ANNUAL REPORT 2025

Fair Trading Commission

FAIR TRADING COMMISSION
SEYCHELLES
ESTD 2009

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This report contains data in the form of written text, numerical statistics, and photographs of either individuals or groups of individuals for the purpose of this report only as described in the above paragraph.

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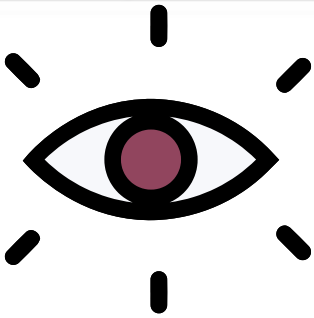

OUR VISION

Be the leading institution in the protection of consumers and the competition process for the promotion of socio-economic welfare

OUR MISSION

Advocating and enforcing consumer rights and obligations whilst fostering a fair and competitive business environment in Seychelles

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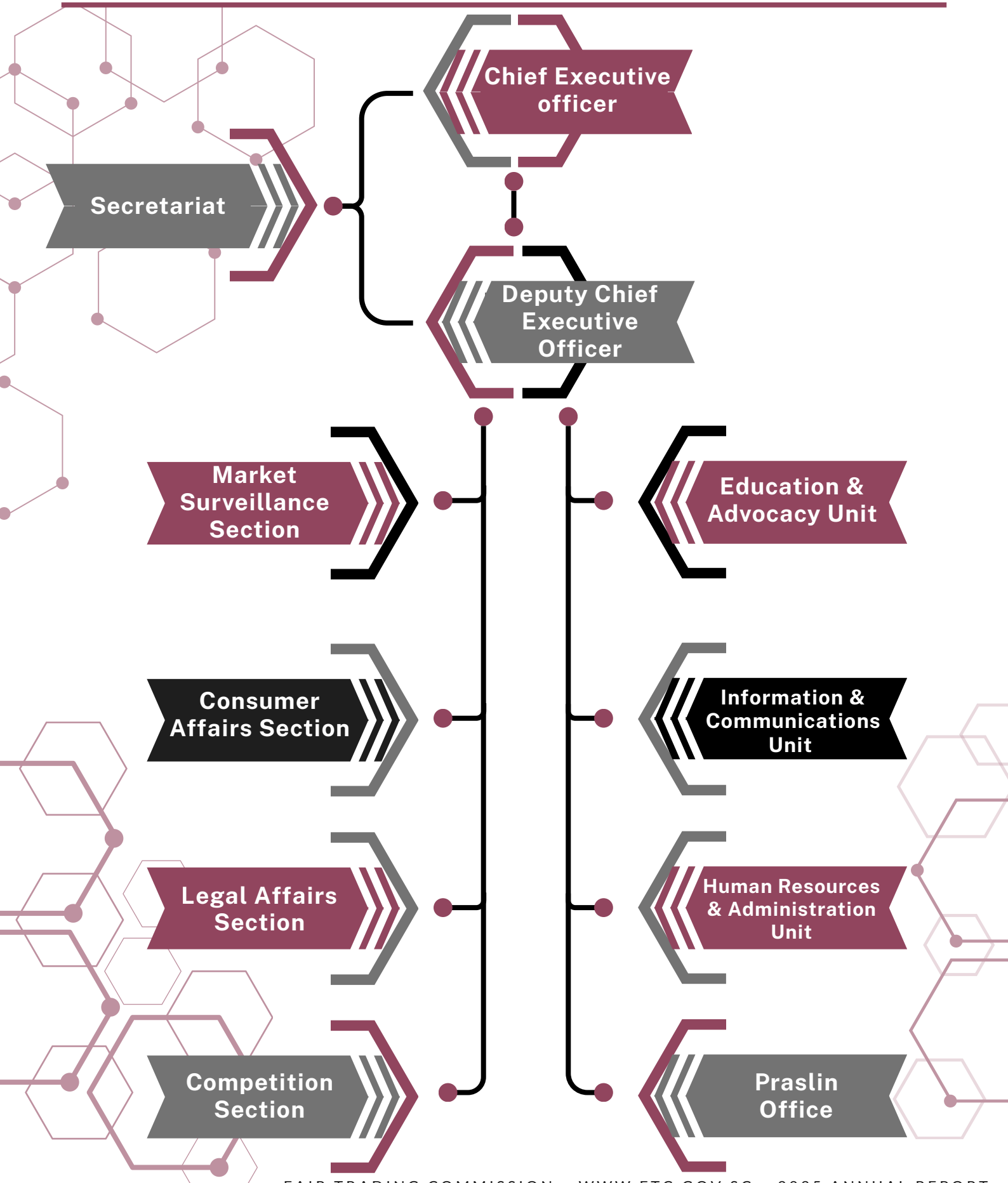
OVERVIEW OF ORGANISATIONAL STRUCTURE



MEET THE MANAGEMENT TEAM

MRS. FREDERIKA POUSSOU
CHIEF EXECUTIVE OFFICER

MR. SHANE CHANG-SENG
PRINCIPAL ANALYST
LEGAL AFFAIRS SECTION

MS. ANNASHANTA CANAYA
PRINCIPAL ANALYST
CONSUMER AFFAIRS SECTION

MR. JEAN-PHILIP ESPARON
SENIOR ANALYST
COMPETITION SECTION

MS. RHONDA BARREAU
SENIOR ANALYST
MARKET SURVEILLANCE SECTION

MS. SELMA JOUBERT
HUMAN RESOURCE & BUDGET
MANAGEMENT OFFICER

2025 Overview

EXECUTIVE SUMMARY

In 2025, the Fair Trading Commission (FTC) continued to advance its mandate of protecting consumer rights and promoting fair competition in Seychelles. Through enforcement, market monitoring, investigations, advocacy and stakeholder engagement, the Commission remained committed to fostering a fair, transparent, and competitive marketplace for both consumers and businesses. Guided by the Fair Trading Act, 2022, the Commission focused on strengthening compliance, enhancing enforcement mechanisms and increasing public awareness of consumer and business obligations.

The Commission maintained a workforce of 36 employees across its operational and support sections. During the year, recruitment exercises were undertaken in several key areas, including Legal Affairs, Competition, Education and Advocacy, and Systems Support, to strengthen operational efficiency and support the increasing demands of the Commission's work.

The Legal Affairs Section continued to provide legal support to the Commission through complaint handling, prosecutions, legal advice, and representation before the Fair Trading Tribunal. In 2025, the Commission registered 162 consumer complaints, reflecting an increase from 145 complaints recorded in 2024. The Section also filed 74 cases before the Fair Trading Tribunal and recorded 62 concluded cases during the reporting period, demonstrating improved case throughput and continued efforts to address pending matters.

The Competition Section remained focused on safeguarding competitive market conditions through merger assessments, investigations into anti-competitive practices and advocacy initiatives. During the year, the Section investigated 30 cases, the majority relating to merger transactions referred by the COMESA Competition and Consumer Commission. In collaboration with the Market Surveillance Section, the Competition Section also initiated a joint inquiry into the animal feed and poultry sector to assess market challenges, supply chain concerns, and practices that may restrict or distort competition.

The Market Surveillance Section intensified its inspection, enforcement and compliance activities throughout the year. A total of 200 inspections and 48 investigations were conducted across various sectors including retailers, wholesalers, bakeries, pharmacies, restaurants, cafés, and spas. While non-compliance remained present within the market, the Commission observed a reduction in breaches compared to 2024, indicating gradual improvements in compliance levels among businesses. During the reporting period, the Section issued 49 Compliance Notices and 110 Fixed Penalty Notices to address prohibited conduct and encourage compliance with the Fair Trading Act, 2022.

Several major projects and initiatives were undertaken during the year to strengthen consumer protection and market compliance. The Section continued its advocacy and enforcement work relating to the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations, particularly within the bread manufacturing and cottage industry sectors. A stakeholder taskforce operation targeting the spa sector was also conducted jointly with the Seychelles Licensing Authority and Seychelles Revenue Commission to assess compliance with fair trading requirements.

The Section further participated in the International Consumer Protection and Enforcement Network (ICPEN) sweep on mobile and online games, examining practices that may mislead consumers or encourage unintended purchases, particularly among minors. The findings of the exercise contributed to ongoing consumer awareness efforts relating to online gaming practices.

In addition, the Section continued enforcement of the Maximum Retail Price (MRP) Order through inspections, monitoring exercises, and compounding measures. A total of 129 inspections were conducted under the MRP framework during the reporting period. Work also progressed on the proposed Distance Selling Regulations and Product Safety Regulations aimed at strengthening product safety requirements and consumer protection standards within the Seychelles market.

The Consumer Affairs Section remained committed to addressing consumer grievances and facilitating appropriate remedies where breaches were established. During 2025, the Section investigated 163 cases involving various categories of goods and services, including electronic items, construction services, household goods, motor vehicles and professional services.

By the close of the reporting period, investigations had been concluded in 121 cases, while 42 cases remained active and were carried forward into 2026. Concluded cases resulted in refunds, repairs, replacements, settlements, voluntary undertakings and referrals to the Fair Trading Tribunal where necessary.

Throughout the year, the Education, Advocacy Unit and the Public Relations Officer continued to support the Commission's mandate through educational campaigns, stakeholder engagement sessions, media outreach and dissemination of consumer and business information. Collaborative initiatives with operational sections contributed to increased awareness of consumer rights, business obligations and compliance requirements under the Fair Trading Act, 2022.

Overall, 2025 reflected the Commission's continued commitment to strengthening enforcement, improving compliance, enhancing stakeholder collaboration and promoting fair trading practices in Seychelles. The achievements recorded during the year demonstrate the Commission's ongoing efforts to maintain confidence in the marketplace while ensuring effective protection for both consumers and businesses.

In 2026, the Commission will focus on the implementation of its Strategic Plan aimed at strengthening institutional effectiveness, improving service delivery and enhancing consumer protection mechanisms. Priority areas will include the revision of the Fair Trading Act, 2022, the introduction of new regulations relating to distance selling, mergers and product safety requirements, as well as the revision of the fixed penalty framework. The Commission will also continue advancing its digitalisation programme through the increased use of its online portal and digital services to improve accessibility, efficiency and public engagement. In addition, the Commission will continue strengthening collaboration and coordinated enforcement efforts through the signing of Memoranda of Understanding (MOUs) with relevant stakeholders.

THE FAIR TRADING COMMISSION

#Protecting Consumers since 2009

SUPPORT SECTION

Human Resource

The Human Resource unit manages workforce-related functions such as employee relations, training, compensation, policy compliance, and organizational development. These responsibilities are vital for maintaining an efficient and productive workforce within the Commission.

Administration

The Administration Unit ensures the smooth operation of the organization by managing office functions and providing logistical and operational support to all sections. It is responsible for the upkeep and maintenance of the organization's premises, including office cleaning and liaising with the lessor on any building-related issues.The Unit also oversees inventory and stock management, transport and logistics, procurement processes and driver services. Through these functions, it plays a key role in maintaining structure, efficiency, and consistency in daily operations.

Accounts

The Accounts Unit oversees the organization's financial activities, including budgeting, financial reporting, and ensuring regulatory compliance. It is responsible for managing payments to suppliers, the collection of fines, processing refunds, and the banking of funds. By maintaining accurate financial records and effectively managing cash flow, the Unit supports informed decision-making and promotes the prudent, efficient, and accountable use of public funds in line with the organization's mandate.

Systems Support

The Systems Support Unit ensures the effective operation of the Commission's information technology systems by managing infrastructure, connectivity, and user support. It is responsible for maintaining hardware, networks, and system functionality, ensuring reliable connectivity, and safeguarding data. The Unit also supports the development and implementation of digital tools and tasks, facilitates the effective use of IT resources across all departments, and manages the procurement of IT-related equipment and services.

WORKFORCE

7
Consumer Affairs

Competition
4

7
Legal Affairs

Praslin Office
2

Secretariat
4

4
Support

Education &
Advocacy and PR
4

4
Market Surveillance

STAFF DEMOGRAPHIC

WORKFORCE

Total number of Employees

36

Employees recruited

10

Staff turnover

22.2%

STAFF MOVEMENTS

Legal Affairs Section

- January 2025 Recruitment of Legal Officer (replacement for staff who resigned in October 2024)
- March 2025 Recruitment of Senior Law Secretary (replacement for staff who resigned in December 2024)

Competition Section

- February 2025 Recruitment of Analyst (replacement for staff who resigned in October 2024)
- August 2025 Recruitment of Analyst (replacement for staff who were promoted in October 2024)

Information & Communication Unit

- March 2025 Recruitment of Customer Service Assistant (new position)
- November 2025 Recruitment of Public Relations Officer (replacement for staff who resigned in September 2025)

Education and Advocacy Unit

- April 2025, Recruitment of Education and Advocacy Officer (replacement for staff who resigned in February 2025)
- September 2025, Appointment of Senior Education and Advocacy Officer (internal transition from Analyst – Market Surveillance)

Support Unit

- October 2025, Recruitment of System Support Manager (replacement for staff whose contract was not renewed in July 2025)
- October 2025 – Recruitment of Complaint Officer (replacement for staff who resigned in July 2025)

LEGAL AFFAIRS SECTION

The Legal Affairs Section plays a significant role in the function of the Commission by providing legal support to the Commission to protect its interests, facilitate its operations, ensure compliance with the rule of law and uphold due process and procedural fairness.

The duties include:

- Manage the complaint taking unit.
- Vetting of legal documents including investigation reports and contracts.
- Drafting of contracts, letters or other legal documents as required.
- Assisting in the screening of cases lodged with the Commission.
- Prosecute cases before the Fair Trading Tribunal.
- Defend any appeals filed against decisions made by the Commission.
- Refer cases of non-compliance to the Commercial Crime Unit for Prosecution.
- Condict internal training to enhance staff understanding and application of the law.
- Provide support to the Commission's legal matters, including opinions and documentations requiring legal input.

LET'S LOOK AT THE NUMBERS

6 Staff Count

162 Consumer complaints lodged

22 Legal Advice

1 Cases filed at CCU

21 Cases filed before Tribunal

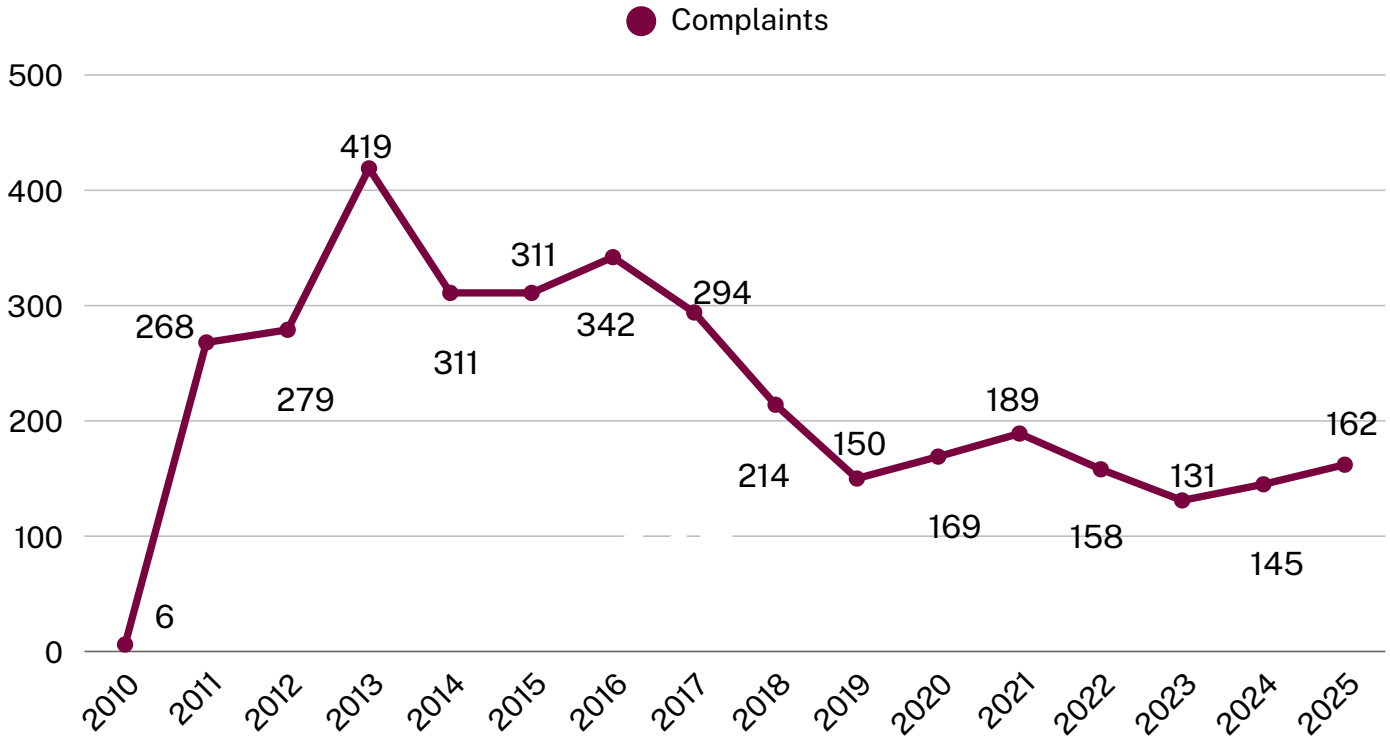
CONSUMER COMPLAINTS UNIT

The Complaint Handling Unit, operating under the oversight of the Legal Affairs Section, manages the complaints and recordings in accordance with Section 34 of the FTA, 2022. This process encompasses the receipt of complaints, management of exibits, preliminary screening, mediation or referral to appropriate authorities, provision of advisory services, and the maintenance of comprehensive complaint records.

