



**the dti**

Department:  
Trade and Industry  
REPUBLIC OF SOUTH AFRICA



NATIONAL CONSUMER COMMISSION

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# **BRIEFING TO THE PARLIAMENTARY PORTFOLIO COMMITTEE ON TRADE AND INDUSTRY**

**On the**

**2nd QUARTER REPORT (2015-16)**

**of the**

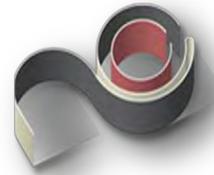
**NATIONAL CONSUMER COMMISSION**

**18 November 2015**

**By**

**Mr EBRAHIM MOHAMED**

**COMMISSIONER**



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# OUTLINE OF PRESENTATION

- Overview of 2nd Quarter Report
- Achievements against Planned Targets
- Financial Management
- Progress against AGSA findings
- Key Challenges

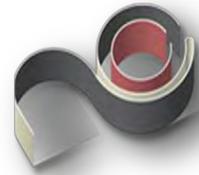


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# OVERVIEW OF 2<sup>nd</sup> QUARTER REPORT

## Highlights



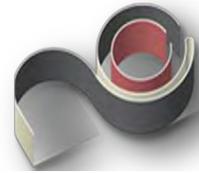
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### Inspections

Sixteen (16) inspections were conducted as part of an industry wide retail investigation- targeted at retailers in Gauteng, including, Mamelodi, Laudium, Pretoria CBD, Arcadia, Sunnyside, Silverton, Krugersdorp, Muldersdrift and East Lynne.

- The cold chain was broken in relation to certain poultry products;
- Products displayed for sale with improper labelling and trade description, in that certain meat products could not be identified by its species name as there were no ingredient list affixed to the products;
- Several in-house bakeries and butcheries disposed products to consumers without the required ingredients lists;
- There were products marketed that have reached its “best before” dates;
- Products were displayed for sale without prices being disclosed;
- Products displayed for sale with misleading labels, for example, one product was labelled “BBQ Beef Griller” but listed the presence of pork among its ingredients ;
- Return and refund policies were not displayed;
- The country of origin labelling was not affixed as required.



# Highlights- Product Recalls

COMPANY NAME	PRODUCT RECALLED	PRODUCT DEFECTS
<b>Toyota SA Motors PTY (LTD)</b>	Toyota Auris	In affected vehicles, the current software settings for the motor/generator control ECU and hybrid control ECU could result in higher thermal stress in certain transistors, potentially causing them to become damaged. If this happens, various warning lights will illuminate and the vehicle can enter a failsafe mode. In rare circumstances, the hybrid system might shut down while the vehicle is being driven, resulting in the loss of power and the vehicle coming to a stop.
<b>General Motors South Africa</b>	MY2014-2015 Chevrolet Spark (RHD only)	Certain Chevrolet Spark right hand drive vehicles may experience breakage on the acceleration pedal pivot area while driving due to insufficient welding of the acceleration pedal. In the event that the acceleration pedal is broken, the vehicle will not be capable of accelerating; however, steering and braking will be controllable.
	Isuzu KB (RT50)	A material supply issue has resulted in incorrect seat belts being fitted to the front driver and passenger outboard seating position of some 2012 to 2015 year model Isuzu KB vehicles. In the event of a vehicle accident, there is a risk that the belted occupants may be injured due to incorrect seat belt tensioning.
	Chevrolet Captiva (model year 2013-2014)	Some of the motor vehicles' fuel pump flow control module may have been built with contamination. This contamination may cause an electrical short in the module. In the event that the module experiences an electrical short, the vehicle may display a check engine light, fail to start or stall (cut out).
<b>Honda Motor Southern Africa (Pty) Ltd</b>	Collision Mitigation Braking System (CMBS) – Honda Accord and CR-V.	The millimetre wave radar on CMBS might incorrectly recognize particular structures as forward obstacles, and in an environment with series of particular structures, the CMBS might execute deceleration without any forward obstacle, causing unintended braking to stop the vehicle. The problem may lead to unanticipated crash stop.



