

A publication of the Competition & Consumer Protection Commission of Zambia

CCPC recovers over K1, 450m for consumers



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CCPC recovers K1, 492,889 for consumers



Mr Brian Lingela

COMPETITION and Consumer Protection Commission (CCPC) has recorded an increase in the number of consumer cases resolved from 827 in 2014 to 1,791 in 2015 representing an increase of 53.82 percent.

The increase is as a result of massive awareness programs by the Commission on consumer rights and obligations according to the CCPA.

CCPC Director Consumer Protection, Brian Lingela, noted that in the same year the Commission successfully recovered K1, 492,889.09 in product refunds and replacements as compared to K704, 336.31 thousand in 2014.

“The Commission has recorded an increase in the number of consumer cases resolved, this can be attributed to the fact that consumers are now appreciating their consumer rights and obligations and enhanced sensitisation on consumer related issues by the Commission,” he said.

Mr Lingela said that Zambia has continued to experience an influx of substandard products from other countries which affect local consumers.

Mr Lingela added that the Commission observed that a number of complaints continue coming through from different sector of the economy among them Finance, Insurance, Courier Services and Wholesale and Retail Trading.

He said the Wholesale and Retail Trading sector was outstanding in terms of complaints and this was as a result of defective products especially electrical products.

“The complaints are mainly on poor service such as unsolicited insurance cover, misrepresentation in loan agreements and supply of defective goods and failure to supply a service within a reasonable time especially in the Courier Services for the goods that were bought via Online Shopping,” Mr Lingela said.

However, Mr Lingela was quick to mention that the Commission was investigating cases of excessive pricing by selected business houses.

“The Commission has recorded an increase in the number of consumer cases resolved, this can be attributed to the fact that consumers are now appreciating their consumer rights and obligations and enhanced sensitisation on consumer related issues by the Commission,”

He noted that five (5) major cases of excessive pricing were currently under investigations by the Commission and that they were all from different sectors of the economy.

“I can mention here that excessive pricing cases take long to conclude and no determination has been

proved yet, we are focusing on dominate firms as they have high chances to engage in excessive pricing for substantial effect on the relevant market,” he said.

Commenting on the continued harassment of customers at Inter-City Bus Terminus, Mr Lingela said the Commission was working in collaboration with other stakeholders in ensuring that unfair practices were contained, thereby bringing to book all companies found wanting.

He said that among the stakeholder are Road Transport and Safety Agency (RTSA), Zambia Police (ZP) and Lusaka City Council (LCC).

Mr Lingela said the Commission has not just been advocating for refunds for affected consumers but also enforcing the law by slapping fines all those companies found wanting.

The Commission has also embarked on a number of different strategies all aimed at inculcating a culture of competition and consumer protection awareness amongst consumers across the country.

Among the activities are; Debates, Inter-schools quizzes and essay writing competitions respectively.

Mr Lingela said that promotion of competition and consumer protection in the economy was not to hinder business growth, but aimed at creating a conducive market environment for all players in the economy.

He said the purpose of the competition policy was to facilitate efficient allocation of resources, hence maximising national welfare by means of sourcing an open and competitive environment which would allow Zambian businesses to fully participate and be integrated into the national economy.

Zambia's PR body awards CCPC

THE Zambia Public Relations Association (ZAPRA) has recognised the Competition and Consumer Protection Commission (CCPC) for its Public Relations efforts which had greatly assisted the Commission in increasing its visibility.

The ZAPRA President, Davies Mupenda, said in his Presidential Awarded during the 4th ZAPRA Annual Conference held in Livingstone that CCPC has in the past staged a vibrant

awareness programmes across the country, and that this was evident for everyone to see.

"This special Presidential recognition award is given to deserving institutions that has shown extemporary efforts in engaging their key holders through their Public Relations efforts," read the citation in part.

And in receiving the award, CCPC Public Relations Officer, Hanford Chaaba, said the Commission was extremely humbled by the President's award.

He said the award came at the time when CCPC had put in place various

initiatives and interventions aimed at taking its services to members of the public, especially in rural parts of the country.

Mr Chaaba added that the Commission was delighted to have support from institutions like ZAPRA, adding that the award would go a long way in furthering the efforts made by the Commission to reach members of the public with its services.

He dedicated the award to all the consumers in Zambia, especially those that in rural areas who the Commission was working tirelessly to reach and enlighten about their consumer rights.

Western Province consumers sensitised about their rights

In its quest to fully disseminate information on unfair market practices, the Competition and Consumer Protection Commission (CCPC) has continued to hold market sensitisation campaigns across Western Province.

CCPC conducted sensitisation campaigns in an effort to complement other awareness programmes that the Commission had embarked on.

In Western Province, the Commission conducted sensitisations at various markets in Nalolo, Senanga, Mongu, Mwandia and Luampa districts with the objective of raising awareness among consumers and traders at the market on unfair trading practices that were prohibited by the law.

Western Province Investigator, Mutemwa Nakambowa, said that the platform was for informing Consumers on steps to take when their rights had been violated by traders.

He noted that such events were key

in the dissemination of consumer information to the masses in an easy and effective way.

He said that the performance by the drama in Lozi group fully depicted most of the unfair trading practices that the Commission strives to regulate.

"Among the depicted practices included prohibition of sale of expired goods, defective products, prohibition of display of disclaimers, the need to charge prices that are displayed on goods and the need for products to have labels with all relevant information, among others," he said.

He further explained that the performance also showed the courses of action that consumers needed to take to seek redress, in cases of unfair trading.

Mr Nakambowa added that during the performance, a number of informative material like brochures were distributed to the gathering.

However, he described the market sensitisation at all markets as successful, adding that the inclusion of the civil groups and the public health inspectors in the sensitisation

team worked well and produced desired results.

He also observed that most consumers were not aware of their consumer rights and traders were not aware of what is expected of them as they engage in business.

Mr Nakambowa further noted that there was need for increased community sensitisation if we were to achieve consumer protection in these areas.

"In going forward, it is recommended that the Commission continues conducting such awareness programs and enhance radio awareness programs in the entire Province," he said.

The Nalolo Traders Market Association appreciated the lessons that the Commission displayed and disseminated to the masses as both the consumers and traders learnt a lot.

