

# Customer Service Standards

# About CCA

The Competition and Consumer Authority (CCA) enforces both the Competition Act and the Consumer Protection Act of 2018. The primary mandate of the Authority is the prevention and redress for anti-competitive practices in the economy, and protection of Consumer rights through the prohibition and control of unfair business practices.





## Vision

A competitive Botswana with fair markets and empowered consumers.



## Mission

We ensure a vibrant competitive landscape, fair business practices, and the safeguarding of the welfare of consumers in Botswana.



## Values

- Transparency
- Professionalism
- Integrity
- Teamwork
- Pro-activeness



## OBJECTIVE OF THE CUSTOMER SERVICE STANDARDS

These Customer Service Standards give Customers a clear idea of what to expect from the Authority at all points of interaction and engagement. They also guide Employees and agents of the Authority what to do when interacting with Customers to satisfy them.

The Authority has set these standards around one of its core values of Professionalism, in which it pledges to be accountable, responsive and efficient in carrying out its mandate.





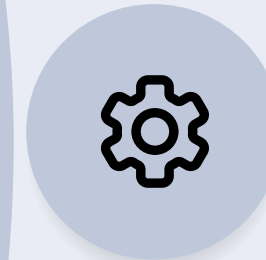
# Our Customers

Our Customers include but are not limited to the following:

- Consumers
- Businesses
- General Public
- Ministry of Trade and Entrepreneurship
- Government Ministries and Departments
- Competition and Consumer Tribunal
- Media
- Consumer Advocacy Groups
- Regional and International Competition bodies

# Customer Service Standards Turnaround Times

**NB: Day means any day from  
Monday to Friday, and  
excludes Saturday, Sunday and  
a public holiday.**







# CONSUMER COMPLAINT RESOLUTION PROCESS

Customer Service	Turnaround Time
<b>Step 1:</b> Authority receives complaint.	-
<b>Step 2:</b> Authority acknowledges receipt of complaint.	48 Hours
<b>Step 3:</b> Preliminary Investigation Submission of report to complainant stating if there are sufficient grounds or not to warrant an investigation of an unfair business practice.	30 days
<b>Step 4:</b> Investigation of complaint	The timeframe for completing an investigation will depend on the complexity of the complaint and availability of evidence
<b>Step 5:</b> Referral of complaint to the Competition and Consumer Tribunal after completion of investigation.	One (1) month after completion of investigation



# COMPETITION COMPLAINT RESOLUTION

Customer Service	Turnaround Time
<b>Step 1:</b> Authority receives complaint.	-
<b>Step 2:</b> Authority acknowledges receipt of complaint.	48 Hours
<b>Step 3:</b> Preliminary inquiry into the alleged anti-competitive practice and notifying the complainant whether there are sufficient grounds to warrant a full investigation.	90 days
<b>Step 4:</b> Full Investigation of Complaint	The timeframe for completing an investigation will depend on the complexity of the complaint and availability of evidence
<b>Step 5:</b> Notifying the complainant of the Authority's decision following a full investigation.	14 days
<b>Step 6:</b> Referral of complaint to the Competition and Consumer Tribunal.	12 months after completion of investigation





# MERGER ASSESSMENT

Customer Service	Turnaround Time
Assessment and determination on notified merger	30 days
Extension of assessment period on notified merger	60 days (where applicable)
Determination on notified merger after public hearing	30 days





# Response to Media and Public Enquiries

<b>Customer Service</b>	<b>Turnaround Time</b>
<b>Answering a telephone call</b>	<b>Three (3) telephone rings</b>
<b>Response to walk in customers</b>	<b>3 to 5 Minutes</b>
<b>Response to media enquiry</b>	<b>48 Hours</b>
<b>Response to enquiry on social media</b>	<b>24 Hours</b>
<b>Response to enquiry on website</b>	<b>24 Hours</b>





# Response to Correspondence

Customer Service	Turnaround Time
Response to an email	24 Hours
Response to letter	48 Hours





# Finance Services

**FINANCE**

<b>Customer Service</b>	<b>Turnaround Time</b>
<b>Payment of Suppliers</b>	<b>On a weekly basis by reference to the invoice due date, as per agreed contract terms or Government Directive</b>
<b>Audited Financial Statements after end of financial year</b>	<b>31st August</b>



# Procurement Services



**PROCUREMENT**

<b>Customer Service</b>	<b>Turnaround Time</b>
<b>Issuing of tender document after purchase</b>	<b>Immediate or 8 hours</b>
<b>Tender floating NB: The floating period is dependent on the procurement method used</b>	<b>3 - 20 calendar days</b>
<b>Evaluation of tender after closing date</b>	<b>Immediately after closing as per tender document</b>
<b>Evaluation of tender submissions</b>	<b>5-30 days</b>
<b>Tender award after evaluation</b>	<b>3-5 days</b>

# Procurement Services Contd.



## PROCUREMENT

<b>Customer Service</b>	<b>Turnaround Time</b>
<b>Cooling off period after notification of tender award</b>	<b>10 days</b>
<b>Contract signing after cooling off period and contract negotiation</b>	<b>3-21 days</b>
<b>Resolution of complaints lodged during cooling-off period</b>	<b>3-14 days</b>
<b>Issuing of Purchase Order after approval of quotation</b>	<b>24 Hours</b>



# Contact Us

## Head Office

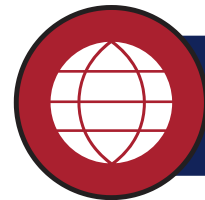
Plot 28  
Matsitama Road  
Main Mall  
Gaborone  
Botswana

## Francistown Office

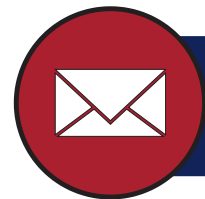
Plot 4419  
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**Competition & Consumer Authority – Botswana**



**@CCABotswana**





**COMPETITION  
& CONSUMER  
AUTHORITY**

■ Fair Markets. Empowered Consumers.