# Highlights- Product Recalls

COMPANY NAME	PRODUCT RECALLED	PRODUCT DEFECTS
<b>Honda Motor Southern Africa (Pty) Ltd</b>	Honda M1 – Takata inflators used in airbags.	33 167 additional vehicles have been identified as potentially affected. There’s no recorded incidents or injuries reported thus far in South Africa related to the recall. The recall is precautionary as indicated by the Honda
<b>Massmart (Game)</b>	Game Stramm Air-Compressor (24 Litre Compressor Model ZA-2024 and 50 Litre Compressor Model ZA- 2050)	Wall thickness is lower than the minimum specification in the pressure vessel regulations. Safety hazard due to sub-standard thickness.
<b>China Africa Motors (Pty) Ltd t/a BAW South Africa</b>	BAW 16 Seater Sasuka 2.7i (Rear wheel studs)	Possible hydrogen embrittlement in rear wheel studs. Breakage of wheel stud and/or Separation of wheel from the rear axle.
<b>Shoprite Checkers</b>	Canned butter beans (House Brands – Housebrand and Ritebrand)	Presence of foreign matter (insects) in the product. Laboratory results of the product that was undertaken by Bureau Veritas confirmed insect presence in the product.
<b>Kenwood Home Appliances PTY (LTD)</b>	Kenwood Blend-X Pro BLM800	Due to an inconsistency in the metal used in the manufacture of the lower blade of the blender, there have been instances where the blender blade has broken during use. If the defect occurs, broken blade pieces may become mixed with food or drinks, posing an ingestion and / or choking hazard.
<b>Mitsubishi Motors South Africa</b>	Mitsubishi – Lancer 1600, Evolution 8 and 9 (Passenger Airbag inflator Manufactured by Takata)	Certain types of airbag inflators manufactured by Takata a global OEM airbag supplier, were recently found to have a potential defect. As a result of these inflators airbags could be susceptible to potential dangerous deployment when in an accident.
<b>Segway Inc.</b>	Segway off-board battery charger for personal transporters	An anodized finish on the product prevent four of the six sides from being properly bonded to the other sides and from forming a fully grounded enclosure – this could pose a hypothetical risk of shock.

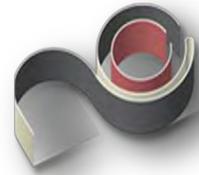
# Education, Awareness, Stakeholder Highlights



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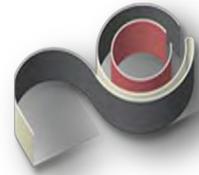
- Conducted ten (10) Community workshops during the second quarter.
- The target audience for these workshops included elderly women and the youth.
- Workshops were held in Gauteng.
- In creating awareness amongst business, seven (7) business workshops were held in cooperation with SEDA.
- The NCC also participated in eight (8) exhibitions. Five of these exhibitions held in Daveyton in support of Small Business Week. One exhibition was held at Parliament.
- The Commission's first external newsletter was drafted and designed.
- As part of its initiative to promote consumer protection on the African continent, participated in the annual Africa Dialogue conference which was held in Egypt.
- Hosted Zimbabwean delegation that was on a study visit during August 2015.
- The NCC featured 101 times in the media over the second quarter.
- The coverage/ public reach spread across particular provinces, nationally and internationally. Media platforms included print, radio, television and social media.
- Participated in 8 (eight) television and 33 radio interviews over the quarter.
- The NCC was quoted on at least 50 (fifty) published articles.



## Trends Highlights

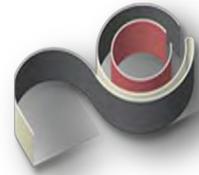
Commenced with the development of a complaints database, the purpose of which, is to assist NCC in determining enforcement priorities and interventions.