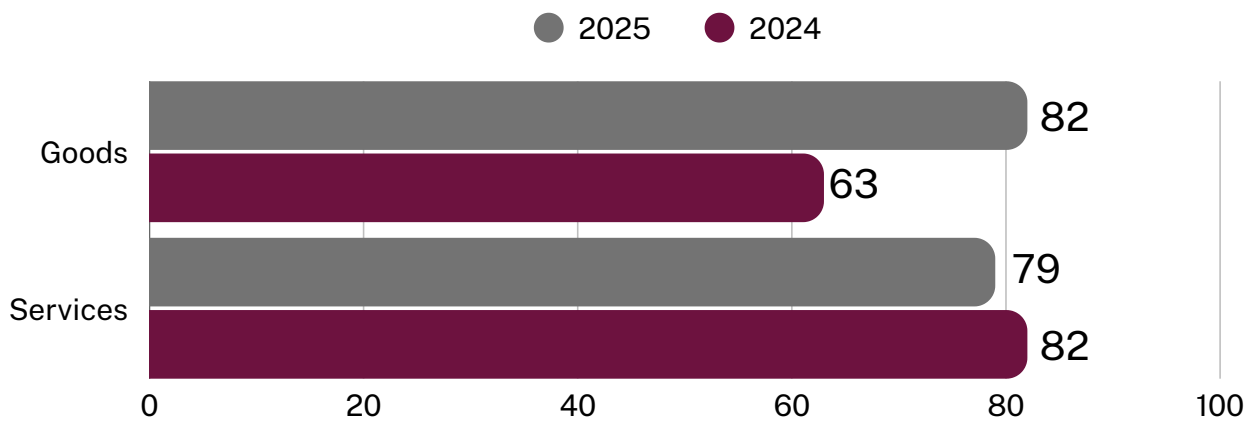
CONSUMER STATISTICS

In 2025, the Commission registered a total of 162 consumer complaints in comparison to 145 complaints registered in 2024. This reflects a slight increase 12% increase in the number of complaints lodged.

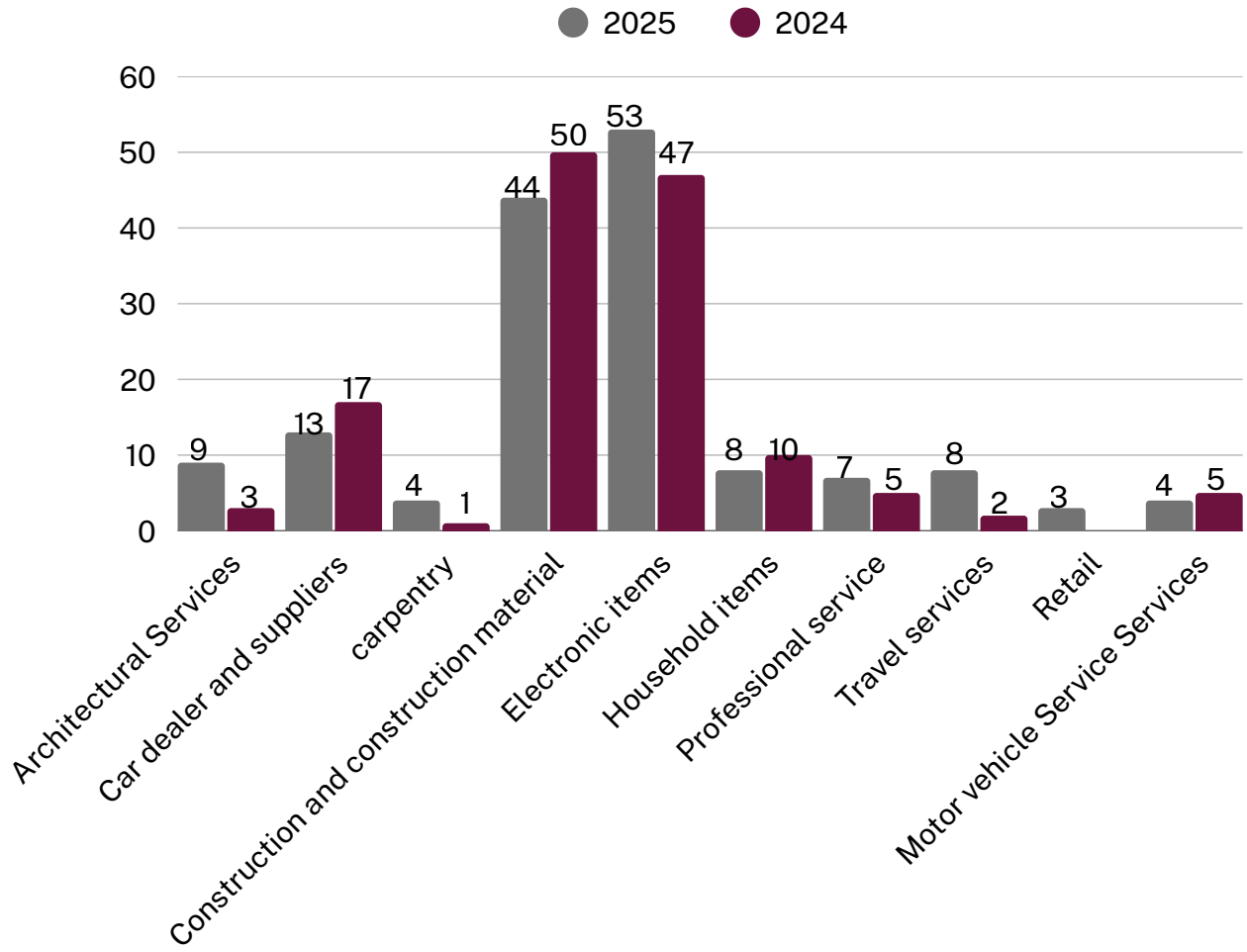
NUMBER OF COMPLAINTS RECEIVED PER YEAR



NUMBER OF COMPLAINTS TYPE RECEIVED PER YEAR



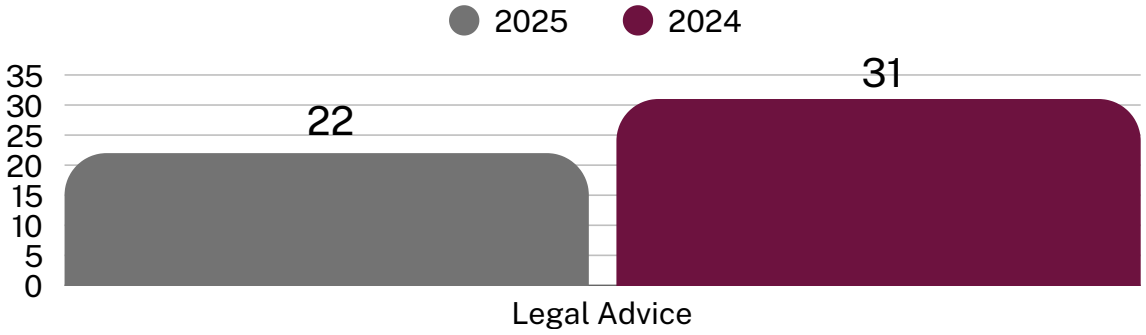
NUMBER OF COMPLAINTS RECEIVED PER CATEGORY PER YEAR



LEGAL ADVICE

One of the Section's core functions is to provide legal advice to the Commission. In 2025, the Section provided 22 instances of legal advice, compared to 31 in 2024.

LEGAL ADVICE IN 2025, IN COMPARISON TO 2024



NON COMPLIANCE

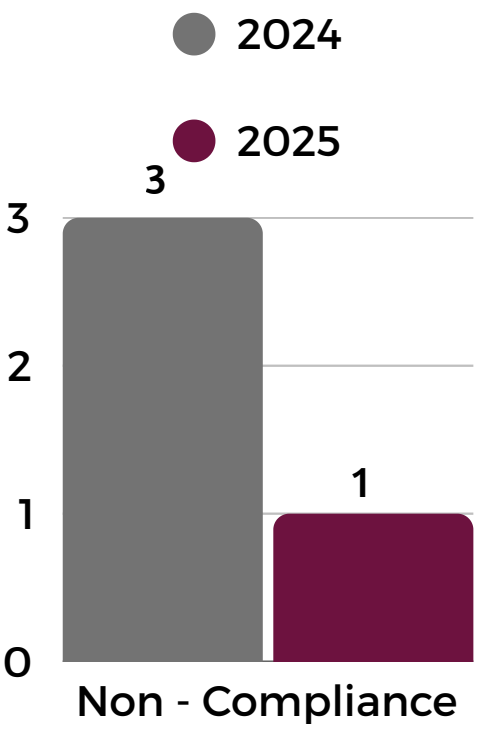
NON-COMPLIANCE

Failure to comply with an order, direction or undertaking of the Commission constitutes an offence and instances of non-compliance to Compliance Notices, undertakings and orders or directions given by the Commission or Tribunal are referred to the Commercial Crime Unit of the Seychelles Police for prosecution, in accordance with established legal procedures.

In the Year 2025, only 1 case was forwarded to the Commercial Crime Unit for breach of order which was a matter investigated and adjudicated under the repealed Act.

In comparison, in 2024, 3 cases were forwarded to the Commercial Crime Unit for failure to comply with orders or direction given.

NON-COMPLIANCE IN 2025, IN COMPARISON TO 2024



PROSECUTION

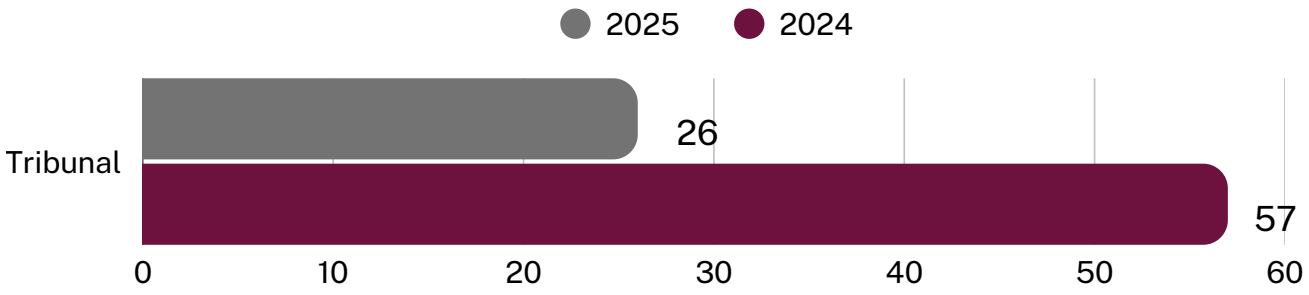
CASES BEFORE THE FAIR TRADING TRIBUNAL

The LAS undertakes its own prosecution. They can therefore be distinguished from other Legal affair roles in Government organisations where the focus is solely on advice and prosecution is left for AGO. Prosecution involves the preparation, filing and presentation of cases.

(1) Judgement before the Fair Trading Tribunal

During the year 2025, the FTT delivered a total of 26 judgements, compared to 57 in 2024, representing a decline of 54.4%.

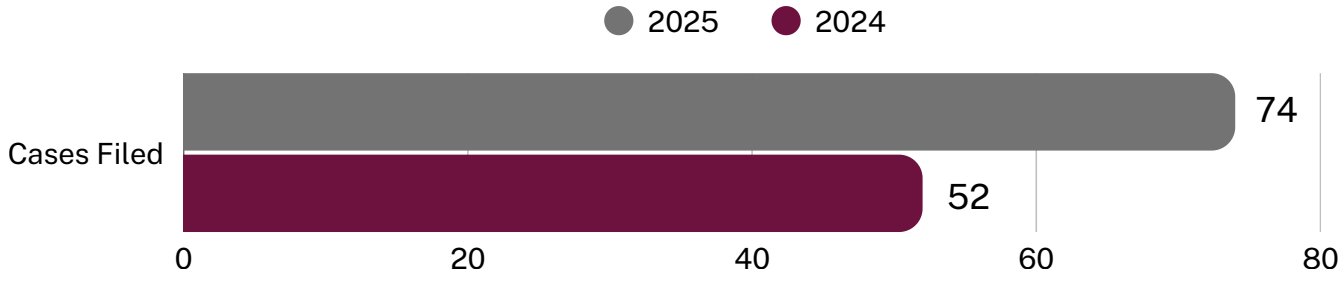
JUDGEMENT BEFORE THE FTT



(2) Cases Filed Before the Fair Trading Tribunal

During the year 2025, the LAS Section filed a total of 74 cases, compared to 52 in 2024, representing a notable increase of 42.3% over the previous year. This increase is largely attributable to focused efforts to address and clear a backlog of cases, alongside improved efficiency in case processing by the section.

CASES FILED BEFORE THE FTT

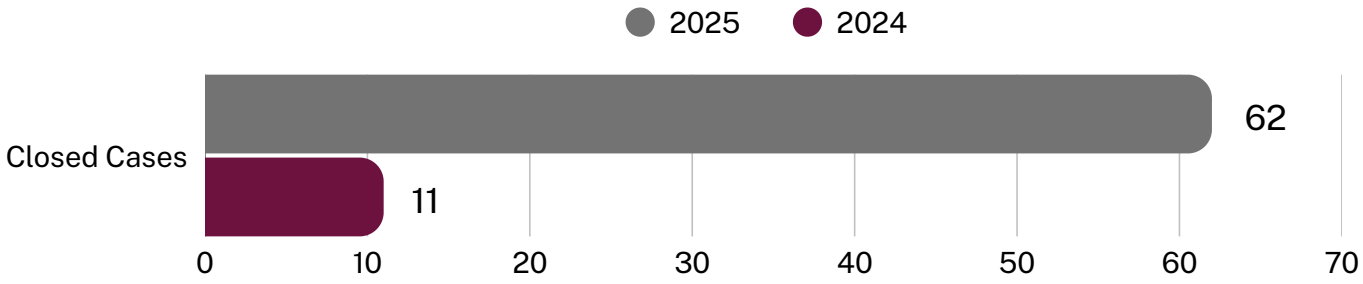


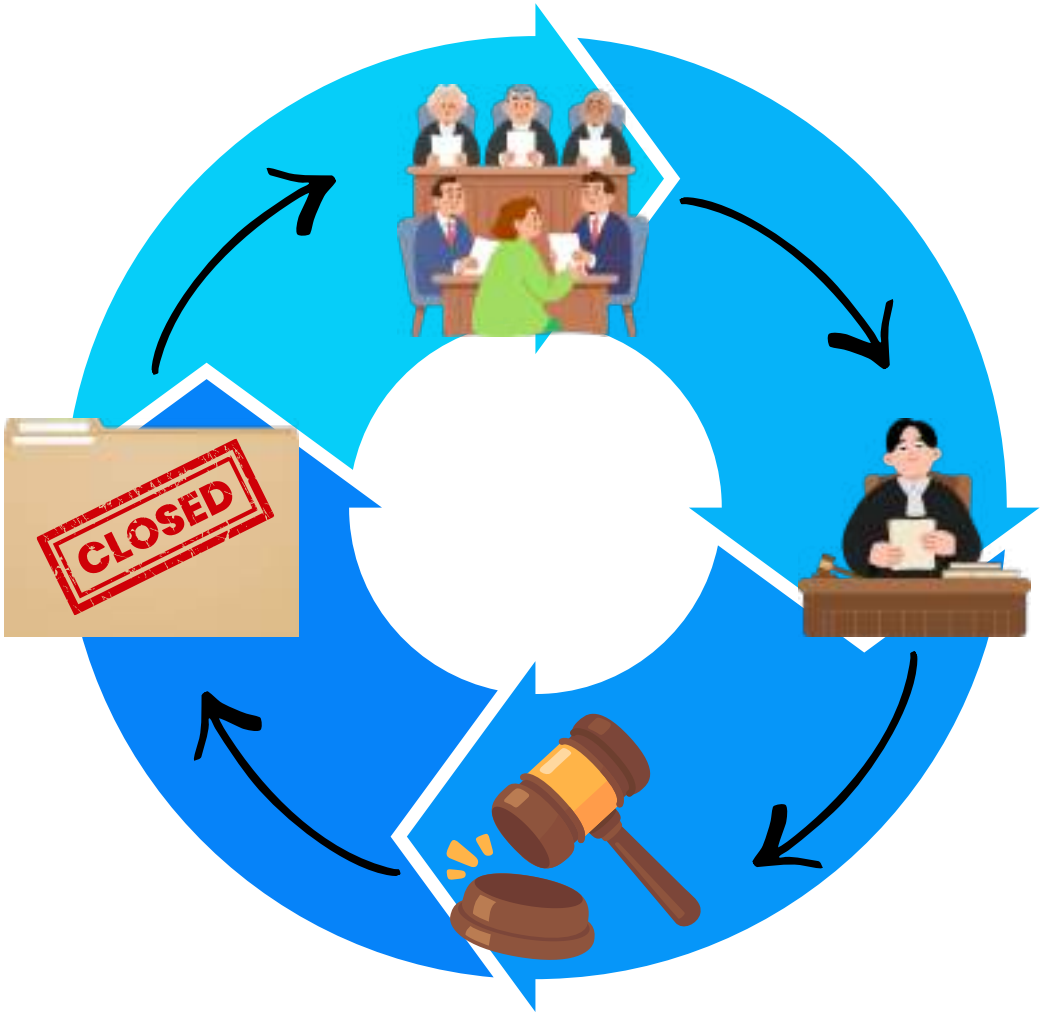
PROSECUTION

CLOSED CASES

(3) Closed Cases

During the year 2025, the FTT concluded a total of 62 cases, a significant increase compared to 11 cases in 2024. This represents a substantial rise of 463.6% over the previous year, reflecting a marked improvement in case throughput by the section.





COMPETITION SECTION

The Competition Section's primary function is to promote fair competition and enforce the competition law within the Fair Trading Act, 2022.

As such, the duties are as follows:

- Investigate, assess and monitor anti-competitive business practices that have the effect of prevention, restriction, and distortion of competition.
- Assessment of merger transaction including local merger applications and notifications forwarded by COMESA Competition and Consumer Commission.
- Promote competition through advocacy and education.
- Conduct market inquiries in line with the Act.

LET'S LOOK AT THE NUMBERS

4 Staff Count

30 Investigations

1 Market Enquiry

1 Project

INVESTIGATIONS

In 2025, the Competition Section investigated a total of 30 cases, representing a 20% increase compared to 25 cases investigated in 2024.

