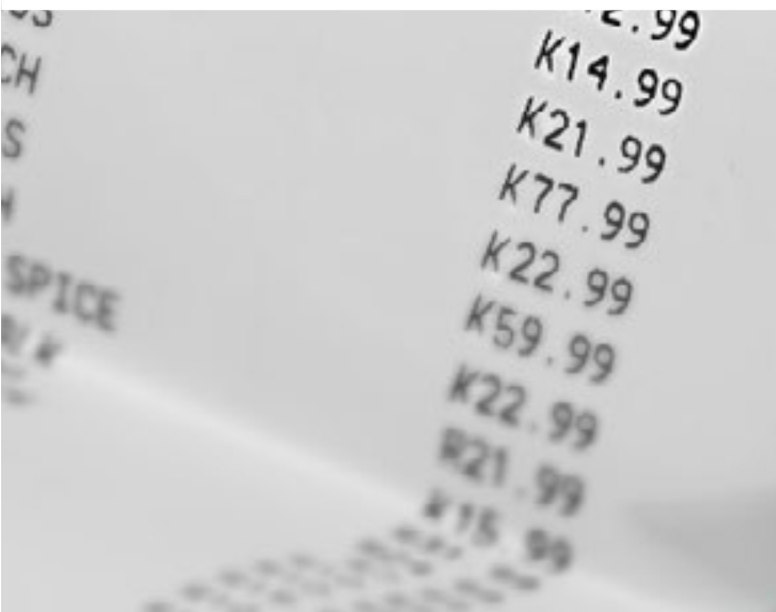


FEBRUARY-APRIL 2019

CONSUMER WATCH



INSIDE

- GOVERNMENT GIVES IMPORTANCE TO CONSUMERS IN ZAMBIA
- FORCING PARENTS TO BUY UNIFORMS FROM SCHOOLS IS ILLEGAL
- CONSUMER ASSOCIATION SEEKS SHISHA BAN
- ZAMBIAN ECONOMY NOT GOOD FOR BUSINESS
- CONSUMER COMMISSION URGED TO HELP CURB SCAMS

GOVERNMENT GIVES IMPORTANCE TO CONSUMERS IN ZAMBIA



Yaluma urged all consumers in Zambia to increase their awareness of these rights and to demand that their rights be respected and protected. This is important as it will ensure that market abuses and injustices that tend to undermine consumer rights, are not perpetrated.

Zambian Commerce Trade and Industry Minister Christopher Yaluma said that the government attaches great importance to the welfare of Consumers in Zambia. Yaluma stated that this is demonstrated by its commitment to the consumer protection agenda through various laws and regulations.

He was speaking during the commemoration of the Consumer Rights Day being celebrated under the theme, “Trusted Smart Products, Ensuring Financial Inclusion for a Better Zambia” on March 15, 2019.

He said, in the recent years there has been an increase at global level and national level in the use of smart products and digital services.

Yaluma said this year’s commemoration of Consumer Rights Day, therefore, intends to highlight the rights of consumers in the technology era and how important it is to put these rights into consideration when developing digital products and services.

He said the emergence of smart technology brings many opportunities for consumers, such as access to new services, more responsive products, greater convenience and choice.

*Taken from an article published in Lusaka Times on
March 15, 2019*

FORCING PARENTS TO BUY UNIFORMS FROM SCHOOLS IS ILLEGAL

The Zambia Competition and Consumer Protection Commission (CCPC) has advised all schools to desist from forcing parents and guardians to buy uniforms from schools as this is against the Competition and Consumer Protection Act.

The CCPC said that it has continued to receive complaints from some members of the public on these unfair practices. CCPC Public Relations Officer Namukolo Kasumpa has re-emphasise and reiterate the Commission's warning to such Schools who have taken the law upon themselves to engage in unfair trading practices will be followed accordingly.

(Lusaka Times, 09.01.19)



ZAMBIAN ECONOMY NOT GOOD FOR BUSINESS

There is no money in circulation, and this has led to continuous decline in business activity even in January 2019, says Stanbic Bank Zambia limited. According to Stanbic Bank Zambia's current Purchasing Managers' Index (PMI) Survey, business activity remains subdued due to low consumer sales and little money in circulation.

"A weaker fall in new orders was registered in January, with the rate of contraction easing for the third consecutive month to the slowest since last September. Some panellists reported a continued lack of customers, although others indicated that they had been able to secure new clients. Slow sales and a lack of money in circulation were reportedly behind the latest reduction in business activity – the sixth in as many months. Output fell at a solid pace, albeit one that was weaker than in December, in line with a softer decline in new orders," the report revealed.

(The Zambian Watchdog, 18.02.19)



CONSUMER ASSOCIATION SEEKS SHISHA BAN

The Zambian Consumer Association (ZACA) has expressed concern over smoking of shisha among youths and has called for its ban.

ZACA Executive Secretary Juba Sakala said in an interview that unlike tobacco, which is regulated, the use of shisha should be banned completely just like marijuana.



Sakala has also called on the authorities to enforce existing laws regarding smoking in public places.

(Zambia Daily Mail, 17.02.19)

CONSUMER COMMISSION URGED TO HELP CURB SCAMS



Mpongwe District Commissioner Keith Maila has urged the CCPC to help curb message scams which have led to the loss of thousands of kwachas from vulnerable mobile phone users.

Maila said that the Commission along with other stakeholders should ensure that the digital economy can be trusted for the enhancement of consumer welfare in Zambia. He further urged members of the public to desist from circulating scam messages to other mobile phone users.

Maila was speaking during the commemoration of the provincial World Consumer Rights Day held in Mpongwe on March 15, 2019.

(Lusaka Times, 16.03.19)

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