

**STANDING
COMMITTEE ON
ECONOMIC AFFAIRS**

**REVIEW REPORT OF
THE FIJIAN
COMPETITION AND
CONSUMER
COMMISSION 2023-
2024 ANNUAL REPORT**

Appendices

ANNEX 1

WRITTEN SUBMISSION

FIJIAN COMPETITION & CONSUMER COMMISSION

ANNUAL REPORT PRESENTATION FINANCIAL YEAR 2023 – 2024

Presented by: Senikavika L. Jiuta; Chief Executive Officer

To: Parliamentary Standing Committee on Economic Affairs

Protecting Consumers | Promoting Competition | Ensuring Market Fairness

PRESENTATION OVERVIEW

01

FCCC At a Glance

Who we are, our mandate and strategic framework

02

Regulatory Highlights

Price reviews, technical licensing, policy work

03

Competition & Market Oversight

Mergers, market studies, competition enforcement

04

Enforcement Performance

Inspections, complaints, court outcomes

05

Consumer Advocacy & Awareness

Outreach, education, communications

06

Regional & ESG Initiatives

PINCCER, sustainability, governance

07

Financial Performance

Income, expenditure, audited results

FCCC AT A GLANCE

WHO WE ARE

FCCC is Fiji's independent statutory body established under the FCCC Act 2010. We promote competition, protect consumers, regulate prices in markets where competition is limited, and serve as the electricity sector's independent regulator under the Electricity Act 2017.

10,659

Trader Inspections

2,034+

Price Reviews

888

Complaints Received

\$86K

Court Penalties

93

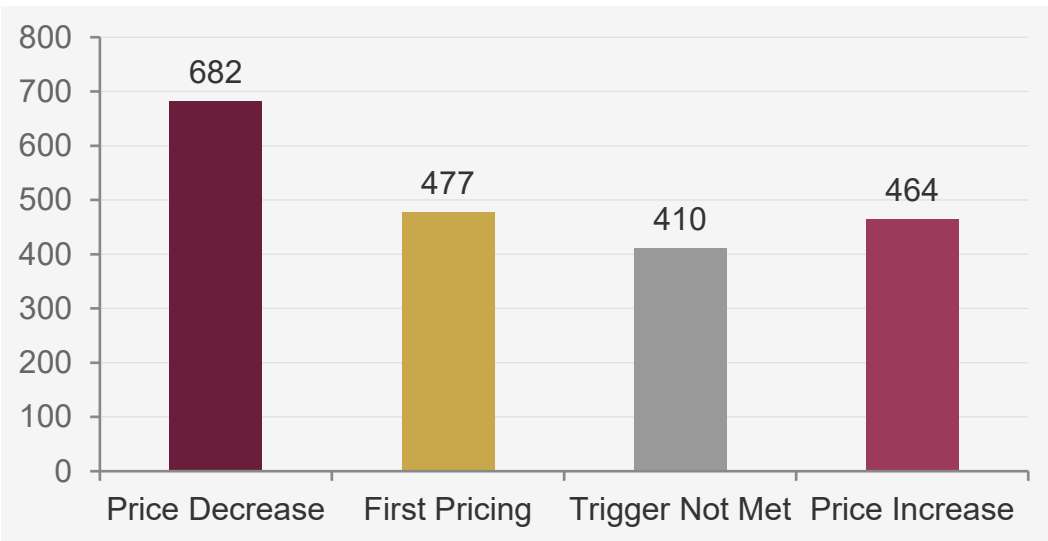
Staff

5

MOUs Signed

REGULATORY HIGHLIGHTS

PRICE REVIEW OUTCOMES | FY 2023/2024 (2,034 Total Reviews)



Talking Points: Price decreases (682) outnumbered increases (464) — reflecting global commodity price stabilisation. Electricity licensing expanded with solar uptake rising. Pharmaceutical oversight ensures medicine safety and access standards.

