

DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NO. 7979

2 October 2026



NATIONAL CONSUMER COMMISSION

I, **Hardin Ratshisusu**, in my capacity as the Acting Commissioner of the National Consumer Commission (NCC), hereby, in terms of Regulation 38(5) of the Consumer Protection Act, 68 of 2008 (CPA), publish the application by the National Informal Business Compliance Agency – Consumer Education and Advocacy also known as “NIBCA-CEA,” as a Consumer Protection Group in terms of Section 78 of the CPA for public comment.

On 18th of December 2025, the NCC received NIBCA-CEA for accreditation as a Consumer Protection Group. Following a preliminary assessment conducted in the year 2026, the NCC required further clarity from the NIBCA-CEA regarding its legal status and mandate as a proposed Consumer Protection Group. NIBCA-CEA clarified that its mandate serves both consumers and informal/emerging businesses under the CPA and CIPC requirements, with practical outreach already implemented through stalls at taxi ranks and rural communities. The work includes educating businesses on registration and compliance, while also raising consumer awareness, and involves collaboration with other stakeholders. This dual approach prioritises preventative compliance and responsible marketplace participation, rather than reactive enforcement.

NIBCA-CEA acknowledges and agrees to the post-accreditation obligations, notably: (1) submitting quarterly progress reports to the NCC; (2) operating under the basic principles of the CPA, including not charging fees beyond out-of-pocket expenses; and (3) being subject to monitoring and evaluation.

The NCC hereby calls upon any interested person to submit written comments regarding the application, which can be accessed on the following link: <https://thencc.org.za/consumer-groups/> within forty-five (45) days from the date of publication of this notice:

- a) Delivering such comments by hand at the following address:
National Consumer Commission
01 Dr Lategan Road, Groenkloof, Pretoria.
- b) Mailing such comments electronically to the following email address, jointly:
J.Mbeje@thencc.org.za and T.Kutumela@thencc.org.za

Comments must be directed to the Divisional Head for Enforcement and Legal Services and marked for attention of Mr Jabulani Mbeje.

Mr Hardin Ratshisusu
Acting Commissioner
National Consumer Commission
Date: 21 / September 2026