

WHAT CAN YOU DO TO ASSIST CCAG?

- Tell CCAG what you want the Council to do for you;
- Become a member of CCAG;
- Assist in surveys;
- Offer your time and skills;
- Take your complaints to CCAG for advice and resolution; and
- Seek assistance to make better consumer choices.

WHAT DO I HAVE TO DO TO JOIN CCAG?

- Send your CV, contact details, including an email address if you have one to the Council.
- To become a Consumer Representative, please contact:

Ms. Bindula Prasad,

Project Manager, Consumer Council of Fiji

Phone: 3300792

Fax: 3300115 or

Email: projectmanager@consumersfiji.org or

Post: Consumer Council of Fiji, Private Mail Bag, Suva.

WHAT ARE THE BENEFITS OF CCAG?

- Consumers are empowered by knowing about their rights/responsibilities and consumer protection;
- Consumer voices in outer and remote areas/islands will be adequately heard;
- Consumers will be provided appropriate redress in a timely manner; and
- Empowered consumers who can deal directly with traders, landlords and service providers on their grievances.



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EUROPEAN UNION

Community Consumer Advisory Group (CCAG)



WHY DO WE NEED CCAG?

CCAG will:

- Help to deal with problems of consumers who live in rural areas and outer islands, including those with disabilities, children and women;
- Make it easier for people to get information and advice or to share their problems with the community when they need to;
- Help the Council to protect the consumer rights of all citizens even when they are living far away in isolated places; and
- Support vulnerable consumers by safeguarding them against deception, fraud and exploitation by traders and service providers in remote areas.



WHAT IS CCAG?

CCAG is made up of volunteers willing to actively take part in helping ordinary consumers in their communities by telling them about their rights and how they can be protected from unfair trading.

This group will be involved in showing consumers what powers they have to protect their rights and by acting as the “eyes” and “ears” of the Council. CCAG will be the primary contact group for consumers who need immediate assistance with their problems or with advice on consumer issues.



WHO ARE THE MEMBERS OF CCAG?

They are people within the community who have agreed to help consumers and are willing to represent them.



WHAT CAN CCAG DO?

CCAG’s main aim is to give consumers the information and power they need to seek justice or advice when they are dealing with unfair trading or other problems with goods and services they have paid for. CCAG will:

- Provide free help, support and advice to the consumers;
- Liaise with the Council to protect the consumers;
- Report to the Council about consumer complaints or issues/problems faced by consumers in their communities;
- Help give consumers information to educate them and make them aware of their rights and responsibilities;
- Distribute information about current market practices;
- Inform the Council about unfair trade practices in their areas;
- Assist the Council in organizing community visits, workshops, seminars, mobile units, school visits etc when they are needed; and
- Assist the Council to prepare submissions to better protect consumers.



HOW DO I KNOW WHO ARE THE MEMBERS OF CCAG?

- You can call/email or fax Ms. Bindula Prasad at the Council (details provided below) or get the contact details from the Council’s website: www.consumersfiji.org. You can also contact our regional offices in Labasa and Lautoka.
 - Labasa – Phone: 8812559;
Email: colbs@connect.com.fj; Fax: 8812559.
 - Lautoka – Phone: 6664987;
Email: consumerltk@connect.com.fj; Fax: 6652846