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Department:
Trade, Industry and Competition
REPUBLIC OF SOUTH AFRICA



BRIEFING TO THE PORTFOLIO COMMITTEE ON TRADE AND INDUSTRY

**NATIONAL CONSUMER COMMISSION
QUARTER 1 – 3: 2021/22**

08 MARCH 2022

Ms THEZI MABUZA

ACTING COMMISSIONER

DELEGATION

Ms Thezi Mabuza - Acting Commissioner

Ms Phillipine Mampineng Moshidi – Chief Financial Officer

Mr Joseph Selolo - Company Secretary

OUTLINE OF PRESENTATION

- Key Highlights
- Achievements against planned targets
- Financial Management
- Progress against the External Auditors Report
- Key challenges

KEY HIGHLIGHTS

QUARTER 1 - 3

KEY HIGHLIGHTS (1)

Investigations

1. The Commission conducted an investigation into pyramid scheme: Mufhiwa Building Projects. Working with the NPA, the NCC froze eight bank accounts linked to the scheme/its director. Our investigation revealed that Mufhiwa received just above R27M from participants who transferred money into different bank accounts in the name of Mufhiwa, its director and five other individuals.
 - Participants from Botswana and Zimbabwe deposited a total of R754, 250. 00 but only R39, 683. 00 was paid to participants in both countries. The bulk of the money was transferred into various accounts held by the director of Mufhiwa where she used it for herself. Only R686 741.48 was preserved.
2. An investigation was also approved against Elgin Fruit Juices (Pty) Ltd after a recall of apple juices from Coca Cola's Appletiser, Pioneer Foods' Ceres, Liquid Fruit Juices and Woolworths Apple Juice. The investigation is still in process.
4. An Investigation was also approved against Grandisync CC following the allegations of consumption of unsafe noodles by children in Gqeberha. This investigation is still in process.

KEY HIGHLIGHTS (2)

Prosecutions

In addition, the NCC prosecutorial activities resulted in:

- i. Consumers being refunded the total of R 690 193,84 in Q1; and R858 735,81 in Q2; and R 45 000,00 in Q3.
- ii. Administrative fines totalling R 785 000.00 were imposed accumulatively for the three quarters.
- iii. 105 Compliance Notices in support of the Clothing and Textile Industry Master Plan, were issued to the effect that the non-compliant clothing and textiles goods be destroyed or returned to the country of origin. The value of the Compliance Notices that were issued was R23 447 705,18.

KEY HIGHLIGHTS (3)

Product Recalls

The NCC received the following related to new recalls and update reports on ongoing recall processes:

	Q1	Q2	Q3
New Recalls	21	15	23
Update Reports	36	38	45

1. In relation to motor vehicles, the area of concern is Mercedes Benz as 5 recalls were received in Q2.
2. In relation to food, it was recalls of products related to apple concentrate- 6 recall notifications from Coca Cola's Appletiser, Pioneer Foods' Ceres and Liquid Fruit Juices and Woolworths Apple Juice.
3. The NCC was alerted to the deaths of 3 children, from one family, in the Eastern Cape and the deaths of 2 other children from another family in Mpumalanga. It was alleged that the deaths were due to the instant noodles consumed by the children.

KEY HIGHLIGHTS (4)

Consumer Education (Youth Month)

- The NCC launched a youth focused campaign under the theme “*Advancing Consumer Protection to Youth by Promoting Consumer Rights*” in celebration of youth month.
- Deputy Minister, Ms N Gina gave a keynote address to mark the event and reminded students from the University of Cape Town-Faculty of Law to take interest in consumer rights. The webinar was the first of such events line-up to generate interest for the final year law students to take interest in consumer law as a specialised field.
- The campaign was rolled out to the University of Fort Hare during the month of July 2021.
- Guest lectures were presented to the University of Fort Hare’s 4th year students as an introduction to the new Consumer Law Module offered by the university of Fort Hare.

KEY HIGHLIGHTS (5)

Media coverage

1. The media coverage received by the Commission during all three quarters was balanced. Media enquiries and our prompt response account for positive coverage. The Commission's relationship with the media works to the NCC's advantage.
2. The following topics were discussed extensively in the media space: online scams/online shopping, online investments/pyramid schemes, Tammy Tailor (franchising), product recalls:
 - i. In Q1, the NCC featured in 4 TV interviews, 12 radio interviews (Community, regional and National media houses) and 12 online/ newspaper mentions. Media statements and enquiries boosted the coverage received.
 - ii. In Q2, the NCC featured in 7 TV interviews participated in 58 radio interviews,, 38 online coverage and 30 print media coverage.
 - i. In Q3, the NCC featured in 10 TV interviews participated in 74 radio interviews (national, community, and regional stations), and issued four (4) media statements.