Electrical Licensing

104 applications received; 38 generation licenses issued including 13 grid-connect solar and 18 generator off-grid.

Pharmaceutical Licensing

23 pharmacy business applications; 18 wholesale medicine licenses; 60 inspections conducted.

Policy Reviews

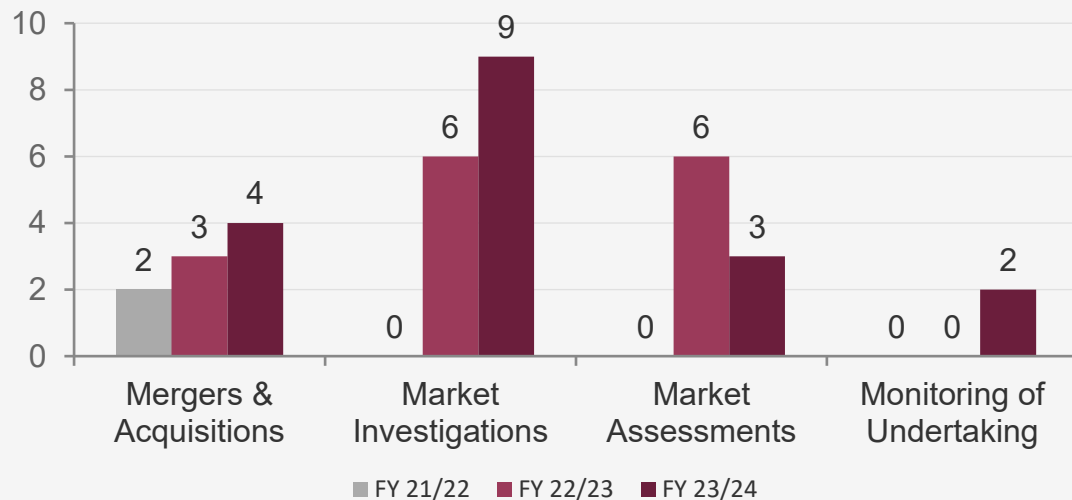
Rent Freeze Policy, Hardware Price Control Order review, Biscuit PCO extended. Rent stabilisation recommendation submitted.

Research Published

10 research papers produced; 5 published in collaboration with APAEA (MOU July 2022).

COMPETITION & MARKET OVERSIGHT

MERGERS & ACQUISITIONS | FY 2023/2024



Talking Points: FY2023/24 saw the highest M&A value assessed (\$3.496B) in 3 years. New sectors added to monitoring — Hardware and Fuel & LPG. Market investigations grew 50% year-on-year. Merger assessment guidelines now publicly available to assist business.