- The number of complaints that are being received range between 1 500 to 1 600 per quarter, except for Q1 of 2015/16 with 1 752 complaints. The increase in Q1 of 2015/16 was attributed to the spike in complaints from the ICT sector relating to subscriber agreements.
- The number of complaints filed by females is slightly higher at 41% compared to the previous two quarters. In other words, male consumers complain more. This implies that NCC should place more emphasis on females in relation to consumer education and awareness initiatives.
- Complainants per age group- 32% (482) are between 15-34 years; 32% (480) are between 35-44 years; 27% (413) are 45-59 years and 9% (141) were in the 60 years and above group.
- The African population filed the highest number of complaints at 46.4% (703). The second highest number of complaints came from the White group at 41.5% (629) followed by Indians and Coloured at 11.1% (168) and 1.0% (16) respectively. Africans on average, are lodging 34% less complaints, whilst only 1% of complaints are being received from the Coloured group even though they constitute 9% of SA population<sup>8</sup>.



## Trends Highlights

- Problematic sectors- Out of 1 516 complaints filed in Q2: 2015/16 the highest number were related to the retail sector at 35.3% (535), followed by ICT at 30% (455) and the third was Motor Vehicles at 14% (212)
- The majority of complaints (31%) related to unconscionable conduct, the second highest complaints (19%) was about defective goods and the third highest was on incorrect billing. The analysis assists the NCC when it hosts information sessions for business to assist them to align their practices to the provision of the Consumer Protection Act.
- The leading sector for complaints is the retail sector. The higher percentage is justifiable given the number of transactions.
- The area of concern is around Motor Vehicle related complaints given the number of transactions as well as the costs associated with buying vehicles.
- The analysis also assists the NCC to focus its education and awareness initiatives to both the consumers and business to ensure that they understand their rights and obligations when making transactions.



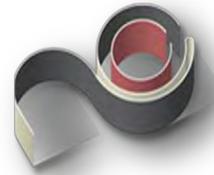
# Industry Codes Highlights

## Motor Industry Ombud of SA

Received complaint from:	Oct 2014 to Dec 2014	Jan 2015 to March 2015	April 2015 to June 2015	Jul 2015 to Sept 2015
ATTORNEY	0	0	3	13
CGSO	1	0	0	2
CLIENTELE LEGAL	1	0	0	1
CONSUMER AFFAIRS	0	0	11	59
CONSUMER	608	914	847	1541
COPIED CORRESPONDANCE	3	0	1	1
DEALER	9	2	1	4
FAIS OMBUD	0	1	0	0
INSPECTION REQ	1	0	0	1
LEGAL WISE	1	2	1	8
MANUFACTURER	0	3	0	0
NCC	262	762	110	158
PROVINCIAL CONSUMER PROTECTION	0	1	4	4
PUBLIC PROTECTOR	0	0	0	0
SA CONSUMER COMPLAINTS	0	5	46	5
SCORPION	1	0	1	6
SHORT TERM INSURANCE OMBUD	10	9	4	1
	897	1699	1029	1804

# Industry Codes Highlights

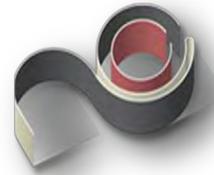
## Motor Industry Ombud of SA



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<b>Total Number of Complaints</b>					
<b>Cases</b>	<b>Oct 2014 to Dec 2014</b>	<b>Jan 2015 to Mar 2015</b>	<b>Apr 2015 to Jun 2015</b>	<b>Jul 2015 to Sep 2015</b>	<b>Total</b>
<b>New Cases</b>	<b>792</b>	<b>1 690</b>	<b>1 027</b>	<b>1 804</b>	<b>5 313</b>
<b>Current Open</b>	<b>613</b>	<b>934</b>	<b>674</b>	<b>1 453</b>	<b>3 674</b>
<b>Closed Cases</b>	<b>179</b>	<b>756</b>	<b>353</b>	<b>351</b>	<b>1 639</b>
<b>Referred Cases</b>	<b>414</b>	<b>654</b>	<b>611</b>	<b>1 222</b>	<b>2 901</b>
<b>Reminders Sent</b>	<b>6</b>	<b>12</b>	<b>14</b>	<b>1</b>	<b>33</b>
<b>Response Received</b>	<b>190</b>	<b>352</b>	<b>283</b>	<b>505</b>	<b>1 330</b>
<b>Incomplete ARF's</b>	<b>14</b>	<b>21</b>	<b>5</b>	<b>39</b>	<b>79</b>
<b>Cases to be Referred</b>	<b>199</b>	<b>280</b>	<b>63</b>	<b>231</b>	<b>773</b>