The consumers and traders also encouraged the Commission to continue with such programmes if all consumers were to be aware of their consumer rights and what they needed to do in case of a complaint.

Schools embrace competition and consumer protection



Pupils from Ituna High and other Secondary Schools follow proceedings during the inter-schools quiz held in Kasama.

The Competition and Consumer Protection Commission has embarked on a number of different strategies aimed at inculcating a culture of competition and consumer awareness amongst consumers in the country.

The School Club strategy was seen as a platform which would help resolve competition and consumer protection issues on a longer term basis.

Among the activities are; Debates, Inter-schools quizzes and essay writing competitions respectively.

“**The engaging of pupils in competition and consumer issues was to use them as the conduit for information dissemination through a chain mechanism.**”

Recently, the Commission conducted an inter-school quiz for Kasama based schools with the view of creating a level playing field for circulating of competition and consumer information.

CCPC Investigator for Kasama Office, Mwila Zambwe, who was representing the Executive Director, Mr Chilufya Sampa, said that the engaging of pupils in competition and consumer issues was to use them as the conduit for information dissemination through a chain mechanism.

“These inter-school quiz are aimed at enabling pupils to take keen interest in reading the school club manual and the Act in order for them to effectively be used as the conduit for information dissemination through a chain mechanism,” he said.

Mr Zambwe said the Commission considers youths especially pupils as the generation that would create effective competition and consumer lobby groups thereby enhancing consumer awareness in a sustainable way.

He urged respective school clubs to use such platforms to learn, interact and share knowledge on competition



One of the pupils stressing a point during the inter-schools debate held in Kasama.

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Schools embrace competition and consumer protection

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and consumer protection matters in order to effectively serve the intended purpose for the existence of school clubs.

Mr Zambwe said that schools that participated in the inter-school quiz had been engaged before through awareness talks as well as distribution of school club materials and t-shirts from the Commission.

The inter-school quiz was held at Kasama Girls Secondary School and attracted 9 participants on which St. Therese Girls Secondary School emerged victorious while Kasama Boys come out second.

The prizes were desk-top computer for the winner an HP all-in-one colour printer and an ordinary HP colour printer for the second and third prizes respectively.

Participating schools included Laura Girls Secondary School, Ituna High School, Kasama Girls Secondary School, Lualuo Day Secondary School and Chishimba Day Secondary School.

Others were Kasama Boys High School, St. Therese Girls Secondary School,, Henry Kapata Secondary School and Kasama Skills Secondary School.

Kasama District Education Board Secretary (DEBS), Christopher Sinkamba, urged CCPC to continue

organising such events in a bid to enhance and strengthen the school club initiative.

Mr Sinkamba commended the Commission for organising such an event, adding that it was one way of continuously engage the Competition and Consumer Protection School Clubs which were existing in schools.

Further, he challenged school clubs to fully participate in the noble cause spearheaded by the Commission not only in contests and competitions but even in respective schools as well as

in the various communities.

Mr Sinkamba called on the Commission to undertake such activities in provincial, regional and ultimately national level.

The panel of judges included Walunsungu Banda from Citizen Economic Empowerment Commission (CEEC), Samson Sakala from Patents and Companies Registration Agency (PACRA) and David Mkandawire from Ministry of Chiefs and Traditional Affairs.



CCPC Investigator, Mutemwa Nakambowa, presents an award cheque to the CCPC School Club pupil who scooped the 'Best Overall Debate' prize at the inter-schools debate in Mongu. Looking on is Mongu District Education Board Secretary (DEBS), Sendoi Mulonda.



CCPC Senior investigator, Inonge Mulozi, (centre in checked dress) poses for a picture with CCPC school club members in Lusaka.

Form neighbourhood watch groups, CCPC told

THE Traditional leadership in Central Province has urged the Competition and Consumer Protection Commission (CCPC) to form Competition and Consumer Protection neighbourhood watch groups in order to promote competition and enhance consumer protection in the Chiefdoms.



CCPC Central Province Investigator, Royd Banda, addressing members of the community in Serenje district

During CCPC's sensitization and inspection tour of Central Province, the traditional leadership in the Province asked the Commission to create Consumer Protection neighbourhood watch groups, saying this would enhance consumer protection.

Central Province Investigator, Royd Banda, said the sensitization and inspection tours were aimed at raising awareness on competition and consumer issues in the provinces.

"In its quest to continue raising awareness on the presence of the Commission and other consumer issues, the Commission embarked on a sensitization and inspection tour of Central Province, and it was during this time that the traditional leadership asked the Commission to consider coming up with consumer protection neighbourhood watch groups," he said.

Mr Banda said that the Commission conducted sensitization meetings in different chiefdoms namely Chief Nkole in Kapiri Mposhi, Chief Chitamba in Mkushi and Chief Kabamba in Serenje respectively.

He disclosed that the tour covered all the Districts of Central Province which include Ithezi-thezi, Mumbwa, Chibombo, Chisamba, Kabwe, Kapiri-

Mposhi, Mkushi, Luano, Serenje and Chitamba.

The tour was in line with the Commission's strategic plan and the functions of the Commission according to the Act.

He said that among other issues looked at during the tour was advocating for competition and effective consumer protection as well as providing information to guide consumers regarding their rights under the Act.

He noted that the sensitization tours

created a platform for consumers to fully understand their rights, hence resulting in effective enforcement of the Act and consequently complementing the Commission's efforts in executing its mandate.

During the tours, the Commission also randomly inspected 20 shops in the province and a total of K8, 935.50 worth of goods were seized.

"It is equally important to note that only 20 shops were inspected. This implies that, on average, goods worthy K444.77 were seized from each shop inspected," he said.

Mr Banda noted that the amount of goods seized reflected low compliance levels among traders in Central Province as regard to selling of expired products and products without proper labels.

The Inspections were conducted in Ithezi-tezhi, Mumbwa, Chibombo, Chisamba, Kabwe, Mkushi and Serenje districts.

The Central Province tour played a significant role in raising awareness on competition and consumer protection.

He anticipated for an increase in the number of cases to be reported to the Commission in the province.



Mr Banda explaining the consumer protection provisions in the Act to three village headmen in Kapiri Mposhi.