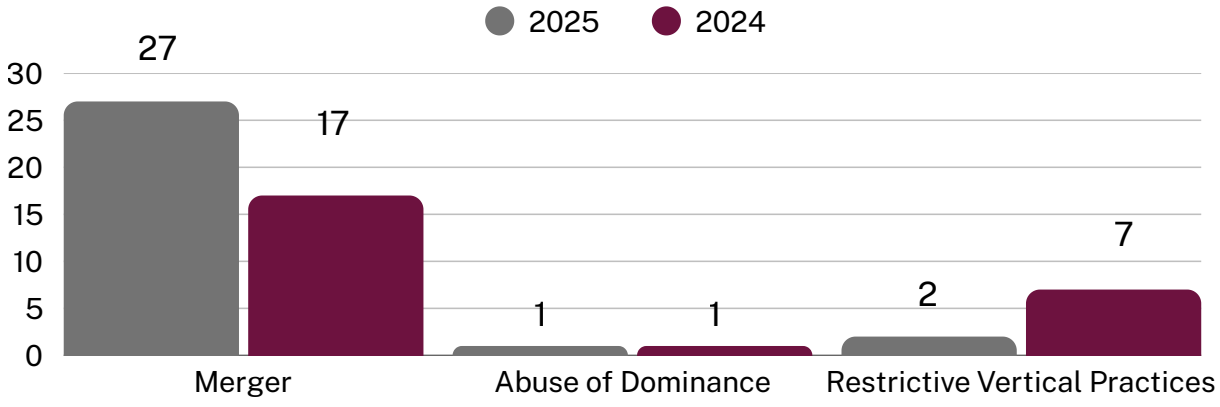
Of the total caseload, 27 cases were newly initiated during the reporting period, while 3 cases were carried over from 2024. This distribution highlights a notable rise in new investigations undertaken by the Section.

Types of investigations

During the review period, the Section investigated a total of 27 merger cases referred by the COMESA Competition and Consumer Commission, reaffirming merger assessments as the most prominent investigations. These assessments involved assessing the potential effects of the merger transactions on competition through consideration of relevant factors, including market structure, levels of concentration and the likelihood of the creation or strengthening of market power. Through these assessments, the Section has identified gaps in the current provisions, which are presently under review.

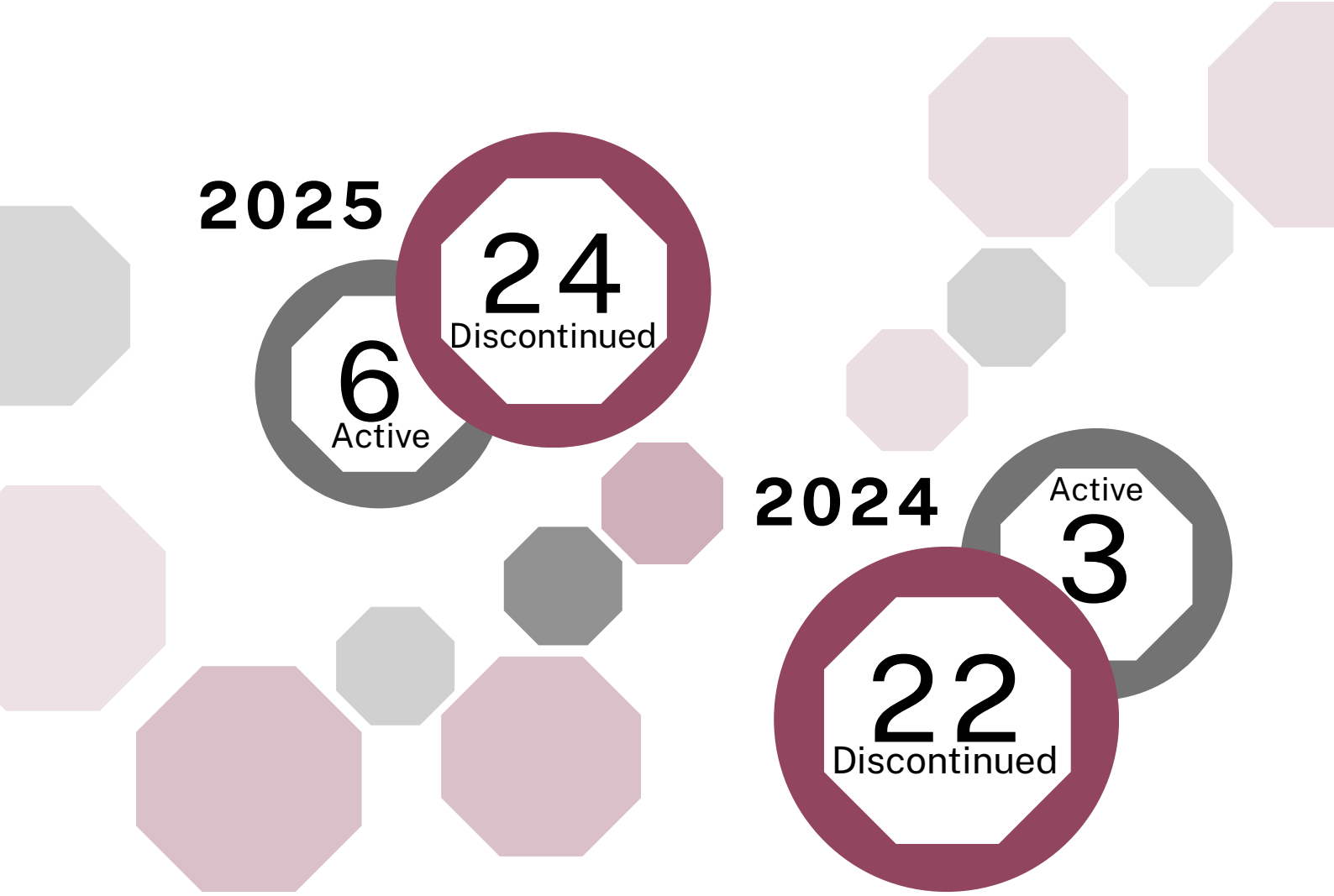
The Section also conducted investigations into one case of abuse of dominance and two cases involving anti-competitive agreements within the manufacturing sector, specifically in the production of alcoholic beverages and perfumes. These cases were examined to determine the extent to which the conduct in question restricted, distorted, or prevented competition within the relevant markets.

NUMBER AND TYPES OF CASES INVESTIGATED IN 2025, IN COMPARISON TO 2024



INVESTIGATIONS

STATUS OF CASES AS AT END OF 2025 IN COMPARISON TO 2024



Status of Cases

At the end of the year, a total of 24 cases had been discontinued, while 6 cases remained active. The discontinued cases comprised 23 merger assessments and 1 restrictive vertical practice case, reflecting the conclusion of the majority of cases handled during the period.

The 6 active cases consisted of 4 merger assessments, of which 3 were referred by the COMESA Competition and Consumer Commission and 1 was a local merger case. In addition, there was 1 restrictive vertical practice case and 1 abuse of dominance investigation active. These matters remain under review as they require further assessment prior to final determination.

PROJECTS

- **Revision of Competition Booklet**

Following the implementation of the Fair Trading Act, 2022 (FTA, 2022), a revised edition of the Competition Booklet was published during the reporting year to align with the updated provisions of the Act. The booklet has been developed in layman's terms to facilitate broader public understanding and now incorporates additional provisions, including the Corporate Immunity Policy and the Grant of Authorization.

- **Joint Task Force with the Market Surveillance Section**

During the reporting year, the Section, in collaboration with the Market Surveillance Section, initiated a joint inquiry into the animal feed and poultry sector. This initiative forms part of the Commission's broader mandate to assess market dynamics and identify structural or conduct-related issues that may adversely affect competition and consumer welfare.

The study seeks to examine the key challenges faced by farmers, including supply constraints, pricing concerns, and potential barriers to market entry, as well as any practices that may restrict or distort competition within the sector. It also aims to evaluate the overall functioning of the supply chain, from production inputs to distribution.

The findings of this inquiry are intended to inform the Commission's recommendations and enable it to provide evidence-based, mandate-related advice to Government on appropriate measures to address identified concerns and enhance efficiency, transparency, and competitiveness within the sector.

- **Advocacy**

The Section has also engaged with the Education and Advocacy Unit, the Praslin Office, and other Sections in numerous competition education and advocacy initiatives during the year which are addressed in other chapters of this Report.

MARKET SURVEILLANCE SECTION

The Market Surveillance Section (MS) role is to operationalize the Commission's mandate in monitoring the market to ensure that commercial practices that may adversely or unfairly affect consumers and businesses are prevented or terminated.

The duties include;

1. Surveillance of the market for any unfair conducts.
2. Conduct investigations into commercial practices that may adversely affect the interest of Consumers or businesses.
3. Issue notices for prohibited conducts and monitor compliance.
4. Liaise with sectoral regulators and other relevant agencies in matters of common interest.
5. Carry out research, share results, and propose recommendations to support and further the Commission's mission.

LET'S LOOK AT THE NUMBERS

5 Staff Count

48 Investigations

200 Inspections

41 Compliance Certificate

49 Compliance Notices

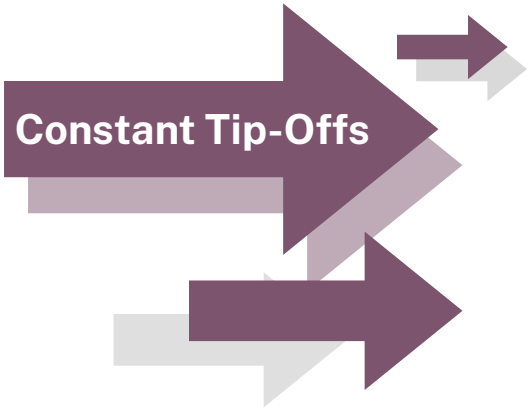
110 Fixed Penalties Issued

129 MRP Inspection

TIP- OFFS

The Fair Trading Commission (the Commission) is empowered under Section 6 (2) (b) of the FTA, 2022, to carry out inspections or investigations into the conduct of enterprises as it may consider necessary to detect and prevent prohibited conduct.

Compared to previous years, the Commission observed a modest fluctuation in the number of tip-offs received, reflecting continued public engagement with its reporting platforms. This trend can be largely attributed to sustained efforts to raise awareness regarding the appropriate channels for submitting tip-offs and the type of information required to support effective enforcement action.



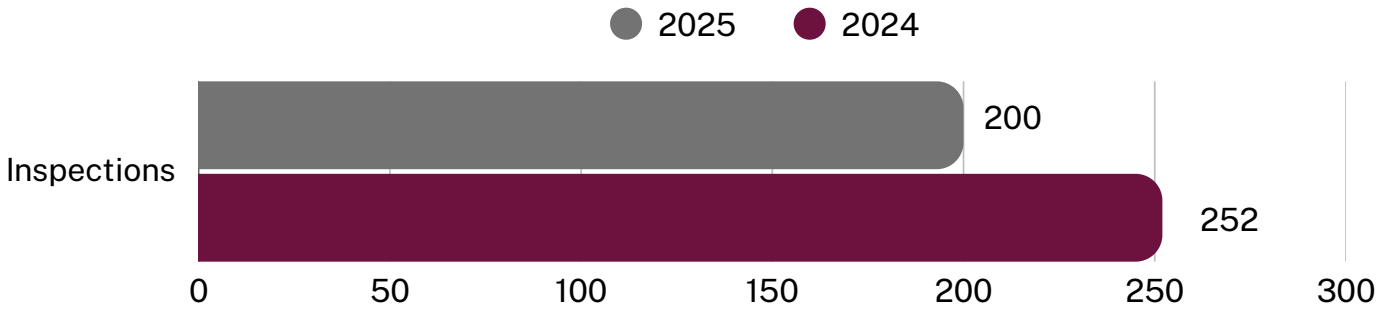
The number of tip-offs appears to have stabilized within a range of 70 to 80, with a slight decline recorded from 78 in 2024 to 74 in 2025.

INSPECTIONS

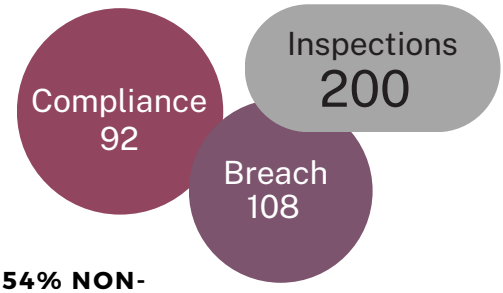
In accordance with the Fair Trading Act, 2022, inspections are conducted at business premises to detect and prevent prohibited conduct.

In 2025, a total of 200 inspections were carried out across various enterprises on Mahé, including retail outlets, wholesale warehouses, restaurants, cafés, takeaways, pharmacies, spas and bakeries. This represents a 20.6% decrease from the 252 inspections conducted in 2024. The decline is primarily attributable to the absence of the Usalama Operation, which is typically conducted over a three-day period and generally covers approximately 75 to 100 retail outlets as a result of combined efforts of numerous government agencies.

INSPECTIONS CARRIED OUT IN 2025 IN COMPARISION TO 2024.

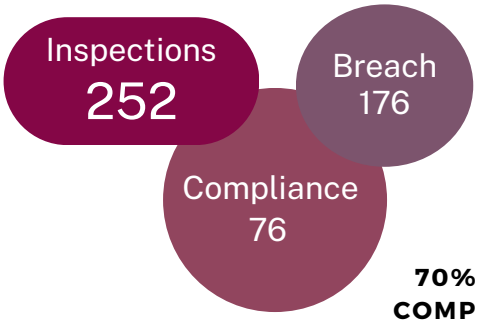


2025



54% NON-COMPLIANCE

2024

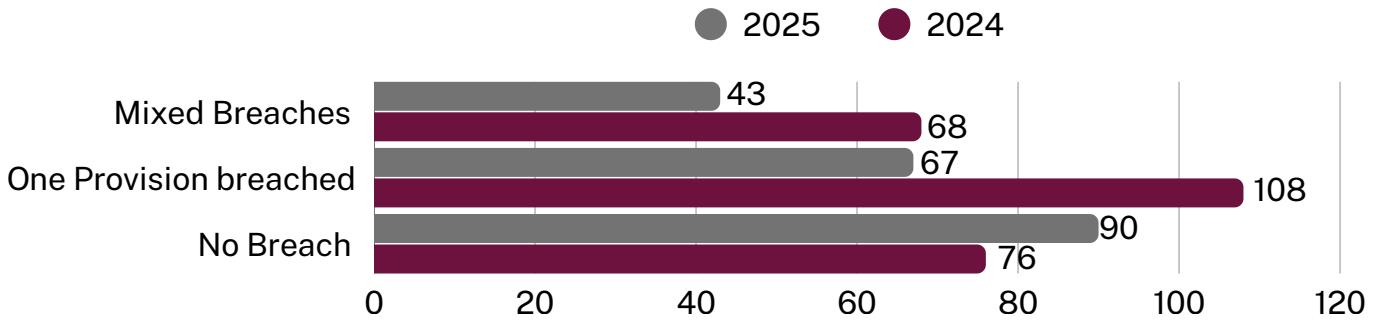


70% NON-COMPLIANCE

While the number of non-compliant businesses detected remains relatively high, a notable reduction was observed compared to 2024, decreasing from 176 cases to 108 in 2025. This decline may indicate a gradual improvement in compliance levels among businesses, potentially reflecting the positive impact of the Commission's continued monitoring, inspections and awareness initiatives.

INSPECTIONS

BREACH PATTERNS IN 2025 IN COMPARISON TO 2024



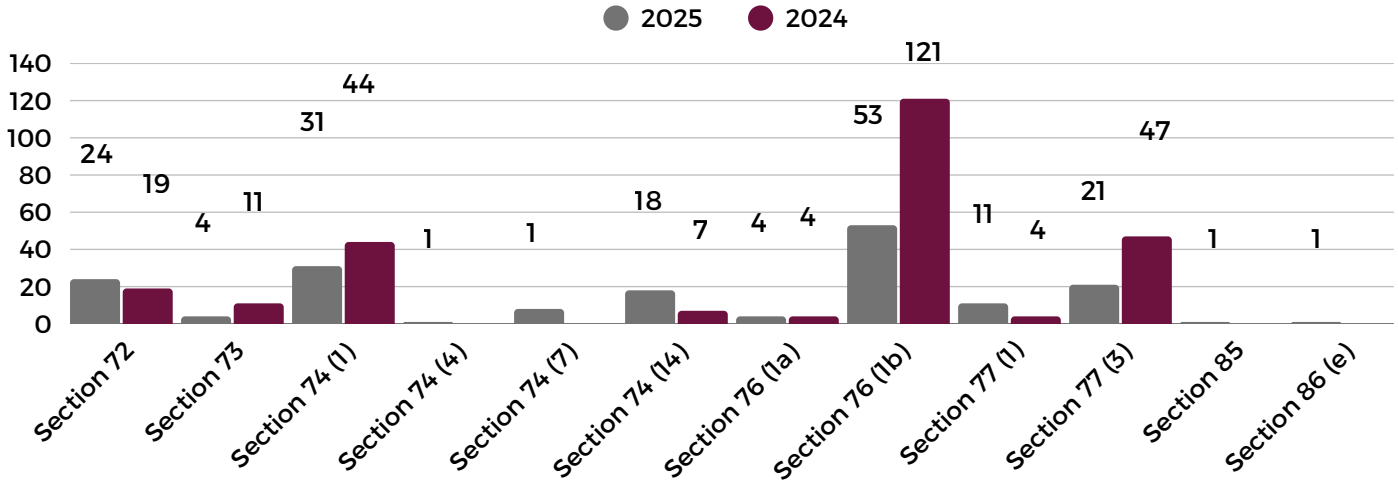
In 2025, breaches under Section 76(1)(b) (shelf-life) declined significantly to 53, indicating a marked reduction. Nevertheless, this provision remained the most frequently recorded breach. Other commonly observed breaches included Section 74(1) (labelling) with 31 breaches, Section 72(1) (price non) with 24 breaches, Section 77(3) (receipts) with 21 breaches and Section 74(14) with 18 breaches. Additionally, breaches were recorded under Sections 77(1) (11), 74(7) (8), 73(a) (4), and 76(1)(a) (4), while isolated cases were noted under Sections 74(4) and 86(e), with one instance each.

In 2024, the most frequently recorded breach of the Fair Trading Act, 2022 (FTA, 2022) was also Section 76(1)(b) (shelf-life), with 121 breaches recorded. Other notable breaches included Sections 77(3) (receipts) and 74(1) (labelling), with 47 and 44 breaches, respectively.