ACHIEVEMENT AGAINST TARGETS Q1-Q3

OVERALL ACHIEVEMENTS

- **QUARTER 1**

Achieved 6 out of 7 targets, that is overall performance of **85.7%** of the targets.

- **QUARTER 2**

Achieved 5 out of 7 targets, that is overall performance of **71.4%** of the targets.

QUARTER 3

Achieved 6 out of 7 targets, that is overall performance of **85.7%** of the targets. Of the six targets, the NCC exceeded the set targets in three areas.



ACHIEVEMENTS AGAINST PLANNED TARGETS (1)

Output	Output Indicator	2021-22 Annual Target	1st – 3 RD Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1 Accredited Ombud Scheme/s monitored regularly	Assessment reports on accredited Ombuds approved by the Commissioner.	Submit assessment reports (one per quarter on each accredited Ombud Scheme) to the Commissioner for approval	Compile quarterly assessment report (one per quarter on each accredited Ombud Scheme) and submit to the Commissioner for approval	Achieved Quarterly assessment reports of Ombuds (One for MIOSA and one for CGSO) were compiled and submitted to Commissioner for approval	None	None
Q2 Accredited Ombud Scheme/s monitored regularly	Assessment reports on accredited Ombuds approved by the Commissioner.	Submit assessment reports (one per quarter on each accredited Ombud Scheme) to the Commissioner for approval	Compile quarterly assessment report (one per quarter on each accredited Ombud Scheme) and submit to the Commissioner for approval	Achieved Quarterly assessment reports of Ombuds (One for MIOSA and one for CGSO) were compiled and submitted to Commissioner for approval	None	None
Q3. Accredited Ombud Scheme/s monitored regularly	Assessment reports on accredited Ombuds approved by the Commissioner.	Submit assessment reports (one per quarter on each accredited Ombud Scheme) to the Commissioner for approval	Compile quarterly assessment report (one per quarter on each accredited Ombud Scheme) and submit to the Commissioner for approval	Achieved Ombuds' quarterly assessment reports (i.e. CGSO and MIOSA's reports) were compiled, submitted to Commissioner for approval.	None	None



ACHIEVEMENTS AGAINST PLANNED TARGETS (2)

Output	Output Indicator	2021-22 Annual Target	1 st – 3 RD Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1 Business compliance initiatives conducted	Number of business compliance initiatives conducted	15 Business compliance Initiatives conducted	3 business compliance initiatives conducted.	Achieved 3 business compliance initiatives were conducted	None	None
Q2 Business compliance initiatives conducted		15 Business compliance Initiatives conducted	4 business compliance initiatives conducted.	Not Achieved 2 business compliance initiatives conducted	The scheduling of the interventions were dependent on collaboration with external parties and had to be rescheduled.	2 initiatives have been rescheduled for the first 2 weeks of the 3 rd quarter
Q3. Business compliance initiatives conducted		15 Business compliance Initiatives conducted	4 business compliance initiatives conducted.	Achieved 7 business compliance initiatives conducted	3 extra business compliance initiatives were conducted to ensure compliance by business especially during the festive season which is a huge spending season for consumers	None

ACHIEVEMENTS AGAINST PLANNED TARGETS (3)

Output	Output Indicator	2021-22 Annual Target	1st - 3 RD Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1. Consumer Awareness initiatives conducted	Number of consumer awareness initiatives conducted	32 consumer awareness initiatives conducted	8 consumer awareness initiatives conducted	Achieved 8 consumer awareness initiatives conducted	None	None
Q2 Consumer Awareness initiatives conducted		32 consumer awareness initiatives conducted	8 consumer awareness initiatives conducted	Achieved 8 consumer awareness initiatives conducted	None	None
Q3. Consumer Awareness initiatives conducted		32 consumer awareness initiatives conducted	8 consumer awareness initiatives conducted	Achieved 10 consumer awareness initiatives conducted	2 Extra consumer awareness initiatives were conducted. Special effort and attention was paid to the Northern Cape province, which was neglected due to the geographical location and the rural nature of the region.	None