\$3.496B

Value of M&As Assessed

4

Sectors: Telecom, Energy, Fuel & LPG

9

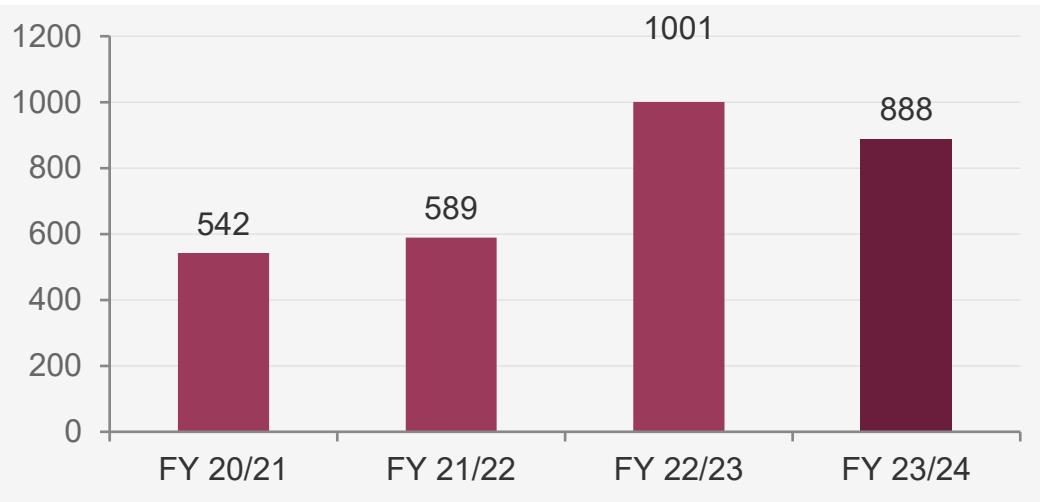
Market Investigations Conducted

2

Undertakings Monitored

ENFORCEMENT PERFORMANCE

COMPLAINTS FORMALISED & INVESTIGATED — 4-YEAR TREND



FY 23/24 COMPLAINT BREAKDOWN

517 (58%)

Price-Regulated

279 (31%)

Unfair Trading

92 (10%)

Rental Disputes

LEGAL & COURT OUTCOMES

256

Active Cases

34

Charges Filed

Talking Points: FY23/24 noted trend in increasing number of complaints (888), driven by post-pandemic heightened consumer awareness. Price-regulated product violations dominate at 58%. Court penalties totalled \$86,000. Total consumer recoveries (compensation + settlements) reached \$100,895.

CONSUMER ADVOCACY & AWARENESS

453

Trader Awareness Sessions
490 attendees

409

Rent Awareness Sessions
472 attendees

173

School/Grassroot Awareness
4,030 attendees

157

Community Awareness
3,000 attendees

36

Trader Workshops
243 attendees

15

Roadshow Awareness
1,099 attendees

DIGITAL REACH | FY 2023/2024

Platform	Impressions	Posts	New Followers
Facebook	2.83M	507	+7,686
LinkedIn	214K	385	+1,281
Instagram	51.5K	434	+642
X (Twitter)	42K	412	+775

REGIONAL COLLABORATION & ESG INITIATIVES

PINCCER — INAUGURAL PACIFIC REGULATORS CONFERENCE

- 13 member Pacific Island nations represented
- Hosted by FCCC in Fiji (July 2024)
- MOUs signed with Papua New Guinea (ICCC) and Vanuatu
- Study visits hosted for Tonga and Vanuatu counterparts
- MOU signed with African Forum for Utility Regulators (AFUR) on mini-grids

NEW SIGATOKA SATELLITE OFFICE OPENED

FCCC expanded its footprint with a new container office in Sigatoka (Western Division), improving accessibility for consumers to lodge complaints and queries. Now operating from 4 locations: Suva HQ, Lautoka, Labasa and Sigatoka.

ESG FRAMEWORK & SUSTAINABILITY

Paper recycling: 1,740kg recycled (SPWR Fiji partnership)

Digital documentation reducing paper use

LED lighting & energy efficiency measures

Tree planting & clean-up campaigns

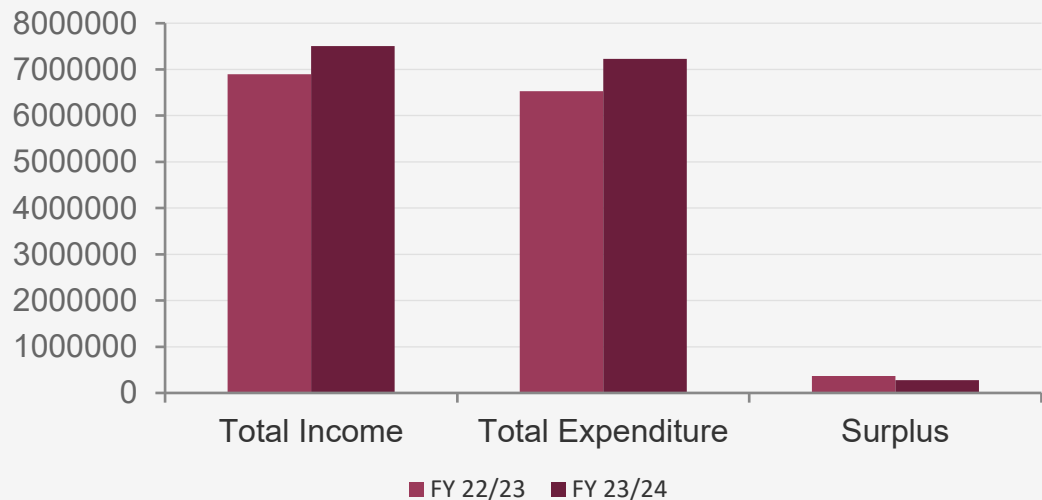
Attended Global Sustainability Forum 2024, Malaysia