Timely conclusion of consumer cases key - Mrs Mwanakatwe



Delegates who attended the Judges and Magistrates Conference organised by CCPC at Protea in Chisamba.

THE Ministry of Commerce, Trade and Industry has disclosed that enforcement of the competition and consumer protection law is relatively a new phenomenon which calls for enlightenment of all stakeholders for the effective attainment of fair trade and optimal consumer protection.

Minister of Commerce, Trade and Industry, Margaret Mwanakatwe said all stakeholders needed to be well enlightened on competition and consumer protection law.

Speaking during the official opening of the Magistrates and Judges Workshop in Chisamba, Mrs. Mwanakatwe said there was need to put in place correct judicial precedents as well as timely and judicious conclusions of cases dealing with consumer protection and competition issues.

“Magistrates and Judges are instrumental in the evolution of this relatively novel area of the law, hence the need for you to be enlightened on the conceptual framework of competition and consumer protection laws,” she said.

She noted that the interface between justice and consumer protection, not only in Zambia but world over, was invaluable and could not be over emphasized.

However, Mrs Mwanakatwe said it had been observed that a good number of consumer cases take long to be concluded.

She said delayed conclusion of consumer cases and redressing of their complaints led to businesses and consumers losing confidence in both Commission and judicial system in general.

Mrs Mwanakatwe hoped for change in the way the judiciary dealt with competition and consumer cases considering the fact that most of such cases greatly impact on businesses and ultimately the economy as a whole.

“I hope that after this workshop issues to do with competition and consumer protection will be resolved as expeditiously as possible,” she said.

The Minister said that Zambia’s Competition Act is a general law of general application, cutting across all sectors of the economy.

“Since 1994, Zambia has had a competition law which aims at promoting fair and competitive markets,” she said.

Mrs. Mwanakatwe noted that competitive markets brought about good products, innovativeness, low prices, wider choices in goods and efficiency in service delivery among others,” she said.

“Am very delighted to officiate at such an event considering that yourselves as Honourable Judges and Magistrates are at the centre of dispensing justice in our country,” she said.

Mrs. Mwanakatwe noted that it was important that the jurisprudence that the bench establishes not only promotes fair play on the economy, but also leads to economic development on the overall.

The workshop, whose aim was to share knowledge on the Competition and Consumer Protection Act, was attended by over 10 magistrates and 20 judges.

CCPC, LCC scan Lusaka Province

A Combined team of inspectors from the Competition and Consumer Protection Commission (CCPC) and the Lusaka City Council (LCC) has confiscated assorted good from selected shops in Lusaka province.

A total of K119, 800.00 worth of goods were seized by the inspectors during the Lusaka provinces inspections.

CCPC Public Health Officer, Twaambo Chuula, said the Commission would continue conducting random inspections to ensure adherence to the CCPC.

Mr Chuula said about 101 trading premises were inspected and 23 shops were found wanting, thereby giving an indication that 22.8 percent of total shops inspected were engaging in unfair trading practices.

He said most of the goods seized were

either expired or not properly labelled as required by law, adding that the Commission had been receiving a number of complaints relating to unfair trading practices by business.

According to the report, Mr Chuula stated that the Commission would intensify consumer education on the need for consumers to buy well labelled products, especially foods, drugs and cosmetics.

He noted that the Commission would conduct more of such inspections in other districts across the country and that this was to ensure adherence to the CCPA.

The Commission conducted random inspections alongside sensitisation programmes in selected districts in Lusaka.

Mr Chuula said inspections and sensitisation programmes conducted

were in line with the Commission's core mandate of promoting competition and enhancing consumer welfare in the economy for the benefits of Zambians.

He disclosed that the main aim of the exercise was to sensitize consumers and traders on their rights and obligations under the CCPA, as well as inspecting trading premises with the view of ascertaining whether traders where supplying their products within the ambit of the Act.

Mr Chuula said the sensitisation programme was also intended to empower consumers and traders with relevant information regarding their rights and obligations.

He warned traders to desist from selling products which had past their shelf life.



Members of the public watch closely performances by Chipata Jungle Theatre Group during the CCPC sensitisation campaign at Kamwala Shopping Centre in Lusaka.



Chipata Jungle Theatre Group members explaining the content of the Competition and Consumer Protection Act during a performance in Kamwala.



Chipata Jungle Theatre Group entertaining members of the public during the CCPC market sensitisation in Shibuyunji district.



Shoppers at city market being entertained with traditional dances by the drama Group.

Mutharika implores CCPC to collaborate with COMESA Competition Commission



Malawian President, Prof. Peter Mutharika being welcomed to CCPC stand by the Commission's Public Relations Officer, Hanford Chaaba, during the 2015 Agriculture and Commercial Show in Lusaka.

MALAWIAN President, Professor Peter Mutharika, has implored Competition and Consumer Protection Commission (CCPC) to further enhance its collaborations with COMESA Competition Commission saying it will enhance the implementation of the competition law in the region.

Speaking when he visited the Ministry of Commerce, Trade and Industry Stand that housed the Ministry's statutory bodies, Professor Mutharika, said the collaboration was good in a way that it would enhance competition and consumer law in the region.

The President made these remarks when he visited the CCPC stand during the Agriculture and Commercial Show in Lusaka. The 2015 Agriculture and Commercial Show was held under the theme *"Innovation Beyond Golden Jubilee"*.

The show was attended by various international and local businesses who exhibited their products.

Briefing the President who was also Guest of Honour at the Agriculture and Commercial show, Commission Public Relation Officer, Hanford Chaaba, explained the mandate of CCPC to the visiting President, who immediately

related it to the COMESA Competition Commission and ask whether the two were in any working relationship.

Mr Chaaba explained that CCPC collaborated with COMESA Competition Commission on a number of issues among them mergers that have a regional dimension.

The Professor was happy to learn that both the Chief Executive Officer the Head of Mergers and Monopolies at COMESA Competition Commission were not only from Zambia, but also worked for CCPC.

He said that the show created an opportunity for the Commission to educate members of the public on various provisions in the Competition and Consumer Protection Act (CCPA) which prohibited unfair and anti-competitive trading practices on the Zambian market.

The Commission used various channels such as radio and television programmes as well as electronic presentation to reach to the public and make them understand competition and consumer protection law.

