

MARCH 2021

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NRCS orders for a National Recall of the Double Ace White Cement manufactured in Singapore

The National Regulator for Compulsory Specifications (NRCS) recently enforced sanctions and ordered for the stoppage of the sale of non-compliant cement imported into the country from Singapore.

The product (Double Ace White cement) is imported by a Gauteng based company and was found to have contravened the requirements of the compulsory specification on cement (VC 9085:2007) and therefore the Regulator called for its nation-wide recall.

The compulsory specification covers requirements for the manufacture, import, marking properties and the performance of cement.

The importer did not apply for pre-approval of the cement with the Regulator before import and therefore does not have the authority to import cement into South Africa. This is part of the minimum safety requirements as outlined in the compulsory specification.

The company also failed to produce a valid permit from an appointed accredited certification body which is another requirement enlisted in the compulsory specification. Furthermore, the product packaging markings do not meet the requirements.

Although the product has been detained in Gauteng, it is possible that it may be available elsewhere in the country. The performance of this product cannot be ascertained and further investigations are underway.

The removal of this product from the market is in line with section 20 (1) (b) of the NRCS Act. No. 5 of 2008 which stipulates that “any person who imports or sell a commodity or product – for which a compulsory specification is in force must furnish to the National Regulator such information as may be specified with regard to the article concerned”.

The Regulator would like to call on all hardware stores selling this product are urged to get in touch with the NRCS to stop the sale with immediate effect.

Consumers are also urged to look out for the LOA number printed in each bag of cement sold and if not sure, they can call the NRCS on 012 482 8802/ 8700 or visit the website on www.nrcs.org.za to verify the safety of the products before transacting.



Consumer Protection Bodies joined forces to celebrate **World Consumer Rights Day**



The National Regulator for Compulsory Specifications (NRCS), the National Consumer Commission (NCC) in partnership with the Free State Department of Economic, Small Business Development and Environmental Affairs (DESTE), Independent Communications Authority of South Africa (ICASA), National Energy Regulator of South Africa (NERSA), Consumer Goods and Services Ombuds (CGSO), Motor Industry Ombud of South Africa (MIOSA), National Credit Regulator (NCR), Financial Sector Conduct Authority (FSCA), Council for Medical Schemes (CMS) and various regulatory bodies under the umbrella of the Consumer Protection Forum (CPF) jointly celebrated the World Consumer Rights Day (WCRD) under the theme ***“Protecting Consumers during Covid-19”***.

The week-long programme was launched in the Free State by MEC Makalo Mohale.

WCRD is a coordinated commemorative campaign designed to focus on the importance of keeping consumers informed about their rights and responsibility when transacting with suppliers. Acting Commissioner at the NCC Ms Thezi Mabuza says while Covid-19 has unfortunately limited the authorities' ability to host contact sessions; regulators in the consumer protection space are finding more ways to reach out to consumers.

“During COVID-19 pandemic period, regulators received more complaints relating to non-delivery of goods purchased online, lack of disclosures concerning quality

of goods, unfair and unjust prices of essential goods and services, mushrooming of pyramid schemes, as well as complaints relating to second hand goods, particularly disclosures of the conditions of the vehicles and violation of warranty provisions.

This year's celebrations covered a range of topics including implied warranty of quality, how to spot a pyramid scheme, consumers' rights to return goods, redress to consumers and online shopping where consumers found themselves transacting with “imposters or scammers” as goods purchased were never delivered. The compliance enforcement team will also conduct a series of inspections and awareness blitz in the textile, motor and other industries.

As part of the celebrations, the University of Fort Hare through its Faculty of Law officially launched the Consumer Law Module. This Module will be offered to the fourth year students, during the second semester.

“WCRD commemoration is an opportune time for regulators in the consumer protection space to reflect and recommit themselves to ensure the realisation of the purpose of the CPA. South Africans are going through a rough time, particularly during this period; as regulators in this space, we are not going to tolerate unscrupulous suppliers and predators exploiting the situation” concluded Mabuza.





Industry Notice about the amendment of the **Compulsory Specification for Cement- VC 9085**

The cement industry is notified about the intended amendment of the Cement Compulsory Specification. The Minister of Trade, Industry and Competition, in accordance with section 13(4) of the National Regulator for Compulsory Specifications Act, (Act 5 of 2008), intends to make changes to VC 9085, the Cement Compulsory Specification.

The Compulsory Specification covers the requirements for the manufacture, marking, properties and performance of any type of cement, intended for construction use, regardless of whether distributed in bulk or bagged form.



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