwing) GL1800B, GL1800BD, GL1800D and GL1800DA - Motorcycle	Honda Motor Southern Africa (PTY) Ltd	Primary Drive Gear Tightening Bolt Broken.	An engine stops unexpectedly while driving and cannot restart. In the worst case, causing engine lock and increase the risk of falling down by rear wheel lock.
16	Chevrolet – Cruze, Aveo and Orlando	Stellantis South Africa	The propellant inside the driver airbag may experience an alteration over time.	The propellant inside the driver airbag may experience alteration over time which may

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
	(Takata Driver Airbag Inflator)			cause it to generate gas faster than designed when the airbag is deployed during a crash.
17	ACURATE neo2™ and ACURATE Prime™ Aortic Valve Systems Transcatheter Aortic Valve Implantation (TAVI)	Boston Scientific	Boston Scientific is discontinuing global commercialization of the ACURATE neo2™ and ACURATE Prime™ Aortic Valve Systems and is voluntarily implementing a removal of any unused inventory of these devices. While data continue to support the performance of the ACURATE valve system when the product's optimized instructions for use are followed, this decision was made due to the increased clinical and regulatory requirements to maintain regulatory approvals in global markets. The investments and additional resources needed to satisfy these requirements are prohibitive for the company. Patients who have been treated with an ACURATE neo2 or ACURATE Prime valve should continue to follow standard of care and	On November 7, 2024, Boston Scientific issued a Field Safety Notice (FSN) for the ACURATE neo2 and ACURATE Prime Aortic Valve Systems. Through that FSN, Boston Scientific communicated information related to clinical risk associated with valve under-expansion, as observed in the ACURATE IDE clinical trial. A detailed investigation of the one-year data identified valve under-expansion as a potential leading contributing factor of the missed primary endpoint. In response to these findings and to further mitigate the risk of valve under-expansion, Boston Scientific updated the device instructions for use and global physician training content with optimized procedural instructions. Boston Scientific has continued communication with regulators

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
			any additional patient management should be at the discretion of their physician on an individualized basis.	regarding the ACURATE valve platform, and these discussions have resulted in a new, formal condition added to Boston Scientific's ACURATE CE certification and significant additional regulatory and clinical requirements to maintain market access in regions where the ACURATE valve is currently commercially available.
18	Front passenger airbag fitted to Polo vehicles	Volkswagen of South Africa (Pty) Ltd	Faulty part in the gas generators of the front passenger airbag module.	In the event of an accident with deployment of the front airbag, there may be a reduced protective effect by the front passenger airbag and an increased risk of injury to the passenger. Furthermore, the gas generator housing may burst, or components of the gas generator housing may come loose and cause serious or deadly injuries to vehicle occupants.
19	Front passenger airbag fitted to Polo and Taigo vehicles	Volkswagen of South Africa (Pty) Ltd	Faulty part in the gas generators of the front passenger airbag module.	In the event of an accident with deployment of the front airbag, there may be a reduced protective effect by the front passenger airbag and an increased risk of injury to the passenger. Furthermore, the

No.	PRODUCT	NAME OF SUPPLIER	DEFECT	HAZARDS
				gas generator housing may burst, or components of the gas generator housing may come loose and cause serious or deadly injuries to vehicle occupants.
20	Curtain airbag fitted to Tiguan Allspace vehicles of a specific production period.	Volkswagen of South Africa (Pty) Ltd	There is a possibility that the gas generator for the curtain airbag has been incorrectly produced.	An incorrectly produced gas generator can lead to the function of the airbag and therefore the protective effect not working. It also cannot be ruled out that components of the gas generator housing could come loose and injure vehicle occupants.

3.4 EDUCATION AND AWARENESS FUNCTION

3.4.1 Consumer Education

A total of four (4) consumer education and awareness initiatives were conducted. Of these, two (2) took place in the City of Cape Town Metropolitan Municipality on 13 May 2025 with different audience groups, while the remaining two (2) were held in the Sarah Baartman District Municipality on 22–23 May 202 through. Table 3 below provides a breakdown of activities, topics, and modes of engagement undertaken and used during the reporting period:

Table 3: Consumer Engagement

No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	AUDIENCE & NO. OF ATTENDEES	TOPIC SHARED
1.	Consumer Education Workshop	13 May 2025	Western Cape	Cape Town Metropolitan	62	Pyramid and related schemes
2.	Consumer Education Workshop	13 May 2025	Western Cape	Cape Town Metropolitan	81	Pyramid and related schemes.
3.	Consumer Education Workshop	22 May 2025	Eastern Cape	Sara Baartman District Municipality	67	Unsafe/ expired foods and product recalls.
4.	Consumer Education Exhibition	23 May 2025	Eastern Cape	Sara Baartman District Municipality	115	Unsafe/ expired foods and product recalls.

A total of four (4) engagements were held with regulatory bodies with concurrent jurisdiction. Of these, one (1) was conducted with the City of Johannesburg Metropolitan Municipality on 24 April 2025, and three (3) with the Ugu District Municipality between 10 and 13 June 2025. Table 4 below provides a breakdown of the activities, topics covered, and modes of engagement utilised during the reporting period.

Table 4: Consumer Engagement

No.	TYPE OF OUTREACH	DATE OF EVENT	PROVINCE	DISTRICT	AUDIENCE & NO. OF ATTENDEES	TOPIC SHARED
1.	Consumer Education Workshop	24 April 2025	Gauteng	Johannesburg Metropolitan	59	Mandate of the NCC.
2.	Consumer Education Exhibition	10 June 2025	KwaZulu-Natal	Ugu District Municipality	124	Unsafe/ expired foods and product recalls.
3.	Consumer Education Exhibition	11 June 2025	KwaZulu-Natal	Ugu District Municipality	125	Unsafe/ expired foods and product recalls.
4.	Consumer Education Exhibition	13 June 2025	KwaZulu-Natal	Ugu District Municipality	124	Unsafe/ expired foods and product recalls.

