

From: Grenadian Organisation for Consumer Affairs GOCA <goca032011@gmail.com>
Sent: Sunday, 10 April 2016 16:54
To: Winston George
Cc: Kingsley St. Hill; juniorbacchus@yahoo.com
Subject: Re: Providing Written Comments on Draft Regulations

Greetings from Grenada.

These are some of the recommendations and comments we have from GOCA.

1. Inclusion of a Consumer Page on all NTRCs website. This section will be managed by National Consumer Associations in the respective member states.
2. Encourage and support the establishment of Consumer Protection Agencies as a direct service to all consumers. These agencies will be governed by a regional entity.
3. Provide adequate mechanism for the testing of 'quality of service' independently to the provider's reports and submissions - and should be a legal requirement for the provider.
4. Establish an on-going training program for consumer advocates (NGOs and Government Departments).to effectively do advocacy on behalf of consumers based on knowledge - content and industry operations.
5. Encourage consumer participation in discussions on issues relevant and can negatively affect consumers' needs and interests.
6. Consumer relations between the consumer and the business should be based on fairness, justice and respect.

Trust that these can contribute to the final document.

Regards.

Milton Coy
GOCA
Grenada