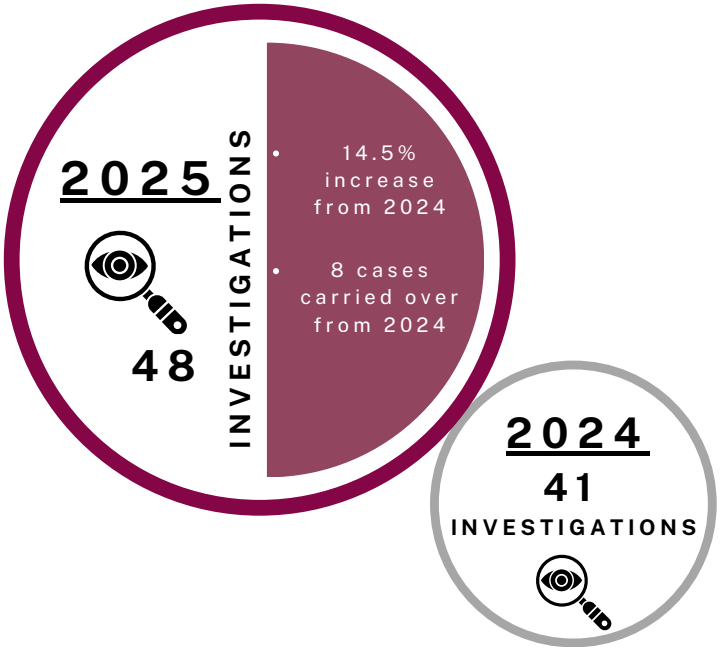
Overall, while certain provisions such as Section 76(1)(b) showed a notable decline, others including Sections 74(14) and 77(1) recorded an increase and new breaches emerged under Sections 74(4), 74(5), and 74(7).

Please see annex on page 83

PROVISIONS BREACHED UNDER THE FTA, 2022, IN 2025 IN COMPARISON TO 2024.



INVESTIGATIONS



An increase in the number of investigations undertaken was observed, rising from 41 in 2024 to 48 in 2025. This upward trend may reflect enhanced detection and reporting mechanisms, as well as the Section's continued vigilance in identifying potential breaches.

The majority of respondents in these cases were wholesalers, who are the primary suppliers of non-compliant goods. Despite the introduction of Fixed Penalty fines applicable to both retailers and wholesalers, such violations persist at elevated levels. While it was anticipated that the imposition of these fines would serve as a deterrent, the supply of goods with non-compliant trade descriptions continues to account for the majority of ongoing investigations. The Section remains committed to strengthening compliance through a combination of education, stakeholder engagement and where necessary more stringent enforcement action.

2025

21 cases

Most prominent case Section 74(1)

The supply of goods bearing trade descriptions not presented in at least one of the national languages.

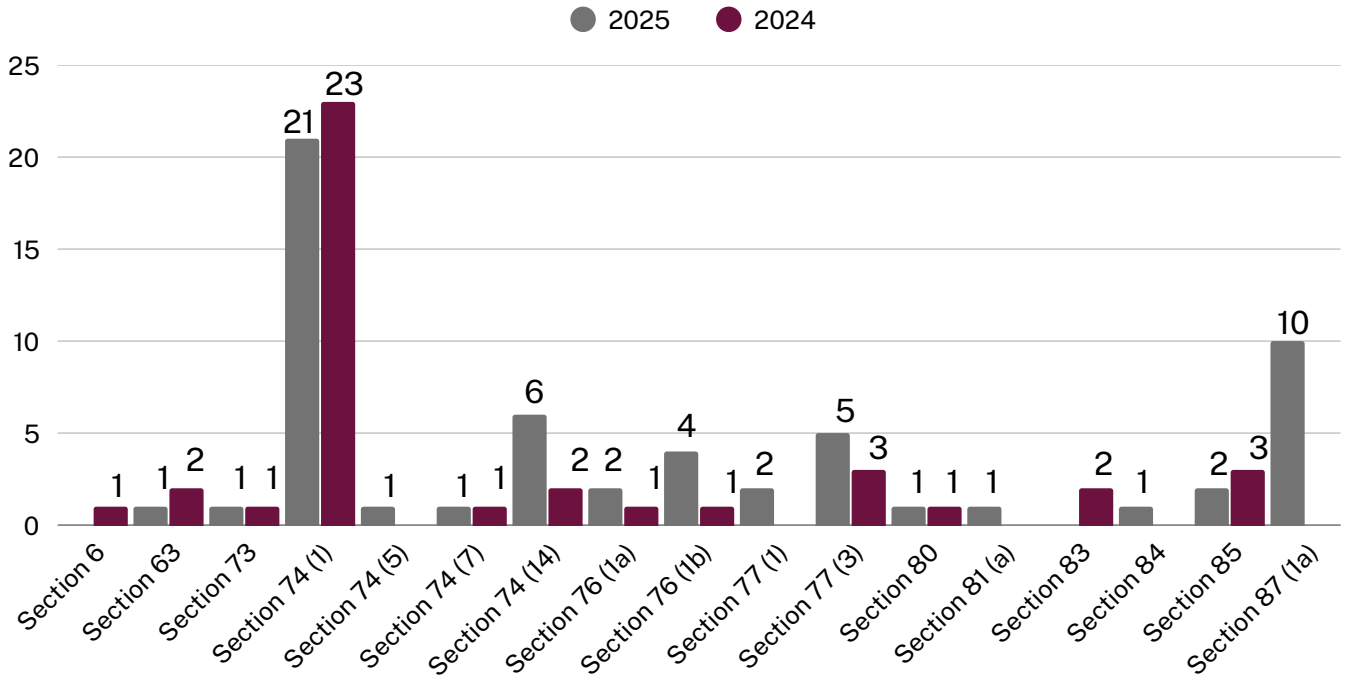
A significant number of cases investigated under Section 74(1) of the Fair Trading Act, 2022 also continues to involve repeat respondents, who, despite having been previously fined and fully apprised of the legal requirements, continue to import and distribute goods with non-compliant trade descriptions. Such conduct not only constitutes a breach of the Act but also amounts to non-compliance with applicable licensing conditions.

In response, the Section has continued to refer such entities to the Seychelles Licensing Authority (SLA) for further regulatory action. This measure is intended to strengthen accountability and promote improved compliance across the supply chain.

INVESTIGATIONS

To further deter this recurring behavior, the Section is working in collaboration with the Education and Advocacy Unit to publicize images of non-compliant products across various media platforms. This initiative aims to raise public awareness and discourage the importation and sale of such goods by informing consumers of non-compliant products. It will also serve as guidance to retailers in verifying the compliance of their goods.

PROVISIONS INVESTIGATED UNDER THE FTA, 2025 IN COMPARISION TO 2024.

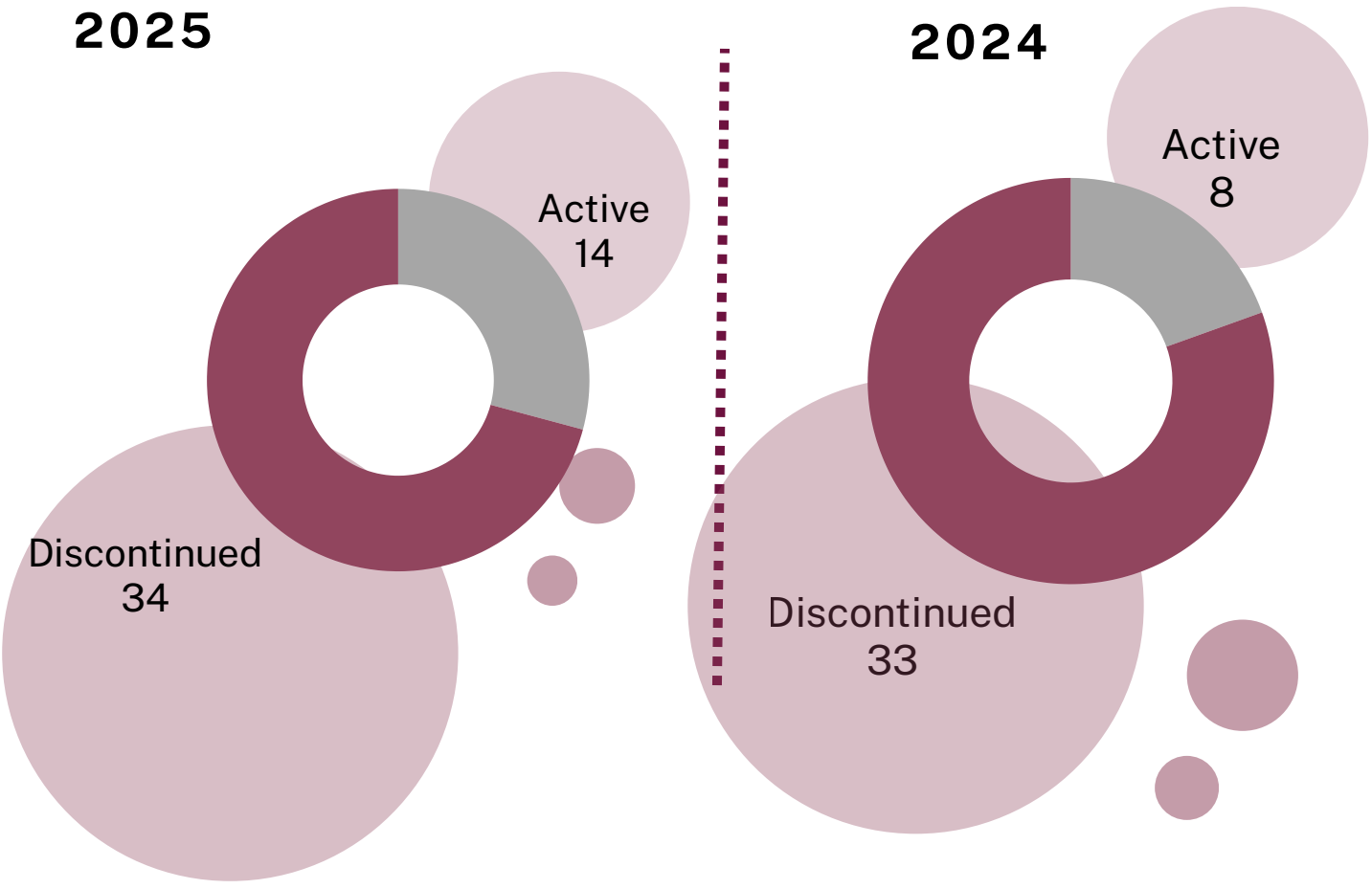


INVESTIGATIONS

At the end of 2025, a total of 14 cases remained active and under investigation, compared to 8 cases at the end of 2024, representing an increase of 6 cases (75%) to be carried over. This rise is attributed to the higher volume of cases handled during the year.

A total of 34 investigations were discontinued in 2025, reflecting a marginal increase of 1 case (3%) from the 33 cases discontinued in 2024. The discontinuation of cases was primarily due to matters being resolved through fixed penalty payments and a high level of compliance with the instructions set out in compliance notices issued by the Commission. Overall, these figures reflect changes in both case volumes and improved compliance behavior during the reporting period.

STATUS OF CASES AS AT END OF 2025 IN COMPARISION TO 2024



COMPLIANCE

COMPLIANCE NOTICES

In accordance with Section 119(1) of the Fair Trading Act, 2022 (FTA), the Commission may issue a compliance notice where there are reasonable grounds to believe that a person has engaged in prohibited conduct.

COMPLIANCE NOTICES ISSUED IN 2025 COMPARED TO 2024

2025

Notices issued;

- 21 were served to retailers
- 11 to Bakery
- 8 to wholesalers
- 1 to pharmacy
- 5 to cafés and restaurants
- 4 to spa/beautician

49

21

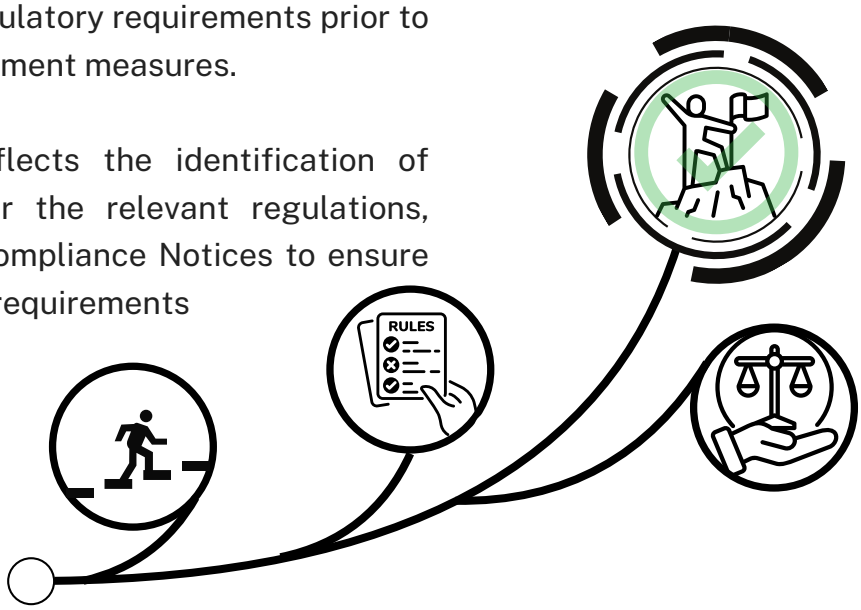
2024

Notices issued;

- 15 were served to retailers
- 4 to cafés and restaurants
- 2 to wholesalers

The number of cases increased from 21 in 2024 to 49 in 2025. This trend is largely attributable to the intensified activities of the Taskforce, which carried out targeted interventions across bakeries, spas, restaurants, and cafés, including in areas and among businesses that had not been previously inspected. These sectors were afforded the opportunity to comply with regulatory requirements prior to the initiation of further enforcement measures.

In addition, the increase reflects the identification of specific breaches that, under the relevant regulations, necessitate the issuance of Compliance Notices to ensure adherence to prescribed legal requirements



COMPLIANCE

COMPLIANCE VISITS

To ensure that the instructions of the Commission are complied with, compliance visits are conducted. An increase in such visits was observed, rising from 18 in 2024 to 44 in 2025. This upward trend is primarily attributable to continued first visit instances of non-compliance, serving of compliance notices and necessitating additional follow-up visits to ensure adherence to the Commission's directives.

COMPLIANCE CERTIFICATES

Upon full satisfaction of the requirements set out in a compliance notice, the Commission issues a compliance certificate as formal confirmation of compliance.

During 2025, no case of non-compliance was referred to the Commercial Crime Unit (CCU) for prosecution. This marks a change from 2024, where one non-compliance was recorded.

FIXED PENALTY NOTICES

In accordance with Section 41 (2) of the FTA, 2022, where the Commission, during investigation of a complaint or on search or inspection of any premises of a business, has reason to believe that the business or any person has committed a prohibited conduct in respect of sections 72, 73, 74, 76 or 77, the Commission may issue that enterprise or person a fixed penalty notice. This offers the enterprise or person an opportunity to discharge their liability by paying the financial penalty under this Act on payment of a fixed penalty of such sum as prescribed in the Regulations.

The cumulative value of penalties issued in 2025 amounted to SCR 854,500. Of this total, SCR 744,500 was settled within the designated timeframe, and in such cases, the Commission issued Certificates of Payment to confirm compliance. The remaining balance was not yet due by the end of the reporting period.

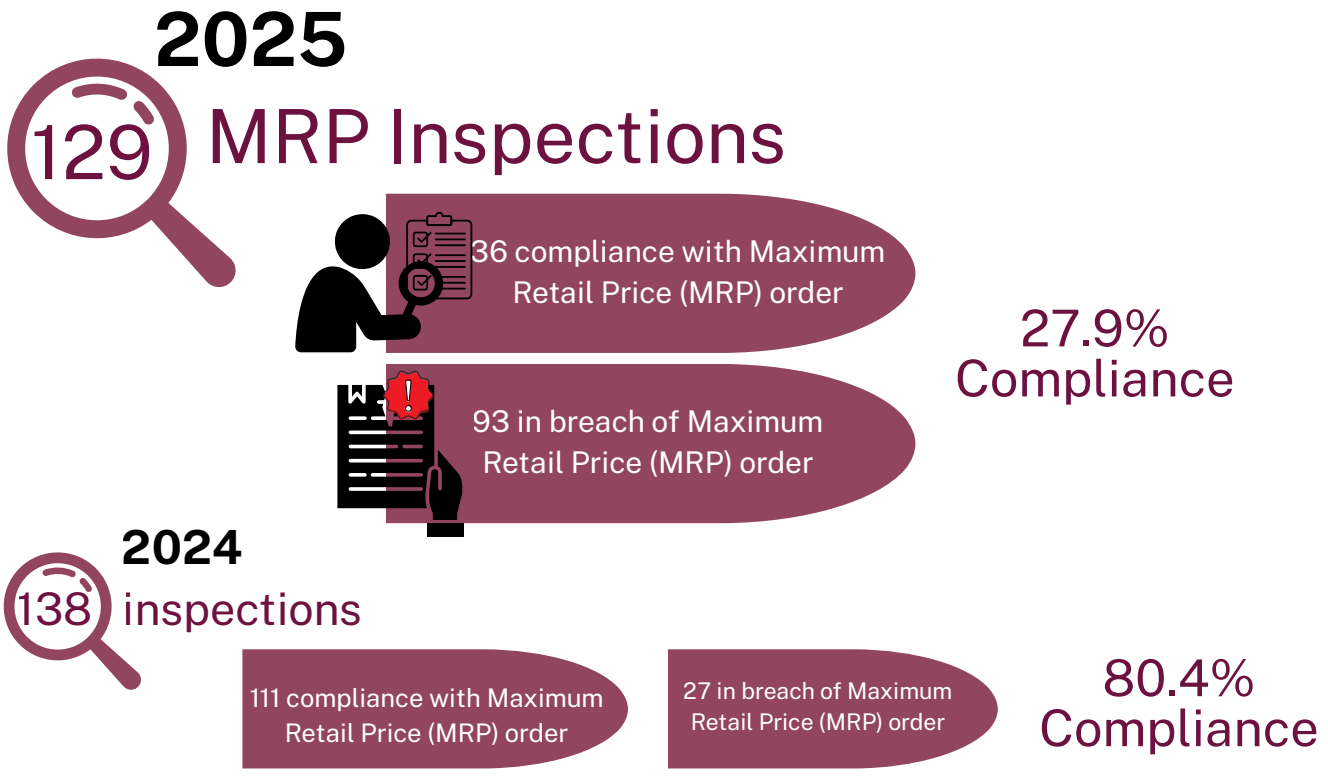
In 2024, penalties issued totaled SCR 944,500, of which SCR 922,500 was settled within the 30-day period. Certificates of Payment were issued in all such cases to confirm compliance, while the outstanding balance was not yet due by the end of the reporting period.

