THE FAIR TRADING COMMISSION

ACCESS TO INFORMATION 2018

ANNUAL REPORT FOR THE YEAR 2025

PUBLISHED AND SUBMITTED 30th MARCH 2025

(SECTION 54 STATISTICAL REPORT AND SECTION 55 CATEGORIES OF INFORMATION REPORT STANDARD FORMAT)

As prepared by the Information Officer Ms. Emma-Mae Frederick

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INTRODUCTION

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.

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.

In the exercise of its mandate, the Commission functions are to;

• 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.

The Information Officer of the Fair Trading Commission is Ms. Emma-Mae Frederick, whose appointment in office started since July 2025.

MISSION, VISION AND MANDATE OF THE FAIR TRADING COMISSION

The Fair Trading Commission's vision is "To be the leading institution in the protection of consumers and the promotion of a competitive process that enhances socio-economic welfare."

The Commission's mission is to "Advocate for and enforce consumer rights and obligations, while fostering a fair and competitive business environment in Seychelles."

In line with its mandate, the Commission seeks to ensure compliance by individuals and businesses with the Fair Trading Act, 2022.

The Commission is empowered to conduct investigations into the conduct of business activities in Seychelles to determine whether any enterprise is engaged in practices that contravene the law. Such investigations may be initiated by the Commission on its own motion or undertaken in response to complaints received. All investigations are carried out by officers of the Commission.

In addition, the Commission undertakes initiatives aimed at promoting awareness and understanding among consumers and businesses through advocacy programmes, outreach activities, and publications.

The Commission is guided by the following core values: Integrity, Professionalism, Efficiency, Effectiveness, Independence and Accountability, Fairness, Teamwork, and Continuous Improvement.

ANNUAL REPORT REQUIREMENTS

(AS PER SECTION 54 OF THE ACCESS TO INFORMATION ACT)

SR No	ATI ACT REQUIREMENTS	No.
1)	The total number of ATI requests for access received;	**25**
2)	**TYPE OF INFORMATION**	
	The number of requests for personal information	**10**
	The number of requests for public domain information	**0**
	The number of requests for third party information	**15**
	The number of requests for commercial and confidential Information	**0**
	The number of requests for law enforcement information	**0**
	The number of requests for privileged documents	**0**
	The number of requests for protection of life and safety of an individual information	**0**
	The number of requests for National Security and defence	**0**
	The number of requests for international relations	**0**
	The number of requests for Economic interest of the state	**0**
	The number of requests for Academic or professional examination and recruitment process information	**0**
	The number of requests for proposal submitted to Cabinet	**0**
3)	The number of requests for access granted in full;	**25**
4)	The number of requests for access refuse in full;	**0**
	The number of requests for access refuse in part;	**0**
5)	The number of times each provision of Part III ***(EXEMPTIONS)*** was relied on to refuse access in full;	**0**
	The number of times each provision of Part III ***(EXEMPTIONS)*** was relied on to refuse access in part;	**0**
6)	The number of requests abandoned after request	**0**

7)	The number of request but no records exist	**0**
8)	The number of cases in which the periods stipulated in section 11 were extended in terms of section 12;	**0**
9)	The number of review applications lodged with the head of the information holder;	**0**
10)	The number of reviews lodged on the ground that a request for access was regarded as having been refused in terms of section 14;	**0**
11)	The number of cases in which, as a result of a review, access was given to information;	**0**
12)	The number of requests transferred to another Public Body	**0**

I.	A description of the steps or efforts taken by the head of the body to encourage all officers of that body to comply with the provisions of this Act; Staff are encouraged to provide timely and full information to the public on the status of cases or any information required under the Act. A designated email has been provided to the Information Officer for the receipt of requests. Any requests for information that were submitted to staff other than the Information Officer were directed and referred to the Information Officer to action.
II.	Any facts which indicate an effort by the body to administer and implement the spirit and intention of the Act according to its submitted plan; By openly disclosing information on its newly designed website as well as social media platforms, the Fair Trading Commission has made efforts to provide the public with information where possible.
III.	Particulars of any penalties imposed against any person under this Act; **YES** ☐ **NO** ☒ (If yes, list down)
IV.	Particulars of any disciplinary action taken against any person under this Act; **YES** ☐ **NO** ☒ (If yes, list down)

THE CATEGORIES OF INFORMATION

(AS PER SECTION 55 OF THE ACCESS TO INFORMATION ACT)