He noted that the Commission explain the content of the CCPA in relation to its mandate and objectives, thereby citing various examples of some of the key cases the Commission had handled.

Mr Chaaba further explained to the Guest of Honour the mandate of the Ministry and its eight statutory bodies.

These included Citizen Economic Empowerment Commission, Zambia Bureau of Standards, Zambia Weights and Measures Agency, Zambia Development Agency, Kaizen Institute of Zambia, Business Regulatory Review Agency as well as Patent and Companies Registration Agency respectively.

However, the Minister of Commerce, Trade and Industry, Margret Mwanakatwe, took time to visit the Ministry of Commerce pavilion and interacted with the statutory bodies under the Ministry.

And Mr Chaaba who was also Stand Manager took advantage of the Minister's visit to the stand to explain the mandate and objectives of the Commission, and briefed her on some of the success stories the Commission was making.

Ministry Permanent Secretary, Siazongo Siakalenge, accompanied by Director of Domestic Trade, John Mulongoti, who is also a member of the CCPC Board of Commissioners also found time to pass through the Ministry's stand.

Mr Chaaba noted that the presence of the Drama group also helped in attracting people, as it did not only perform dances and disseminate information about CCPC and other institutions, but also conducted quizzes where people were able to win various branded items upon answering to some question.

"The show was well attended in terms of local, international exhibitors as well as the 'show goers' especially the last three days were the Commission managed to interact with hundreds of people from different walks of life," he said.

The strategic location of the stand put us more on a comparative advantage as people, thereby recording a huge number of visitors than the previous year.

CCPC itching for high performance status

COMPETITION and Consumer Protection Commission (CCPC) Executive Director, Chilufya Sampa, has urged CCPC employees to further embrace teamwork and hard work in order for the Commission to attain its High Performing Organization (HPO) status.

Mr Sampa urged all employees to carry on the already existing spirit of togetherness, adding that this would enhance teamwork and enable the Commission attaining the HPO status.

Officially opening the HPO Workshop, Mr Sampa emphasized the need for the Commission to attain the HPO status, and distinguish itself from other public institutions by its dedication to duty and service.

He noted that the attainment of HPO status involved everyone's participation and commitment to the HPO Programme.

The objective of the workshop was among other issues to Kick-start the HPO fire, cascade HPO values and to formulate the CCPC Vision and Signature.

During the workshop, the HPO Coaches and Champion were officially introduced to the rest of the employees.

And speaking at the same workshop, HPO Champion, Beene Siyumbwa, said that the Commission was rated 7.9 out of the 8.5 needed to attain the HPO status.

Mrs Siyumbwa said the Commission was only left with 0.6 points to be accredited with the HPO status.

She mentioned that after the HPO survey that was conducted among the Commission's employees in 2014, the Commission as a Government Agency was performing well with regards to the HPO rating.

She also gave an overview of the HPO program and highlighted the progress made.

Mrs Siyumbwa however, stated that in accordance with HPO Action Plan which was developed by the Coaches, there was need to develop the HPO Vision and Signature that would govern the HPO programme.

"The Action Plan will be used as a tool for monitoring and evaluating the performance of the activities for the

attainment of HPO status," she said.

She said team-work, love, care for one another and open discussion of issues affecting team members was a vital ingredient to achieving and sustaining the HPO programme.

"Pledge to commit to duty, celebrating victory together as a team, determination to achieve results are paramount in the journey to attaining HPO status," Mrs Siyumbwa stated.

However, she said that HPO Visions were proposed and subjected to debates and subsequent amendments of which the adopted CCPC HPO vision was *"To be a team that delivers exceptional public service"*

She noted that a positive attitude played a big role in attaining HPO status and the adopted signature was *"Excellence, our way of life"*.

During the workshop it was agreed that information sharing with colleagues in the provinces needed to be enhanced and that there was need to have a focal point officer to coordinate work from the Provincial Offices in order to curb the lapses in the communication between the Provincial Offices and Headquarters.



CCPC officers pose for a photo during the High Performance Organisation Workshop at Sandys' Creations in Lusaka.

CCPC PHOTO FOCUS



Seated third from left: Director Consumer Protection, Brian Lingela, poses for a photo with delegates during the CCPC Stakeholders' Workshop at Wamulungwe Lodge in Kasama.



CCPC School Clubs Inception Workshop for Head teachers in Livingstone. Seated third from left is Southern Province Education Officer, Florence Chikalekale, while second from right is CCPC Chief Investigator, Moses Musantu.



CCPC Investigator, Bravo Muchuu, explaining to vendors various provisions of the Act during the Chakwela Makumbi Traditional Ceremony of the Soli speaking people in Chongwe District.



CCPC Board Chairperson, Kelvin Bwalya, shaking hands with Honourable Justices, Charles Kajimanga. Looking on is CCPC Executive Director, Chilufya Sampa. This was at the CCPC Magistrates and Judges Workshop in Chisamba.



A drama group performing to the public during the CCPC sensitisation and inspections in Rufunsa District in Lusaka Province.



CCPC Director for Consumer Protection, Brian Lingela, addressing participants during the Business Stakeholders' Meeting in Mongu, Western Province.



Pupils from different schools in Kasama follow proceedings during the CCPC Inter-schools debate.

CCPC attends the International Competition Network



CCPC Legal Officer, Leya Mwape, (l) and CCPC Chief Investigator for Cartel and Restrictive Business Practice, Naomi Fulaza, during the ICN workshop in Cartagena Colombia.

“The workshop was an eye opener, seeing how other jurisdictions have advanced in Cartel investigations as well as methods used in the detection of such cases”

THE International Competition Network (ICN) has challenged its member states to enhance collaborations as they strive to achieve competitive market.

Mr. Pablo Falipe Robledo Del Castillo from the Superintendent Industry of Commerce (SIC) officially opened the workshop with the call to member states to collaborate on a number of issues.

He said there was need for member states not only to end collaborations on information sharing but to also extend the cooperation to actual case investigations.

The 12th Annual workshop was held under the theme *“Cooperation and Convergence in Sanctioning International Cartels”*.

And CCPC Chief Investigator, Naomi Fulaza, disclosed during the workshop that the European Union had developed a set of formal and informal mechanisms aimed at channelling cross border cooperation in international cases.