3.4.2 Business Education

Six (6) targeted workshops and exhibitions were conducted with Small, Medium and Micro Enterprises (SMMEs) across various Provinces. These took place on 27 June 2025 in Giyani, Limpopo Province; on 7 May 2025 and 6 June 2025 in Soweto; on 27 June 2025 in Soshanguve, Gauteng Province; and on 26 June 2025 in Mahikeng, North-West Province. These workshops aimed to raise awareness and promote business compliance with Section 55 (Consumer's Right to Safe, Good Quality Goods) and Section 56(2) (Consumer's Right to Redress) of the Consumer Protection Act No. 68 of 2008.

Table 4 below provides a breakdown of activities, topics, and modes of engagement undertaken and used during the reporting period.

Table 4: Business Education

No.	TYPE OF OUTREACH	EVENT DATE	STAKEHOLDERS	PROVINCE	DISTRICT	AUDIENCE	TOPIC SHARED
1.	Spaza Shop Trade Fair Indaba Official Launch	07 May 2025	Spaza Shop Owners	Gauteng	Johannesburg Metropolitan	SMME and Informal Traders	Section 55(The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008 (Food safety).
2.	Workshop and exhibition	06 June 2025	NCC, Spaza Shop Association CGSO, SARS	Gauteng	City of Johannesburg	SMME's, Informal Traders and Spaza Shop Owners	Section 55(The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008 (Food safety)

No.	TYPE OF OUTREACH	EVENT DATE	STAKEHOLDERS	PROVINCE	DISTRICT	AUDIENCE	TOPIC SHARED
3.	Workshop	12 June 2025	NCC, SARS, Gauteng Dept of Economic Development, Liquor Board, CGSO, NCR Health Department	Gauteng	Johannesburg Metropolitan	Youth owned SMME's	Section 55 (The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008.
4.	Workshop	26 June 2025	NCC, North-West Development Association, SEFA, Standard Bank	North-West	Ngaka Molema District	SMMEs	Section 55 (The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008.
5.	Workshop	27 June 2025	NCC, Spaza Shop Association CGSO, SARS, SEFA	Gauteng	Tshwane Metropolitan	SMME's, Informal Traders and Spaza Shop Owners	Section 55 (The Consumer's Right to Safe, Good Quality Goods) and 56 (2) (Consumer's Right to Redress) of the Consumer Protect Act No. 68 of 2008
6.	Workshop and an exhibition	27 June 2025	NCC, SARS, NCR, **the dtic**, SASSA, Capitec Bank	Limpopo	Mopani District Municipality	SMME's and Spaza shop owners	Section 55(The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008 (Food safety).

Two (2) advocacy interventions in municipalities were undertaken in the Eastern Cape Province: the first on 10 April 2025 at Raymond Mhlaba Local Municipality, in Amathole District Municipality, and the second on 11 April 2025 at Blue Crane Route Local Municipality, in Sarah Baartman District Municipality. Table 5 below provides a breakdown of activities, topics, and modes of engagement undertaken and used during the reporting period:

Table 5: Advocacy interventions in municipalities

No.	TYPE OF OUTREACH	EVENT DATE	STAKEHOLDERS	PROVINCE	DISTRICT	AUDIENCE	TOPIC SHARED
1.	Workshop	10 April 2025	EC Provincial Consumer Affairs Office, CGSO, SARS	Eastern Cape	Amathole District Municipality	Spaza Shop Owners	Section 55(The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protect Act No. 68 of 2008 (Food safety).
2.	Workshop	11 April 2025	EC Provincial Consumer Affairs Office, CGSO, SARS	Eastern Cape	Sarah Baartman District Municipality	Spaza Shop Owners	Section 55 (The Consumer's right to Safe, Good Quality Goods) and 56(2) (Consumer's right to redress) of the Consumer Protection Act No. 68 of 2008.

3.5 PROGRESS MADE AGAINST CURRENT QUARTERLY MILESTONES

Table 6 below shows the progress made against current quarterly milestones.

Table 6: Performance Table

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
1.	Enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	100% enforcement action against suppliers of illicit goods, expired goods and illegal imports.	**Achieved** 100% (48 of 48) enforcement action against suppliers of illicit goods, expired goods and illegal imports.	None	N/A	
2	Time taken to finalize CTFL matters to ensure non-compliant CTFL is destroyed or exported to the country of origin and compliant CTFL is released to market.	Finalize CTFL matters within 40 business days.	Finalize CTFL matters within 40 business days.	**Achieved** Finalized (21 of 21) CTFL investigations within 40 business days.	None	N/A	

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
3	Percentage of Preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	60% of preferential procurement from SMME's in designated groups.	**Achieved and Exceeded** 100% (5 out of 5) of preferential procurement from SMME's in designated groups.	Where possible, the NCC targets SMME's with ownership from designated groups.	N/A	
4	Number of business education programs targeted at companies in industrial parks conducted to ensure compliance with the CPA.	4 business education initiatives targeted at companies in industrial parks conducted.	N/A	N/A	N/A	N/A	No Quarter 1 performance targeted for this indicator.
5	Number of interns placed by the NCC,	20 interns placed by the NCC, accredited ombud	4 interns placed by the NCC, accredited ombud	**Achieved and Exceeded**	The NCC identified a need for more interns,	N/A	

	Output Indicator	Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
	accredited ombud schemes namely, MIOSA and CGSO, and other partners.	schemes namely, MIOSA and CGSO, and other partners.	schemes namely, MIOSA and CGSO, and other partners.	A total of 13 interns were placed: 6 sponsored by the National Youth Development Agency (NYDA), 1 appointed and funded directly by the NCC and 6 appointed by CGSO	and NYDA approved additional placements.		
6	Time taken to finalize the investigations into Ponzi Schemes, AI and Fake reviews on digital platforms for goods and services, and fraudulent activities to prevent exploitation of	Finalize investigations into Ponzi Schemes, AI and fake reviews on digital platforms for goods and services, and fraudulent activities within 60 business days.	Finalize investigations into Ponzi Schemes, AI and fake reviews on digital platforms for goods and services, and fraudulent activities within 60 business days.	**Not Applicable** Two Ponzi Scheme investigations were only approved on the 19 June 2025. The investigation report will be presented in the next quarter	Has not exceeded the 60 business days from the date of approval of investigation.	N/A	