ACHIEVEMENTS AGAINST PLANNED TARGETS (4)

Output	Output Indicator	2021-22 Annual Target	1 st – 3 rd Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1. Issue explanatory notes and /or non-binding opinions on the interpretation of provisions of the CPA	Percentage (%) of requests for explanatory notes and /or non-binding opinions on the interpretation of provisions of the CPA provided within a pre-defined time period	95 % of registered requests for explanatory notes and /or non-binding opinions provided within an average of 7 days	95 % of registered requests for explanatory notes and /or non-binding opinions provided within an average of 7 days	Achieved 100% (77 out of 77) of registered requests for explanatory notes and/ non-binding opinions were provided within an average of 6.89 days	None	None
Q2. Issue explanatory notes and /or non-binding opinions on the interpretation of provisions of the CPA			95 % of registered requests for explanatory notes and /or non-binding opinions provided within an average of 7 days	Achieved 100% (113 out of 113) registered requests for explanatory notes/non-binding opinions were provided within an average of 6.6 days	None	None
Q3. Issue explanatory notes and /or non-binding opinions on the interpretation of provisions of the CPA			95 % of registered requests for explanatory notes and /or non-binding opinions provided within an average of 7 days	Achieved Eighty-two (82) out of eighty-two (82), (i.e. 100%) registered requests for explanatory notes/non-binding opinions were provided within an average of 4.29 days .	The mentoring and coaching of newly recruited staff and interns by senior advisors led to improved performance	None

ACHIEVEMENTS AGAINST PLANNED TARGETS (5)

Output	Output Indicator	2021-22 Annual Target	1st – 3 rd Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1 Investigations conducted and reports produced	Percentage of investigations conducted and reports produced in a predetermined time	80% of approved investigations conducted. Reports with recommendations produced in 102 days.	80% of approved investigations conducted. Reports with recommendations produced in 102 days.	Not Achieved 34.4% (74 of 215) approved investigations conducted and finalized in 58.61 days	151 Investigations were approved in the last month of quarter one and are still within the set target.	None
Q2 Investigations conducted and reports produced				Not Achieved 34 % (74 of 220) Of approved investigations conducted. Reports with recommendations produced in 56 days	Due to high demand, more investigations were approved than the capacity the NCC has.	Developed a plan to deal with investigations workload for implementation in Q3
Q3 Investigations conducted and reports produced				Not Achieved 60.5% (121 of 200) of investigations conducted and finalized and Reports with recommendations produced in 111 days	The numbers and complexity of complaints approved for investigation had increased.	Intense performance monitoring and guidance will be provided periodically to ensure that tasks are completed timeously

ACHIEVEMENTS AGAINST PLANNED TARGETS (6)

Output	Output Indicator	2021-22 Annual Target	1st – 3 rd Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1. Further enforcement action taken against non-compliant suppliers	Percentage of further enforcement action taken within a predetermined time period.	Further enforcement action taken against non-compliant suppliers in 90% of approved matters within 45 days of approval	Further enforcement action taken against non-compliant suppliers in 90% of approved matters within 45 days of approval	Achieved 100% (54 of 54) matters were taken for further enforcement within 45 days of approval of these matters. 12 were referred to the NCT, 40 Compliance Notices were issued and 2 were consent agreements.	None	None
Q2 Further enforcement action taken against non-compliant suppliers				Achieved 100% (52 of 52) matters were taken for further enforcement within 45 days of approval. 9 were referred to the NCT, 39 Compliance Notices were issued and 4 were consent agreements	None	None
Q3 Further enforcement action taken against non-compliant suppliers				Achieved 100% (34 out of 34) of approved matters were taken for further enforcement against non-compliant suppliers, within 45 days of approval. 4 were referred to the NCT, 26 Compliance Notices were issued and 4 were consent agreements	The mentoring and coaching of newly recruited staff and interns by senior advisors led to improved performance.	None

