



WORLD CONSUMER RIGHTS DAY

15TH MARCH, 2015

“SPEAK UP”

15 March is World Consumer Rights Day (WCRD), an annual occasion for celebration and solidarity within the international consumer movement. WCRD is an opportunity to promote the basic rights of all consumers, for demanding that those rights are respected and protected, and for protesting the market abuses and social injustices which undermine them. MACRA’s theme for this year’s commemoration is **“Speak Up”**.

As part of WCRD commemoration this year, MACRA has organized a number of activities aimed at raising awareness on consumer rights and obligations. Among them is a public discussion at Protea Ryalls Hotel in Blantyre on **Friday 13th March, 2015** that will be broadcast live on **Zodiak Broadcasting Station (ZBS) Radio** from **18:00 hrs**. The Discussions will revolve around the question **“What is the impact of telephone services on economic development and consumer welfare in Malawi?”** Panelists will be officials from MACRA, CFTC, CAMA and FEDOMA and representatives of Access Communications Limited (ACL), Airtel Malawi Limited, Malawi Telecommunications Limited (MTL) and Telekom Networks Malawi Limited (TNM).

Earlier in the day from **11:00 am**, there will be an open event at **Blantyre Youth Centre (BYC)** involving the General Public, Students from the University of Malawi (Polytechnic), Chichiri Secondary School, Njamba Secondary School, HHI Secondary School, MACRA officials and representatives of Civil Society Organisations. Activities at the event will include the launch of **Consumer Advocacy Groups**, music performance by **Skeffa Chimoto**, comedy by **Izeki ndi Jakobo, Mr Jokes**, and poetry by **Nyamalikiti Nthiwatiwa**. In the run up to the event, motor vehicle floats will go around selected townships in Blantyre City to raise awareness on consumer rights and obligations.

As we commemorate the day this year, MACRA would like to remind and encourage the general public to channel any unresolved grievances with ICT Operators to its **Consumer Affairs Unit** through:

E-mail:consumer-help@macra.org.mw/info@macra.org.mw/dg-macra@macra.org.mw

Phone: 01 883611

Fax: 01 883890

Post: Director General, MACRA, Private Bag 261, Blantyre.

Physical Address: MACRA House, Salmin Amour Road, Ginnery Corner, Blantyre.

Website: www.macra.org.mw

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