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
	vulnerable populations.						
7	Number of high Impact investigations initiated.	4 high impact investigations initiated.	1 high impact investigations initiated.	**Achieved** 1 high impact investigation initiated.	None	N/A	
8	Number of high impact investigations Finalized	4 high impact investigations finalized.	1 high impact investigation finalized.	**Achieved** 1 investigation was finalized.		None	
9	Percentage of direct marketers registered on the opt-out register.	25% of direct marketers registered on the opt-out system (measured from 1 January 2026).	N/A	N/A	N/A	N/A	No Quarter 1 performance targeted for this indicator.
10	Percentage of complaints in priority areas (excluding CTFL at	75% of complaints in priority areas (excluding CTFL at ports of entry and scams) finalized.	75% of complaints in priority areas (excluding CTFL at ports of entry and scams) finalized.	**Not Achieved** 61% (808 of 1312) complaints finalized. B/f 624 New 688	Unresponsive and untraceable suppliers		

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
	ports of entry and scams) finalized.			Total 1312 Less 808 Total 504			
11	Time taken to administer and issue communication on product recalls.	Administer product recalls and issue communication thereon within 40 business days of receipt of recall notice from suppliers.	Administer product recalls and issue communication within 40 business days of receipt of recall notice from suppliers.	**Achieved** Administered 20 product recalls and issued communication thereon within 40 business days of receipt of recall notice from suppliers.	None	N/A	
12	Percentage of energy-related complaints finalized within a specified period.	Finalize 90% of energy-related complaints within 6 months.	Finalize 90% of energy-related complaints within 6 months.	**Not Applicable** 3 energy-related investigations approved during the month of June.			
13	Number of consumer education and awareness programs	16 consumer education and awareness	4 consumer education and awareness	**Achieved** Four (4) consumer education and awareness	None	None	

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
	conducted	initiatives targeted at consumer conducted.	initiatives targeted at consumer conducted.	programmes were conducted.			
14	Number of business education and awareness programs conducted	8 business education and awareness initiatives targeted at SMMEs, and informal business conducted.	2 business education and awareness initiatives targeted at SMMEs, and informal business conducted.	**Achieved and Exceeded** Six (6) business education and awareness initiatives targeted at SMMEs and informational business.	Additional ad-hoc invitations were received, which provided further opportunities to conduct business education and awareness interventions.	None	
15	Advocacy interventions in municipalities.	Number of advocacy interventions in municipalities for industrial development and SMME support.	2 advocacy interventions in municipalities.	**Achieved** Two (2) advocacy interventions were conducted in two (2) municipalities	None	None	

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
16	Number joint collaborative initiatives.	6 joint initiatives conducted in collaboration with regulatory bodies.	2 joint initiatives conducted in collaboration with regulatory bodies.	**Achieved and Exceeded** Four (4) engagements with regulatory bodies with concurrent jurisdiction	Additional collaborative activities were facilitated through the Consumer Protection Forum (CPF) build-up initiatives held during the CPF meeting week	None	
17	Percentage of cases in favour of the NCC matters brought before the National Consumer Tribunal and/or Courts.	80% success rate in cases presented before the National Consumer Tribunal and/or Courts.	80% success rate in cases presented before the National Consumer Tribunal and/or Courts.	**Achieved and Exceeded** 83.33% (5 out of 6) judgments were issued in favour of the NCC by the Tribunal/court following a presentation of arguments before the Tribunal.	Two of the judgements/ orders were by consent.	None	

Output Indicator		Target for 2025/26 as per APP	Quarter One Target as per APP	Quarter One Actual Output	Reasons for Deviation	Corrective Action	Comments
18	Available complaints handling e-Service System and Website	95% availability of complaints handling e-Service System and Website	95% availability of complaints handling e-Service System and Website	**Achieved** 99.74% availability of complaints handling e-Service System and 99.97% availability of Website.	There were less changes made to the system and the system was also refreshed every morning to reduce downtime.	None	
19	Number of days taken to pay suppliers.	Pay service providers within 20 business days.	Pay service providers within 20 business days.	**Achieved** Average payment turnaround time of 8.3 days was maintained for 265 invoices.			
20	A functional mobile unit	A functional mobile unit	N/A	N/A	N/A	N/A	

SECTION C
RISK MANAGEMENT

QUARTER ONE 2025-26

NATIONAL CONSUMER COMMISSION

4. AUDIT AND RISK MANAGEMENT

4.1 PROGRESS ON ACTIONS IN THE RISK REGISTER

Table 7 below shows the progress made on risk register.

