
GENERAL NOTICES

NOTICE 492 OF 2012

NATIONAL CONSUMER COMMISSION

SERVICE CHARTER

I, Mamodupi Mohlala-Mulaudzi, Commissioner of the National Consumer Commission hereby publish for public comment a draft service charter setting down the standard of service that customers interfacing with the Commission can expect.

Interested parties are granted a period of two weeks commencing from the date of publication of this notice to submit comments to the Commission for consideration.

Comments may be forwarded to:

Ms Phumeza Mlungu

National Consumer Commission

P O Box 30251

Sunnyside

0132

Fax: 086 7584 990; e-mail: education.thencc@gmail.com



.....
MS MAMODUPI MOHLALA-MULAUDZI
COMMISSIONER: NATIONAL CONSUMER COMMISSION

.....07/06/2012



NATIONAL CONSUMER COMMISSION

The National Consumer Commission

Service Charter



NATIONAL CONSUMER COMMISSION

Alternative Dispute Resolution (ADR)

Complaints Handling Unit (CHU)

Consumer Protection Act No.68 of 2008 (CPA)

Information and Communications Technology (ICT)

National Consumer Commission (NCC)

Public Finance Management Act No. 1 of 1999 (PFMA)

Preferential Procurement Policy Framework Act No.5 of 2000 (PPFA)

The Service Charter for the National Consumer Commission informs you about:

1.	WHO WE ARE
2.	OUR ORGANISATION
3	OUR VALUES
4.	OUR STAKEHOLDERS
5.	OUR COMMITMENT TO YOU
6.	OUR SERVICE STANDARDS
7.	HELP US SERVE YOU BETTER
8.	HOW TO CONTACT US

WHO WE ARE

The National Consumer Commission is a juristic body established by the Consumer Protection Act No.68 of 2008 (the CPA). The NCC is mandated to carry out the functions and exercise the powers assigned to it in terms of the CPA. The NCC undertakes advocacy and awareness initiatives on the CPA, receives and investigates consumer complaints alleging prohibited conduct by suppliers and monitors the consumer market to ensure that prohibited conduct and offences are detected, prevented or prosecuted.

OUR ORGANISATION

The National Consumer Commission (NCC) is made up of the following divisions:

The Advocacy, Education and Awareness Division aims to:

- Protect consumer from hazards through advocacy, education and awareness.
- Ensure effective management of stakeholder relations.
- Create the NCC brand as South Africa's consumer voice.

The Enforcement and Investigations Division aims to:

- Protect consumers from unethical business practices and misconduct through investigating contraventions of the CPA.
- Improve consumer redress through the amicable resolution of consumer complaints.
- Achieve customer and stakeholder expectations.

The Research and Development Division aims to:

- Conduct research for policy, legislative and regulatory improvement.
- Plan, manage and coordinate systemic and integrated consumer research.
- Develop and maintain knowledge management systems for the NCC.

The Corporate Services Division aims to:

- Implement effective financial and procurement management systems.
- Manage all Human Resources Development initiatives in .
- Provide an effective Information Communication Technology infrastructure and network.

The Legal Services Department aims to:

- Protect consumers from unethical business practices and misconduct through law enforcement and compliance.

OUR VALUES**The NCC stands to:**

- Promote and maintain high standards of professional ethics.
- Promote efficient, effective and economic use of resources.
- Provide services impartially, fairly, equitably and without bias.
- Be responsive to consumer needs and the public.
- Foster accountability and transparency.
- Maximise and cultivate human capital development and practices.
- Promote broad public participation.

OUR STAKEHOLDERS**Our stakeholders are essential to our successes. They include:**

- Local, Provincial and National Government (including Portfolio Committees)
- Provincial Consumer Protection Authority
- Sector Regulators
- Non - Governmental Organisation

- Consumer Activists
- Community
- Media
- Educational Institution

OUR COMMITMENT TO YOU

- The Commission will interact with our customers in a polite and professional manner.
- Clear communication, in the customer's language of choice, will be maintained at all times.
- Guidelines on the Commission's services will be published to set the service standards and facilitate access to services.
- The Commission will reply to all correspondence using the most appropriate contact method timely, in recognition of timelines and the urgency of each situation.
- The contact details of the Commission will be made available to ensure that customers are able to reach us.
- The Commission will take the customer needs into consideration and seek their views in order to offer the best service.
- The Commission will monitor its performance against standard set in the Consumer Protection Act and publish the result in an annual report.
- The Commission's offices will be open from 08:30-17:00 from Monday to Friday.