Aligned with UN SDGs 8, 12, 13 & 16

Talking Points: PINCCER is a landmark achievement — positioning FCCC as a regional regulatory leader. The Sigatoka office demonstrates our commitment to consumer access across Fiji. ESG is embedded in our operations, not just a report section.

FINANCIAL PERFORMANCE | FY 2023/2024

INCOME vs EXPENDITURE (\$FJD)



\$7.50M

Total Income

↑ 8.8%

\$4.33M

Govt Grant

↑ 9.2%

\$2.74M

Regulatory Fees

↑ 9.5%

\$7.23M

Total Expenditure

↑ 10.7%

\$276,968

Net Surplus

↓ vs prior yr

\$4.86M

Total Assets

Healthy

AUDIT OPINION: The Auditor-General issued an UNQUALIFIED (clean) audit opinion on 4 September 2025 — financial statements present fairly in all material respects. Talking Points: Revenue growth driven by regulatory fee increases. Expenditure increase reflects new hires (+25 staff) and expanded operations. The organisation remains financially sound with \$3.44M accumulated surplus.

UPDATES ON THE RECOMMENDATION

Recommendations	Update
1.0 The Committee recommends that FCCC establish a permanent supply chain monitoring and rapid response framework to proactively address future disruptions, prevent price manipulation, and ensure timely access to essential goods during crises (reference to point 3.3.1).	FCCC on FY 24/25 has embarked on the Grocery Sector Market Study with the objectives of establishing the market structure, Analyze pricing strategies and market dynamics, Analyze the supply chain and input costs, Determine the impact of technology and digital market trends, Analyze the level of consumer protection and market fairness, Enhance regulatory frameworks and policies.
2.0 The Committee recommends that the Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises and Communications expedite the review and amendment of the FCCC Act 2010 to align with current market realities and digitalisation demands, enabling FCCC to implement timely and effective regulatory reforms (reference to point 3.3.4).	The Bill has been reviewed and its currently after the SG's Office through the Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises. This was submitted in November 2025.
3.0 The Committee recommends that FCCC enhance public communication (including vernacular) and transparency around its pricing methodology by developing accessible educational materials and regularly publishing explanatory updates, to improve consumer understanding of price setting in the context of global and domestic cost influences (reference to point 3.3.5).	Translation into vernacular is a work in progress, with issues in identifying translators who are able to a to decipher our technical language, we have identified our least cost vendor and next step is getting our most common literature translated (brochures) Recent publications and advisories have been reviewed to demystify and provide more clarity on pricing determinations and general impact; however, a key issue is that certain aspects of the process have to be kept confidential.