Table 7: Risk Register actions

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 1	Limited inspection capacity.	1. Filling of some vacant positions on the structure.	DH:CID & CFO	Quarter 2	1. Obtained approval for filling of positions	**High**
		2. Procurement of vehicles through the transversal contract.	DH:CID & CFO	Quarter 3	2. Obtained approval for procurement of vehicles through the transversal contract	
STR 2	Lack of skill to investigate fraudulent and deceptive conduct.	1. Provide skills to investigate and enforce.	DH: ELS/DH EA	Quarter 4	1. An assessment of the required skills has been completed and will be followed by a submission to Human Resources to initiate the process of sourcing a suitable service provider for training.	**Medium**
		2. Conduct awareness campaigns for consumers on scams.	DH: ELS/DH EA	Quarter 4	2. Awareness interventions conducted in Western Cape (two different sessions)	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 3	Lack of consumer awareness on their legal rights and protections under CPA which can lead to underreporting of complaints. Businesses may fail to fully understand or adhere to legislative and regulatory requirements of CPA, either due to negligence, lack of knowledge, or deliberate non-compliance.	1. Self-initiated workshops	DH: EA	Quarterly	Implemented Self-initiated workshops were conducted in the first quarter.	**Low**
		2. Use diverse media platforms (social, print, electronic, webinars) to convey messages and extend the NCC national reach.	DH: EA	Quarterly	Implemented Electronic, broadcast, social, and print media were used to convey messages in the first quarter.	
		3. Collaboration and partnerships with relevant external stakeholders	DH: EA	Quarterly	Implemented Collaborations with other organizations were undertaken to strengthen and support the implementation of the NCC's mandate during the first quarter.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Implementation date	Progress on Risk Treatment Plan	Residual Rating
STR 4	Cyber attacks	1. Regular monitoring and review of cybersecurity controls.	CIO	Quarterly	Implemented Cybersecurity controls are now monitored weekly using automated tools and manual review processes. Monthly reports are generated.	**High**
		2. Regular cybersecurity awareness training.	CIO	Quarterly	Implemented Quarterly cybersecurity awareness training sessions are conducted for all staff during the first quarter. The completion rate for the last training session was 90%, with follow-up scheduled for non-compliant employees.	
		3. Perform network penetration testing to identify weaknesses in controls.	CIO	Quarter 4	Network penetration testing will be conducted in quarter 4 of 2025/2026.	
		4. Develop incident response plan	CIO	Quarter 2	Incident response plan will be developed in Q2 of 2025/2026.	
		5. Regular review of systems and infrastructure licenses.	CIO	Quarterly	Implemented A structured schedule has been established to review all active licenses quarterly. License compliance and renewals are being tracked and documented.	
		6. Develop data privacy policy	CIO	Quarter 1	Not Implemented Data privacy policy in draft will be finalised in Q2.	

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Implementation date	Progress on Risk Treatment Plan	Residual Rating
		7. Business systems access reviews with manual generated evidence (Finance and HR)	CIO	Quarterly	Implemented Sage audit logging has been implemented.	
STR 5	Inadequate financial resources (budget) to achieve the mandate of the organisation.	1. Engage DTIC and NT for additional funds to increase the baseline.	CFO	Quarter 2 & 4	The engagement will be conducted in quarter 2.	**High**
		2. Partnerships with other government or/and private institution.	CFO	Quarterly	Implemented Currently there is partnership with SETAs and more partnership opportunities will be considered throughout the year. (Partnership with financial benefits will be initiated with state organisation starting in quarter 2).	
		3. Quarterly monitor and reprioritize available budget.	CFO	Quarterly	Implemented Budget revision was conducted, and funds are continuously re-prioritised to ensure optimum utilization of available resources."	
STR 6	Inadequate capacity to respond to organisational mandate.	1. Engage DTIC and NT for additional funds to increase the baseline.	AC/CFO	Quarter 2 & 4	The budget is being monitored on a quarterly basis and resources are being utilized efficiently and effectively to achieve the strategic objective. The Engagement with key stakeholders will be conducted in quarter 2.	**High**

No.	Risk Description	Risk Treatment Plan Required	Responsible Person	Implementation date	Progress on Risk Treatment Plan	Residual Rating
		2. Develop Organisational redesign Framework.	AC/CFO	Quarterly (2025-2030)	The organizational needs in terms of human resources are being reviewed and discussed in management meetings and that will assist in the development of the framework.	

4.2 Progress against Internal Audit Findings Matrix

Table 8 below show the progress made internal audit matrix.

Table 8: Internal Audit Matrix

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
1.	Delayed Resolution and Documentation Deficiency Of Standard Operating Procedure (Sop)	During the presentation of the 4th quarter report to the Audit and Risk Committee on April 22, 2024, management stated that the issue described below had been resolved. However, upon further review and our request for documentation to confirm the revision of the SOP, management was unable to furnish the requested materials at the outset of	Management is urged to ensure timely updating of the Standard Operating Procedure (SOP) as previously highlighted in the Q1 Internal Audit Report, incorporating and obtaining approval for the addressed issues outlined above. Given the critical importance of these recommendations for improving NCC's operational effectiveness and accountability, Internal Audit	Quarter 1 of 2024/25	In progress	SOPs for performance information will be reviewed by the end of quarter 2 of 2025/26.	Company Secretary	SOPs for performance information will be reviewed by the end of quarter 2 of 2025/26.	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
		our audit in early May 2024. Despite management's assertion that the gaps were closed as of March 28, 2024, and their clear indication that the SOP had been reviewed and approved in March 2024, the final SOP was sent to internal auditors only on June 19, 2024, after completion of the audit work. Regrettably, it did not address the concerns raised in the Q1 internal audit report.	recommends that NCC prioritize their integration into the revised SOPs without further delay. This will not only address the findings highlighted in the Q1 audit report but also strengthen NCC's resilience and responsiveness.						
2.	Notable delays in approving	The audit review revealed significant delays in finalizing	Establish a strict and transparent First-In, First-Out (FIFO) policy for the	Quarter 4 of 2024/25	In progress	To list all complaints received in	DH:CI	The first-in-first-out approach is	Ongoing

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
	cases for investigations	investigation cases. from the initial receipt of cases to the approval of certificates,	processing of all referrals for investigation, with regular monitoring to ensure adherence. Develop standardized timelines and key milestones for the investigation process, ensuring that progress is tracked, and any deviations are flagged for immediate corrective action. Evaluate current resource allocation and investigate if additional staffing or technology solutions are required to			terms of dates received. Include age analysis of complaints in all complaints reports presented at MANCO. Prioritize the older complaints in allocation for investigation.		being implemented.	

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
			improve efficiency in handling cases. Introduce regular performance reviews and reporting mechanisms to monitor the age of open cases and identify bottlenecks. This would allow for proactive management intervention to address delays. While adhering to the FIFO principle, introduce a prioritization framework that ensures urgent or high-risk cases are expedited, while maintaining overall process efficiency.						