## Industry Codes Highlights



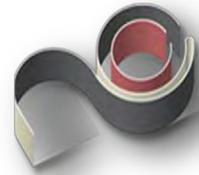
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### Motor Industry Ombud of SA top 10 complaints last quarter

Problem Group	Number of complaints
Engine	192
Gearbox	78
Service	71
Accident Damage	55
Clutch	55
Refund Of Money	50
Oil Leak	49
Misrepresentation	48
Brakes	41
Starting	41

## Industry Codes Highlights



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### CGSO INTERIM REPORT- 01/10/2014- 29/10/2015

- 42% of complaints were in relation to Goods, 26% on services and 26% on agreements. The remaining 6% related to disclosure, deposits etc.

<b>Nature of complaint</b>	<b>Total</b>
Goods	1402
Services	869
Agreements	855
Disclosure	68
Marketing	50
Deposits	44
Treatment	32
Health and Safety	29

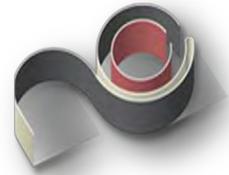


## Industry Codes Highlights

### CGSO INTERIM REPORT- 01/10/2014- 29/10/2015

- MTN complaint line. The high number of complaints against MTN arose as a result of the strike that took place there and the fact that MTN displayed CGSO's number on its webpage. This resulted in many complainants calling CGSO thinking that they were calling MTN.

Supplier	No. of Complaints
MTN	613
JD Group	172
Vodacom	110
Shoprite	109
Lewis	106
Massmart	63
Cell C	62
Edcon	57
Altech Autopage	40
Foschini	30



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# ACHIEVEMENTS AGAINST PLANNED TARGETS



## Industry Codes Highlights

### CGSO INTERIM REPORT- 01/10/2014- 29/10/2015

- 43% of the complaints were received from the NCC-
- 2 257 complaints were closed

Outcome	Total
Complainant withdrawn Complaint	51
Dismissed no co-operation –complainant	30
Dismissed no co-operation supplier	50
Referred outside jurisdiction	679
Resolve assistance provided	215
Resolved complaint upheld fully	958 (43%)
Resolved complaint upheld partially	75 (3%)
Resolved matter not upheld	180 (8%)

# Achievements against planned targets

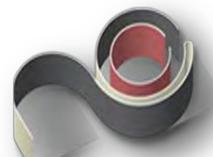


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NCC fully met 12 out of its 19 targets

Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Percentage (%) of funded positions filled	Advertise all vacant and funded positions within a month of position becoming vacant and maintain a vacancy rate of not more than 5%	<p>Partially achieved. As at 30 September 2015, 5 out of 12 vacant positions were filled. 7 (8%) of the 83 funded positions were vacant.</p> <p>Recruitment actions are underway in respect of the 5 of the 7 vacant posts, whereas 2 posts are being considered for restructuring/ discarding.</p>	Large volumes of applications and HR capacity constraints also resulted in delays in the recruitment actions., more particularly in respect of the selection process.	HR staff has commenced worked overtime to address the delays in the recruitment processes

# Achievements against planned targets



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Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Percentage (%) of complaints referred or issued with non-referrals in a pre-defined time period	80% of complaints referred or issued with non-referrals on an average of 60 days	Fully achieved. 88% (1 746 of 1 976) of complaints were processed on an average of fifteen days (15) days of receipt.		
Percentage (%) of request for advice responded to in a pre-defined time period	95 % of registered requests for advice responded to on an average of 10 days	Fully achieved. 100% (76 of 76) registered advisory opinions were responded to.		
Report on the performance of accredited Ombud Scheme(s) in line with MOU entered into between NCC and Scheme/s	Quarterly report of Ombud assessed. Report drafted and approved by Commissioner. Report submitted to Minister.	Partially achieved. The Motor Industry Ombud (MIOSA), as agreed, has commenced reporting to the NCC. It has reported on its activities over the last two quarters. The reporting is in line with the accredited Code. The reports have been assessed and queries have been raised.	MOU which set out reporting processes and format not yet concluded.	Draft MoA sent for accredited ombud's input. Finalisation thereof is expected by end November 2015.