4.0 The Committee recommends that the relevant Ministry prioritise the finalisation and tabling of the Landlord and Tenancy Bill to provide a clear legal framework for rental market regulation. The Committee commends FCCC as it continues to strengthen its public awareness campaigns, particularly targeting landlords, to promote compliance and the adoption of uniform tenancy agreements (reference to point 3.3.6).	The Bill currently after the SG's Office through the Ministry of Trade, Co-operatives, Micro, Small and Medium Enterprises. This was submitted back in 2021.
5.0 The Committee recommends that FCCC, in collaboration with relevant stakeholders, undertake a comprehensive market study on the pharmacy sector to assess viability, identify pricing disparities, and develop targeted strategies that promote fair competition and protect local businesses from rising operational costs (reference to point 3.3.7).	FCCC has conducted initial market study in the pharmaceutical sector in 2021 with the objective of expanding the geographic accessibility of the pharmacy market. Under the price control regime, the essential pharmaceutical products are reviewed on a quarterly basis based on submissions from importers and wholesalers.
6.0 The Committee recommends that FCCC proactively engage with stakeholders under the Free Medicine Scheme to identify and address any pricing discrepancies and establish a clear mechanism for monitoring and synchronizing prices to ensure transparency, protect patients, and support the effective implementation of the PPP Scheme (reference to point 3.3.8).	FCCC has consulted the Fiji Pharmaceutical & Biomedical Services (FPBS) of Ministry of Health in August 2025 with the anticipation to review the list of regulated products. This is currently in progress as FCCC requires the Ministry's response. In summary; A total of 139 items under the FPBS Medical List; • FCCC Price Control List (out of 75), 64 is covered under Free Medicine List. • FPBS List (Item not regulated) 71 • Total of 135 • FPBS Item (Hospital use) – 4

7.0 The Committee recommends that FCCC establish a dedicated toll-free complaints line within the next financial year to enhance accessibility, improve responsiveness to consumer issues (reference to point 3.3.9).	The Toll-Free line project will potentially be running by end of 25/26 FY. As an update, FCCC has been allocated a toll-free short code number '1542' and we are working to implement.
8.0 The Committee recommends that the Government reinstate FCCC's authority to issue spot fines for enforcement breaches to expedite penalties for minor pricing violations. The Committee commends FCCC's work towards reviewing fare adjustment processes to improve timeliness and fairness, thereby enhancing consumer protection and support for vulnerable groups affected by price fluctuations (reference to point 3.3.10).	This is pending, as per last report in 2025, this regulation is awaiting formalization/endorsement via Solicitor General's Office. This is also part of the Draft Competition and Consumer Bill.
9.0 The Committee recommends that FCCC prioritize the recruitment and training of additional enforcement officers and explore innovative enforcement strategies, such as regional partnerships and technology-enabled monitoring, to enhance enforcement capacity and ensure effective coverage across Fiji's diverse geography (reference to point 3.3.11).	FCCC has increased its manpower for its enforcement officers from the previous report. There has been increase of about 12 enforcement team members and together we have realigned our work structure to cover the consumer protection areas. We have 40 enforcement officers recruited. Our Regional Partnership has been ongoing and FCCC has been engaged in PINCCER for knowledge sharing and regulatory benchmarking.

LOOKING AHEAD

FCCC's Strategic Priorities for FY 2024/2025

1

Digital Transformation

Launch online licensing and complaint systems; complete HR cloud migration; upgrade cybersecurity (MFA, IPVPN).

2

Legislative Reform

Advance Landlord & Tenant Bill; review expired Price Control Orders; strengthen FCCC Act provisions.

3

Regional Leadership

Sustain PINCCER network; expand MOUs; host regional capacity-building workshops.

4

Market Competitiveness

Intensify monitoring of Fuel & LPG, Hardware and Telecommunications markets under undertakings.

5

Consumer Empowerment

Expand grassroots awareness; grow social media reach; strengthen Food Safety Taskforce participation.

Vinaka Vakalevu | Thank You | We welcome your questions

ANNEX 2

RESEARCH BRIEF

Information Brief for – Standing Committee*For Standing Committee On Economic Affairs*

Annual Report Brief

Fijian Competition and Consumer Commission Annual Report 2023-2024**1.0. Introduction**

This Annual Report brief is provided to the Standing Committee on Economic Affairs (“SC-EA” or “Committee”) as requested through its secretariat. The brief material is the analysed summary of the Fiji Competition and Consumer Commission (“FCCC”) Annual Report (“AR”) 2023 – 2024.¹ This brief provides an overview of some key trends, performance, and overall direction as documented in these annual reports. This brief is intended to supplement other resources available to the Committee.