The Section have therefore over the two-year period recorded 100% compliance to payment collection time.

ENFORCEMENT OF MAXIMUM RETAIL PRICE ORDER

In October 2022, the Commission was designated under the Control of Supplies Act Maximum Retail Price regulations, 2022, alongside the Seychelles Licensing Authority (SLA) to enforce the order.

A total of 129 inspections were conducted and a considerable drop in compliance was observed.



COMPOUNDING LETTERS, AGREEMENTS AND NON-COMPLIANCE

Under Paragraph 7(1) of the Maximum Retail Price (MRP) Order, the Commission and its enforcement partner, Seychelles Licensing Authority are empowered to compound offences by accepting a monetary payment not exceeding the maximum fine prescribed, in lieu of instituting legal proceedings.

ENFORCEMENT OF MAXIMUM RETAIL PRICE ORDER

ITEMS OBSERVED BEING SOLD ABOVE MRP IN 2025 IN COMPARISON TO 2024

Lentils

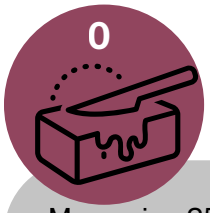
2024	2025
4	1

Oil 1lt

2024	2025
9	9

Oil 2lt

2024	2025
0	2



Margarine 250g

2024	2025
2	0

Premium Basmati 1kg

2024	2025
2	0

Premium Basmati 5kg

2024	2025
3	1

Regular Basmati 1kg

2024	2025
6	2

Regular Basmati 5kg

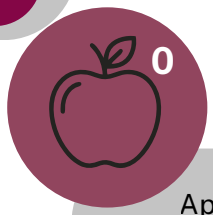
2024	2025
0	5

Long Grain 1kg

2024	2025
11	7

Long Grain 5kg

2024	2025
6	1



Apples

2024	2025
2	0

Onion

2024	2025
2	1

Potato

2024	2025
0	1

Garlic

2024	2025
10	0

Salt

2024	2025
3	8

Flour

2024	2025
1	0

Sugar

2024	2025
2	0

Milk Powder (Pouch)

400g

2024	2025
5	8

900g

2024	2025
4	6

1.8kg

2024	2025
3	3

Milk Powder (Tin)

1.8kg

2024	2025
1	7

900g

2024	2025
0	3

400g

2024	2025
0	5

Toilet Papaer

2024	2025
1	0

PROJECTS

The Section undertook five projects in 2025 relating to the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations, ICPEN, Distance Selling Regulations and Product Safety Regulation.

PROJECT 1: ADVOCACY FOR PRODUCT LABELLING AND TRADE DESCRIPTION REGULATIONS

The Section focused on advocating compliance with the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations through various activities. These initiatives are aimed at reducing breaches under Section 74 of the Fair Trading Act, 2022 (FTA, 2022).

BREAD

This initiative is a continuation of work commenced in 2022. Advisory notices were issued to all bread manufacturers in December 2022 outlining the requirements of the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations. A three-month compliance period, ending on 31 March 2023, was granted to ensure that bread packaging labels complied with the provisions of the Fair Trading Act, 2022 (FTA, 2022).

In February 2025, a press release was issued to inform stakeholders and the public that the Regulations were now fully enforceable within the sector. This was followed by a stakeholder taskforce inspection conducted in April 2025 to assess compliance. A total of 22 inspections were carried out, of which 14 manufacturers were found to be compliant, while 8 were identified as non-compliant. Subsequently, compliance notices were issued to the non-compliant manufacturers, and follow-up monitoring was conducted. As a result, 6 manufacturers were issued with compliance certificates following verification visits.

At the end of the reporting period, 2 manufacturers remained non-compliant. One manufacturer had not yet been served with a compliance notice, as the Commission had not received the required registration documents; however, its products were during that time observed in the market to be compliant with the FTA, 2022.

The remaining manufacturer has continued to fail to comply with the Commission's Compliance Notice requiring the display of shelf-life information on product labels, in breach of the applicable regulatory provisions. In view of this continued non-compliance with a Compliance Notice issued by the Commission, the matter has referred to the Commercial Crime Unit of the Police Department for further legal action.

PROJECTS

LOCAL GOODS – COTTAGE INDUSTRY (PRE-PACKED FOOD, PROCESSED FOOD AND BEVERAGES)

Officers observed a range of locally produced goods originating from the cottage industry that did not fully comply with the requirements of the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations. This project, initiated in 2023, aims to strengthen enforcement of Section 74 of the Fair Trading Act, 2022 (FTA, 2022) in relation to pre-packed food, processed food, and beverages manufactured locally\

Regular inspections have been undertaken to monitor compliance efforts by local manufacturers. During the first semester of 2025, the Section also convened a collaborative meeting with key stakeholders, namely the Seychelles Licensing Authority (SLA), Environmental Services Agency (ESA), Public Health Authority (PHA), and the Ministry of Investment, Entrepreneurship and Industry (MIE), to identify measures to reduce the number of unlicensed manufacturing businesses, address non-compliance in the market, and establish best practices to ensure new manufacturers are informed of labelling requirements prior to market entry.

A second stakeholder meeting is planned for 2026 to further strengthen coordination and compliance within the sector.

PROACTIVE LABEL REVIEW

The aim of this initiative is to minimize future contraventions arising where suppliers are uncertain as to whether imported products comply with Section 74 of the Fair Trading Act, 2022 (FTA, 2022). Suppliers are encouraged to submit photographs of labels on sample products to the Commission for review prior to supply. Following this assessment, they are informed whether their labels meet the requirements of the Fair Trading (Consumer Protection) Product Labelling and Trade Description Regulations.

During the reporting period, one supplier submitted products for review.

PROJECT 2: ICPEN

The Section participated in the ICPEN sweep on Mobile and Online Games, conducted between 3 and 4 April 2025, alongside “sweepers” from 22 consumer protection bodies. The exercise formed part of an international enforcement initiative aimed at identifying and assessing online games that may engage in conduct capable of causing consumer harm such as loot boxes, virtual currencies, manipulative design techniques, and conduct concerning minors or potentially contravene consumer protection legislation.

PROJECTS

Gaming is a rapidly growing industry, with an estimated 3.3 billion people of the global population playing games in 2024. It has reached consumers across all age groups and geographical regions.

Following the completion of the exercise, the International Consumer Protection and Enforcement Network (ICPEN) provided a report on the findings;

The global sweep, which examined 439 mobile and online games, found frequent use of manipulative design techniques, especially sneaking, nagging and obstruction practices.

The ICPEN Sweep also found that the presence of loot boxes, in-game purchases and in-game advertisements was just as common in games rated ages 3 and up as it was in any other age classification. Moreover, only 30% of games with loot boxes disclosed the presence of this monetization mechanism on the platform pages where the game could be downloaded.

At the Commission's end, during the two-day sweep, a total of nine online games were examined by the Section, with particular attention given to practices that may mislead consumers, encourage unintended purchases, or otherwise present unfair commercial practices.

The Commission have utilized the information from the ICPEN report to support ongoing consumer awareness efforts regarding potential risks associated with certain online gaming practices.

PROJECT 3: STAKEHOLDER TASKFORE

The Section received a number of complaints relating to the spa sector, which prompted the decision to conduct a joint stakeholder taskforce in collaboration with the Seychelles Licensing Authority (SLA) and the Seychelles Revenue Commission (SRC). The inspections were undertaken to enforce Sections 72, 73, and 77 of the Fair Trading Act, 2022 (FTA, 2022). During the first semester, advisory letters were issued to operators within the spa sector as part of the initial educational and awareness phase.

The joint taskforce was conducted over a six-day period, during which a total of 55 inspections were carried out. On 23 and 24 July, 18 inspections were conducted, of which 5 were found to be in breach of the FTA, 2022, while 13 were compliant.

PROJECTS

In November, a further 33 inspections were conducted over a three-day period, with 8 breaches identified and 25 found to be compliant. Additionally, on 2 December 2025, 4 inspections were carried out, with all establishments found to be compliant.

Overall, out of the 55 spas inspected, 13 (23.6%) were found to be in contravention of the FTA, 2022, while 42 (76.4%) were compliant. Of the 13 breaches identified, 1 related to Section 72(1) for failure to provide receipts to consumers for services rendered. A further 6 breaches were recorded under Section 77(1) for failure to issue receipts, while 6 breaches under Section 77(3) related to non-compliant transaction records, where receipts did not meet the required legal standards.

Subsequently, 10 businesses in breach were issued with Fixed Penalty Notices, while 3 businesses were issued with Compliance Notices. During the inspections, other authorities also verified compliance with the provisions of their respective Acts and Regulations

PROJECT 4: DISTANCE SELLING REGULATIONS

The Distance Selling Regulations are currently pending approval for submission to Cabinet. Upon approval of the Regulations, a consumer guide will be developed to support public understanding and awareness.

An advisory note has been drafted and will be issued to businesses to provide information on the forthcoming regulatory framework. In addition, stakeholder engagement sessions will be organised with suppliers to promote awareness and encourage compliance with the Regulations ahead of their enforcement.

PROJECT 5: PRODUCT SAFETY REGULATIONS

The Product Safety Regulations draft is awaiting presentation to Cabinet for approval. Once the regulation has been finalized which is expected to be done during the first semester of 2026, the advocacy plan will be deployed.

This regulation seeks to incorporate seven mandatory standards from the Seychelles Bureau of Standards (SBS) under a proposed Regulations which will provide for goods listed under mandatory standards to be supported by valid Certificates of Conformity form origin and SBS approved certification.

CONSUMER AFFAIRS

The overall duties of the Consumer Affairs Section are as follows;

1. Conduct investigations into complaints lodged by consumers who have been aggrieved by the conduct of enterprises.
2. Preparing and submitting investigation reports upon completion of investigations.
3. Contribute and participate in education and advocacy initiatives to raise awareness of consumer rights and responsibilities.
4. Provide evidence before the Fair Trading Tribunal.

LET'S LOOK AT THE NUMBERS

7 Staff Count

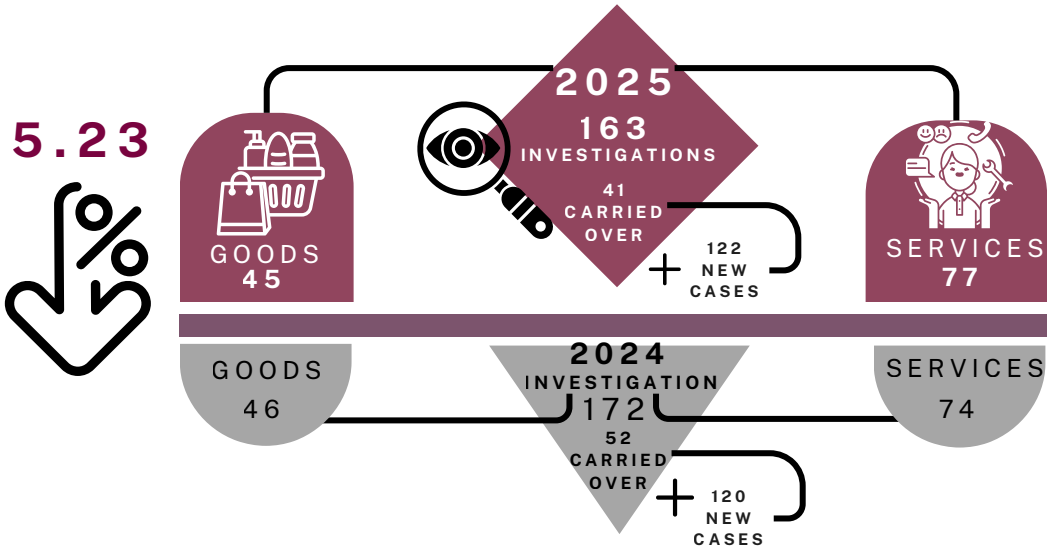
163 Investigations

42 Active cases

121 Discontinued cases

44 Cases for Tribunal & Undertakings

INVESTIGATIONS

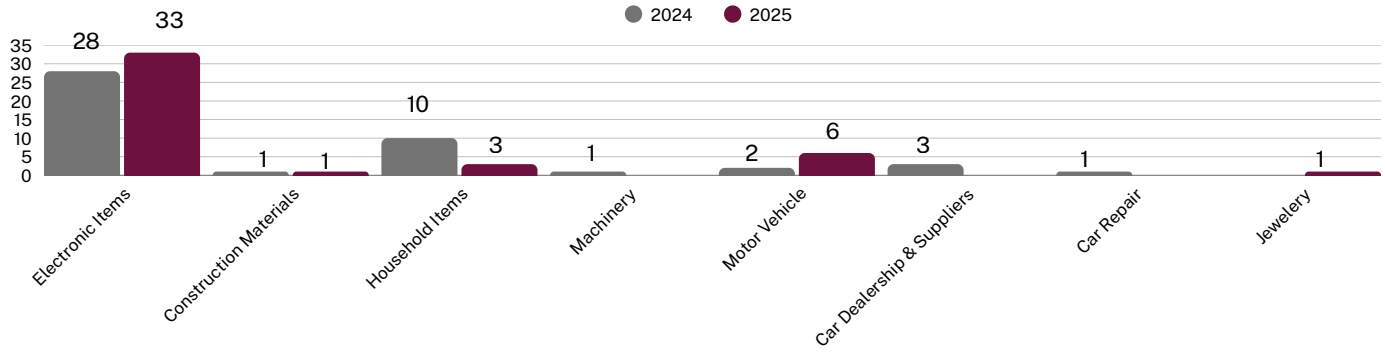


A total of 163 cases were investigated in 2025, in comparison to 172 in 2024. Of these, 41 were carried over from 2024, while the remaining 122 cases were lodged in 2025.

LEADING CATEGORY OF CONSUMER GOODS COMPLAINTS LODGED IN 2025

Electronics remained the leading category of consumer goods complaints in 2025, accounting for 33 cases (75%), an increase from 28 cases (60.9%) in 2024. This upward trend highlights the continued prominence of issues associated with electronic goods within the market.

In recognition of this sustained trend, the FTC has prioritised regulatory intervention through the development of the Fair Trading (General Product Safety Requirements) Regulation, which has been drafted and is currently awaiting approval. The Regulation is intended to strengthen the existing product safety framework by establishing clear standards and obligations for suppliers, particularly in the most prominent product categories such as electronics, and will require suppliers to obtain and provide a certificate of conformity from their respective suppliers to confirm that products meet established safety requirements, thereby enhancing accountability within the supply chain and strengthening consumer protection.



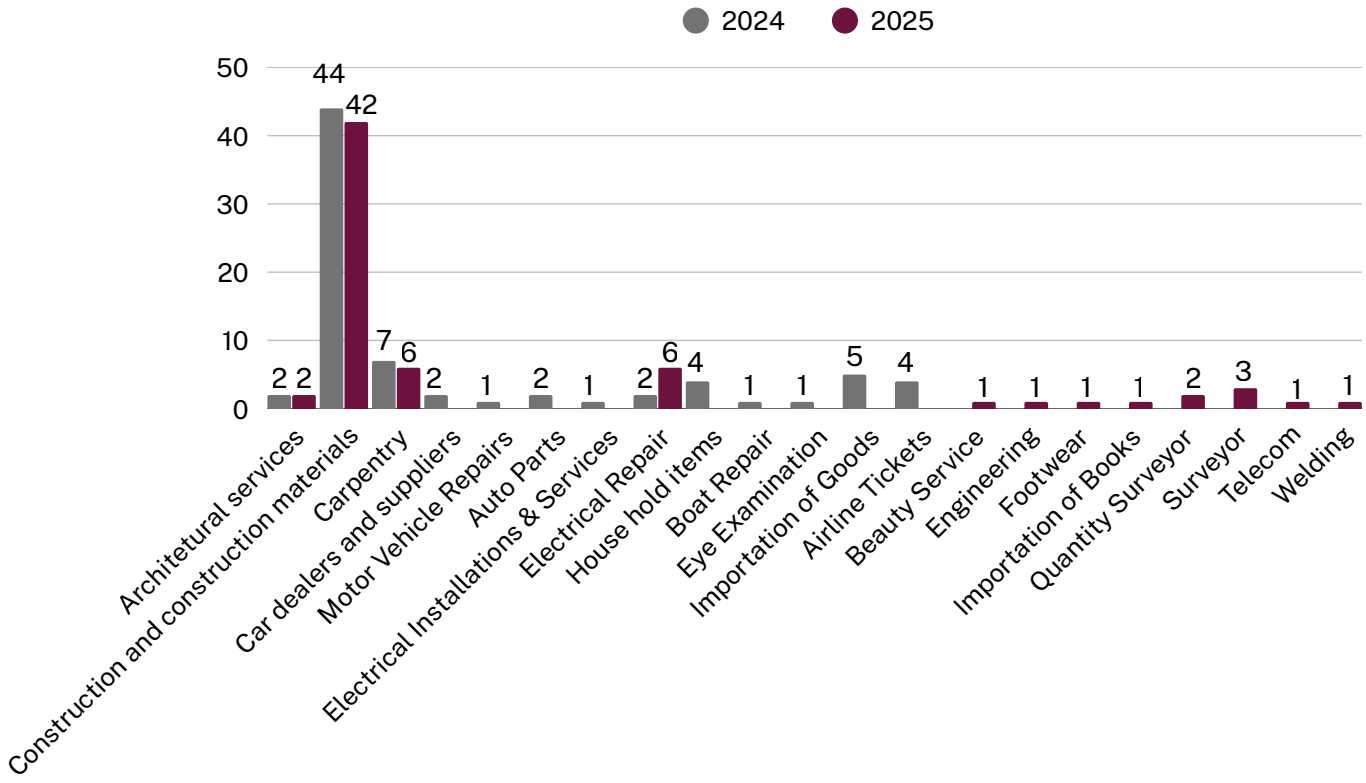
INVESTIGATIONS

LEADING CATEGORY OF CONSUMER SERVICES COMPLAINTS LODGED IN 2025

In 2025, construction and construction materials accounted for 54.5% of all consumer services cases, with a total of 42 cases recorded. This reflects a slight decline from 2024, where the category represented 59.5% of cases, amounting to 44. While the decrease is modest in absolute terms (a reduction of two cases), the proportionate decline suggests a gradual shift in the nature of consumer service complaints, with other sectors accounting for a relatively larger share in 2025 than in previous years.