Mrs Fulaza said the formal mechanisms include dedicated bilateral cooperation agreements.

She said that the Commission had also engaged in both international and regional cooperation with the main view of strengthening collaborations.

Mrs Fulaza noted that cooperation among member States was important, adding that they greatly assisted in the enhancement of competition related issues.

In her presentation during the workshop, Mrs Fulaza noted that there was need to strengthen already existing bilateral and multilateral relations.

She also stated that there maybe need to sign Memorandum of Understanding with other member states so as to enhance levels of information sharing.

Commenting on the workshop, Mrs Fulaza described the workshop as successful, adding that it would go along away in helping member states to formulate cooperation agreements particularly between the developing and developed agencies.

She added that cooperation among jurisdictions was on the increase particularly among European and American jurisdictions.

However, Mrs Fulaza said developing agencies were steadily improving their ties through involvement in various platforms.

“The workshop was an eye opener, seeing how other jurisdictions have advanced in Cartel investigations as well as methods used in the detection of such cases, there is need to note that cartel enforcement was more than just a legal and economic discipline, but one that benefited all,” she said.

The Competition and Consumer Protection Commission (CCPC) is a member of the International Competition Network (ICN).

CCPC attends Chakwela Makumbi Ceremony



CCPC Investigator, Bravo Muchuu, (centre) explaining consumer rights provisions in the Act during the 2015 Chakwela Makumbi Traditional Ceremony of the Soli speaking people in Chongwe district.

Mr Muchuu said that the traditional ceremonies was a useful tool in spreading awareness of the competition and consumer protection issues.

“Properly implemented strategies are critical in improving consumer welfare and promoting economic development through improved economic efficiency,” he said.

He noted that the Commission strived to balance its sensitisation strategies, hence the creation of school clubs and other school activities like debates and essay writing competitions for pupils in different schools across the country.

Mr Muchuu urged enterprises to take keen interest in consumer protection issues in order for them to reduce the risk of violating the law.

He said that the CCPC would continue carrying out sensitising programmes to the community on it’s mandate.

Mr Muchuu noted that during the interaction, it was discovered that people appreciated the toll-free line number -5678- saying it was very effective.

ATTENDING of traditional ceremonies will enhance and create desired awareness among citizens on consumer protection related issues, Competition and Consumer Protection Commission (CCPC) investigator, Bravo Muchuu, had disclosed.

Mr Muchuu said attending such ceremonies would not only create time for the Commission to explain its mandate, but also foster a deeper understanding among citizens on existing competition and consumer protection laws in Zambia.

CCPC attended the 2015 Chakwela Makumbi Tradition Ceremony of the Soli people in Chongwe district.

“The Commission and Mukamambo Secondary School both attended the Chakwela Makumbi Ceremony of the Soli people in Chongwe district, basically we worked hand-in-hand with the school club and it was a good experience because it created ample time for us to educate vendors on different consumer issues,’ he said.

“ Ceremonies create time for the Commission to explain its mandate, also foster a deeper understanding on competition and consumer protection laws in Zambia. ”



CCPC School Club pupils (in school uniforms) explain consumer rights issues under the law during the Chakwela Makumbi Traditional Ceremony.

CCPA not to hinder business growth - Mrs Mwanakatwe



Mrs Mwanakatwe

MINISTRY of Commerce Trade and Industry has said that promoting of competition and consumer protection in the economy is not to hinder business growth, but to create a conducive market environment for all players in the economy.

Commerce, Trade and Industry Minister Margaret Mwanakatwe, said the purpose of competition policy is to facilitate efficient allocation of resources thereby maximising national welfare by sourcing an open and competitive environment.

She noted that the environment allowed Zambian businesses to fully participate and be integrated into the national economy.

Mrs Mwanakatwe added that the ministry was setting up industrial clusters in each province and sector clusters in a number of districts and that clusters were a tool of encouraging Zambians to participate in the economy and also enhance value addition.

Speaking during the official opening of a Media Training Workshop on competition and consumer protection in Siavonga, Mrs Mwanakatwe noted that for these clusters to be successful, there was need to have an open market free from any encumbrances.

The Minister said it was the duty of CCPC, to ensure that this sector and industrial clusters were not engaging in any conduct which could affect business dealings with customers.

She said clusters would have to work with other businesses in the supply chain, and that CCPC should ensure that these markets are free, fair and competitive.

“This will allow the clusters to enter the mainstream economy with ease, CCPC’s mission therefore, will be to remove barriers preventing small and medium scale businesses such as exclusive arrangements, cartels, abuse of dominance and anti-competitive mergers,” said Mrs. Mwanakatwe.

She urged CCPC to emphasise the importance of small businesses to understand their rights and obligations when dealing with wholesalers, suppliers and other businesses.

“Government believes that CCPC is critical to ensuring free, fair and

competitive markets, we do not want markets determined by the private sector behind closed doors, But markets determined by demand and supply,” she said.

Mrs Mwanakatwe said the media played an important role in the welfare of the society, adding that it had a huge responsibility of conveying the truth and relevant information.

However, the Minister challenge the media to understand the concepts of competition and consumer protection.

She urged the media to be champions and good will ambassadors of competition and consumer protection issues, and be watchdogs and investigators of violations of laws aimed at infringing on the promotion of fair competition and consumer rights.

The Minister said there were many restrictive business practices and consumer right violations that go unreported in communities we live in, and it was up to the media to take advantage of the knowledge received to highlight them and help find redress for consumers.

“I have been informed that some of you come from districts where the Commission is not physically present and I believe that people in your communities will rely on you to help them find solutions to some of their consumer challenges,” she noted.

She challenge CCPC and other consumer protection institutions and sector regulators to up their game and ensure that consumers get benefit for their money by bringing perpetrators of unfair trading practices to book.

The Minister welcomed CCPC’s initiative of considering to introduce competition and consumer protection media awards to deserving journalists and media houses.

She said the awards would help the media to attach great importance and effort on competition and consumer protection related issues.

Embrace competition activities, school clubs urged



CCPC Officer, Mwila Zambwe, (2nd from left) and Inter-schools judges pose for a photo after the quiz were St Therese emerged winners and walked away with a brand new desktop computer.