ACHIEVEMENTS AGAINST PLANNED TARGETS

Output	Output Indicator	2021-22 Annual Target	1st – 3 rd Quarter milestones	Actual Achievement	Reasons for Variance	Corrective Action
Q1. Administer and monitor product recalls	Report on all product recalls and monitoring thereof.	Produce quarterly reports on the administration and monitoring of product recalls	Quarterly Report produced on the administration and monitoring of product recalls.	Achieved Quarter One Report on the administration and monitoring of product recalls produced	None	None
Q2. Administer and monitor product recalls	Report on all product recalls and monitoring thereof.	Produce quarterly reports on the administration and monitoring of product recalls	Quarterly Report produced on the administration and monitoring of product recalls.	Achieved Quarter 2 report on the administration and monitoring of product recalls was produced	None	None
Q3 Administer and monitor product recalls	Report on all product recalls and monitoring thereof.	Produce quarterly reports on the administration and monitoring of product recalls	Quarterly Report produced on the administration and monitoring of product recalls.	Achieved Quarter 3 report on the administration and monitoring of product recalls. Produced	None	None

ACHIEVEMENT AGAINST JOINT INDICATORS

ACHIEVEMENT AGAINST JOINT INDICATORS (1)

Output Indicators	Annual Target	Quarterly Target	Q1	Q2	Q3
1. Report documenting the integrated support to drive industrialisation through master plans in national priority sectors; increased and diversified localisation through government and private sector procurement; and promotion of beneficiation	Four quarterly reports on measures enacted by the NCC to drive industrialisation that supports economic recovery; covering industry Master Plans, localisation initiatives across the economy, COVID-Industrial Interventions and beneficiation.	One quarterly report on measures enacted by the NCC to drive industrialisation that supports economic recovery; covering industry Master Plans, localisation initiatives across the economy, COVID-Industrial Interventions and beneficiation.	Not Achieved	Achieved	Achieved
2. A clear plan that indicates the potential opportunities to grow exports in terms of the AfCFTA, with responsibilities assigned to facilitate implementation	Four quarterly reports on measures enacted by the NCC to contribute to an AfCFTA export plan to grow value-added exports to the rest of Africa	One quarterly report on measures enacted by the NCC to contribute to an AfCFTA export plan to grow value-added exports to the rest of Africa	Not Achieved	Achieved	Achieved
3. Investment projects facilitated and investment directed towards key sectors of the economy	Four quarterly reports on measures enacted by the NCC to support investment in South Africa	One quarterly report on measures enacted by the NCC to support investment in South Africa	Not Achieved	Achieved	Achieved
4. District integrated report with district development economic maps	Four quarterly reports by the NCC which set out how their work has contributed to the economic development in each of the Districts and Metropolitan Areas of South Africa	One quarterly report by the NCC which set out how their work has contributed to the economic development in each of the Districts and Metropolitan Areas of South Africa	Not Achieved	Achieved	Achieved

ACHIEVEMENT AGAINST JOINT INDICATORS (2)

Output Indicators	Annual Target	Quarterly Target	Q1	Q2	Q3
5. Report on actions to promote transformation through structural changes in the economy to enable greater inclusion and growth; and empowerment of designated groups, using the range of public tools such as procurement, incentives, technical support and enabling opportunities	Four quarterly reports on the contributions made by the NCC to promote transformation through structural changes in the economy to enable greater inclusion and growth; and empowerment of designated groups	Procurement of services in line with the BBB-EE Strategy to promote transformation to enable greater inclusion and growth and compile a report for Commissioner's approval	Not Achieved	Achieved	Achieved
6. Report on growing the Green Economy and greening the economy	Four quarterly reports on measures enacted by the NCC to support the green economy or the greening of the economy	One quarterly report on measures enacted by the NCC to support the green economy or the greening of the economy	Not Achieved	Achieved	Achieved
7. Actions to promote functional, efficient and integrated government and measures to reduce red tape across DTIC and entities	Four quarterly reports on measures enacted by the NCC to improve the ease of clients using its services, including forms and procedures reviewed for simplicity and necessity	Processes in the resolution of complaints reviewed, areas of change identified and progress report compiled.	Not Achieved	Achieved	Achieved

PERFORMANCE OF ACCREDITED OMBUD SCHEMES

OVERVIEW

Consumer Goods and Services Ombud (CGSO) & Motor Industry Ombud (MIOSA)

- The ombuds are accredited by Minister in terms of the CPA and their function is to resolve disputes between consumers and suppliers.
- Disputes are resolved through mediation or conciliation and the key objective is to provide an accessible, free and speedy service for resolution of consumer complaints.
- The NCC retains the regulatory role of monitoring their efficacy quarterly and to review every 5 years.
- Their financial years run from January to December
- The NCC is in the process of reviewing both schemes and has published the MIOSA code for public comments in December 2021 and the CGSO code would be published in Q4.