Notably, several sectors that previously recorded little to no activity emerged as more prominent contributors in 2025. These include electrical repair (increasing from 2 to 6 cases), as well as surveyor-related services and other specialised technical services such as engineering, telecom, and welding, each recording new cases during the year. This shift indicates a diversification in the types of consumer complaints being reported, reflecting evolving consumer demand and greater engagement with a wider range of service providers.

While the marginal reduction in construction-related cases may suggest some improvement in compliance or service delivery within that sector, it remains the dominant source of complaints.



INVESTIGATIONS

TECHNICAL REPORTS

Technical and Quantity Surveyor (QS) reports remain essential in supporting the Commission's investigations by providing critical expert assessments that inform decision-making. In 2025, a total of 42 technical reports were prepared, marking a significant increase from 18 in 2024. Despite this rise in volume, overall costs for technical reports declined, reflecting improved cost efficiencies driven by an expanded pool of technicians and more effectively negotiated rates.

In contrast, QS reports decreased from 18 in 2024 to 12 in 2025. However, the total cost associated with QS services increased, indicating rising market rates for this specialised service. This trend also highlights ongoing challenges in securing a sufficient pool of qualified Quantity Surveyors, which continues to exert upward pressure on costs.

Overall, the data reflects a divergence in cost trends: while efficiencies have been realised in technical reporting, QS services are becoming more costly and constrained, underscoring the need for continued efforts to strengthen capacity and revise budget in this area.

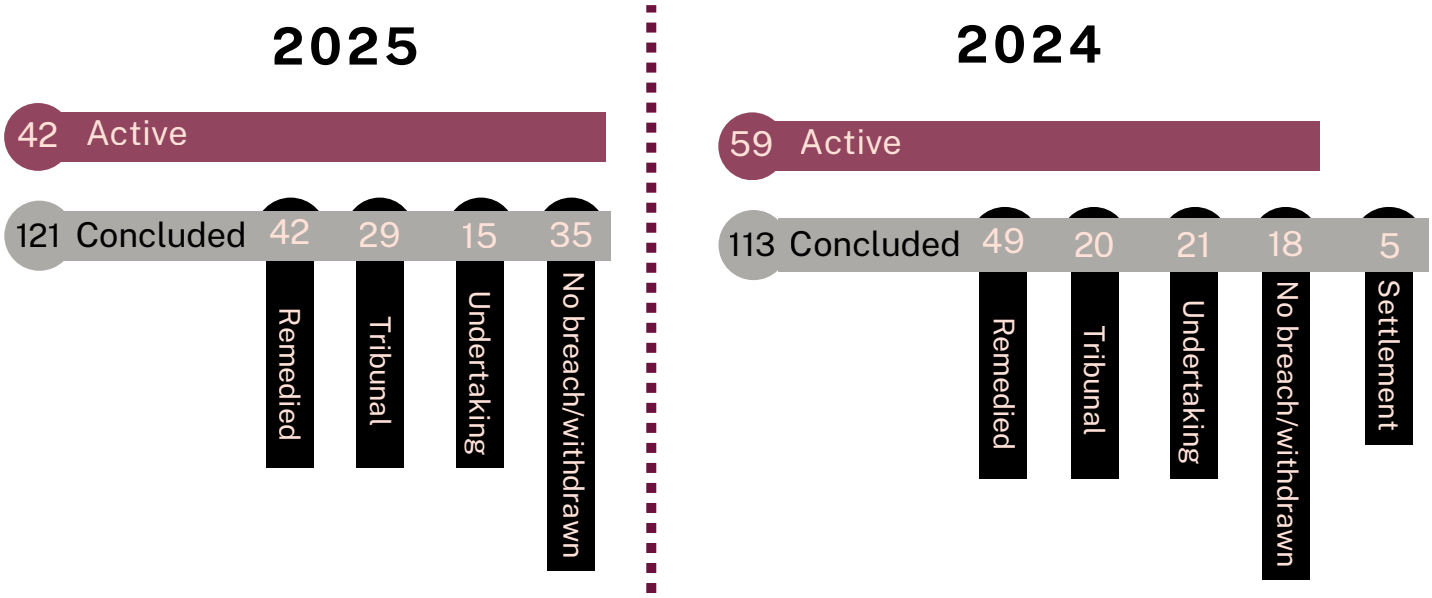
YEAR	NUMBER OF TECHNICAL REPORT	TOTAL COST OF TECHNICAL REPORT
2025	54	SCR 276,100 12 QS REPORTS SCR 166,000 42 TECH REPORTS SCR110,100
2024	34	SCR 244,600 18 QS REPORTS SCR 109,800 18 TECH REPORTS SCR 134,800 SCR231,950)

STATUS OF CASES

By the close of 2025, 42 cases (25.8%) remained active and were carried forward into 2026, while 121 cases (74.2%) were concluded. Of the concluded cases, 42 (34.7%) resulted in a remedy at the investigation stage. A further 35 cases (28.9%) were closed with no breach established or following withdrawal by the complainant. Additionally, 29 cases (24.0%) were referred to the Fair Trading Tribunal for prosecution, while 15 cases (12.4%) were resolved through voluntary undertakings.

The below diagram displays a breakdown of the data.

STATUS OF CASES AS AT END OF 2025, IN COMPARISON TO 2024



REMEDY

In 2025, the Section successfully secured redress in 42 cases, reflecting a slight decrease compared to 49 remedies achieved in 2024. The redress obtained in 2025 comprised performance of service, 11 cases (26.2%), refunds 23 cases (54.8%), repairs 3 cases (7.1%) and replacements 5 cases (11.9%).

Out of the total remedies secured, 9 cases were carried over from 2024 (21.4%). These carried-over cases resulted in performance of service 2 cases (22.2%), refunds 5 cases (55.6%) and replacements 2 cases (22.2%). The total refund amount for carried-over cases was SCR 31,698.00.

Overall, refunds issued to consumers in 2025 amounted to SCR 150,452.04 and USD 851.92

PRASLIN OFFICE

The Praslin office has a manpower capacity of 2 officers. The officers' duties are to investigate consumer complaints, relating to goods and services; conduct routine inspections and compliance visits at various business premises. They also carry out investigations in collaboration with the Competition Section on Mahe to ensure compliance with the Fair-Trading Act, 2022

In addition, the officers work closely with the Education and Advocacy Unit on Mahe to formulate educational activities and contents for dissemination to tconsumers and businesses on Praslin and La Digue.

LET'S LOOK AT THE NUMBERS

- **2** Staff Count
- **8** Consumer Cases
- **17** Investigations
- **50** Inspections
- **1** Compliance Certificate
- **2** Compliance Notice
- **34** Fixed Penalties Issued
- **45** MRP Inspection

CONSUMER COMPLAINTS

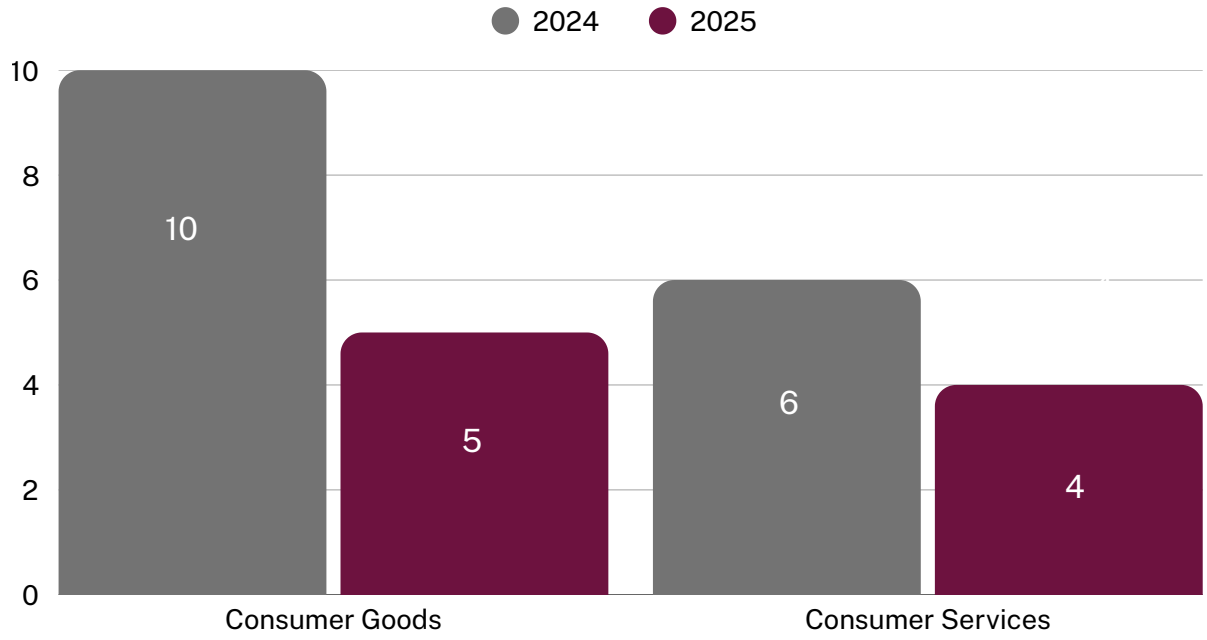
The Praslin office recorded a decrease in consumer complaints in 2025, with total cases falling from 16 in 2024 to 8 in 2025, representing a 50% reduction.

In 2025, complaints were evenly distributed, with 4 cases (50%) relating to consumer services and 4 cases (50%) concerning consumer goods.

In comparison, 2024 complaints were predominantly related to consumer goods, which accounted for 10 cases (62.5%), while consumer services represented 6 cases (37.5%).

This indicates a shift in the composition of complaints. While consumer goods remained the leading category in 2024, the distribution became balanced in 2025. At the same time, service-related complaints increased proportionally, suggesting a growing share of service-related issues despite the overall reduction in total complaints.

NUMBER OF COMPLAINTS RECEIVED PER COMPLAINT TYPE, IN 2025 IN COMPARISON TO 2024



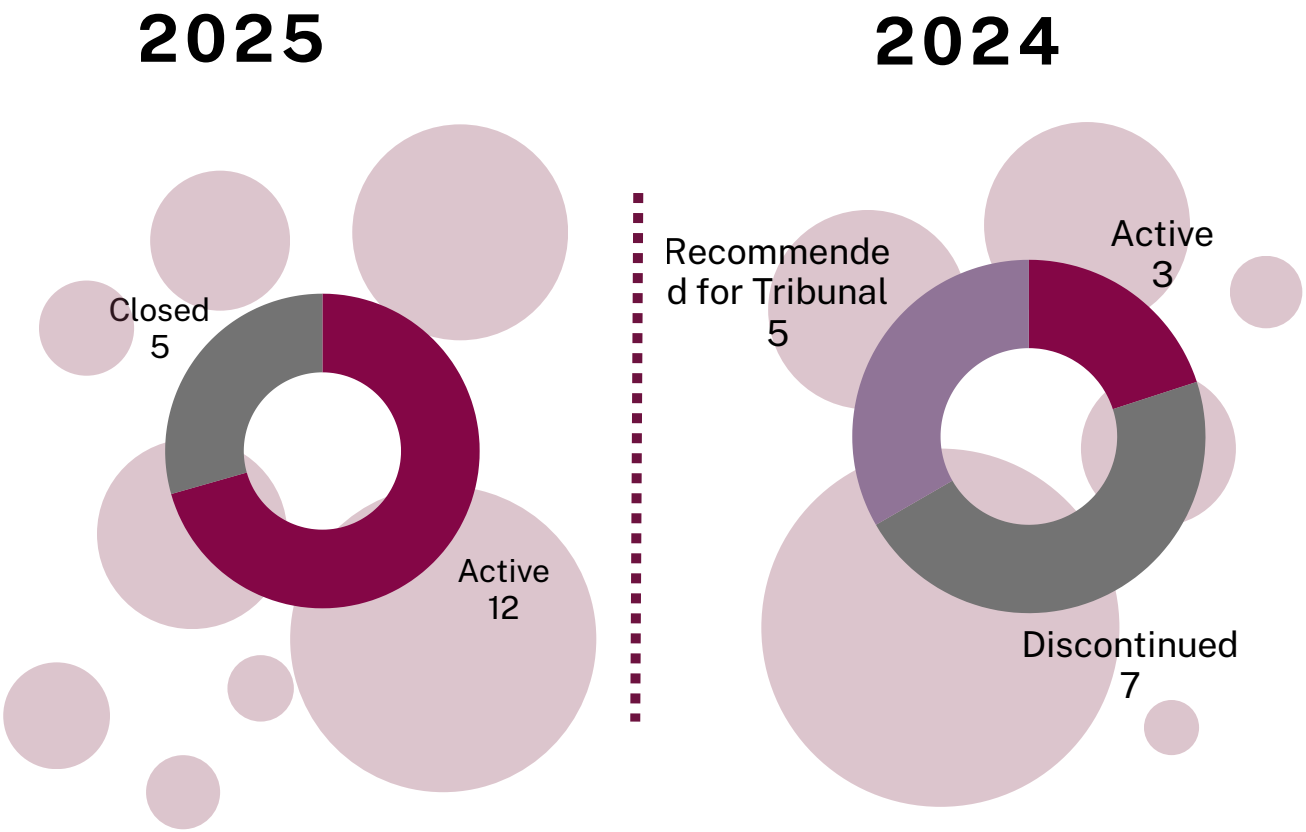
INVESTIGATIONS

In 2025, a total of 17 cases were investigated, compared to 15 in 2024, representing an increase of 13.3%. Of the cases investigated in 2025, 9 cases (52.9%) were carried forward from 2024.

Out of the 17 cases handled during the year, investigations were concluded in 5 cases (29.4%). Of these, 2 resulted in refunds, 1 in a replacement, and 2 were settled. By the end of 2025, 12 cases (70.6%) remained active and were carried forward into 2026. No cases were recommended for referral to the Tribunal during the reporting period.

In 2024, out of the 15 cases handled, investigations were concluded in 12 cases (80%). Of these, 7 cases were discontinued, of which 4 resulted in consumer refunds and 3 were closed due to no breach being identified. Additionally, 5 cases were recommended for Tribunal proceedings. By the end of the year, 3 cases (20%) remained active and were carried forward into 2025.

STATUS OF CASES AS AT END OF 2024, IN COMPARISON TO 2023



REMEDY

By the end of 2025, a total of five cases had been successfully resolved with remedies provided to consumers. These outcomes included refunds, product replacements, and mutually agreed settlements between the parties. This reflects the ability of alternative resolution approaches to efficiently resolve consumer disputes while avoiding the need for tribunal proceedings.

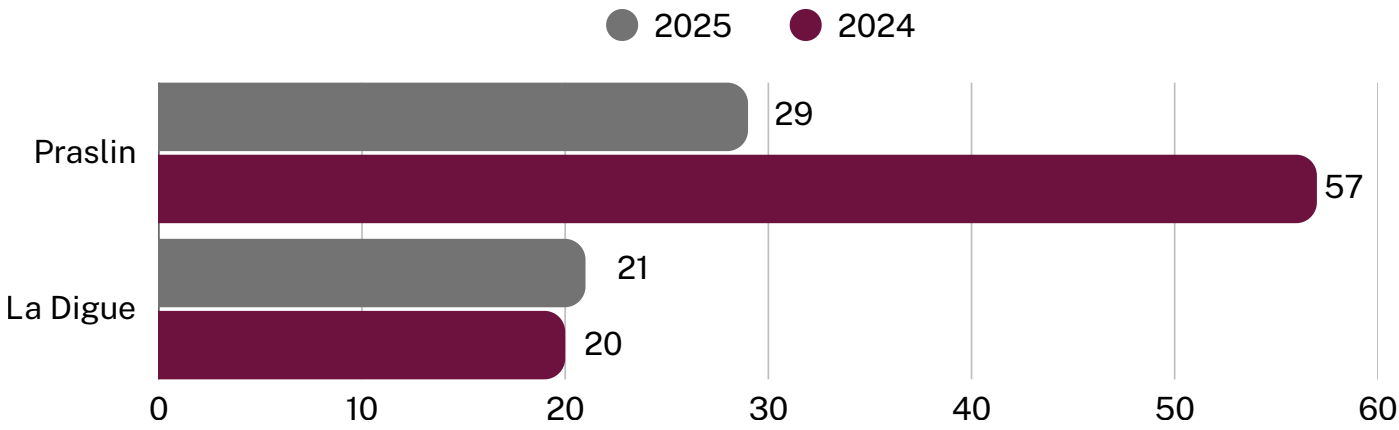
MARKET SURVEILLANCE

The Praslin office is also tasked with conducting inspections both on Praslin and La Digue in accordance with Section 6 (2) (b) of the Fair Trading Act, 2022 (FTA,2022).

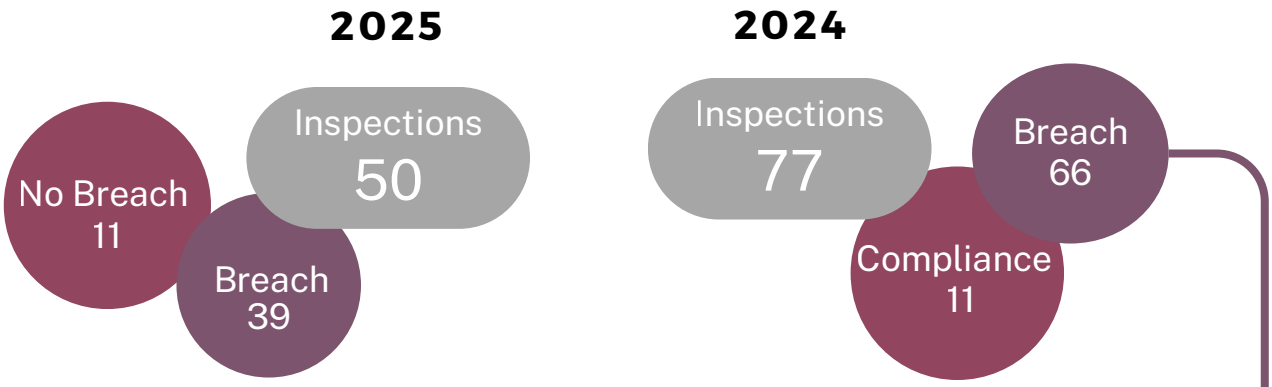
During the year 2025, the Praslin office conducted a total of 50 routine inspections on Praslin and La Digue. This represents a difference of 42.5% reduction in inspections conduced in comparison to 2024 where there was a total of 77 inspections. The decrease in the number of inspections conducted was due to ongoing projects and the need to prioritize investigations of cases. Inspections are carried out by 2 staff members, and with only 2 staff based at the Praslin office, annual leave has also contributed to the reduction in inspections.