COMPETITION and Consumer Protection Commission (CCPC) has urged schools in the country to embrace competition activities if they are to contribute positively to the curbing of unfair consumer practices on the market.

Commission Executive Director, Chilufya Sampa, said that pupils must take activities such as quizzes and debates on consumer protection seriously as they are a vital part of creating consumer awareness and that of their education experience.

Mr Sampa said the Commission would continue investing in pupils to ensure that they were motivated and that it took pupils as young partners in creating consumer awareness.

He was speaking during the Prize Presentation Ceremony of CCPC School Club Essay writing Competition in Lusaka.

“It is with great pleasure to note here that the Commission will continued spearheading such important activities for the competition and consumer protection clubs whose essence is to implement a culture of consumer rights awareness and competition

among school going children,” Mr Sampa said.

He said that the Commission strived to change the trading environment in the country through youth education, adding that such efforts were evident through various activities currently being implemented.



Mr Sampa

The Commission also introduced other activities which include debates and the quizzes to supplement on the other traditional means of reaching to the public such as drama performances.

Mr Sampa further noted that the Commission intends to fully rollout the school clubs activities in all the 10

provinces of the country.

However, he challenged the participants to raise the flag of such activities high and get involve in the dissemination of consumer information in communities.

Mr Sampa observed that competition was a good thing and in the same vein competition was essential for the economy to prosper thereby increasing consumer welfare.

He noted that that there was need for businesses to compete with one another as this would in turn benefit consumers from better product offering.

He said the Commission would continue to propagate for a fair level playing fields, thereby realising fair competition on the market.

Mr Sampa said the Commission recognised the key role played by pupils and the continued need to understand the essence of competition law and consumer protection.

“Let me extend my warmest appreciation to all the schools and pupils in particular from various secondary schools that embraced the CCPC school club concept and took time to take part in this competition,” He said.

He noted that there was need continue to supporting youths so that they cannot only demand better products and services and level playing field in business, but also to be ambassadors for a vital cause.

“Allow me here to say a special thanks to all schools that participated in the essay writing competition, and I congratulate the winners for their victory,” he said.

He said that the awards should set an attitude of a reminder of ambassadorship of competition and consumer protection in Zambia.

CCPC FORMS MERGER GUIDELINES



Ms Mpamba

THE Competition and Consumer Protection Commission (CCPC) has developed Merger Regulations Guidelines aimed at guiding the Commission on practical advice and guidance on the application of relevant merger procedures.

CCPC Director for Mergers and Monopolies Luyamba Mpamba said the purpose of the guidelines for the merger regulation was to give practical advice and guidance on the application of relevant procedures and assets methods in dealing with merger cases.

She said that the guidelines would reflect the Commission's procedures and analytical approach on vital issues in the merger process.

Ms Mpamba explained that the guidelines would also provide guidance to both the Commission and parties that filed merger applications.

"The Commission has formulated Merger Regulations Guidelines aimed at guiding the Commission on practical advice and guidance on the application of relevant merger procedures, and they are the first of such a nature," she said.

She further said that the Commission would endeavour to fully utilise the guidelines in all required processes with regards to merger review.

She said the guideline has dealt with a number of significant issues involved in the merger process such as the notification procedure, the review period and possible remedies.

She further said that the Guidelines contain an Annex that gives practical examples of how the Commission has dealt with selected cases in the past.

Ms Mpamba added that merger regulations guidelines were developed through an intensive consultative process.

She said in 2015, the Commission had reviewed a total of 32 substantial merger cases, 27 local while 5 were from the COMESA Competition Commission.

CCPC develops Land Administrative Note

THE Competition and Consumer Protection Commission (CCPC) has developed a draft Land Administrative Note that will provide technical guidance to the Commission on land acquisition process.

CCPC Chief Investigator for Mergers and Monopolies, Parret Muteto, said the Commission noted that huge pieces of land in selected areas was being acquired by same investors hence the developing of the guideline.

The guideline would among other things curb the trend of over purchasing of land by investors in selected areas.

Mr Muteto said that there was need for a fair distribution of land amongst citizens in the county.

"Same areas are perceived to be good for agriculture and production of certain crops, hence most people tend to purchase huge pieces of land adding that the guidelines will regulate the over purchasing of massive land by same people in one area," he said.

He noted that the land belt which was under such treats was mainly in Chisamba, Serenje and Mukushi respectively.

He said that over the years, the Commission has seen an increase in the number of merger case in the agriculture sector involving land acquisition.

It has been noticed that the same investors keep buying land in the same area there by creating dominance in a particular belts.

Mr Muteto noted that the guidelines will only deal with commercial land across the country.

"We have traditional land and commercial land which is on title, and the land acquisition guidelines will only deal with commercial land, he said.

He further said that the land in the country must be shared equally amongst all well-meaning Zambia.

CCPC donates to eight Orphanages



YWCA Executive Director Patricia Ndhlovu, shakes hands with CCPC Human Resource Manager, Beene Siyumbwa (c), during the 2015 Worlds AIDS Day Donations, while CCPC Administrative Assistant, Florence Nkonde, looks on.

Kabwe, Fountain of Blessings and Glory Centre in Mansa and Lubasi and Lushomo Homes in Livingstone.

She said that these institutions did not only look after the orphanages alone, but also looked into the welfare of the vulnerable and sexually abused children in society.

Mrs Siyumbwa said the Commission was not only inculcating a culture of competition and consumer awareness amongst consumers, but also reaching out to the vulnerable in Society.

The donations to these institutions were as way of giving back to the communities were the Commission operated from as these organisations entirely depend on well-wisher for survival.

Mrs Siyumbwa said that the donation were part of the Commission's World Aids Day Celebrations.

She said that the donated items includes books, blankets, mattresses, washing paste, toilet rolls, mealie-meal bathing soap, sugar and cooking oil among others.

"The Commission made donations of assorted food stuff and groceries to orphanages, this is a way of take part in the Worlds AIDS Day Commemoration and giving back to the community as well as to the vulnerable in the society," she said.

Mrs Siyumbwa noted with sadness that the institutions lacked nutritional need and good sanitation for the children.

However, she pointed out that the event helped the Commission to earn a good reputation to the orphanages visited.

She Mrs Siyumbwa said the Commission would continue to identify other equally vulnerable groups in society and extend the same gesture to them in order to make a difference in peoples' lives.

