

FOR ATTENTION:Ms Louise du Plessis

Esteemed Technical Team

We are mostly consumers contemplated in terms of section 3 (1) (b) of the Consumer Protection Act, no 68 of 2008.

Our intention is to make a submission to highlight unconscionable grocery retail sector conduct which have become rife market place practices which directly impacts negatively on issues of consumer protection, as well as, matters of consumer sovereignty.

NGWANA YO A SA LELENG, O HWELA THARING

This submission is based on our daily experiences, street-type consumer observations and also on the gradual interest and earnest appreciation of consumer rights and consumer responsibility in our immediate communities. We are of the opinion that the Technical Team would have a first hand glimpse into traces and elements which possibly "may lessen, prevent or distort competition and most evidently put a dent on every single consumer right thus seriously undermining the national effort to transform ordinary, previously segregated consumers to become averagely informed, responsible and vigilant as required by the CPA.

#### Contravention of the Consumer Protection Act

On the 1 May 2015 the Ministry of Trade and Industry signed into law the Consumer Goods and Services Industry Code of Conduct. The retail sector has not shown any interest in complying with the code. The signage required to be displayed at business premises and the training of staff in handling consumer protection matters will undoubtedly more meaningfully work to trigger our confidence as historically marginalised consumers. Lastly it is hoped that the Inquiry Technical Team may also consider the extent to which the ff possibly renders competition a sham and how this impinge on consumer protection, namely:

Wholesale disregard for Foodstuff, Cosmetics and Disinfectant regulations  
2. Sale of washing/bath soap, polish at OBC, Watloo, Roots instead of frozen meat OR at fruit n vegetable outlets. We hope your office will accept this as a submission and not as a complain.