LIST OF CATEGORIES	LOCATION OF THE INFORMATION
1. Manuals, policies, procedures or rules or similar instruments which have been prepared for, or are used by, officers of the body in discharging that body's functions, exercising powers and handling complaints, making decisions or recommendations or providing advice to persons outside the body with respect to rights, privileges or benefits, or to obligations, penalties or other consequences, to or for which persons may be entitled or liable;	https://www.ftc.gov.sc
2. the name, designations and other particulars of the Information Officer of the public body, including his or her contact details and electronic addresses where persons may submit requests for information;	https://www.ftc.gov.sc **Information Officer** **Name:** Emma-Mae Frederick **Tel:** 4289115 **Email:** io@ftc.gov.sc
3. any prescribed forms, procedures, processes and rules for engagement by members of the public with the public body	https://www.ftc.gov.sc **and FTC Head Office reception** **Unity House** **Block B, Third Floor**
4. the particulars of any arrangement, statutory or otherwise, that exists for consultation with, or representation by, members of the public in relation to the formulation or implementation of its policies, or similar documents;	https://www.ftc.gov.sc
5. where meetings of the public body, including its boards, councils, committees or similar other bodies are open to members of the public,	**Tribunal hearings at the Magistrate Court is open to the Public**

the process for direct or indirect engagement and where a meeting is not open to the public, the contents of submissions received, the process for decision making and decisions reached;	Committee meetings brief are shared on FTC official social media page.
6. detailed information on the design and execution of any subsidy programmes implemented with public funds, including the amounts allocated and expended, the criteria for accessing the subsidy, and the beneficiaries;	**N/A**
7. all contracts, licences, permits, authorisations and public-private partnerships granted by the public body;	**N/A**
8. reports containing the results of surveys, studies or tests, including scientific or technical reports and environmental impact assessment reports, prepared by the public body;	Accessible upon request from io@ftc.gov.sc
9. The particulars of its organisations, functions and duties;	https://www.ftc.gov.sc
10. Information containing interpretations or particulars of acts or policies administered by the body;	https://www.ftc.gov.sc
11. Details of its processes and procedures for creating, keeping, organizing and maintaining information;	Accessible upon request from io@ftc.gov.sc
12. A list of all the categories of information held by it or under its control;	https://www.ftc.gov.sc
13. A directory of its employees including their powers, duties and titles, indicating the permanent staff, the temporary staff and the outsourced staff, recruitment procedures and vacancies;	At the Commission (HR unit)

14. The salary band for each public employee and officer, including the system of compensation as provided in its laws, and the procedures followed in its decision-making process, including channels of supervision and accountability;	At the Commission (HR unit)
15. A description of the composition, functions, and appointment procedures of the boards, councils, committees, and other bodies consisting of two or more persons, constituted for the purpose of advice to or managing the public body;	**N/A**
16. Detailed travel and hospitality expenses for each employee and officer, and gifts, hospitality, sponsorships or any other benefits received by each employee and officer;	At the Commission (Accounts and HR units)
17. The detailed actual budget, revenue, expenditure and indebtedness for the current financial year, including all related estimates, plans, projections and reports, including audit reports;	At the Commission (Accounts unit)
18. The annual report submitted to the information commission under section 54 of this act;	https://www.ftc.gov.sc
19. Any other relevant information	https://www.ftc.gov.sc

CHALLENGES

As the Information Officer I encountered the following key challenges in the discharge of functions under the Access to Information Act:

- Difficulties in locating older or non-digitised records, which may result in delays;
- The absence of a fully centralised document management system, affecting the efficiency of information retrieval;
- The need to balance transparency obligations with confidentiality requirements under the Fair Trading Act, 2022; and
- The risk of disclosing information that may prejudice or adversely affect ongoing investigations conducted by the Commission.

RECOMMENDATIONS

In light of the few challenges encountered, the following recommendations are proposed for consideration by the Information Commission:

- Development of Standardised Guidelines:
  The Information Commission should develop and issue comprehensive guidelines to assist public authorities in interpreting and applying exemptions, particularly in balancing transparency with confidentiality obligations under sector-specific legislation.
- Guidance on Handling Sensitive and Investigative Information:
  The Information Commission may provide clearer direction on the treatment of information relating to ongoing investigations, including thresholds for refusal or partial disclosure to ensure consistency across institutions.
- Capacity Building and Training:
  The Information Commission may expand training programmes for Information Officers to strengthen understanding of the Act, improve decision-making on disclosures, and ensure consistency in application.

DECLARATION

I declare that in accordance to Section 54 of the Access to Information, Act 2018, the Annual Report are to the best of my knowledge, true, accurate and complete as per the requirements.

Emma-Mae Frederick	.....	30/03/2026
Name of Information Officer	**Signature**	**Date**

I confirm that this Annual Report is verified and true, accurate and complete to my knowledge as the Head of Information Holder of **the Fair Trading Commission** on the date stated below.

FREDERIKA POUSSOU	.....
Name of Head of Information Holder	**Signature**

Dated this 30th day **of** March, 2026

FTC
FAIR TRADING COMMISSION
SEYCHELLES
ESTD 2009

OFFICIAL STAMP