2.0. Overview of FCCC**2.1. About**

FCCC is an independent Fijian statutory body established under section 7 of the FCCC Act 2010, that promotes effective competition and informed markets, encourages fair trading practices, protects consumers and businesses from restrictive trade practices and controls prices of regulated industries and other markets where competition is limited, or likely to be lessened. FCCC's primary responsibility is to ensure compliance with consumer protection laws contained in the FCCC Act 2010.

2.2. Function

- **Access Agreements:** Advise the Minister on proposed access agreements.
- **Access Regimes:** Facilitate negotiations for access to infrastructure facilities or services. Arbitration of disputes
- **Regulated Industry:** Impose, modify, or revoke license conditions as delegated by the referring authority.
- **Acquisition of Goods or Services:** Promote consumer interests and raise awareness regarding goods and services.
- **Consumer Complaints:** Receive and investigate complaints affecting consumer interests and take appropriate action.
- **Fraud Investigation:** Investigate fraudulent or deceptive practices impacting consumers and taking necessary action.
- **Information Assistance:** Advise and assist individuals seeking information on consumer-related matters.
- **Information Dissemination:** Encourage and disseminate information regarding consumer affairs to producers and suppliers.
- **Review of Commercial Activities:** Review commercial activities, collect information, and fix maximum prices and quantities for goods, services, and rents.
- **Authorizations and Approvals:** Issue licenses for the provision of goods and services in regulated industries.
- **Other Functions:** Perform additional functions as directed by the Minister or conferred by the FCCC Act 2010 or other laws.

¹ *Fijian Competition and Consumer Commission Annual Report 2023-2024*, (Access on 12/05/26). [*8Fijian-Competition-and-Consumer-Commission-Annual-Report-2023-2024-1-1.pdf](#)

2.3. Vision	To create a dynamic and competitive market.
2.4. Mission	Fostering a competitive, efficient, fair, and informed marketplace to enhance the welfare of all Fijians
2.5. Values	• Integrity • Honesty • Respect • Trust Professionalism • Responsibility • Transparency • Commitment
2.6. Regulated and guided by: (Law)	• FCCC Act 2010 - which was last amended on 20 June 2020 by the Fiji Institution of Chartered Accountant Act 2022 (44 of 2021)
2.7. Addition Responsibility	• FCCC has been appointed as the Independent Regulator for the electricity sector, pursuant to section 5(1) of the Electricity Act 2017. • The Public Health (Amendment) Act 2021 enables the issuance of infringement notices for offences under Part 7 of the Public Health Act, with enforcement responsibilities delegated to authorized officers, including the FCCC, under the oversight of the Minister for Health & Medical Services. • Pharmacy Professions Act 2011 and the Medicinal Products Act 2011.
2.8. Strategic Goals	• G1: Market for good and service in Fiji are competitive. • G2: Consumers in Fiji are offered goods and services that are safe and are provided with adequate and accurate information about goods and services. • G3: Regulation, including price control, is applied where competition is not effective, and efficient outcomes can be achieved without imposing excessive administration or compliance costs. • G4: FCCC is regarded by Government, businesses, and the public as an independent and expert body. • G5: Innovative, digital, quality, efficient and economical FCCC services.

3.0. Performance	
3.1. Price Review outcome	Price Review Outcome 2023/2024  Image illustrated depicts price review of the Good and services by FCCC. Source AR 23/24, p19.