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
3.	Cleartext Protocols - Use of Cleartext Protocols Exposing Sensitive Data to Interception.	It was observed that the identified hosts are transmitting data in clear text, making them susceptible to interception. This could potentially lead to the disclosure of sensitive information, including credentials, during transmission.	Immediately disable the use of cleartext protocols and replace them with secure alternatives that use encryption, such as HTTPS instead of HTTP, SFTP instead of FTP, and SSH instead of Telnet. Implement Transport Layer Security (TLS) to secure data in transit and ensure that all endpoints and servers are configured to support encrypted communications. Conduct a thorough review of network traffic to identify and eliminate any remaining instances	Quarter 4 of 2024/25	In progress	Host 10.0.5.173 eService has identified SSL configuration issues and clear text data transmission vulnerabilities. A solution to address these issues is available but requires implementation. The implementation will proceed after	CIO	Disabled cleartext protocols and enforced encrypted alternatives like HTTPS, SFTP, and SSH. Implementing TLS for secure data transmission and configured all endpoints to support encryption.	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation period		Management Action	Responsible Manager	Progress Made	Status (Open/ closed
				Due Date	Completion Date				
			of cleartext transmission. Additionally, train staff to recognize and avoid using insecure protocols and ensure compliance with security policies. Regularly monitor and audit network traffic to verify adherence to these standards.			Change Advisory Board (CAB) approval.			

4.3 PROGRESS AGAINST EXTERNAL AUDIT FINDINGS MATRIX

Table 9: Progress made on external audit findings

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
1.	IT Access Management.	A list of new users created on the financial application requested was not provided. In addition, a sample of completed request form was not provided for new users created. A list of amendments / modification of users account on the financial application requested, was not provided. In addition, a sample of completed request form	•Recommended that management should provide information requested for audit purposes in a timely manner. •The generic LAR & Associates 'Administrator' account on the SAGE 300 (Finance) user list •Management should be deactivated as it	1 August 2024	December 2024	Management will review the ICT Security Policy and related procedures. Sage system access will be reviewed and signed off by relevant management. Audit logger evidence will be appended to the reviews where possible	CIO	Sage audit logging implemented. Access Review containing system-generated lists from Sage 300 ERP audit logger for Finance and logs from Sage 300 People was not performed on Q4. Support personnel on Sage 300 ERP use their credentials, not the system admin	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		was not provided for amendment / modification. List of users account that were suspended / disabled / terminated on the financial application requested, was not provided. In addition, evidence of request to IT to suspend / disable / terminate account was not provided. While the IT Security policy, states that "user access reviews on SAGE 300 should be performed 'at least bi-	violates the Segregation of Duties principle. The administrative account can be used to perform changes on the SAGE application (development environment) and perform administration activities in the production environment. The risk is further exacerbated by the absence the audit logger.					account. The system admin account should not be deleted as per Sage. Review of the ICT security policy has not been finalised.	

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		annually by the Network Administrator, System Custodian and the Senior Manager (ICT)", evidence of such review was not provided. While the IT Security policy, states that "administrator/controller activities review on SAGE 300 should be performed by a supervisor", evidence of such review was not provided. Through inspection of the user list obtained from the application, a generic "administrator"	•ICT management should perform regular reviews on the AD and disable accounts that have been dormant for more than 60 days as required by the IT Security Policy. •NCC should ensure that the SAGE environment has the ability to capture and maintain access and activity logs. The Log files should be protected from tampering, proactively						

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		account was identified with no valid reason provided. A list of new users created on the Active Directory requested was not provided. In addition, a sample of completed request forms was not provided for new users created. List of users account that were suspended / disabled / terminated on the Active Directory requested, was not provided. In addition, evidence of request to	analysed on a regular basis, and retained for a minimum of 12 months. •The User Access Management Procedure should be updated and aligned with the IT Security Policy regarding the frequency of user access reviews."						

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		IT to suspend / disable / terminate account was not provided. Two user accounts on the Active Directory were inactive for more than 60 days. The IT security policy requires that the accounts be disabled after 60 days of inactivity. There is misalignment between the IT Security Policy that requires that user access reviews should be performed bi-annually, while the User Access Management							

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		Procedure requires that user access reviews should be performed on an annual basis.							
2.	IT Program Change Management – (Sage 300 (Finance), Sage VIP and Active Directory)	While the NCC ICT Change Management Policy includes some guidance on the change management process, the policy did not provide guidance on the migration of changes from the development to the production environment, and the migration of data during new system implementations.	Management should develop and implement an ICT Change Management Standard Operating Procedure (SOP) based on the key elements outlined in the findings. The SOP should provide a standardized step-by-step process for executing Change Management	1 August 2024	December 2024	Management to review the ICT Change Advisory Board (CAB) TOR and implement the recommendations in the ICT service desk system.	CIO	The procurement process for the new colocation and Disaster Recovery (DR) as a Service provider has been finalized and a service provider, was appointed	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		The adopted ICT Help desk solution does not classify changes into 'Emergency, Standard & Pre-approved' as required by the ICT Change Management policy. A Data Conversion Policy statement and a Standard Operating procedure that defines management of data conversion/migration to ensure the accuracy, completeness, and integrity of converted data, was not in place. Consequently, the	procedures. Furthermore, the document should be communicated to all personnel involved in change management processes and regularly updated to reflect evolving best practices and lessons learned. •Management should develop a Data Conversion Policy and a Standard Operating procedure. The Data Conversion						

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		following key minimum elements could not be determined during the review of Data Conversion process at NCC: - Guidelines for data conversion activities, including balancing and reconciliation. - The role of management in approving and monitoring the conversion process."	Policy and SOP should include: 1. Guidelines for data conversion activities, including balancing and reconciliation. 2. The role of management in approving and monitoring the conversion process."						
3.	IT Service Continuity Management	A documented and approved Disaster Recovery Plan (DRP) that describes how the	Recommended that a BIA should be performed, and the results used to	1 August 2024	December 2024	Once the BIA is conducted RTO and RPO for critical systems will be	CIO	The procurement process for the new colocation and Disaster Recovery	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		NCC can quickly resume IT operation after an unplanned incident, was in place at NCC. However, the following key minimum elements could not be determined by reviewing the DRP: -That a business impact analysis (BIA) was performed prior to documenting the DRP. -The required individual system Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)." Furthermore, it was determined through	inform the priority of systems that should be run during the subsistence of a disaster. •The RTO and RPO should be documented for the critical applications within the NCC. •Conduct a comprehensive IT Disaster Recover test to validate its effectiveness and identify any gaps or areas for improvement. This testing should			determined and documented. The revised DR plan is planned for finalization by quarter 3 The BIA will inform the type of DR services that ICT should look for."		(DR) as a Service provider has been finalized and a service provider, was appointed	