# Achievements against planned targets



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Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
		The Consumer Goods and Services Ombud (CGSO) has not yet reported. The MOU between NCC and CGSO was drafted and circulated for comments. The said MOU is being amended to include monitoring on corporate governance issues.		
Number of investigations conducted and reports with recommendations produced.	4 investigations conducted and reports produced	<b>Partially achieved</b> Three investigations were completed and reports produced	Sixteen (16) investigations are still on-going as they are complex.	
Number of Inspections conducted and reports with recommendations produced.	6 inspections conducted and reports produced	<b>Fully achieved</b> 16 inspections were conducted.	Certain inspections were a follow up on the paraffin stove campaign to ascertain to conduct of the suppliers that were non-compliant.	

# Achievements against planned targets

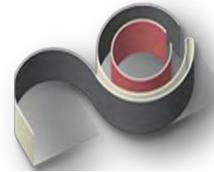


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Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Report on the administration and monitoring of product recalls in line with published Product Recall guidelines or as agreed with the supplier	Receive, register, analyse and monitor product recalls in line with published Product Recall guidelines or as agreed with the supplier. Reports produced.	<b>Fully achieved.</b> Twelve (12) recalled products were monitored.  6 Products recall updates reports were received.		
Recommend industry code for Minister's accreditation within 12 months.	Consultation with stakeholders.	Fully Achieved The draft code was received from Advertising Standards Authority (ASA). Amendments were discussed at 2 consultations meetings held with ASA representative.		
Codes of good practice developed	1st draft code of good of practice developed and presented at ExCo for consultation with industry.	<b>Fully achieved.</b> Draft code of good practice developed for the motor industry. Circulated for comments.		

# Achievements against planned targets



Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Opt Out Register established, implemented, maintained and monitored in line with the SLA	Procurement process undertaken.	<p><b>Partially achieved</b> Application for registration of the project as a possible Public Private Partnership was approved by National Treasury.</p> <p>Awaiting decision on the request for funds for the appointment of transactional advisor.</p>	<p>Following a benchmark study, the costs of the project was under-estimated. Additional funding is required. Due to the lack of available funds, the project has been registered as a Public Private (PPP) Partnership project with National Treasury. The PPP procurement process has to be followed.</p>	<p>A request for funding to Treasury has been made. The milestones have been revisited and the 2015/16 APP and Business Plan will be accordingly amended.</p>

# Achievements against planned targets

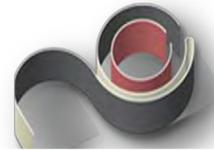


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Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Number of research reports completed and issued to Minister	Appointment of service providers to conduct research. Research commenced; Progress reports produced on all three research projects	Partially achieved. 1. Service provider appointed. Draft monthly progress report that covers desktop research on legislation and focus groups produced for the State of Consumer Protection. 2. Terms of reference in defining the scope of research were done for both Sale in Execution and Private Sales. Desktop research on legislation has commenced.		
100% of complaints registered analysed, trends established and report produced	100% of registered complaints analysed, trends established and report produced for quarter	Fully achieved. 100% (1516) consumer files analysed and trends established and a quarterly report produced		
Number of consumer awareness initiatives conducted	5 consumer awareness workshops conducted	Fully achieved. 10 consumer awareness workshops conducted	To ensure that Q1 target was also met.	