	For the period in review, a total of 2,034 product price review was carried out with prices fluctuating as follows; 464 price increases, 682 price decreases, 410 reviews where the trigger has not been met, 477 reviews
3.2. Policy and Research	Policies: • Rent Freeze Policy: Recommendations for a Rent Stabilization Policy submitted, prioritizing the enactment and finalization of the Landlord and Tenant Bill (Draft). • Review of Hardware Price Control Order 2022: Targeting the impact of the exemption clause for Fijian Made Traders in the FCCC (Control of Prices for Hardware Items) Order 2022, effective from November 5, 2022. • Review of Biscuit Price Control Order 2019: Completed review of the Biscuit Price Control Order before its expiration on September 3, 2024, with recommendations adopted for extending the Order. Research Collaboration: • Research Collaboration: FCCC collaborates with the Asia Pacific Applied Economics Association (APAEA) under a Memorandum of Understanding (MOU) to enhance strategic research capability. • MOU Establishment: Cooperation with APAEA was formalized through a signed MOU on July 1, 2022. • Research Paper Review: FCCC has reviewed research papers as part of its collaboration efforts. • Research Paper Publication: The publication of research papers has been undertaken to disseminate findings. • Capacity Building: Conducted 8.5 hours of training in data formatting, modeling, and analysis to strengthen research capabilities. Total Research Papers ■ Research Papers ■ Published Papers Summary of Papers Published 1. How effective are FCCC's Price Control Measure? 2. Price Controlled Petroleum & LPG Prices and COVID-19 (some evidence from Fiji) 3. How are fuel prices linked to Fiji's Macroeconomy? 4. Do Price Controlled basic Food Items affect Inflation in Fiji? 5. Understanding Price Leader in Fiji's Energy Market. Source from AR 23/24, p27
3.3. Electrical Licensing	• In FY 23–24, FCCC received 104 electrical license applications, of which 38 generation licenses were issued, with the remaining applications pending completion and inspection requests. Figure 7: Total Generation License Issued FY 23-24 Sourced, AR 23/24, p28
3.4. Site Inspection	• In FY 2023–24, FCCC conducted 42 site inspections and installation tests for backup generator and solar systems across the Central, Western, and North divisions, with the Western Division recording the highest number of

	inspections.
3.5. Pharmaceutical Sector Licensing	In FY 2023–24, FCCC received 23 applications for authorization to operate pharmacy businesses and processed 18 wholesale medicine and 23 medicinal license applications, in accordance with the Pharmacy Professions Act 2011 and the Medicinal Products Act 2011.

4.0. Competition Matters by Financial Year				
4.1. Competition Matters	Competition Matters	FY 21/22	FY 22/23	FY 23/24
	Mergers & Acquisitions	2 Telecommunications, Food Manufacturing \$3.342 billion	3 LPG, Tourism, Accounting, ICT \$145 million	4 Telecommunications, Energy, Fuel & LPG \$3.496 billion
	Market Investigations	N/A	6 Tobacco, Hardware, Bottled Water, Football, PSV, Telecommunications	9 Milk, Rental, Airport, PSV, Telecommunications, Tobacco, Rental, Football, Bus
	Market Assessments	N/A	6 PSV, Poultry, Infrastructure, Freight, Television, Pharmaceuticals	3 Telecommunications, Banking, Pharmaceuticals
	Monitoring of Undertaking	N/A	N/A	2 Hardware, Fuel & LPG
Source: AR 23/24, p30				
4.2. Complaints Formalised & Investigated	Unfair Trading Tactics: 279 complaints related to deceptive or misleading business practices. Residential Rental Issues: 92 complaints involving tenant–landlord disputes, including overcharging and contract breaches. Price-Regulated Products: 517 complaints concerning non-compliance with regulated prices on essential goods and services.			
4.3. Awareness Activities	- Trader Awareness: 490 attendees - Trader Workshops: 243 attendees - Rent Awareness: 472 attendees - Community Awareness: 3,000 attendees - Grassroot/School Awareness: 4,030 attendees - Roadshow Awareness: 1,099 attendees Total attendees (Aug 2023 – Jul 2024): 9,334 Info Source: AR 23/24, p38			
4.4. Social Media Queries/Complaints and Comments	From Q2 to Q4 of FY 2022–23, FCCC received 1,104 social media comments, comprising 126 negative, 209 positive, and 769 neutral sentiments.			
	Social Media Queries/ Complaints and Comments	Complaints/Queries	Comments	
	Quarter 1-3	1,110	731	
	Quarter 4	247	373	
	Total	1,357	1,104	
Source: AR 23/24, p39				

