



Office of the Commissioner & CEO

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MEDIA RELEASE

ICCC rolls out consumer protection priority survey

The Independent Consumer and Competition Commission (ICCC) is rolling out a consumer priority survey to identify key consumer issues and emerging risks affecting households and markets in Papua New Guinea (PNG).

The survey, Consumer Protection Priorities Survey 2026, will inform the ICCC's enforcement, advocacy and education priorities for 2026 and 2027, ensuring regulatory action is targeted, evidence-based and responsive to real consumer harm.

The Commissioner and Chief Executive Officer, Mr. Roy Daggy said this initiative reflects the ICCC's commitment to placing consumer voices at the centre of policy and regulatory decision-making.

"Consumers are experiencing rapid changes in the markets, including rising prices, online scams, misleading advertisements and concerns around product safety. This survey gives the public and stakeholders a direct opportunity to tell us where the problems are and where the ICCC should focus its efforts," Mr. Daggy said.

The survey seeks feedback on current consumer problems, emerging issues, and priority areas for regulatory attention in sectors such as retail, ICT, finance, energy, transport, healthcare and other essential services.

The ICCC is calling on consumers, businesses and the general public to participate in this survey whereby those practical suggestions will be used to strengthen consumer protection outcomes in 2026 and beyond.

"Our role is to protect consumers and promote fair trading. To do this effectively, we need timely and informed input from the people and the industry. The insights gathered through this survey will directly guide our consumer protection strategy," Mr. Daggy added.

The ICCC encourages participation from all provinces, including rural communities, and welcomes responses from individual consumers, small and large businesses, industry bodies, and consumer organisations.

All responses will be treated confidentially and used solely for the purpose of setting ICCC consumer protection priorities.

The Consumer Protection Priorities Survey 2026 is now open on the following link: <https://forms.cloud.microsoft/r/NFSDy8qTrd?origin=lprLink> and responses must be submitted before 20 February 2026.

For further information or assistance, please contact the ICCC Consumer Protection Division on 3124600.

Authorized by:



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MR. ROY DAGGY

Commissioner & Chief Executive Officer



INDEPENDENT
CONSUMER &
COMPETITION
COMMISSION

CONSUMER PROTECTION PRIORITIES SURVEY 2026

WHAT SHOULD WE PRIORITISE IN 2026?

GIVE US YOUR FEEDBACK

COMPLETE SHORT SURVEY

[https://forms.cloud.microsoft/r/NFSDy8qTrd?
origin=lprLink](https://forms.cloud.microsoft/r/NFSDy8qTrd?origin=lprLink)



All
responses
before **31
Jan 2026**