# Achievements against planned targets



Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action
Number of business compliance initiatives conducted in different provinces	3 business compliance workshops conducted.	<b>Fully achieved.</b> 7 workshops were conducted.	To ensure that Q1 target was also met.	
Number of newsletters published and distributed to stakeholders in predetermined frequencies	1 External Newsletters developed, published and distributed to stakeholders.	<b>Partially achieved.</b> Service provider for production of external newsletter was appointed. Style guide was developed, content was produced and 1st issue designed and drafted. The Newsletter will be issued in October 2015.	The work involved was underestimated given the fact that the NCC undertook such a project for the first time.	Improved project planning has been put in place.
Number of newsletters published and distributed to stakeholders in predetermined frequencies .	1 Internal Newsletter published and distributed internally.	<b>Partially achieved.</b> Internal newsletter on 1st Quarter updates was approved and distributed. Draft newsletter on 2nd Quarter updates was drafted and editing still in process. The newsletter will be issued in October 2015	Priority had shifted to the awareness workshops that were not dealt with in the first quarter. Capacity constraints due to one member being on maternity leave.	Improved project planning has been put in place.

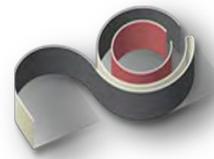
# Achievements against planned targets



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Performance Indicator/ Measure	Q2 Milestones	Actual Achievement	Reasons for Variance	Corrective Action	
Number of meetings with key stakeholders held.	2 Meetings held with critical stakeholders including quarterly meetings with provincial consumer protection authorities.	<b>Fully achieved.</b> Stakeholder engagements were undertaken and they include: <ul style="list-style-type: none"> <li>• 2 meetings on the national roll-out of the paraffin stove campaign.</li> <li>• A meeting with the Small Business Development Unit of the Department of Small Businesses; and</li> <li>• Hosting of the Zimbabwean delegation.</li> <li>• Consumer Protection Forum meeting.</li> </ul>	5	The increase in meetings was due to agreements entered to coordinate campaigns and workshops with relevant stakeholders	
Number of conferences attended and papers presented	Participate in and or present papers in 3 national conferences	Participate in the following national conferences and compile a report: <ol style="list-style-type: none"> <li>1) NRCS conference</li> </ol>	<b>Fully achieved.</b> Participated in 1 national Conference with NRCS around appliance labelling.		
	Participate in the “LAP 10” international spam conference and compile a report:	<b>Fully achieved.</b> In Q 2 -Participated in the Africa Dialogue conference in Egypt, a paper was presented and a conference report was compiled.	There was a change in schedule as the LAP 10 was attended in Q1	Nil- Participation in the Africa Dialogue conference is part of the NCC's annual deliverable.	

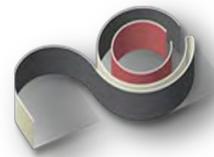


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# Progress against AGSA Findings

# Progress on AGSA Findings: Summary



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Number of action plans	Status	Percentage
7	Fully Implemented	15%
31	In progress	65%
10	Not started	20%
48	Total	100%

- Full, open and transparent cooperation with the Auditor General of South Africa;
- Progress tracked on all previous findings of the Auditor General;
- Genuine progress made against all findings;
- Action Plans drafted and the vast majority in progress;
- Progress scrutinized by Audit and Risk Committee.



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# FINANCIAL MANAGEMENT

## STATEMENT OF FINANCIAL POSITION

as at 30 September 2015

	NOTES	Sep-15	Mar-15
		R	R
<b>ASSETS</b>			
<b>CURRENT ASSETS</b>			
Cash and Cash Equivalents	1	44 393 495	9 271 806
Trade and other receivables from exchange transactions	2	13 529	31 132
Trade and other receivables from non-exchange transactions		-	22 943
Prepayments	3	466 494	1 137 415
<b>Current Assets</b>		<b>44 873 518</b>	<b>10 463 296</b>
<b>NON-CURRENT ASSETS</b>			
Property Plant and Equipment		2 406 770	2 551 440
Intangible Assets		373 332	662 648
<b>Non current Assets</b>		<b>2 780 102</b>	<b>3 214 088</b>
<b>TOTAL ASSETS</b>		<b>47 653 620</b>	<b>13 677 384</b>
<b>LIABILITIES</b>			
<b>CURRENT LIABILITIES</b>			
Trade and other payables from exchange transactions	4	3 327 370	1 745 341
Provisions	5	4 366 986	958 358
Transfers received	6	27 298 000	-
Operating lease liability	7	197 512	377 364
<b>TOTAL LIABILITIES</b>		<b>35 189 868</b>	<b>3 081 063</b>
<b>Net Assets</b>		<b>12 463 752</b>	<b>10 596 321</b>
<b>Accumulated Surplus</b>		<b>12 463 752</b>	<b>10 596 321</b>