5.0. Legal & Risk Management

5.1. Charges Filed/Court Appearances/Files Closed for FY23/24

Period	Charges Filed	Court Appearances	Files Closed
Quarter 1	4	505	24
Quarter 2	6	456	21
Quarter 3	13	480	49
Quarter 4	11	406	37
Total	34	1,847	131

Source: AR 23/24, p42

5.2. Legal Case Outcomes for FY 23/24

Period	Total Fines Imposed	Compensation (As ordered by Court)	Settlement (With Court's Consent)	Prosecution Cost
Quarter 1	\$37,000	\$1,000	\$8,145.70	\$600.10
Quarter 2	\$19,000	\$41,000	\$7,000	\$800
Quarter 3	\$14,500	\$1,000	\$18,430	\$834.50
Quarter 4	\$15,500	\$0	\$24,319.83	\$632.70
Total	\$86,000	\$43,000	\$57,895.30	\$2,867.30

Source: AR 23/24, p42

6.0. Information & Communications Technology

6.1. ICT Activities

- Implemented new ICT policies and network firewall upgrades for a safer environment.
- Strengthened cybersecurity and access control, introduced remote access MFA.
- Migrated HR system to cloud, updating websites for improved security.
- Renewed mobile plan, developed new printer leasing and online learning.
- Provided professional development, regional office visits, and awareness sessions.
- Introduced interactive displays, focus on continuous improvement.

6.0. Financials

6.1. Income and Expenditure

FIJIAN COMPETITION AND CONSUMER COMMISSION STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 31 JULY 2024

	Notes	31 July 2024 \$	31 July 2023 \$
Income			
Government grant - operational		4,325,110	3,962,136
Regulatory fees		2,741,716	2,594,416
Other income	2	436,281	438,277
Total income		7,503,107	6,894,829
Expenditure			
Personnel expenses	3	4,492,195	3,893,610
Staffing obligation	4	142,238	148,268
Operating expenses	5	1,005,565	1,291,365
Administrative expenses	6	1,228,088	791,779
Depreciation and amortisation	10(c) and 11	358,053	401,455
Total expenditure		7,226,139	6,526,477
Surplus		276,968	368,352
Other comprehensive income		-	-
Total comprehensive income for the year		276,968	368,352

Source: AR 23/24, p60

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7.0. Sustainable Development Goal Commitment

7.1. Practiced SGD in Organization	• SDG 12: Promoted responsible consumption and sustainable production practices. • SDG 8: Supported decent work and sustainable economic growth. • SDG 16: Strengthened governance, accountability, and institutional effectiveness.
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Relevant Question.

- What measures has FCCC implemented to ensure gender diversity and equal opportunities within the organisation, as per SDG 5 (Gender Equality)? (All Male Board Members – p15)
- How does FCCC engage with and incorporate feedback from the public, consumer groups, and other stakeholders in its policymaking and enforcement efforts?
- What strategic initiatives has FCCC undertaken to enhance its regulatory oversight and monitoring of the evolving digital marketplace, both domestically and internationally, to ensure effective consumer protection and fair competition in the e-commerce landscape?
- How does FCCC monitor and address the potential risks and challenges posed by emerging technologies, digital platforms, and e-commerce to ensure consumer protection and fair competition in the rapidly changing marketplace?

13 May 2026

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