Out of the 50 routine inspections, 29 (58%) were conducted on Praslin and 21 (42%) were conducted on La Digue. In comparison to 2024, 57 (74%) routine inspections were conducted on Praslin and 20 (26%) inspections were conducted on La Digue.

NUMBER OF INSPECTIONS CONDUCTED IN 2025, IN COMPARISON TO 2024



BREACH PATTERNS IN 2024 IN COMPARISON TO 2023



Breach of the Fair Trading Act, 2022 (FTA). The nature and frequency of breaches identified are as follows;

7 businesses were in breach of Section 72 (1) for failure to disclose prices.

1 businesses were found in breach of Section 74 (1) having displayed or offered for sale goods with trade descriptions not presented in English, French, or Creole.

11 businesses were found in breach of Section 74 (7) Supplying goods not intended for sale outside a particular country/jurisdiction

1 businesses contravened Section 76 (1) (a) by offering goods for supply without displaying their shelf life.

24 businesses contravened Section 76(1)(b) Sale of goods past their shelf life

1 businesses violated Section 77(1) by failing to issue receipts to consumers.

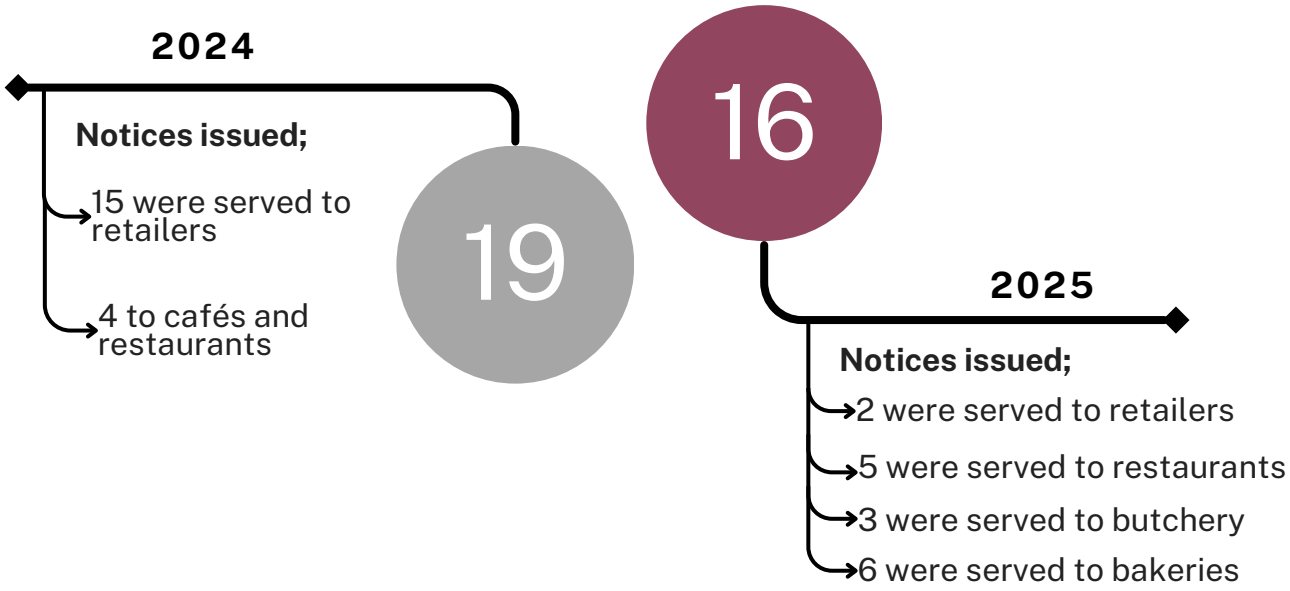
6 businesses violated Section 77(3) by Issuing receipts that do not meet the legal requirements

MARKET SURVEILLANCE

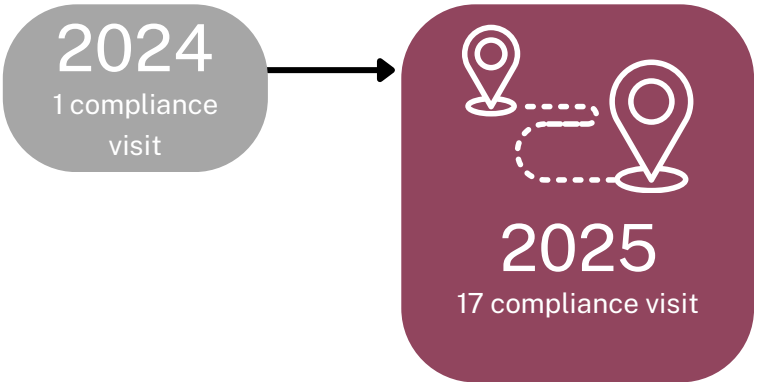
COMPLIANCE NOTICES

In accordance with Section 119(1) of the Fair Trading Act, 2022 (FTA), the Commission may issue a compliance notice where there are reasonable grounds to believe that a person has engaged in prohibited conduct.

COMPLIANCE NOTICES ISSUED IN 2025 COMPARED TO 2024



COMPLIANCE VISITS



COMPLIANCE CERTIFICATES

MARKET SURVEILLANCE

NON-COMPLIANCE

Proceedings may be instituted against an enterprise or person to whom a notice is issued and who fails to comply. Such cases are sent to the Legal Affairs Department who in turn forward them to the Commercial Crime Unit (CCU) for prosecution by the Attorney General's Office. For the pasts 2 years no cases of non-compliance have been registered.

FIXED PENALTY NOTICES

The total value of fines issued amounted to SCR 142,500, of which SCR 109,000 was successfully settled within the year of 2025, the remaining amount are due to be settled in 2026.

In 2024, total value of fines issued amounted to SCR 375,000, of which SCR 363,500 was settled within that year.

MARKET SURVEILLANCE

ENFORCEMENT OF MAXIMUM RETAIL PRICE

The Praslin office, in collaboration with the Seychelles Licensing Authority, conducted Maximum Retail Price (MRP) inspections in accordance with the Control of Supplies and Services Act, 2022.

INSPECTIONS

2025

45 MRP inspections

38 compliance with Maximum Retail Price (MRP) order

7 in breach of Maximum Retail Price (MRP) order

2024

51 MRP inspections

32 compliance with Maximum Retail Price (MRP) order

19 in breach of Maximum Retail Price (MRP) order

MARKET SURVEILLANCE

By the end of 2025, a total of SCR 7,500 was collected in MRP-related fines.

The Chart below shows the items that were being sold higher than the agreed MRP with Regular Basmati Rice (5kg) being the most prominent in 2025.

ITEMS OBSERVED BEING SOLD ABOVE MRP IN 2025 IN COMPARISON TO 2024

Regular Basmati 1kg
4 | 1

Regular Basmati 5kg
1 | 4

Premium Basmati 1kg
2 | 0

Premium Basmati 5kg
3 | 1

Long Grain 1kg
5 | 0

Long Grain 5kg
1 | 0

Oil 1lt
0 | 2

oil 5lt
4 | 0

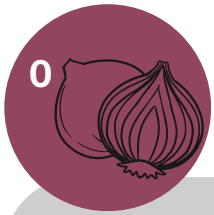
Milk Powder (Pouch)

900g
0 | 2

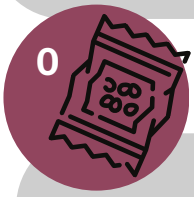
(Tin)
400g
0 | 3

900g
1 | 1

1.8g
1 | 1



Onion
1 | 0



Lentils 500 kg
4 | 0

Sugar
1 | 0

Salt
3 | 0

PROJECTS

PROJECT 1: EDUCATION & ADVOCACY

On 12th March 2025, the Praslin Office, with support from two officers from the Mahé Office, held an outreach session at Praslin Secondary School. The session brought together students and teachers and focused on raising awareness and improving understanding of the Fair Trading Act, 2022 in an engaging and accessible manner.

The Office also participated in a one-day roadshow organized by the Seychelles Licensing Authority (SLA) on 25th April 2025 at the Pension Fund Complex grounds, to mark the launch of its new online portal services. The event provided an opportunity to promote the Office's services, including its website and to engage directly with consumers.

The Office also developed posters to inform retailers about key provisions of the Fair Trading Act, 2022, outlining what is expected of them and their responsibilities under the Act.

Pension Fund Complex, 1st Floor, Room 19, Grand Anse Praslin

EDUCATION & ADVOCACY AND PUBLIC RELATIONS

The Education & Advocacy unit is responsible for fostering stakeholder engagement by developing educational contents to empower consumers and encourage behavioral change towards compliance amongst businesses. The unit works in close collaboration with the Public Relations Officer and other operational departments to create publications and implement outreach and communication campaigns in alignment with the Commission's Advocacy plan.

The Public Relations Officer is responsible for managing and enhancing the visibility and overall image of the Commission. The role is crucial in sustaining and strenthening relations with the Commission's diverse stakeholders.

The duties of the units are as follows;

Plan and execute the Commision's Education and Advocacy plans in support of the Commission's mandate.

Maintain and update the Education and Advocacy Platforms to ensure they remain relevant, accessible and informative.

Assess the effectiveness and impact of communication activities. Monitor and report on trends, public perceptions and development relating to the Commission's work.

Forge and sustain strategic partnerships with key stakeholders to enhance support for the Commission's objectives.

LET'S LOOK AT THE NUMBERS

3 Staff Count

389 Social Media Posts

3 Televised Media

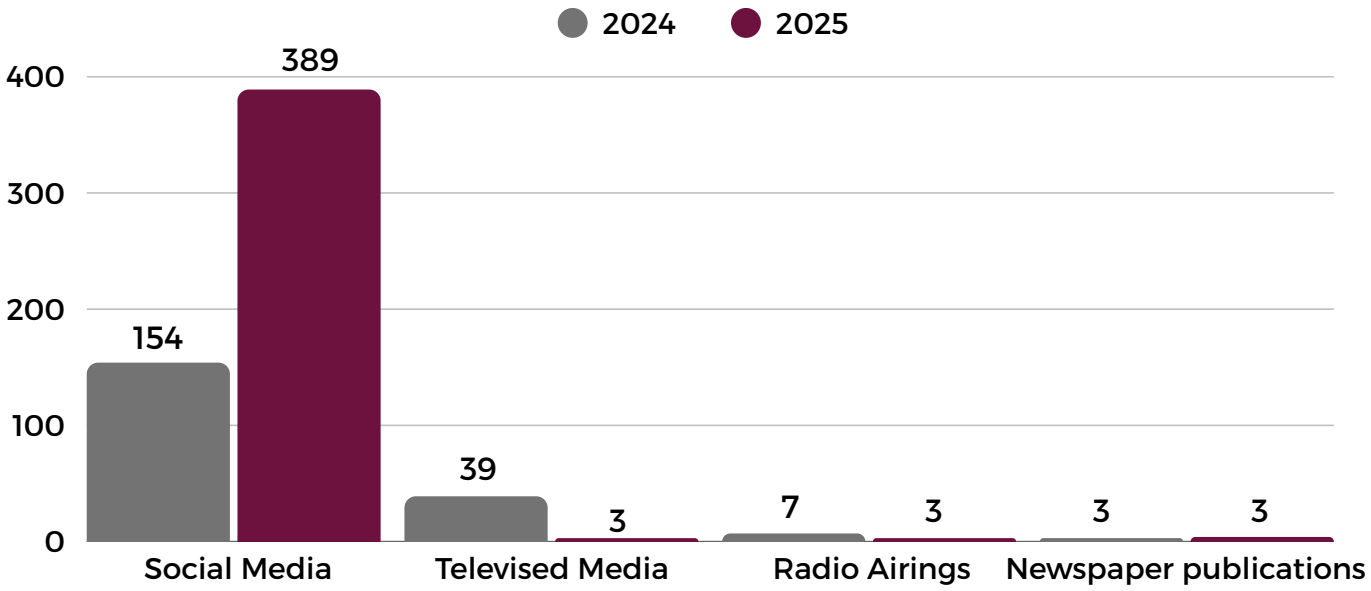
3 Radio Airings

3 Newspaper Publications

PLATFORMS MOST AND LEAST USED FOR EDUCATION & ADVOCACY

The graph provides a comparative overview of media platform utilization in 2025 compared to 2024. Social media continued to be the most utilized communication platform across both years, while televised airing & newspaper publication remained the least used. The reduced use of televised media and newspaper publications is largely attributed to rising costs and ongoing budgetary constraints faced by the Commission. Notably, social media usage for advocacy purposes recorded a significant increase, rising from 154 engagements in 2024 to 389 in 2025. This significant increase reflects the Commission's enhanced focus on digital communication, including increased posting frequency and real-time coverage of events through social media stories and related features, thereby strengthening the FTC's advocacy reach and public engagement.

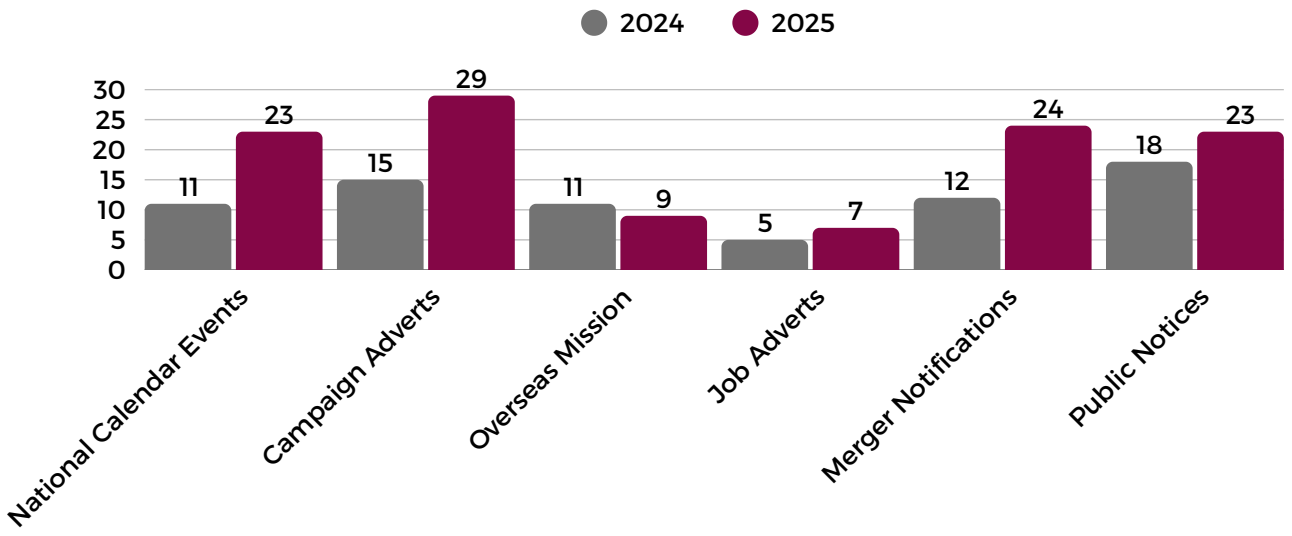
PLATFORMS USED FOR ADVOCACY IN 2025, IN COMPARISON TO 2024



CATEGORY OF CONTENTS PUBLISHED

The chart below presents a breakdown of the categories of content most frequently published on the Commission's social media platforms. In 2025, there was a notable increase in the publication of FTC activities, live event coverage in comparison to 2024, 2025 recorded an increase in content related to National Calendar Events and job advertisements, while a noticeable decline was observed in campaign adverts, overseas mission coverage and public notices. Overall, the data reflects a shift in content focus and publishing priorities between the two reporting years. This growth reflects an expanded use of social media to share real-time updates and timely information, enhancing public access to the Commission's work and outreach initiatives.

BREAKDOWN OF CATEGORY OF CONTENTS PUBLISHED ON SOCIAL MEDIA IN 2025, IN COMPARISON TO 2024



TELEVISED MEDIA AND RADIO PROGRAMMES

TELEVISED MEDIA & RADIO PROGRAMMES AIRED

A decline in television programmes aired and radio broadcasts was recorded during the reporting period, primarily due to budgetary constraints and the increased reliance on social media as the Commission's primary communication platform. Notwithstanding this reduction, radio continued to be utilised for interactive segments, including on-air games and audience engagement activities during key observances such as World Competition Day. Broadcast media remain important channels for public outreach and the Commission aims to increase the use of television and radio in 2026 through the implementation of targeted awareness campaigns, including initiatives focused on FTC complaint channels, public visibility and consumer education.

FTC ACTIVITIES

EDUCATION & ADVOCACY CAMPAIGNS, COLLABORATIVE ENFORCEMENT

EMPOWERING YOUNG CONSUMERS IN PRASLIN

12 March - Praslin

On 12 March, the Fair Trading Commission engaged students of Praslin Secondary School on their rights and obligations as young consumers.

The session was led by Analysts from the Praslin Office, Mrs. Vanessa Vital and Ms. Julia Ernesta, and supported by the then CEO Mrs. Natalie Edmond and former Public Relations Officer Ms. Emma Louise from the Mahe Office.

The engagement aimed to equip students with practical knowledge to make informed decisions in their daily lives.

ENGAGING FUTURE MARKETERS ON FAIR TRADE

8 April - University of Seychelles

On 8 April 2025, the Fair Trading Commission's Market Surveillance and Competition Department engaged Year 2 marketing students at the University of Seychelles on the importance of fair trade and competition laws.

The session explored how businesses must comply with the FTA when promoting products and services, covering topics such as misleading advertising, anti-competitive practices, and pricing strategies.

The initiative aimed to equip future marketers with the knowledge to foster a fair and transparent marketplace.

BREAD MANUFACTURERS TASKFORCE: ENSURING COMPLIANCE

16 - 17 April

As from the 16 to 17th April 2025, the Fair Trading Commission's Market Surveillance Section conducted a joint Taskforce targeting bread manufacturers, in collaboration with the Seychelles Licensing Authority, Public Health Authority, Seychelles Bureau of Standards, and Seychelles Revenue Commission.

