



## INDEPENDENT CONSUMER & COMPETITION COMMISSION

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# PUBLIC NOTICE

### Reporting of Complaints in relation to Utility Companies.

The Independent Consumer & Competition Commission wishes to advise consumers of services provided by certain utility companies about the existing reporting arrangements for which any complaints pertaining to the level and quality of the services provided by these utilities can be reported.

Under the *Independent Consumer & Competition Commission Act 2002* ("ICCC Act"), the Regulated Entities are:

- Telikom PNG Limited;
- PNG Power Limited;
- PNG Ports Corporation Limited;
- Motor Vehicle Insurance Limited; and
- Post PNG Limited.

In addition to the above, water and sewerage services provided by Eda Ranu and PNG Waterboard are also declared under the *Prices Regulation Act* (as amended) to be subject to price regulation under the auspices of the Commission.

One of the Commission's core functions is to protect the consumer's rights and to monitor standards for the ethical conduct of providers of consumer goods and services. In terms of the regulated utilities, the minimum service standards that each utility is required to maintain are detailed in the specific 'Regulatory Contract' between that utility and the Commission. Under the ICCC Act, the Commission is empowered to receive and investigate complaints from consumers about the quality or standard of services they receive from these regulated utilities.

The Commissioner advises all consumers, should they have any complaints against any of the utilities detailed above, to forward their complaints to one of the following addresses:

**Head Office**

Level 1  
Garden City Complex, Angau Drive  
**BOROKO**  
National Capital District

Phone: 3252144  
Facsimile: 3253980  
Email: jcajetan@iccc.gov.pg

**Momase Regional Office**

Level 1  
Vele Rumana Building  
**LAE**  
Morobe Province

Phone: 472 2859/ 472 6122  
Facsimile: 472 6188  
Email: momase@iccc.gov.pg

**Highlands Regional Office**

Level 1  
Gouna Centre  
**GOROKA**  
Eastern Highlands Province

Phone: 732 1077  
Facsimile: 732 1414  
Email: highlands@iccc.gov.pg

**Islands Regional Office**

Level 1  
William Kaputin Building  
**KOKOPO**  
East New Britain Province

Phone: 982 9711/ 982 8476  
Facsimile: 982 9712  
Email: islands@iccc.gov.pg

Complaints can be electronically lodged through the Commission's website at [www.iccc.gov.pg](http://www.iccc.gov.pg). Copies of the various Regulatory Contracts including other applicable Codes on service standards can also be downloaded from the website or obtained from the offices detailed above.

Authorised by:

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**THOMAS ABE**  
Commissioner/CEO