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		enquiry that DRP testing was not conducted during the period under review.	include simulated disaster scenarios and involve relevant stakeholders to ensure readiness and familiarity with recovery procedures.						
4.	IT Security Management	It was noted that an IT Security policy and Incident Management Procedure outlines how the NCC plans to protect its Information Technology (IT), which ensure the Confidentiality, Integrity and Availability of financial systems and	Recommended that management Implement a management process for vulnerability scanning and investigation, including regular vulnerability	1 August 2024	December 2024	The firewall policy and procedures will be updated to incorporate IPS reviews in line with current attainable processes.	CIO	The review of ICT security and firewall policies are under review.	Open

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		subsequent business activities were in place. However, the IT security policy framework did not provide guidance on the following: -Management and review of alerts generated by the Intrusion Prevention and/or Detection System (IPS/IDS). The IT function however monitored alerts from the IPS during the period under review. -The performance of vulnerability assessments and penetration testing to	assessments and penetration testing. •A procedure outlining how security alerts are generated by the Intrusion Prevention System should be processed for meaningful insights."						

No.	Audit Findings	Audit Finding Description	Auditors' Recommendation	Implementation dates		Management Actions	Responsible Manager	Progress Made	Finding open or closed
				Start	End				
		identify weaknesses within the network. The IT function, however, performed a penetration test in July.							

SECTION D
FINANCIAL REPORT

QUARTER ONE
2025-2026

NATIONAL CONSUMER COMMISSION

5. FINANCIAL PERFORMANCE

5.1 REVENUE FOR THE PERIOD

5.1.1 The NCC has an allocated budget for the financial year of R71 360 000 (Seventy-one Million, Three Hundred and Sixty Thousand Rand) as per the allocation letter. R42 816 000 (Forty two Million, Eight Hundred and Sixteen Thousand Rand) has been received, with the remainder of the amount expected to be received in October 2025.

5.1.2 Funds that were not immediately required were invested in an interest-bearing account with the South African Reserve Bank (Corporation for public deposits) and interest to the value of R817 320 (Eight Hundred and Seventeen Thousand Rand, Three Hundred and Twenty Rand) was earned as at the end of June 2025.

5.1.3 Table 10 below provides a summary of movements in revenue for the financial year against the budget.

Table 10: Summary of revenue movements for the current year

Description of item	Annual Budget	Year to date budget	Year to date actual	Variance
Government grants	71,360,000	71,360,000	42,816,000	28,544,000
Interest income	4,856,048	3,000,000	817,320	2,182,680
Total	**76,216,048**	**74,360,000**	**43,633,320**	**30,726,680**

5.2 EXPENDITURE AGAINST THE BUDGET PER ECONOMIC CLASSIFICATION

Table 11: Summary of expenditure against the budget per economic classification.

Description of item	Annual Budget	YTD Budget	YTD Actual expenditure	YTD Variance	Remaining Budget for the 2026 Financial Year
Compensation of employees	53,546,801	13,386,700	11,876,286	1,510,414	41,670,515
Goods and services	21,356,831	6,375,511	6,513,188	(137,677)	14,843,644
Capital	1,312,415	-	-	-	1,312,415
Total	**76,216,048**	**19,762,211**	**18,389,474**	**1,372,737**	**57,826,574**

5.2.1. Compensation of employees indicates an underspending of R1,510,414 (One Million, Five Hundred and Ten Thousand and Four Hundred and Fourteen Rand). This is attributable to savings generated by vacant positions.

5.2.2. Goods and services expenditure is overspending by an amount of R137,677 (One Hundred and Thirty Seven Thousand, Six Hundred and Seventy Seven Rand). The budget for the 2026 financial year is not sufficient for the operational expenses. The Commission will request approval of the 2025 funds retained from the National Treasury to supplement the current budget.

5.2.3. Furthermore, the Commission has requested additional funds from the dtic to assist with the shortfall.

5.3. DETAILED REVENUE AND EXPENDITURE VARIANCES

Table 13: Detailed Revenue and Expenditure Variance

Description	Approved Annual Budget	YTD Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2026 Financial Year	Note (Variance explanation)
2025/2026							
Government grants	71,360,000	71,360,000	42,816,000	28,544,000	40%	28,544,000	
Interest Income	4,856,048	1,214,012	817,320	396,692	33%	4,038,728	
Revenue	**76,216,048**	**72,574,012**	**43,633,320**	**28,940,692**	**40%**	**32,582,728**	
Compensation of employees							
Salary & Wages	45,753,142	11,438,286	10,619,865	818,420	7%	35,133,277	
Social contributions	7,793,659	1,948,415	1,256,421	691,994	36%	6,537,238	
Total COE	**53,546,801**	**13,386,700**	**11,876,286**	**1,510,414**	11%	**41,670,515**	**5.3.1**
Goods and services							
Audit Committee fees	513,000	205,200	46,155	159,045	78%	466,845	
Advertising	100,000	50,000	13,083	36,917	74%	86,917	
External audit fees	1,000,000	650,000	0	650,000	100%	1,000,000	
Bank charges	43,000	10,749	9,635	1,115	10%	33,365	
Catering and consumables	112,000	28,000	86,362	-58,362	-208%	25,638	**5.3.2**
Communication costs	843,127	210,782	187,560	23,222	11%	655,567	
Computer services	531,635	132,909	453,939	-321,030	-242%	77,696	**5.3.3**
Consultants	1,012,450	253,112	38,739	214,373	85%	973,711	
Insurance	155,350	38,838	37,704	1,134	3%	117,646	
Internal Audit fees	800,000	300,000	66,600	233,400	78%	733,400	

