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Consumer Council of Fiji



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PRESS RELEASE

Fairness Urged Amid Fuel Hike Pressures

Transport operators across the country are being urged to exercise restraint and adhere to the law, following the fuel price adjustments which have come into effect from today.

Diesel prices have surged by 35% (\$2.89/L) and unleaded by 20% (\$2.93/L), placing immediate pressure on transport operators, public service vehicles and maritime operators. While the Council recognizes these challenges, it stresses that they do not justify unauthorized or excessive fare increases.

The Council has already received reports of arbitrary pricing practices affecting the travelling public. A minibus operator on the Lautoka–Sigatoka route reportedly raised fares to \$15.00, an unauthorized increase of nearly \$3.00 per passenger. The Council has also noted public announcements made by maritime operators about their plans to increase fares; in some cases, consumers are being told to pay an extra \$10.00 per ticket.

Chief Executive Officer Seema Shandil said businesses must act responsibly despite rising costs. “We understand that businesses are under pressure. However, it is not fair to pass these costs onto consumers through excessive increases. There are established channels through the FCCC and the Land Transport Authority to review fares. Ignoring these processes only creates confusion and hardship for ordinary Fijians,” she said.

The Council reminds operators that fare increases require formal approval and authorization by the regulators. It also warns that re-labeling fuel costs as surcharges or service fees is misleading and may breach the law. Operators are urged to work with regulators to find sustainable solutions.

Consumers are advised to stay alert and ensure they are paying approved fares. Any unauthorized increases should be reported with details such as vehicle registration, route, and operator name. Complaints can be lodged via the Council’s toll-free line 155 or email complaints@consumersfiji.org.

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