



PRESS RELEASE

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FCCC facilitates workshop for Retailers

The Fijian Competition and Consumer Commission (FCCC) in collaboration with the Suva Retailers Association (SRA) recently facilitated a workshop for retailers at the Fiji Commerce and Employers Federation Seminar Room.

The workshop was the result of a proactive approach to enlighten the retailers on the FCCC Act 2010 (Act) allowing them to better understand the requirements under it and promote compliance and consumer protection.

During the workshop, a participant from the Audio Visual Electronics outlined that the commercial property rental needed to be regulated as well given that they face rental hike time and again. Presently, there is rent freeze order only on residential properties.

Further, a participant from Sports World sought clarification on the varying fines applicable to traders for unethical behaviour(s) under the Act.

While participant queries were attended to effectively, the workshop moreover provided a platform to strongly advocate on several issues including misleading advertisements and sale of counterfeit products in the market which deny consumers value for money. Also, traders were encouraged to ensure effective internal complaints resolving mechanisms. Many a time matters seem to get aggravated because retailers tend to lack in providing consumer redress in a timely manner.

Further, it was disappointing to note poor turnout of retailers at the workshop which was primarily arranged for them to gain insight on the law requirements and understand the repercussions of their unethical actions. It was also an opportunity to strengthen the public-private sector partnership. Hence, taking advantage of such opportunities would have been beneficial to retailers and their business.

Nevertheless, FCCC will continue to play its part in creating awareness amongst businesses, retailers and other stakeholders. In a few weeks' time it will be conducting a similar workshop with the Fiji Commerce and Employers Federation.

Going forward, traders and service providers are encouraged to take advantage of such opportunities provided by FCCC because if the retailers are caught in breach of the FCCC Act 2010, they may be liable for enforcement action.

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For more information, please contact FCCC, Communications Officer, Ms. Khusboo Singh on 8921991 ext. 335 or email: khusboo.singh@fcc.gov.fj