# Notes to the Statement of Financial Position



- Note 1: Cash and Cash Equivalents – The balance includes cash on hand, current account and the short-term notice deposit held.
- Note 2: Trade and other receivables – The balance comprises of accrued interest on the short-term deposit.
- Note 3: Prepayments – The prepayment comprises of office rental payable in advance.
- Note 4: Trade and other payables: The balance comprises of trade creditors and accruals.
- Note 5: Provisions – The balance includes provisions for leave, service bonuses and performance bonuses.
- Note 6: Transfers received – The balance comprises transfers for quarter 3 and quarter 4 received from the dti in September 2015.
- Note 7: Operating lease liability – Liability for the office building, for which the lease contract is expiring on 30 September 2016.

# Statement of Financial Performance



## STATEMENT OF FINANCIAL PERFORMANCE

as at 30 September 2015

	NOTES	Sep-15	Mar-15
		R	R
<b>REVENUE</b>			
Revenue	8	27 298 000	53 376 000
Other income	9	711 943	1 530 511
<b>TOTAL REVENUE</b>		<b>28 009 943</b>	<b>54 906 511</b>
<b>EXPENDITURE</b>			
Employee Related Costs	10	18 988 788	32 605 458
Amortisation and Depreciation		764 176	1 736 656
Operating Expenditure	11	6 389 548	17 099 690
<b>TOTAL EXPENDITURE</b>		<b>26 142 512</b>	<b>51,441,804</b>
<b>SURPLUS/ (DEFICIT) FOR THE YEAR</b>		<b>1 867 431</b>	<b>3 464 707</b>

# Notes to the Statement of Financial Performance



- Note 8: Transfers received from **the dti** recognised as at 30 September 2015 amounted to R27 298 000.
- Note 9: Other income – The balance comprise of interest received on current account and short- term deposit amounting to R694 001 and discount received on the office rental amounting to R17 942.
- Note 10: Employee related cost – The balance includes basic salaries, services bonus, allowances, employer contributions and the leave expense.
- Note 11: Operating expenditure: The balance includes fixed costs (office rental, printing, security & cleaning expenses) and other administrative expenses (audit committee, internal & external audit, publications, stationery, postage & courier, consultant costs, legal costs etc).

# Statement of Changes in Net Assets



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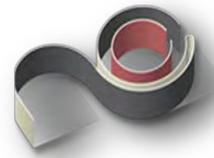


## STATEMENT OF CHANGES IN NET ASSETS

as at 30 September 2015

	NOTES	Accumulated surplus	Total net assets
		R	R
<b>Balance at 01 April 2014</b>		7 117 338	7 117 338
Prior year error		14 276	14 276
Surplus for the year		3 464 707	3 464 707
<b>Balance at 31 March 2015</b>		<b>10 596 321</b>	<b>10 596 321</b>
Surplus for the period		1 867 431	1 867 431
<b>Balance at 30 September 2015</b>		<b>12 463 752</b>	<b>12 463 752</b>

# Delegation Details



NATIONAL CONSUMER COMMISSION

a member of the dti group

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Ms Ntsobe Nkoana –CFO [Ntsobe.Nkoana@thence.org.za](mailto:Ntsobe.Nkoana@thence.org.za) – 0732892906

Mr N Kuljeeth- Company Secretary- [N.Kuljeeth@thence.org.za](mailto:N.Kuljeeth@thence.org.za)- 0832739647



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# Thank You