OUR SERVICE STANDARDS**Advocacy; Education and Awareness****Development of Educational Material:**

- Plain and simple language will be used in all material developed for public consumption.
- Educational material will be reproduced in all indigenous languages of South Africa.
- Website content will be developed for regular update.

Media Engagement:

- Media enquiries will be attended to within two days of receipt.
- A suitable official will be nominated to undertake media interviews taking into account the content of the interview.

Stakeholder Engagement:

- Stakeholder forums will be established to allow for fruitful engagement towards achieving the mandate of the Commission.
- Founding documents (MoUs, ToRs, etc.) will be developed to govern stakeholder relations of the Commission.

Meetings:

- Meeting details (agenda, time, venue, etc.) will be confirmed in writing to the meeting parties 5 days before the meeting.
- Officials of the Commission will always be punctual and well prepared at all times.
- A record of the meeting will be kept and circulated to the meeting parties 5 days after the meeting.
- The meeting parties will be informed of a change in the meeting details or cancellation at least 24 hours before the scheduled meeting.

Workshops/Seminars:

- The content of the presentations will be specific to the audience being engaged.
- Copies of the presentation will be made available to the audience.
- Brochure/ pamphlets on the Commission's work will be circulated at the event.
- Language used will be tailored to suite the audience.

Enforcement and Investigation**Walk-in Consumers:**

- NCC staff will identify themselves when engaging consumers.
- Consumers will be assisted with putting their complaints in writing where required.
- The complaints handling process and turnaround times will be explained.

Call Centre Services:

- All calls will be answered promptly and unattended phones will be redirected to an available line.
- Call centre agents will identify themselves when speaking to the customer.
- Enquiries that cannot be attended to by the call centre agent will be referred to an appropriate official within the Commission to deal with.
- A recording facility will be provided to leave messages should all lines be busy.
- Customer contact details will be taken down to facilitate for calling back.

Complaints Handling:

- A letter acknowledging receipt of the complaint, bearing a unique reference number, will be forwarded to the complainant within 3 days of complaint receipt.

- Complaints found to be falling out of the Commission's jurisdiction will be referred to an appropriate body and the consumer will be advised accordingly.
- A complaint will be forwarded to the supplier complained about to respond.
- The Commission will consider both the consumer complaint and respondent's response in coming to a decision, guided by the provisions of the CPA.
- The consumer will receive the final outcome to a complaint within a period not exceeding 6 (six) months.

Investigations:

- The Commission shall exercise fairness, objectivity and professionalism when carrying out investigations.
- Investigations will be conducted in line with the standards as set out in the CPA.
- Information/ documents collected for an investigation will be treated with an appropriate level of confidentiality.
- Where a breach of the CPA is observed with the certain business practices, the respondent will be advised accordingly and given an opportunity to rectify the said breach.
- The Commission may employ any of the enforcement instruments provided for in the CPA to ensure that the breach is rectified.

Research and Development

- Sound research methods will be utilised to gain thorough understanding of the consumer market.
- Benchmarks with other similar jurisdictions will be undertaken to ensure quality and relevant research.

- Accurate research reports will be produced for informed decision making on consumer related matters.

Legal Department

- The Commission will adopt sound legal principles in its handling of legal matters.
- Advisory Opinions provided by the Commission will be thoroughly researched taking into account SA jurisprudence and that of similar international jurisdictions.
- Interpretation of the CPA

Corporate Services

- The Commission will employ accounting practices in line with public sector prescripts in managing the Commission's finances.
- The Commission will adopt efficient procurement processes in line with provisions of the PPPFA.
- Human Resource Management will be open and transparent in line with public service policies and procedures.
- The Commission endeavours to provide World Class ICT Systems

HELP US SERVE YOU BETTER

- Tell us if you have special needs so we can accommodate them.
- When lodging a consumer complaint, please provide clear details of the complaint, supporting documents and your contact details so that we are able to contact you.
- Let us know as soon as possible when we do not attend to your request/complaint so as to take corrective action.
- Provide us with changes in your circumstances, contact details, etc. promptly so that we can take them into account when dealing with your matter.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.

How to Contact Us

Our Physical Address is: Building 10
 Berkley Office Park
 08 Bauhinia Street
 Highveld Technopark
 Centurion
 0157

Our Postal Address is: National Consumer Commission
 P O Box 30251
 Sunnyside
 0132

Call Centre: 012 940 4450

E-mail: complaints@thenc.org.za, complaints@thenc.co.za