

Remaining whistleblowing mechanisms in the motor industry

In this article, we continue to focus on the motor vehicle industry in Namibia. In addition to the options discussed in the previous article, dissatisfied vehicle owners have also access to other institutions. These institutions are not regulators of the motor industry and "do not have teeth". Their focus is not specifically on the motor vehicle industry. Dissatisfied vehicle owners can report their issues to the Namibia Consumer Protection Group (they focus more on retail customers), the Namibia Customer Service Institute as well as the Namibia Consumer Trust (NCT). The NCT is advocating consumer rights. They tend to focus more on the food industry.

Another option for disgruntled customers is the Namibia Standards Institution (NSI), if quality issues are at stake. It is also worth mentioning in general that the Ministry of Trade and Industry is in the process of drafting a Consumer Bill that will provide some form of protection to consumers in future.

MIOSA

Owners of new vehicles, including vehicles under guarantee and/or warranty, have access to our southern neighbour in the form of the Motor Industry Ombudsman of South Africa (MIOSA). This institution is an independent institution that focuses on dispute resolution if a deadlock has been reached



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between the motor vehicle and related industries and their customers. MIOSA aims to contribute to the improvement of customer care in the motor industry. Because brand dealerships are very concerned about their brand image to maintain and increase their market share in Namibia and South Africa, MIOSA is an appropriate option for vehicle owners that do not receive a fair and/or justified response from brand dealerships in Namibia.

COLLUSION

If corruption is an issue in the motor industry, then report your issue to the Namibian Anti-Corruption Commission. If dealerships collude through price fixing, bid rigging and market division to monopolise the motor industry you can report your issue to the Namibian Competition Commission.

• References

Motor Industry Ombudsman of South Africa.

Namibia Consumer Trust.

Namibia Standards Institution.

Republic of Namibia. 2003. Anti-Corruption Act, No 8 of 2003.

Republic of Namibia. 2003. Competition Act, No 2 of 2003.

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