Q1-Q3 MIOSA PERFORMANCE

Motor Industry Ombud (MIOSA)

	Q1 (Jan - Mar)		Q2 (Apr - Jun)		Q3 (Jul - Sep)	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Carried Over (previous quarter)	7	0.3%	1264	39.7%	1150	38.8%
Received (current quarter)	2188	98%	1920	60.3%	1814	61.2%
Workload	2195	100%	3184	100%	2964	100%
Closed	2167	98%	2034	63.9%	2318	78.2%
Outstanding/ pending	28	0.1%	1150	36.1%	646	21.8%
Standard Number of days: 30	29		29		27	

ANALYSIS OF MIOSA'S PERFORMANCE

- MIOSA had the lowest case load in their 1st Quarter of 2195 matters.
- The performance in relation to closed matters when expressed in percentages, was best in Q1 (98%).
- The overall performance in terms of absolute numbers is ±2170 closed matters on average for all three quarters, MIOSA performed best in Q3.
- The gazetted number of days to close matters for the MIOSA code is 30 days. MIOSA remained resolute in resolving matters, ensuring that on average, the performance was just below the 30 days (28 and 29 days).

Q1-Q3 CGSO PERFORMANCE

Consumer Goods and Services Ombud (CGSO)

	Q1 (Jan - Mar)		Q2 (Apr - Jun)		Q3 (Jul - Sep)	
	Numbers	Percentage	Numbers	Percentage	Numbers	Percentage
Carried Over (previous quarter)	3095	40%	3616	50.1%	3327	56,82%
Received (current quarter)	4545	59%	3600	49.9%	2528	43,18%
Workload	7640	100%	7216	100%	5855	100%
Closed	4024	52%	3889	53.9%	3793	64,8%
Outstanding/ pending	3616	47%	3327	46.1%	2062	35,2%
Standard Number of days: 60	61		59		78	

ANALYSIS OF CGSO'S PERFORMANCE

- CGSO had the lowest case load in their 3rd Quarter of 5855 matters.
- The performance in relation to closed matters when expressed in percentages, was best in Q3 at 64.8%.
- The overall performance in terms of absolute numbers is ± 3900 on average for all three quarters. CGSO performed best in Q1.
- The gazetted number of days to close matters for the CGSO code is 60 days. CGSO is struggling to maintain the gazetted number of days except in Q2 where the average number of days was 59.
- CGSO performed worst in Q3, it had the least cases and resolved the lowest number of 3793.

FINANCIAL MANAGEMENT

FINANCIAL MANAGEMENT

REVENUE / GOVERNMENT GRANT

Description	2021-2022 Budget	Quarter 1 Actual	Quarter 2 Actual	Quarter 3 Actual	Quarter 4 Forecast
Government grants	58,505,000	40,953,500	0	17,551,500	0
Interest Income	1,035,000	285,606	248,542	246,382	244,470
Total revenue	59,540,000	14,911,856	14,874,792	29,498,882	244,470

- The main stream of NCC's revenue is the unconditional Government Grant which was received in two tranches.
- The first tranche was received during the first quarter of the year and it was 70% of the allocated grant as per the allocation letter while the remaining 30% was received during quarter 3.
- Interest income is directly linked to the Government Grant as it is the surplus funds received and invested in an interest bearing account with the South African Reserve Bank (Corporation for public deposits).
- This interest is used to supplement the revenue received in the form of grants. Interest income is projected to R1 035 000 for the entire financial.
- The budget cuts enforced during the previous financial year reduced the baseline budget for expenditure.



Operational Expenditure

Operational Expenditure	2021-2022 Budget	Quarter 1 Actual	Quarter 2 Actual	Quarter 3 Actual	Quarter 4 Forecast
Salary & Wages	40,666,358	9,891,648	10,327,758	10,473,390	9,973,562
Social contributions	5,848,642	1,123,763	1,284,472	1,187,300	2,253,107
Total Compensation of employees	46,515,000	11,015,411	11,612,230	11,660,690	12,226,669
Consultants	2,603,366	635,942	833,267	52,684	581,473
Software Licenses	2,515,000	169,301	322,476	257,477	890,746
Travel and subsistence	1,551,000	324,046	196,974	483,464	596,516
External audit fees	1,333,634	666,817	666,817	0	0
Legal fees	1,179,000	217,354	542,994	95,487	323,165
Advertising	944,000	63,330	139,287	92,720	598,663
Computer services	615,000	11,373	256,565	36,572	310,490
Audit Committee fees	445,000	116,175	103,141	140,802	84,882
Training and staff development	344,000	0	0	119,460	224,540
Printing and publication	303,000	8,000	60,074	141,011	93,915
Others	1,192,000	300,278	285,542	381,897	784,612
Total Goods and Services	13,025,000	2,512,616	3,407,137	1,801,574	4,489,002
Total Operational Expenditure	59,540,000	13,528,027	15,019,367	13,462,264	16,715,671

