

Press Statement

25 March 2020

About us

The Consumer Unity and Trust Society (CUTS) International, Lusaka is an NGO that was established in 2000 to function as a center for research, advocacy and networking on issues of trade and development, economic governance and consumer welfare.

The mission of the center is to function as a resource, co-ordination, as well as networking center, to promote South-South cooperation on trade and development by involving state and non-state actors (NSAs).

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THANK YOU!

Contact us



Consumer Awareness Note: Covid-19

According to the WHO there are over 300,000 reported Covid-19 cases around the world at present and on March 25, 2020, the President of Zambia announced Zambia's 12th Covid-19 case.

Covid-19 poses a serious threat to the health of all members of the public. In light of this, it is important for consumers to remain vigilant during this time to avoid being taken advantage of by retailers who may be trying to exploit them during this difficult time.

Report exploitative retailers to CCPC

We are aware that there are certain retailers that are selling hand sanitizers at exploitative prices and are taking advantage of the demand of the commodity in an effort to maximise on profits. Consumers are urged to report any retailers selling products at unreasonable prices to the Competition and Consumer Protection Commission. According to the Competition and Consumer Protection Commission Act No. 24 of 2010, it is an offense for the retailers to charge unjustified excessive prices to the detriment of the consumer. Please call the toll free line 5678 to report these cases.

Beware of fake medication for Covid-19

We are also aware that there are individuals and companies that are selling fake products that they are claiming can treat Covid-19. As such the COMESA Competition Commission (CCC) has cautioned sellers of products from selling goods that have not been medically tested as being able to cure or treat the COVID-19. This conduct is contrary to Article 27 of the COMESA Competition Regulations and any seller found doing this may face sanctions of up to USD300,000. If any consumer comes across this, we urge them to immediately inform the CCPC.

Ensure that certification on products such as hand sanitizers is genuine

The Zambian Bureau of Standards (ZABS) has indicated that they will soon publish a list of all the companies and the brands whose products have been duly certified by ZABS to avoid misleading consumers and help them make informed decisions when buying the products. Indeed, there are a number of manufacturers and individuals asserting that their sanitizers are ZABS certified and approved in a bid to sell to unsuspecting members of the public.

It is important to note that even as the above steps are important the World Health Organisation has encouraged the public to engage in the following practices in order to safeguard their health: wash your hands frequently, maintain social distancing, practice respiratory hygiene (cover your mouth and nose with your bent elbow or tissue when you cough or sneeze), avoid touching your eyes, nose and mouth, and quarantine yourself for at least 14 days if you have visited high risk countries.

We encourage consumers to remain vigilant during this time and also urge them to ensure that they engage in good hygiene practices.

If you notice any symptoms (fever, cough and shortness of breath) seek medical attention and for any emergencies, call the COVID 19 toll free line Hotline 909.

By Jane Zulu, Assistant Programmes Officer.