The Competition and Consumer Protection Commission (CCPC) has donated assorted food stuff and groceries to eight selected orphanages in different parts of the country.

CCPC Human Resource Manager, Beene Siyumbwa, said the donations were made through the Commissions selected regional offices.

Mrs Siyumbwa said that the donations, which were part of the Commission's Corporate Social Responsibility (CSR) programme aimed at cushioning some of the challenges that were being faced by the vulnerable in society.

Among the beneficiaries were Kalwala Orphanage and Antonella Children's Shelter in Chinsali, Children of Promise and Mother Teresa Orphanages in



Mrs Beene Siyumbwa and Mrs Patricia Ndhlovu.

CCPC to foster partnership with like-minded institutions

The Competition and Consumer Protection Commission (CCPC) has disclosed that it will continue partnering with public health Inspectors from other public health institutions to ensure that consumer compliance is attained.

CCPC Director for Consumer Protection, Brian Lingela, said that partnering with other public health Inspectors would ensure compliance with the law.

He said this after a combined team of CCPC officers and Solwezi Council Public Health Officers confiscated expired drinks worth K390 from Food 24 Restaurant.

Mr Lingela noted that the products were seized after a tip off from a concerned member of the public.

The confiscated products included 31 Bottles of 500 milliliters disposable Coca Cola, 24 tins of Canned Coca Cola and 6 disposable bottles of 2 litres Sprite.

He noted that the combined team was alerted by a concerned member of the public and quickly moved in and conducted an inspection which resulted in the seizure of 61 expired drinks.

“We would like to warn traders who want to take the law in their own hands by selling expired products that the Commission will not hesitate to name and shame and further subject them to the punitive measures as outlined in the Competition and Consumer Protection Act (CCPA),” he said.

He further warned traders to desist from selling expired products, adding that such an act was a criminal offense as the behaviour had a direct negative effect on people’s lives.

Expired products could have devastating health implications on consumers and must never be allowed on all wholesale and retail shelves.

He appealed to members of the public to be vigilant and ensure that they check for expiry dates on the product before exercising their purchasing rights.

He urged members of the public to be alert whenever they are shopping and notify public health authorities of all expired products.

CCPC North Western Province Investigator for Solwezi office, James Chalungumana, said the Commission would continue inspecting trading places, adding that sensitisation campaigns were conducted at Kyawama, and Mitech and other Markets in Solwezi.

He said the Commission would undertake such activities periodically in the different trading places in other districts in North Western Province.

Mr Chalungumana said that such interactions were good for they enabled the Commission to receive feedback from the public.

CCPC contributes USD 203, 500, 000 FDI

THE Competition and Consumer Protection Commission (CCPC) has recorded an upsurge in the number of Merger cases resolved from 34 in 2014 to 39 in 2015, representing an upswing of 5 percent.

CCPC then Acting Executive Director, Brian Lingela, disclosed that all merger transactions handled by the Commission in the same year amounted to a total of about USD 203,490,782 respectively.

Mr Lingela added that the marginal growth recorded also resulted into the creation of 332 indirect jobs, while other were maintained through the transactions.

“The Commission received 39 merger notifications against the set target of 30 of which out of the 39 received 35 are close while the four are yet to be considered by the Board of Commissioners,” he said.

He noted that from all the transitions handled, a larger number of mergers was recorded in the Agriculture sector followed by Service, Manufacturing and Banking and Finance sectors correspondingly.

The Agricultural sector has continued to receive the highest number of mergers with 8 recorded in 2015, while the services sector recorded 7, banking and finance recorded 4 each.

The Construction, Mining, Transport, Communications, Wholesale and Retail sectors recorded the lowest number of mergers with 1 case from each sector.

Mr Lingela noted that the Commission would continue fostering positive growth and that it would ensure it doubles its contributions to the country’s Foreign Direct Investment (FDI) through the facilitation of merger transactions.

However, Mr Lingela noted that the Commission recorded an increase in the number of Restrictive Business Practice (RBP) cases handled, adding that out of the targeted number of 16 cases 30 complaints were recorded.

He added that investigations were launched on twenty two (22) complaints after preliminary review of the complaints showed compelling evidence that there could be violation of the act.

He said that the Commission successfully managed to close 15 of the 16 cases reported.

Mr Lingela said cases were received from various sectors, among them Construction, Energy, Manufacturing and Services adding that the Services sector continued to receive a higher number of cases followed by the Construction sector.

Non-compliance levels in Western Province reduce-CCPC

WESTERN Province has recorded a reduction in its non-compliance level of sale of expired products from 94.5 percent to 32 percent representing a total reduction of 62.5 percent.

Competition and Consumer Protection Commission (CCPC) Director in charge of Consumer Protection, Brian Lingela, said that the Commission conducted its first inspection in August 2014, and found that the compliance levels were extremely high at 94.5 percent.

“As of the records of the last inspections conducted on June 30, 2015, there is a reduction on the non-compliance levels representing 62.5 percent in comparison to the last inspections records,” he said.

negatively affect consumers and traders in the absence of regulators such as the Commission.

Mr Lingela noted that CCPC in one year of its existence in the Province had managed to conduct 10 inspections with the help of various Council Health Inspectors in six districts of namely Mongu, Kaoma, Senanga, Sesheke, Nalolo and Limulunga.

The Commission has observed that through such inspections, unsuspecting consumers could be protected from unsuitable products as traders would ensure that they meet the requirements of the law.

“When we did our first inspections, we instituted massive awareness

FM, Liseli FM, Lukulu FM, NAIS and ZANIS respectively.

The stakeholders’ engagement in Western Province was crowned by the Business Stakeholders Workshop which attracted a total of 69 participants from across the province.

And Provincial Permanent Secretary, Liomba Mwangala, in a speech read on his behalf by Provincial Secretary, Sineva Kampenja, noted that Mongu had seen an increase in business activities in recent years which also implied the need for enhanced trade regulation.

Mr Mwangala noted that the workshop organised by the Commission had provided an opportunity for business players in Mongu and Western Province in general to interact with the Commission and learn how to comply with the Act.

He encouraged business houses to take advantage of the training opportunity and learn what the Commission was mandated to do.

