

Magauta Mphahlele new chairperson of CGSO

Magauta Mphahlele has been appointed as the chairperson of the Consumer Goods and Services Ombud (CGSO) and independent non-executive member to the board of directors. She takes over the reins from founding chairperson of CGSO, Grant Pattison, whose term has ended.



"This is a significant step in the establishment of CGSO," says the ombudsman for Consumer Goods and Services, Advocate Neville Melville.

With the registration of CGSO as a non-profit company and the appointment of an independent chairperson with no association with the industry, the CGSO is nearly fully established.

"The only piece of the picture still outstanding is the approval of the Industry Code of Conduct that has been lodged with the Ministry of Trade and Industry. Until the Code is approved, participation in and compliance with the Ombud Scheme, will remain voluntary.

"Mphahlele is well known for her contribution to the consumer protection environment and brings a wealth of knowledge and skills to the board."

Mphahlele has extensive experience in the field of general consumer protection and credit that spans more than 15 years. Her experience relates to all aspects including policy and legislative development; institutional design and management; stakeholder engagement; adjudication; mediation; corporate governance; and advocacy.

She steered the Consumer Protection Act and other legislation through the legislative process and served as a member of the National Consumer Tribunal, the dti Consumer Affairs Committee and the Gauteng Consumer Court.

The CGSO will continue to investigate alleged contraventions of its Code, which is aligned to the Consumer Protection Act and resolve consumer goods disputes effectively, independently and free of charge.

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