PUBLICATION INFROMATION MANUAL

Prepared in terms of Sections 53 of the promotion of Access to Information Act 2018

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1. List of Acronyms and Abbreviations

1.1 "FTC"	Fair Trading Commission
1.2 "HOIH"	Head of Information Holder
1.3 "IC"	Information Commission
1.4 "IO"	Information Officer
1.5 "ATIA"	Access to Information Act

2. Purpose of Publication Manual

This Publication Manual is Useful for the public to:

1. Check the nature of the records which may already be available at the Fair Trading Commission without the need for Submitting a formal ATIA request;

2. Have an Understanding of how to make a request for access to record of the Fair Trading Commission;

3. Access all the relevant contact details of the persons who will assist the public with the records they intend to access;

4. Know all the remedies available from the Fair Trading Commission regarding request for access to the records, before approaching the information commission;

5. The description of the services available to members of the public form the Fair Trading Commission, and how to gain access to those services.

6. A description of the guide on how to use ATIA, as update by the information Commission and how to obtain access to it;

7. If the body will process personal information, the purpose of processing of personal information, the purpose of processing of personal information and the description of the categories of data subject and of the information or categories of information relating thereto;

8. Know if the Fair Trading Commission has planned to transfer personal information outside the republic of Seychelles and the recipients or categories of recipients to whom the personal information may be supplied;

9. And know whether the Fair Trading Commission has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information, which is to be processed.

3. Establishment of the Fair Trading Commission

The Fair Trading Commission (FTC) in Seychelles was established under the Fair Trading Commission Act of 2009. This Act consolidated the previous Acts to become the Fair Trading Act in 2022 (FTA). The FTC is a body corporate, established under section 5 (1) of the Fair Trading Act, 2022, to enforce written laws relating to consumer protection and fair competition.

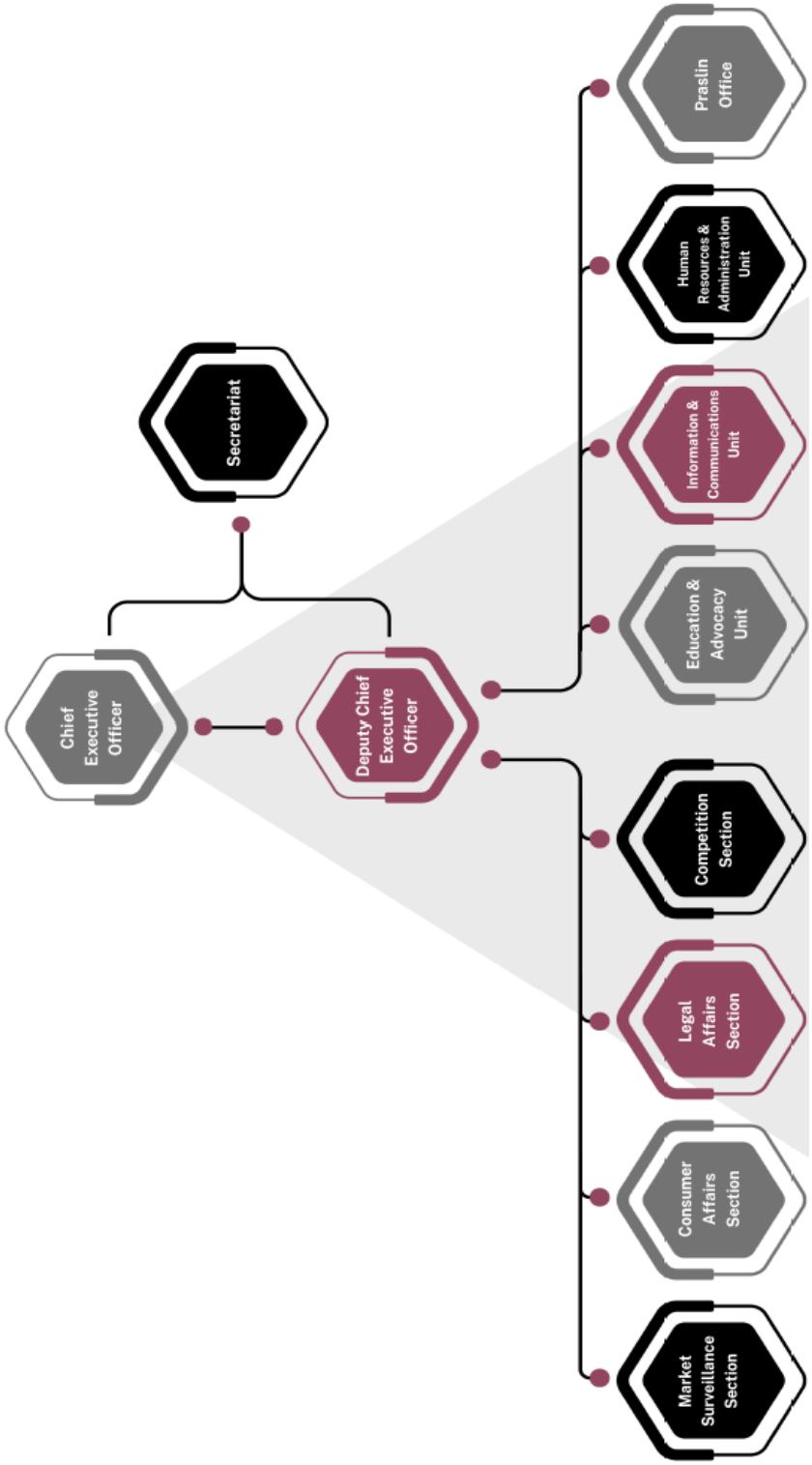
The Commission's functions include improving the standards of service, quality of goods distributed, and services supplied by business enterprises and service providers. It also receives and evaluates consumer complaints, determines the standard of services applicable to service providers, and carries out investigations to prevent unfair trading practices that contravenes the FTA. The FTC's mission is to advocate and enforce consumer rights and obligations while fostering a fair and competitive business environment in Seychelles.