Description	Approved Annual Budget	YTD Budget	YTD Actual	Variance	YTD Variance (%)	Remaining Budget for the 2026 Financial Year	Note (Variance explanation)
Lease payments	324,000	81,000	42,180	38,820	48%	281,820	
Legal fees	2,034,097	508,524	1,287,810	-779,285	-153%	746,287	**5.3.4**
Printing and publication	90,000	22,500	8,829	13,671	61%	81,171	
Postage and courier	44,000	11,000	7,040	3,960	36%	36,960	
Stationery	200,000	150,000	0	150,000	100%	200,000	
Subscriptions and membership	75,000	25,000	47,037	-22,037	-88%	27,963	**5.3.5**
Software Licenses	2,607,635	651,909	555,340	96,569	15%	2,052,295	
Training and staff development	326,000	81,500	0	81,500	100%	326,000	
Travel and subsistence	1,779,985	773,100	1,102,796	-329,696	-43%	677,189	**5.3.6**
Depreciation and Amortisation	0	0	458,132	-458,132	-100%	-458,132	**5.3.7**
Water and Electricity	1,300,000	325,000	333,698	-8,698	-3%	966,302	
Property costs (property rates)	98,636	24,659	99,897	-75,238	-305%	-1,261	**5.3.8**
Cleaning (cleaning, garden, waste and pest control)	321,052	80,263	25,621	54,642	68%	295,431	**5.3.8**
Security	797,792	199,448	38,070	161,378	81%	759,722	
Property rental	6,248,072	1,562,018	1,566,961	-4,943	0%	4,681,111	
Total goods and services	**21,356,831**	**6,375,511**	**6,513,188**	**-137,677**	**-2%**	**14,843,644**	
Total budget/expenditure	**74,903,633**	**19,762,211**	**18,389,474**	**1,372,737**	**7%**	**56,514,159**	
CAPITAL EXPENDITURE							
Motor vehicles	1,312,415	-				1,312,415	
Total capital budget	**1,312,415**	**-**	**-**	**-**	**0%**	**1,312,415**	
Total budget/expenditure	**76,216,048**	**19,762,211**	**18,389,474**	**1,372,737**	**0**	**57,826,574**	

Explanations for material variances and remedial actions

5.3.1. Cost of Employee- Underspending

The underspending is due to vacant posts. The funds will also offset the cost-of-living adjustments.

5.3.2. Catering and consumables- Overspending

The adverse variance is linked to underbudgeting.

5.3.3. Computer Services- Overspending

The adverse variance is linked to underbudgeting. Variance will be monitored in relation to other items of goods and services that are underspending to ensure that overall goods and services line items are kept within the available budget.

5.3.4. Subscription and membership- Overspending

The adverse variance is linked to underbudgeting.

5.3.5. Computer Services- Overspending

The adverse variance is linked to underbudgeting.

5.3.6. Travel and subsistence Overspending.

The adverse variance is linked to underbudgeting. Variance will be monitored in relation to other items of goods and services that are underspending to ensure that overall goods and services line items are kept within the available budget.

5.3.7. Depreciation

This is a non-cash item which will not have a positive overall impact on the NCC's funds.

5.3.8. Property Costs and Cleaning

There is misclassification on the property costs budget and cleaning budget. Approval to transfer the budget to the correct line will be sought and implemented.

5.4. Summary of actions to ensure that the projected expenditure and revenue remain within the budget.

5.4.1. The expenditure is continuously monitored against the approved budget and projections are observed.

5.4.2. The implementation of the procurement plan is being monitored.

5.5. PROGRESS ON THE IMPLEMENTATION OF THE PROCUREMENT PLAN

Table 14: Detailed Revenue and Expenditure Variance

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
1	Microsoft Licenses	R 4000 000.00	01 April 2025	**April 2025** The bid has been advertised with a closing date of 9th May 2025. **May 2025** It has been identified that the Terms of Reference (TOR) for the Microsoft Licenses tender contain inconsistencies that could affect the integrity and fairness of the procurement process. As such, a formal request was submitted to the Acting Commissioner's office, seeking approval to cancel the current bid and re-advertise. **June 2025** The bid was advertised on the 23rd of June with the closing date of the 15th of July 2025
2	VMware and HP Subscription	R 842 900	01 May 2025	**April 2025** The request was non-responsive, only two quotes were received. Markert has not yet been tested again.

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
3	Travel Management company	Time based	06 September 2025	Procurement has not yet commenced.
4	Motor vehicles for inspections and Markert Monitoring	R1 000 000	Immediate	**April 2025** The National Treasury has granted the NCC permission to participate in the transversal contract during April 2025. **May 2025** No significant activities as the specifications were being developed. **June 2025** Pre order issued to Toyota on the 24th of June 2025 and the response from Toyota was received on the 27th of June 2025 that an order if placed will be honored. Purchase order to be placed.
5	Procurement of 35 Laptops and related peripherals.	R 750 000	Urgently	**May 2025** A Request for Quotation (RFQ) was issued on 21st of May 2025 for the procurement of 35 Laptops and related peripherals with the closing date of the 2nd of June 2025. **June 2025**

No.	Project Description	Estimated Value (incl. taxes)	Date Service Required	Comments
				No significant activities for the month of June as the focus was placed on compilation of financial statements and audit preparation.
6	Procurement of hours for the enhancements, support and maintenance services for eService and Opt-Out Registry Systems	R 950 000	Urgently	**May 2025** The Bid Specifications Committee convened on the 28th of May 2025 to draft and finalise the specifications. A formal request for approval from the Acting Commissioner to advertise the tender has been prepared and is currently under review. **June 2025** TOR revised awaiting endorsement of the BSC.

