



**Western Cape
Government**

Economic Development
and Tourism

WESTERN CAPE OFFICE OF THE CONSUMER PROTECTOR

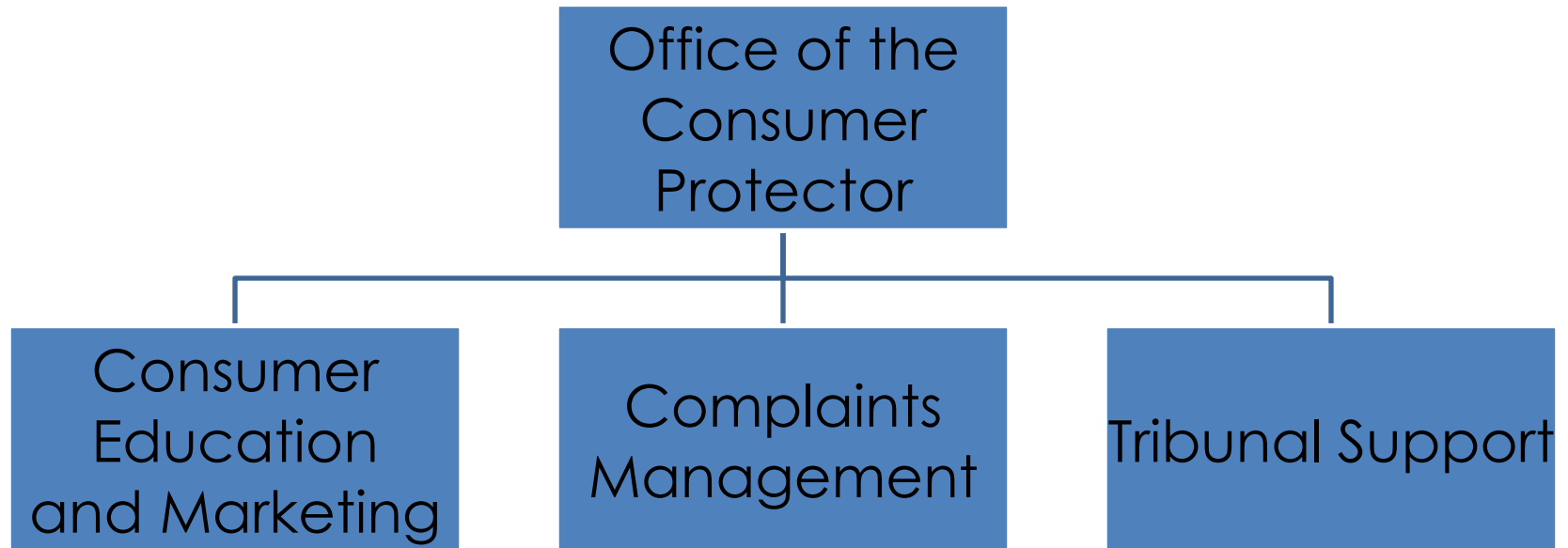
WHO WE ARE?

Buyile Nopote

The OCP: A brief background

- Inherited the functions of the Consumer Council in 1996
- Mandate derived from Constitution – Schedule 4, Part A
- Stipulates that consumer protection is a concurrent national and provincial legislative competency – both these tiers of Government can therefore issue legislation to protect
- consumers - NCC and 9 provincial consumer protection offices
- Initially “Consumer Affairs”, renamed OCP in 2002

Organizational Structure



Legal Framework

- **Consumer Protection Legislation**
- Western Cape Consumer Affairs (Unfair Business Practices Act) 2002, Act 10 of 2002
- National Credit Act 2005, Act 34 of 2005
- Common law
- Consumer Protection Act

Strategic Goals

- Promoting a fair, efficient and transparent market place for consumers and businesses
- Providing a consistent, predictable and effective regulatory framework that fosters consumer confidence and recognizes developmental imperatives of the South African economy
- Providing access to effective redress for consumers
- Promoting consumer rights awareness, disclosure and access to information by consumers

OCP SUCCESSFUL STORIES

In 2013/2014 Financial Year OCP saved :

R 4 117 987. 86

Financial Year 2014/2015 (April to September)

R 2 574 871. 67