The role of the Commission is to:

- Be accountable and accept responsibility for our own actions.
- Promote a culture wherein the basis upon which decisions are made are consistent and transparent.
- Promote efficient, effective and economic use of resources at our disposal.
- Promote and maintain a high standard of professional ethics in the discharging of our duties.

The NCC's values are to:

- Practice and uphold social, cultural and economic welfare of consumers.
- Promote fair competition in the marketplace.
- Promote consumer protection through advocacy and enforcement in order to ensure fair business practices and standards relating to consumer protection throughout the Republic of South Africa.
- Mandate to promote a fair, accessible and sustainable marketplace for consumer products and services and for that purpose to establish national norms and standards relating to consumer protection.

The National Consumer Commission (NCC) is a state entity established in terms of Section 65 of the Consumer Protection Act (CPA). The NCC is

Who are we?
The Commission will acknowledge receipt of complaints or requests for advisory opinions received within five (5) business days of the filing of the complaint or request irrespective of whether the complainant or requestor meets the requirements.

Service Standards

We understand that we must continue to be guided by a strong sense of responsibility in ensuring an efficient and effective service delivery to protect the needs of our clients and communities.

The stakes have been raised for us and this is the need for additional information.

Control such as natural disasters, conflicts in certain regions, incomplete complaints, or the need for additional information.

Our ability to achieve these goals could be affected by factors such as changes in the NCC's policy and operations, or factors beyond our control.

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The Service Standards publicly state the level of performance that our clients can reasonably expect to encounter from the NCC under normal circumstances.

Our charter represents a social contract we have entered into with our clients.

Recommendations to the Minister for Reform of Practices that are inconsistent with the CPA.

Identify legislation that affects the welfare of consumers which is inconsistent with the purposes of the CPA. Develop proposals and

Protection in terms of the CPA that should apply generally throughout the Republic.

Advises the Minister on matters relating to consumer protection and on the determination of national norms and standards regarding consumer

Improve the realization and full enjoyment of consumer rights.

Conduct research and propose policy changes to the Minister in relation to any matter affecting the supply of goods and services that would

Conduct and suppliers within the entire value chain of goods and services.

Conducted Ireland-Centric Consumer- and Business-Focused Workshops aimed at establishing a better understanding of the rights, roles and obligations of

Service Charter - 28 September 2017
To file a consumer complaint:
Physical Address:
National Consumer Commissioner,
SABS Campus 1, Dr. Laanegan Road,
Pretoria
Postal Address:
P.O. Box 36328, Menlo Park, 0102
012 428 7000
www.thencc.org.za
Complainant@thencc.org.za

To request an advisory opinion:
Advisors@thennc.org.za
www.thennc.gov.za

Where Can Our Services Be Found?

Service Charter - 28 September 2017

The Commission will analyse and refer a complaint to an appropriate Alternative Dispute Resolution agent within fifteen (15) business days of acknowledging receipt.

The Commission will issue a non-referral notice with reasons to complainants within forty (40) business days of acknowledging receipt.

The Commission will analyse the request for advisory opinion and issue the non-binding advisory opinion to consumers within fifteen (15) business days of acknowledging receipt.

The Commission will respond to any queries relating to a matter and resolve such queries within five (5) business days of the date of receipt thereof.

Working Hours: Monday - Friday, from 08h30 until 17h00

The Commission will not live up to the above commitments. Complainants can be addressed through the following channels:
- Enquiries@thennc.org.za
- Deputy Comm@thennc.org.za
- www.thennc.gov.za
- 012 428 7000

Should we not live up to the above commitments, complainants can be addressed through the following channels:
- Enquiries@thennc.org.za
- Deputy Comm@thennc.org.za
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