



**INDEPENDENT CONSUMER AND  
COMPETITION COMMISSION**

**CONSUMER PRODUCTS CONSULTATIVE COMMITTEE SECRETARIAT**

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**CPCC MEETING NO. 03/2007 – 25<sup>TH</sup> OCTOBER 2007**

**INTRODUCTION**

The third CPCC Meeting of 2007 was held on the 25<sup>th</sup> October 2007. In that meeting we had four (4) Speakers, two (2) from major Industries that provide Real Estate and Banking services to the public and two (2) from Government Agencies that regulate and enforce government legislations that are related to the protection of the people and the industries.

The four (4) speakers from the respective organizations made the following presentations;

1. IPA/IPO on the outcome of the APEC Seminar on IPR Enforcement;
2. IRC-Customs on the progress to-date on IPR enforcement at the borders;
3. Real Estate Industry Association on recent developments & Service Standards; and
4. The Bank South Pacific on recent and much queried Bank fees and charges.

The presentations were very informative and shed light on the undertaking by the Government Agencies and the Industries in their respective industries.

**ISSUES RAISED IN THE MEETING**

Some of the issues raised from the presentations and in the consultative discussions during that CPCC meeting were as follows;

**Issues**

- Real Estate pricing;
- Merchant fee charges;
- Parallel imports;
- Capacity of Government Agencies to enforce IPR and counterfeit/fake issues; and
- Import of food and food products that do not comply with standards.

**SOME PROGRESS MADE FROM THE DATE OF THE LAST MEETING**

***IPA/IPO Seminar & Counterfeit/Fake Products***

As a step forward in implementing the outcome of the APEC Seminar on IPR Enforcement, Consultants from the Philippines and the United States Patent and Trade Mark Office (USPTO) were engaged by IPA/IPO to compile the Report on the APEC Seminar. The report on the outcome of the Seminar has been completed and circulated to the relevant Government Agencies for comments and formulation of a draft policy by IPA/IPO for the Government.

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*"Friend to Businesses, Friend to Consumers"*

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### ***The Real Estate Services***

The Real Estate Services under the auspices of the Real Estate Industries provide service standard that caters for the Industry members who are major players while small and individual players do not comply with any set standards which has seen the disparity of rental prices in the industry. To alleviate the disparity ICCC has written to the National Housing Corporation seeking redress in the industry by establishing a Housing Code of Conduct for the Housing Industry (both private and public housing).

Currently a draft National Housing Policy is been circulated to the relevant Government Agencies to comment and develop a Code of Practice with the Treasury Department to take the lead.

### ***Bank South Pacific Fees and Charges***

The Bank South Pacific's presentation clarified the issues surrounding the Bank fees and charges which were purely administrative matters in marketing the Bank's products while the charging of fees by the Merchants is still a grey area that need to be addressed by the Bank and the Merchants.

The ICCC has written to the Bank for information on their fees and charges and met with the Bank in resolving some of these issues. The following actions were recommended to the Bank to resolve the issues;

- Merchants to cease charging fees to the customers that are not recommended by the Bank;
- Bank to ensure that the fees that are charged to customers are reasonable and cost effective;
- Bank to adequately inform the customers on the fees imposed for the customers to make an informed decision.

### ***Product Standards***

A recent issue that was brought to the attention of the ICCC on Product Standards was Snake Bite Anti – Venom imported by a notably Pharmaceutical Company that did not comply with the snake species that are found in PNG.

ICCC through its own investigations with the cooperation of the Pharmaceutical Company concerned agreed to voluntary destroy the product and dispel any allegations that were brought against the Company.

### **GOING FORWARD**

The issues raised in CPCC Meeting No.3/2007 are ongoing issues that need to be addressed by the relevant Government Agencies, Industries and Stakeholders that deliver goods and services to the consumers.

With the limited capacity of the Government Agencies to address all the issues, the Industries and Stakeholders input are very important. The cooperation of all parties in addressing these issues will ensure a level playing field and a fair market place. This was evident in the recent issue concerning the Snake Bite Venom.