A total of 22 bakeries were inspected, with 17 found in compliance with Section 74(3) of the Fair Trading Act 2022, while 5 were identified as non-compliant.

The operation highlights ongoing collaborative efforts to ensure a safe, fair, and transparent marketplace for consumers.

FTC ENGAGES THE PRASLIN COMMUNITY

25 April

On 25 April 2025, the Fair Trading Commission participated in the Seychelles Licensing Authority (SLA) roadshow at the Pension Fund Complex, Grand Anse Praslin.

The team showcased the Commission's online services, including the recently launched website, and provided visitors with hands-on guidance on submitting complaint forms and navigating other digital resources.

The initiative strengthened community engagement and promoted easier access to FTC services.

FTC AT THE LABOR DAY EXHIBITION

30 April

On 30 April 2025, the Fair Trading Commission participated in the Labor Day Exhibition at the National Museum of History, hosted by the Ministry of Employment & Social Affairs.

The Commission highlighted its key services to the public and celebrated long-serving staff, recognising the contributions of those who ensure smooth operations behind the scenes. The event provided an opportunity to engage with the community and showcase the FTC's role in promoting fair and transparent markets.

EDUCATING YOUNG CONSUMERS IN ANSE ETOILE

29 May

On 29 May 2025, the Fair Trading Commission conducted an educational session with three P4 classes at Anse Etoile Primary School to teach children about their rights under the Fair Trading Act, 2022. The initiative aimed to provide students with early knowledge to help them grow into informed consumers.

Through interactive exercises, the students participated in everyday life scenarios, identified items they are allowed to purchase, and learned where to find information on receipts. The session concluded with an educational short film. The Commission thanks the school for providing this opportunity to engage and educate the next generation.

IEC REGIONAL DIRECTOR VISITS FTC TO STRENGTHEN STANDARDS AND COMPLIANCE

On 23 June 2025, Mr. François Yapo Ahoti, IEC Regional Director for Africa, visited the Fair Trading Commission alongside the CEO of the Seychelles Bureau of Standards, Mr Andy Ally.

The visit reinforced IEC's support for establishing Seychelles' National Electrotechnical Committee and introduced a global database for verifying product conformity. Eight FTC officers also participated in a workshop to enhance understanding of IEC standards and conformity assessment.

PROTECTING CONSUMER INTERESTS ACROSS THE ISLANDS

1 July

In July 2025, the Fair Trading Commission's Praslin Office conducted a joint task force operation with the Seychelles Licensing Authority, Seychelles Revenue Commission, Public Health Authority, and Seychelles Fire and Rescue Services Authority.

The inspections covered bakeries, butcheries, and ice plants in Praslin and La Digue, ensuring compliance with regulations and promoting fair practices.

The operation highlights the Commission's ongoing commitment to safeguarding quality goods and maintaining a safe and transparent marketplace for all consumers.

FTC ENGAGES STUDENTS AT UNIVERSITY OF SEYCHELLES CAREER FAIR

3 July

On 3 July 2025, the Fair Trading Commission participated in the University of Seychelles Annual Career Fair at the Anse Royale Campus.

The Commission's Education & Advocacy Officer, Human Resource and Budget Management Officer, and Public Relations Officer shared career guidance, opportunities, and insights into working at the FTC.

The engagement aimed to inspire students interested in consumer protection, competition law, and public service careers.

SHAPING FUTURE ECONOMISTS

18 July

On 18 July 2025, the Fair Trading Commission engaged Economics students at the School of Advanced Level Studies (SALS) in Anse Royale.

The session focused on the real-world application of competition law, consumer rights, and fair market practices, linking classroom learning with practical insights into market regulation.

The initiative aimed to prepare the next generation of economists, analysts, and decision-makers to contribute to informed and fair economic practices.

FTC PARTICIPATES IN YOUTH FORUM ON PRODUCTIVITY AND TECHNOLOGY

21 July

On 21 July 2025, as part of Productivity Week, Ms. Sheena Leste (Competition Section) and Ms. Jessica Clovis (Consumer Affairs Section) represented the Fair Trading Commission at the Youth Forum organised by the Employment Department's Productivity Advisory Committee.

The forum, held under the theme "Productivity through Technological Advancement," brought together young professionals to discuss how emerging technologies, including artificial intelligence, are reshaping productivity across sectors.

The Commission's participation highlighted its commitment to engaging in discussions on tech-driven progress and supporting the future of innovation in Seychelles.

ENSURING COMPLIANCE IN SPA SECTOR

5 August

On 5 August 2025, a joint taskforce comprising the Fair Trading Commission, Seychelles Licensing Authority, and Seychelles Revenue Commission conducted inspections of 18 licensed spas across Mahé.

Of these, 15 were found in full compliance with Section 77(1) of the Fair Trading Act 2022, while 3 were in breach.

The operation reinforced the importance of receipts as a consumer right, record, and protection in all transactions.

FTC HOSTS CAPACITY-BUILDING SESSION ON COMPETITION

28 August

On 28 August 2025, the Fair Trading Commission's Competition Section conducted a capacity-building session with the Ministry of Investment, Entrepreneurship and Industries, the Seychelles Investment Board, and the Enterprise Seychelles Agency.

The session focused on competition laws under the Fair Trading Act 2022, FTC's investigation processes, and the importance of inter-agency collaboration.

Strengthening cooperation among these bodies supports more effective market oversight, enhances investigations, and promotes fair competition that benefits both businesses and consumers.

INTERNAL TRAINING ON ENFORCEMENT OF FAIR TRADING TRIBUNAL JUDGMENTS

29 August

On 29 August 2025, Principal Legal Officer Mr. Shane Chang-Seng led a training session for the Consumer Affairs and Market Surveillance Sections on enforcing judgments of the Fair Trading Tribunal.

The session covered relevant provisions of the Fair Trading Act 2022 and the Seychelles Code of Civil Procedure, including procedures such as asset seizure, civil imprisonment, and collaboration with other authorities when judgment debtors fail to comply.

Real court cases were discussed to illustrate the application of these procedures, reinforcing the Commission's commitment to upholding legal outcomes and promoting compliance to protect both consumers and businesses.

FTC ENGAGES THE PUBLIC AT THE CREOLE FESTIVAL

28-29 October

As part of the 2025 Creole Festival activities, the Fair Trading Commission participated in the "Salon Savwar Lengwistik e Kiltirel," engaging with the public to raise awareness of consumer rights, fair trading practices, and the Commission's services.

The interaction provided an opportunity to connect directly with festival attendees, answer questions, and promote a better understanding of the FTC's role in protecting consumers and ensuring fair market practices.

FTC ENGAGES RETAILERS ASSOCIATION ON FAIR TRADING MATTERS

30 October

On 30 October 2025, the Fair Trading Commission held a productive engagement with the Retailers Association following their request for dialogue on key aspects of the Fair Trading Act 2022. Representatives from the Market Surveillance Section, Competition Section, and Education and Advocacy Unit explained the Commission's mandate and addressed concerns raised by the Association, which represents over 400 members.

Discussions focused on fixed penalties, inspection procedures, and competition in the market. The FTC clarified that all actions and penalties are prescribed by law and highlighted its ongoing commitment to educating businesses and promoting fair competition. The session concluded positively, with the Retailers Association expressing willingness to collaborate further and requesting a follow-up meeting on competition-related matters.

FTC PRESENTS UPDATED COMPETITION LAW GUIDE TO SEYCHELLES INVESTMENT BOARD

3rd December

On 3 December 2025, the Fair Trading Commission presented the newly revised Competition Law Guide to the Seychelles Investment Board.

The handover reinforced the shared commitment to promoting fair and transparent business practices and highlighted the continued strength of the partnership.

The guide aims to empower businesses with clearer guidance, a deeper understanding of competition law, and support for a fair and competitive business environment in Seychelles.

FTC CELEBRATES WORLD COMPETITION DAY WITH PUBLIC OUTREACH

3rd December

On 3 December 2025, as part of World Competition Day activities, the Fair Trading Commission hosted an outreach at Orion Mall.

Visitors had the opportunity to learn about competition, anti-competitive conduct, and how fair competition benefits the economy, while accessing educational materials.

The Commission's team engaged with the public to provide guidance, answer questions, and promote greater awareness of competition principles.

FTC HOSTS WORLD COMPETITION DAY QUIZ PRIZE-GIVING CEREMONY

17 December

On 17 December 2025, the Fair Trading Commission hosted the prize-giving ceremony for the winners of the World Competition Day quiz.

The event celebrated competition awareness, rewarded participants' knowledge, and acknowledged everyone who contributed to making World Competition Day engaging and successful.

FTC ENGAGES THE PUBLIC ON LA DIGUE

12 December

On 12 December 2025, the Fair Trading Commission conducted an outreach on La Digue, engaging directly with residents to hear their concerns and provide information about the Commission's mandate, services, and role in promoting fair market practices.

The initiative strengthened community awareness and fostered closer connections between the FTC and the public.

TRAINING & DEVELOPMENT

INTERNAL TRAINING ON ENFORCEMENT OF FAIR TRADING TRIBUNAL JUDGMENTS

5 August

On 29 August 2025, Principal Legal Officer Mr. Shane Chang-Seng led a training session for the Consumer Affairs and Market Surveillance Sections on enforcing judgments of the Fair Trading Tribunal.

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Real court cases were discussed to illustrate the application of these procedures, reinforcing the Commission's commitment to upholding legal outcomes and promoting compliance to protect both consumers and businesses.

OVERSEAS MISSION

OECD Conference

Paris, France - 25 to 27 February

The Head of our Competition Department, Mr. Jean-Phillip Esparon, represented the Commission at the OECD Conference in Paris, France from February 25th to 27th.

The event featured two key workshops: Advocating for Competitive Neutrality in Regulations & State Support; and Leveraging Behavioral Economics in Competition Enforcement.

A highlight of the conference was the OECD Competition Trends 2025 that was launched during the Open Day, where experts engaged in discussions on emerging competition issues.

These conferences provide invaluable insights, helping FTC refine strategies to better serve consumers and ensure businesses are operating fairly.

ICN Chief & Senior Economist Workshop

Budapest, Hungary - 23 to 25 April

Ms. Yamillia Laurette, an analyst from our Competition Department, attended the ICN Chief and Senior Economist Workshop held in Budapest, Hungary, from the 23rd to the 25th of April.

The workshop offered in-depth sessions on a range of pertinent topics in competition law, including:

- Platforms
- Cartel Screening
- Use and reliability of empirical models and data in competition cases
- Evaluation of agency interventions
- Public interest and fairness test
- Artificial intelligence and competition

ICN Annual Conference

Edinburgh, Scotland, 6 to 9 May

In May 2025, our CEO, Mrs. Frederika Poussou, attended the ICN Annual Conference held in Edinburgh, Scotland, from May 6–9. The conference brought together global competition authorities and experts to explore key topics, including the role of competition in promoting innovation and economic growth, developments in digital markets, effective merger review, and the application of economics in enforcement.

Discussions also addressed tackling cartels, strengthening competition policy to meet evolving global needs, and marked the launch of the updated Anti-Cartel Enforcement Manual.

While in Edinburgh, Mrs. Poussou also attended the African Competition Forum Steering Committee meeting on May 8. Members shared updates on achieved objectives, progress from various working groups, and discussed the 2025 capacity building plan, new collaborations, and proposals for upcoming research studies for the 2025–2026 period.

The Authority was pleased to have contributed to these important and forward-looking discussions.

Committee of Heads of National and Regional Competition Authorities

Cape Town, South Africa - 19 to 20 May

The Fair Trading Commission participated in the 1st Meeting of the Committee of Heads of National and Regional Competition Authorities, organised by AfCFTA from 19–20 May 2025.

Mr. Jean-Phillip Esparon, alongside colleagues from the Trade Division, represented the Commission. Discussions focused on strengthening regional collaboration, operationalising the AfCFTA Competition Network, and regulating competition in Africa's growing digital economy.

The meeting provided valuable insights to advance fair competition and regional cooperation.

Africa Competition Forum

Nairobi, Kenya - 9 to 11 June

Our team of talented female staff proudly represented the Fair Trading Commission at the COMESA Competition Workshop held in Nairobi, Kenya, from 9 to 11 June 2025.

Analysts from the Competition, Market Surveillance, Consumer Affairs Departments, and the Praslin Office participated to gain new insights and strengthen regional collaborations.

They attended key sessions, including:

- Case Handler's Workshop for Consumers
- Case Handler's Workshop for Competition
- ACF Research & Advocacy Working Groups
-

These workshops were designed to enhance the Commission's enforcement, advocacy, and investigative capabilities, enabling the FTC to better serve consumers and promote fair and competitive markets.

International Competition Network (ICN) Merger Worksh 2025

Mauritius - 15 - 17 October

Our Legal Officer, Ms. Shyan Matatikan, and Competition Section Analyst, Ms. Sheena Leste, represented the Fair Trading Commission at the International Competition Network (ICN) Merger Workshop 2025 held in Mauritius.

The workshop provided an opportunity to learn best practices, engage with international peers, and strengthen global collaboration in competition regulation.

International Conference on Digital Platforms

Marrakech, Morocco - November 2025

The Fair Trading Commission's CEO, Mrs. Frederika Poussou, along with Principal Legal Officer Mr. Shane Chang-Seng and Legal Officer Ms. Heleny Didon, attended the International Conference on Digital Platforms in Marrakech, Morocco.

The delegation engaged with global and African peers on emerging trends, regulatory challenges, and opportunities in the digital economy.

During the visit, they also participated in the African Competition Forum and the African Heads of Competition Authorities Dialogue, emphasising the importance of regional collaboration, capacity building, and proactive strategies to navigate digital transformation in Seychelles and beyond.

AfCFTA–OECD Capacity-Buildi Workshop

Accra, Ghana, 10 to 12 December

Our Competition Analyst, Ms. Sheena Leste, was in Accra, Ghana from 10–12 December 2025, where she attended the AfCFTA–OECD capacity-building workshop on cartel detection and investigation tools, organised under the framework of the African Continental Free Trade Area in collaboration with the Organisation for Economic Co-operation and Development.

The workshop focused on strengthening the technical capacity of competition authorities across Africa to identify, assess, and investigate cartel conduct. Sessions covered practical tools and methodologies for detecting collusion, including the use of screening techniques, data analysis, and leniency programmes. Participants also engaged in case studies and interactive discussions on investigative strategies, evidence gathering, and inter-agency cooperation.

The training further provided a platform for knowledge sharing and regional collaboration, equipping participants with enhanced skills to effectively combat anti-competitive practices and support the implementation of competition provisions under the AfCFTA framework.

ACHIEVEMENTS

Ms. Heleny Didon Sworn in as FTC Legal Officer

24 February

On 24 February 2025, Ms. Heleny Didon took her oaths as Legal Officer at the Chief Justice's chambers at the Palais de Justice. The ceremony was attended by her family, Principal Legal Officer Mr. Shane Chang-Seng, and Chief Executive Officer Mrs. Natalie Edmond.

The Commission congratulates Ms. Didon on her appointment and looks forward to her contributions and future achievements.

Former CEO Appointed Principal Secretary for Trade

1 May

In 2025, the Fair Trading Commission celebrated the appointment of its former Chief Executive Officer as the new Principal Secretary for Trade. Her leadership and dedication were pivotal in strengthening the Commission and establishing its reputation as a respected institution. The FTC acknowledged her contributions and extended best wishes for success in her new role, recognising the lasting impact of her tenure.

ACHIEVEMENTS

Mrs. Frederika Poussou Appointed Chief Executive Officer

1 May

In 2025, Mrs. Frederika Poussou was appointed Chief Executive Officer of the Fair Trading Commission. A highly accomplished professional, she holds a Master's Degree in Public Administration from the University of Seychelles and a First Class Honours Bachelor's Degree in Business Studies (International Hotel Management) from Shannon College, Ireland.

Having joined the Commission in April 2016 as an Analyst, Mrs. Poussou brought over 11 years of experience across the public and private sectors and progressed through senior roles, including Deputy CEO in June 2023. Her appointment marked the continuation of her leadership journey and reinforced the Commission's commitment to strategic growth and effective governance.

Ms. Shyan Matatikan Sworn in as Legal Officer

23 October

On 23 October 2025, Ms. Shyan Matatikan took her oaths as Legal Officer before the Chief Justice at the Palais de Justice. The ceremony was attended by Principal Legal Officer Mr. Shane Chang-Seng and marked an important milestone in her formal assumption of duties at the Fair Trading Commission. The Commission congratulates Ms. Matatikan and looks forward to her contributions and future achievements.

CHALLENGES

1. Lack of stakeholder knowledge regarding the mandate of the commission

2. Increasing costs and limited suppliers of branded items to serve as giveaways for consumers and businesses during advocacy outreach/sessions.

3. Lack of relevant or up to date information to facilitate competition assessment.

4. The implementation of a revised scheme of service for technical staff is required to align with the labor market conditions and attempt to retain long-serving staff.

5. Lack of collaboration and reliable data from other stakeholders, poor response to feedback in relation to matters referred to them.

6. Efficiency of HR duties could be improved with HRIS. .

7. Increasing costs for publication on print and other paid media platforms proves to be a challenge in terms of budget availability.

8. Lack of technician availability in certain fields to perform evaluations, provide evidence and perform site visits.

9. Despite high social media presence, consumers are still not engaging enough on the platforms, and this hinders the effectiveness of the Commissions plans.

ANNEX

Sections

Section 6

Protection of the interests of consumers

Section 63

Unfair contract terms

Section 72

Non-disclosure of prices

Section 73

Selling goods at a price higher than the displayed price

Section 74 (1)

Supplying goods with information not provided in English, French, or Creole

Section 74(7)

Supplying goods not intended for sale outside a particular country/jurisdiction

Section 74 (14)

Supplying goods not intended for sale outside a particular country/jurisdiction

Section 76 (1) (a)

Failure to supply goods that are required to have a shelf-life

Section 76 (1) (b)

Sale of goods past their shelf life

ANNEX

Sections

Section 77 (1)

Failure to issue a receipt

Section 77 (3)

Issuing receipts that do not meet the legal requirements

Section 80

False representation

Section 83

Prohibition of referral selling

Section 85

Engaging in misleading or deceptive conduct

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TEL: 4325250

PRASLIN: PENSION FUND COMPLEX, GRAND ANSE
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