- Operational Expenditure has two economic classifications which are Compensation of Employees and Goods & Services.
- Compensation of Employees absorb 80% of the allocated grant and the remaining 20% is for Goods and Services.
- Sub-categories of expenditures under goods and Services are listed from the highest contributor to the lowest as depicted on the table above. Line for "Others" are a sum of those whose budget is below R300,000.00.
- There is an inevitable increasing trend on Legal fees as more consumers are getting aware of NCC's mandate.

CAPITAL EXPENDITURE

Capital Budget	Available budget	Accumulated Actual	Variance	Variance %	Adjustments	Remaining Budget
Software Development: Opt-out Register	5,646,899	3,720,000	1,926,899	34%	-	1,926,899
Capital committed: ICT Infrastructure	21,966,322	12,928,036	9,038,286	41%	- 3,705,888.00	5,332,398
Total capital budget	27,613,221.00	16,648,036.00	10,965,185.00	40%	- 3,705,888.00	7,259,297.00

- Capital Expenditure is mainly for the ICT Infrastructure whereby two multi-year projects overlapped into the current financial year.
- These projects are funded through retained earnings from previous financial years.
- The Opt-out Registry project is envisaged to be concluded by the end of July 2022.
- ICT infrastructure was completed and signed off during the Quarter 3, in future funds would be set aside for its maintenance.

PROGRESS ON EXTERNAL AUDITORS FINDINGS: SUMMARY

PROGRESS ON EXTERNAL AUDIT FINDINGS

Area of Audit Findings	Number of Findings	Findings Resolved	Unresolved Findings	STATUS
Human Resources	2	2	0	All findings resolved
Finance	6	6	0	All finding resolved
Supply Chain Management	4	3	1	<ul style="list-style-type: none"> The procurement plan is currently being implemented. Management is monitoring the variances between estimates as per the procurement plan and the lowest quotation, ensuring that where there are material variations above the amount approved as per the procurement plan, those will be reported to the Accounting Authority, affordability will be verified and the procurement plan will also be amended.

PROGRESS ON EXTERNAL AUDIT FINDINGS

Area of Audit Findings	Number of Findings	Findings Resolved	Unresolved Findings	STATUS
Asset Management	6	2	4	<ul style="list-style-type: none"> The findings raised in relation to 31 March 2021 have been resolved. The asset register for up to 30 September 2021 has been finalised. The asset verification process started in October to clear the exceptions.. The Loss Control Committee and the Asset Disposal Committee have been established to assist with the finalization.
ICT	1	1	0	All findings resolved
AOPO (Performance information)	2	2	0	All findings resolved
Total	21	16	5	

KEY CHALLENGES

KEY CHALLENGES

1. The NCC had an approved staff compliment of 132 in 2011 and had not been fully funded to fill those positions.
 - At present only 79 positions are funded; 75 are filled and 4 are vacant (including the Commissioner's position).
2. The NCC could not offer Cost-of-Living-Adjustment to staff for 2020/21 and also for 2021/22, based on reduction of baseline budget. This has led to high turnover of staff in Finance, Supply Chain and in ICT.
3. The high number of cases referred to the Tribunal and judgements issued in favour of the NCC, has led to matters being referred to higher courts. The NCC has to procure services of external law firms to represent the NCC in those matters. This led to high legal fees (line items on Consultancy in Financial Statements).
4. The dependence of the NCC on other regulators/ Departments for expertise related to testing of products is affecting the turnaround times for completion of investigation related to foodstuff, especially of high-level investigations.
5. The NCC would have to set aside funds to maintain its newly procured ICT infrastructure and would need an increase in its baseline.

DELEGATION DETAILS

- Ms Thezi Mabuza- Acting Commissioner- [REDACTED]
- Ms Phillipine Moshidi – Chief Financial Officer - [REDACTED]
- Mr Joseph Selolo- Company Secretary- [REDACTED]

Thank you!

National Consumer Commission

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