3.1 Mandate

The Fair Trading Commission is established to promote and maintain fair competition in the marketplace and to protect consumers and businesses from unfair trade practices.

4. Structure of the Fair Trading Commission and functions

4.1 Structure (landscape view)



4.2 Functions

Our functions are as follows:

- Establish compliance programs with providers of goods and services;
- Carry out such market inquiry, inspection, monitoring or investigations into the conduct of enterprises as it may consider necessary to detect and prevent prohibited conduct;
- Negotiate and recommend undertakings and settlements before the Tribunal;
- Promote alternative methods of dispute resolution under this Act;
- Investigate any complaint of alleged contravention of this Act or refer any such complaint to another regulatory body;
- Co-operate with other regulatory bodies, consumer interest groups and other entities for the purpose of enforcing consumer protection and fair competition;
- Conduct education and advocacy programs;
- Undertake research and publish reports and information on matters affecting the interests of consumers and enterprises;
- Assist in developing and promoting the standards of conduct for ensuring good business practices;
- Provide information for the guidance of consumers regarding their rights and the responsibilities of enterprises under this Act;
- Issue and enforce compliance notices, warning notices, notices for information submission and prohibition notices;
- Make recommendations to the Government on the actual or likely anti-competitive effects or consumer protection issues that arise out of policies and, where appropriate, how to avoid those effects;
- Advise the Government on laws affecting competition and consumer protection;
- Liaise with and exchange information, knowledge and expertise with authorities of other countries entrusted with functions similar to those of the Commission;
- Deal with any matter referred to by the Tribunal, Minister, and any other regulator;
- Impose such fees as may be required under the FTA.

5. Details for key Contact access to information of the Fair Trading Commission

5.1 Information Officer

Name: Ms. Emma-Mae Frederick

Tel: 4325250

Email: emma-mae@ftc.gov.sc

5.2 Head of Information Holder

Name: Mrs. Frederika Poussou

Tel: 4289103/4289106

Email: ceo@ftc.gov.sc

5.3 Head office contact

Postal Address: P.O Box 1207

Physical Address:

Unity House, Block B, 3rd Floor, Victoria, Mahe, Seychelles

Telephone: 4325250

Email: ceo@ftc.gov.sc

Website: www.ftc.gov.sc

6.1 Description of all Remedies available in respect of an ATIA or Failure to act by the Fair Trading Commission

Remedies available in respect of an act or failure to act by the Fair Trading Commission may include-

1. Appeal to the head of Information Holder; and
2. Appeal to the information Commission

7. Categories of records of the FTCwhich are available without a person having to request access

Categories	Document Type	Available on website	Available upon ATIA request
Judgments	Judgment & Rulings before the Fair Trading Tribunal brought by applicant	www.ftc.gov.sc	
Legislations / Regulations	Acts, Statutory Instrument, Regulations FTA, 2022 FTA Regulations	www.ftc.gov.sc	

Strategic Documents (Plans and Reports)	• Organisational profile (management team, functions); • Annual Reports • Strategic Plan • Complaint Form • Feedback Form	www.ftc.gov.sc	
Policies	Consumer and competition policy	www.ftc.gov.sc	
Consumer Information	Notices Consumer recalls	www.ftc.gov.sc	
Enforcement	Statistics	www.ftc.gov.sc	
Educations documents	Guides Press release Circular	www.ftc.gov.sc	

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8. Services available to members of the public form the Fair Trading Commission and how to gain access to those services.

8.1 Services available

Services include-

i. investigation of consumer and competition complaints

ii. Prosecution of cases

iii. Educate the public on consumer rights and fair competition

9. Public involvement in the formulation of the policy or the exercise of powers or performance of duties by the Fair Trading Commission

The Fair Trading Commission functions are statutory. The Fair Trading Commission does not formulate policies involving the public.

10. Availability of the Manual

This Manual is made available in the following official language, being English. A copy of this manual or the updated version thereof, is also available as follows;

1. On the Fair Trading Commission website: www.ftc.gov.sc
2. To any person upon request
3. To the Information Commission Statutorily

11. Updating of the manual

The Fair Trading Commission updates and publishes this manual on or before January 31 of every year

EMMA-MAE FREDERICK (Senior Law Secretary)

Information Officer

Date: January 31/2026

Frederika Poussou (Chief Executive Officer)

Head of Information Holder

Date: January 31, 2026