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DEPARTMENT OF TRADE, INDUSTRY AND COMPETITION

NO. 7905 **9 September 2026**

NATIONAL CONSUMER COMMISSION
a member of the dtic group

NATIONAL CONSUMER COMMISSION

I, **Hardin Ratshisusu**, in my capacity as the Acting Commissioner of the National Consumer Commission (NCC), hereby, in terms of Regulation 38(5) of the Consumer Protection Act, 68 of 2008 (CPA), publish the application by the Plumbing Industry Registration Board (also known as "PIRB") as a Consumer Protection Group in terms of Section 78 of CPA for public comment.

On 16 October 2025, the NCC received an application from the PIRB for accreditation as a Consumer Protection Group. Following a preliminary assessment conducted, the NCC required further clarity from the PIRB regarding its legal status as a proposed Consumer Protection Group and its regulatory role. Further engagements were had with the PIRB during the course of 2026, with the PIRB clarifying that its Consumer Protection Group functions would be limited to consumer awareness, reporting contraventions identified through inspections, and mediating disputes involving its registered plumbers. Complaints relating to non-registered plumbers would be referred to the Consumer Goods Services Ombudsman or the NCC, as appropriate.

PIRB acknowledges and agrees to the post-accreditation obligations, notably: (1) submitting quarterly progress reports to the NCC; (2) operating under the basic principles of the CPA, including not charging fees beyond out-of-pocket expenses; and (3) being subject to monitoring and evaluation.

The NCC hereby calls upon any interested person to submit written comments regarding the application, which can be accessed on the following link: https://thencc.org.za/consumer-groups/ within forty-five (45) days from the date of publication of this notice:

a) Delivering such comments by hand at the following address:
National Consumer Commission
01 Dr Lategan Road, Groenkloof, Pretoria.
b) Mailing such comments electronically to the following email address, jointly:
J.Mbeje@thencc.org.za and T.Kutumela@thencc.org.za

Comments must be directed to the Divisional Head for Enforcement and Legal Services and marked for the attention of Mr Jabulani Mbeje.

Mr Hardin Ratshisusu
Acting Commissioner
National Consumer Commission
Date: 31 / August 2026

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