Speaking at the same event, Mongu District Commissioner, Susiku Kamona, said that Government believed that promoting of healthy competition in the domestic markets allowed markets to reward good performance.

Mr Kamona added that greater productivity of capital and reduced costs of production had contributed to improved competitiveness of enterprises through innovation.

He said that competition also ensured that the cost saving measures derived from production efficiencies were passed on to the consumer through cheaper and greater product quality, quantity and variety.

He urged media houses to be champions and good-will ambassadors of competition and consumer protection issues by being watchdogs of violations of the Act aimed at infringing on the promotion of fair competition and consumer rights.

He also stressed the need for the media to be instrumental by helping consumers in districts where the Commission had no physical presence to report any element of consumer rights violation.

Mr Kamona stressed that the workshop was going to further solidify the media’s understanding and appreciation of the competition and consumer policy and law in Zambia.



CCPC Senior Investigator, Eunice Hamavhwa, explaining to the trader how to check for the expiring date on a bottle of cooking oil during the random inspections in Lusaka.

Speaking during the a Provincial media Training Workshop in Mongu, Mr Lingela disclosed that, since its inception in the province in May 2014, the Commission had so far managed to receive and handle at least 122 consumer and one competition cases.

He said that out of these, the Commission successfully helped consumers have their redress in about 104 cases with a net value of K193, 552.00 in replacements and K72, and 900.00 in refunds.

Mr Lingela also said that during the inspections, CCPC managed to seize expired goods worthy K56, 780.50 in Mongu.

He said that the province and Mongu in particular had seen an increase in business activities in the recent years which implied the need for enhanced trade regulation, and that Government was aware of trade injustices that

programs such as sensitising the traders during inspections on them having monitoring systems on their products by continuously checking on the expiry dates of their products in their shops,” he said

Mr Lingela said that promotion of competition and consumer protection in the economy was not to hinder business growth, but aimed at creating a conducive market environment for all players in the economy.

He said the purpose of the competition policy was to facilitate efficient allocation of resources, hence maximising national welfare by means of sourcing an open and competitive environment which would allow Zambian businesses to fully participate and be integrated into the national economy.

The workshop attracted 37 participants from eight media houses which includes Muvi TV, ZNBC, Radio Lyambai, Mongu

Stiff Public Procurement rules vital to economic growth

The Competition and Consumer Protection Commission (CCPC) has charged that creating strong Public Procurement rules will promote competition and reduce anti-competitive practices in the procurement process in the country.

CCPC Executive Director, Chilufya Sampa, disclosed that a strong design of stiff public procurement rules and administrative practices would be appropriate to promote competition in the economy.

Mr Sampa said stiff public procurement rules would reduce instances of bid rigging and unusual schemes at every stage of the procurement process.

Speaking when he delivered the 2015 World Competition Day which was celebrated under the theme “Competition Issues in Public Procurement”, Mr Sampa urged both public and private institutions to ensure that tenders were designed in a manner that would promote competition.

He said that promotion of a competitive public procurement system played a

significant role in fostering fair and dynamic markets that were likely to stimulate economic growth.

“Competitive public procurement can achieve lower prices, better quality and innovation only when companies genuinely compete in terms of prices settings as well as terms and conditions honestly and independently,” he said.

He stated that cartel conduct in public and private procurement was a crime because the perpetrators of such cartels stole from Government, consumers and private companies that they supplied goods and services.

He added that the Commission believed that competitive public procurement would enhance the economy by generating demand and consumption.

Mr Sampa noted that lack of transparency, fair competition and unequitable treatment to suppliers would adversely affect public procurement process by causing unnecessary flow of cash from government coffers.

However, he said the Commission had been conducting vigorous awareness campaigns in rural and urban communities to enlighten various stakeholders and the general public on

benefits of a competitive and healthy market.

Mr Sampa said that competition was a driving force for many economies because fair competition provided many benefits to producers, consumers and the economy at large.

“As a Commission, we intend to enhance public awareness on the benefits of a competitive market structure as well as the harmful effects of anti-competitive behaviour at both national and international level,” he said.

Mr Sampa said that a well-functioning procurement system indicated procuring best possible goods and services at the best price, hence healthy competition amongst suppliers.

He further said Public Procurement played a critical role and requires greater efficiency as well as effectiveness and infusing healthy competition into it.

World Competition Day commemorations is aimed at raising awareness about the importance and benefits of competition in a marketplace to ensure growth of businesses as well as to discourage anti-competitive business practices at a global level.



Mongu District Education Board Secretary (DEBS), Sendoi Mulonda, giving his official address during the CCPC School Clubs inception workshop in Mongu.

Adhere to provisions of the Act, firms implored



CCPC Senior Investigator, Chester Njovu, (standing in white shirt) listens to a comment from one of Airtel's employee during the training.

THE Competition and Consumer Protection Commission (CCPC) has called on the business community to take keen interest in knowing the provisions of the Competition and Consumer Protection Act in order for them to avoid and reduce the risks of violating the law.

CCPC Chief Investigator, Parret Muteto, said it was significant for companies to adhere to the provisions of the Act.

Mr Muteto disclosed that the Commission conducts training to firms with significant market power on compliance issues with the main aim of enhancing compliance levels.

He noted that the Commission was currently implementing a training programme, adding that it would go a long way in increasing company's adherence and compliance levels on competition and consumer related issues.

"The purpose of this program is not to single out firms as wrong doers, but merely to advise the firms on the importance of competition as well as consumer protection," he said.

He noted that the Commission had lined up a number of strategies that would be used in spreading awareness of the competition and consumer protection law.

The Commission strives to balance the enforcement strategies which seek to foster behaviour change, stop ongoing conduct and secure market wide compliance of the law.

He however, stated that effective and properly implemented enforcement strategies were critical in improving consumer welfare thereby promoting economic development through improved economic efficiency.

Mr Muteto noted that the Commission had successfully conducted a number of trainings with institutions from different sectors of the economy.

Among the companies trained are Zamtel, MTN, Zambia Sugar, Zambia Breweries and Airtel.

Others are Zambia Association of Manufactures, Zambia Public Procurement Authority, Stanbic Bank, Zambeef and Shoprite respectively.

HOW TO OBTAIN FURTHER INFORMATION ABOUT CCPC?

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