5.6. DEVIATIONS AND EXPANSIONS OF CONTRACTS

5.6.1. During the quarter under review, the following expansions were made on the contracts for various reasons as indicated in table 15 below:

Table 15: Deviations and expansions of contracts

No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/expansion/other means	Cumulative value of extension
1	Altron	Microsoft Licenses	To allow for finalization of the procurement process- Tender had to be cancelled due to the issues on the terms of reference which could have affected the fairness of the transaction.	1 027 258,11	108 066,01	108 066,01
2	Datacentrix	Support and maintenance of backend Infrastructure	To allow for business continuity while migration to cloud is underway.	21 966 322,00	431 872,26	996 400,09
3	TTM Tech	Additional Support and Maintenance Services	Opt-out registry support as the lead application developer resigned.	350 200,00	51 405,00	51 405,00
4	Altron	Microsoft Licenses	To allow for finalization of the procurement process- Tender had to be cancelled due to the issues on	1 027 258,11	107 974,28	216 040,29

No.	Service provider	Project Description	Reason for Deviation	Contract Value	Current year Variation/expansion/other means	Cumulative value of extension
			the terms of reference which could have affected the fairness of the transaction.			
5	Datacentrix	FortiGate firewall	This was to ensure that the ICT Infrastructure is secured while migration to cloud is underway.	1 018 080,14	91 250,34	91 250,34
6	Matshego Ramagaga Attorneys	Matter between Titan trade (PTY) LTD vs NCC and Another	The initial estimate of the Purchase Order was not sufficient to finalize the matter	200 000,00	302 347,26	302 347,26
7	Galix Networking	Mimecast and DMARC Licenses	To allow for finalization of the procurement process.	888 415,26	82 779,18	175 929,18
8	Altron	Microsoft Licenses	To allow for finalization of the procurement process- Tender had to be cancelled due to the issues on the terms of reference which could have affected the fairness of the transaction.	1 027 258,11	103 996,40	320 036,69

5.7. CONTRACT MANAGEMENT

5.7.1. There is no irregular expenditure note arising from contracts which have expired. A full list of contracts has been provided as part of the finance report.

5.7.2. The following contracts will expire in the next six months (see table 16):

Table 16: Contract management

No	CONTRACT DESCRIPTION	SERVICE PROVIDER	CONTRACT START DATE	CONTRACT END DATE	CONTRACT STATUS
1	Appointment of service provider for the back-end ICT and communications services for the NCC	*Datacentrix*	23-Dec-20	30-Apr-25	In effect// Extended to 30 October 2025. Replacement service provider has also been appointed and currently migrating the NCC servers to cloud.
2	Appointment of a service provider for the Verification of Credentials	*MIE (Pty) Ltd*	22-Jun-22	21-Jun-25	New service provider has been recommended.
3	Appointment of a service provider for photocopiers. Supply, delivery, installation, commissioning and maintenance of office equipment and labour-saving devices for a period of 36 months.	*Konica Minolta*	1-Aug-22	31-Jul-25	Current contracts will be extended as per Transversal Contract

No	CONTRACT DESCRIPTION	SERVICE PROVIDER	CONTRACT START DATE	CONTRACT END DATE	CONTRACT STATUS
4	Appointment of a service provider for photocopiers. Supply, delivery, installation, commissioning and maintenance of office equipment and labour-saving devices for a period of 36 months	*Konica Minolta*	1-Aug-22	31-Jul-25	Current contracts will be extended as per Transversal Contract
5	Appointment of a service provider for photocopiers. Supply, delivery, installation, commissioning and maintenance of office equipment and labour-saving devices for a period of 36 months	*Konica Minolta*	1-Aug-22	31-Jul-25	Current contracts will be extended as per Transversal Contract
6	Appointment of a service provider for photocopiers. Supply, delivery, installation, commissioning and maintenance of office equipment and labour-saving devices for a period of 36 months	*Konica Minolta*	1-Aug-22	31-Jul-25	Current contracts will be extended as per Transversal Contract
7	Appointment of a service provider for photocopiers. Supply, delivery, installation, commissioning and maintenance of office equipment and labour-saving devices for a period of 36 months	*Konica Minolta*	1-Sep-22	31-Aug-25	Current contracts will be extended as per Transversal Contract

No	CONTRACT DESCRIPTION	SERVICE PROVIDER	CONTRACT START DATE	CONTRACT END DATE	CONTRACT STATUS
8	Appointment of travel management agency for a period of 36 months	*FCM Travel*	6-Sep-22	5-Sep-25	Terms of reference are being reviewed so that procurement process can take place.
9	Appointment of Service Provider for the design, production and publication of the annual report, newsletters and diaries for a period of 36 months, subject to annual renewal	*Lebone Litho Printers*	5-Oct-22	4-Oct-25	End user to be informed so that the replacement service provider can be appointed.
10	Mimecast and DMARC subscription, installation and configuration, NCC System Administrator training, support and maintenance for a period of 24 months	*Galix Networking*	26-Apr-23	30-Jul-25	Currently at BSC stage
11	Media Monitoring for a period of twenty-four months	*Newsclip Media Monitoring*	1-Jan-24	31-Dec-25	End user to be informed so that the replacement service provider can be appointed.
12	Health Risk Manager	*Thandile*	1-Jan-25	30-Jun-25	This is a DPSA arranged contract. The contract has lapsed, and the end user has been informed.

5.8. IRREGULAR EXPENDITURE AS WELL AS FRUITLESS AND WASTEFUL EXPENDITURE

5.8.1 There is no fruitless and wasteful expenditure or Irregular expenditure that has been recorded during the first quarter.

5.8.2 Irregular expenditure of R202 500 (Two Hundred and Two Thousand, Five Hundred Rand) was incurred in the prior year. The investigation has confirmed that the expenditure meets the definition. Further action to condone or remove the expenditure will take place.

5.9. ORGANISATIONAL LOSSES

5.9.1. One laptop was stolen from the vehicle of one of the employees. An insurance claim has been filed. Details of the loss is on the register.

NATIONAL CONSUMER COMMISSION

012 065 1940

www.thencc.org.za

Enquiries@thencc.org.za

@TheNCC_RSA

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