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## CCP begins inquiry against two dominant car manufacturers

ISLAMABAD: The Competition Commission of Pakistan (CCP) has initiated an inquiry under Section 37 of the Competition Act, 2010 into the possible anti-competitive behaviour of the two dominant car manufacturers in the automobile sector, which is, prima facie, responsible for putting unreasonable financial burden on the consumers of passenger vehicles without giving them value for money.

CCP started the inquiry after receiving various complaints and concerns highlighting the issues of high prices of vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-spot delivery, and no facility to recall the vehicles. The inquiry will initially cover the market for consumer vehicles ranging between the engine capacity of 800cc to 1299cc in which Indus Motor Company Limited and Pak Suzuki Motor Company Limited are the dominant players.

One of the major concerns shared with CCP is the consistent upward trend in the

prices of cars without an upgradation of the technology. Although the prices of locally assembled cars have increased manifolds over the past years, the manufacturers have failed to take significant measures to upgrade the engines and add safety and other features corresponding the increase in prices.

Similarly, one of the gravest predicaments faced by the consumers of new cars is the requirement of hefty advance payments for placing the order to book a car. In this regard, it has been observed that Suzuki requires full advance payment despite a non-negotiable delay in the delivery of its vehicles. Toyota has slashed this requirement to considerable extent, however, it still requires the buyers to make a 30 percent of the total price of the vehicle. The advance payment requirement on the one hand rids the customers of the opportunity to earn profits on their cash, and on the other hand allows the manufactures to accrue that profit for themselves. The delay in delivery of vehicles is another burning issue. Despite having ample access capacity of the

dominant manufacturers, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty. As is the case of advance payments, the delay in delivery of vehicles is linked to the benefits forgone by the consumers. Furthermore, the charging of premiums by the authorized dealers of the dominant manufactures for on-spot delivery has the potential to create a predicament where the manufacturer or dealers find it to their advantage to delay the deliveries of car in order to make more revenue. CCP has also noticed and it has been brought to its knowledge in a meeting with the Engineering Development Board that neither manufacturer appear to be facilitating the option of recall of vehicles, which, prima facie, indicates a lack of a healthy competition in the market. In light of the seemingly dominant positions held by Toyota and Suzuki in the consumer vehicle sector, it appears that consumers are being left without alternatives to consider.—PR

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Dominant players

# CCP initiates inquiry into price increase

Auto assemblers come under scanner of anti-trust watchdog

OUR CORRESPONDENT  
ISLAMABAD

The country's two largest car assemblers will face an inquiry for an apparently unreasonable hike in prices of their vehicles without justifying the raise with an upgrade of technology.

The Competition Commission of Pakistan (CCP) on Thursday announced that it has initiated an inquiry under Competition Act, 2010 into the possible anti-competitive behaviour of the two dominant car assemblers in the automobile sector. The inquiry has been initiated for putting unreasonable financial burden on the consumers of passenger vehicles without giving them value for money, according to a handout issued by the CCP.

There has been growing calls to regulate the automobile sector amid reports that the

government is considering introducing a European brand in the next two years to break their monopoly.

The CCP started the inquiry after receiving various complaints and concerns highlighting the issues of high prices of Toyota and Suzuki vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-the-spot delivery and no facility to recall the vehicles.

The inquiry will initially cover the market for consumer vehicles ranging between the engine capacity of 800cc to 1,299cc in which Indus Motor Company Limited and Pak Suzuki Motor Company Limited are the dominant players, said the anti-trust watchdog.

One of the major concerns shared with CCP is the consistent upward trend in the prices of cars without upgrade in technology, it added.

Although prices of locally-assembled cars have increased manifold over the past years,

Gravest predicaments faced by the consumers of new cars is the requirement of hefty advance payments for placing the order to book a car

the manufacturers have failed to take significant measures to upgrade the engines and add safety and other features corresponding with the increase in prices, the CCP observed.

Similarly, one of the gravest predicaments faced by the consumers of new cars is the requirement of hefty advance payments for placing the order to book a car.

The delay in delivery of vehicles is another burning issue. Despite having ample capacity, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty, said the CCP.

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## CCP probing Toyota, Suzuki practices

ISLAMABAD: The Competition Commission of Pakistan (CCP) has initiated an inquiry into the possible anti-competitive behaviour of two car manufacturers who are putting unreasonable financial burden on the consumers.

The inquiry, under Section 37 of the Competition Act, 2010, is being conducted after the commission received various complaints regarding high prices of vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-spot delivery, and no facility to recall vehicles.

The inquiry will initially cover the market for consumer vehicles ranging between the engine capacity of 800cc to 1299cc in which Indus Motor Company Limited and Pak Suzuki Motor Company Limited are dominant players.

One of the major concerns shared with CCP is the consistent upward trend in prices of cars without an up-gradation of the technology.

Although the prices of locally assembled cars have increased manifolds over the past years, the manufacturers have failed to take significant measures to upgrade engines and add safety features corresponding to the increase in prices.

Similarly, one of the gravest predicaments faced by consumers of new cars is the requirement of hefty advance payments for placing the order to book a car. In this regard, it has been observed that Suzuki requires full advance payment despite a non-negotiable delay in the delivery of its vehicles.

Toyota has slashed this requirement to considerable extent, however, it still requires the buyers to pay 30 per cent of the total price of the vehicle in advance.

The advance payment requirement on the one hand rids the customers of the opportunity to earn profits on their cash, and on the other hand allows the manufacturers to accrue that profit for themselves, the CCP noted.

The delay in delivery of vehicles is another burning issue. Despite having ample access capacity of dominant manufacturers, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty.

As is the case of advance payments, the delay in delivery of vehicles is linked to the benefits forgone by the consumers.

Furthermore, the charging of premiums by the authorised dealers of dominant manufactures for on-spot delivery has the potential to create a predicament where the manufacturer or dealers find it to their advantage to delay the deliveries of car in order to make more revenue.

It has been brought to the CCP's knowledge in a meeting with the Engineering Development Board that neither manufacturer appears to be facilitating the option of recall of vehicles, which prima facie, indicates a lack of a healthy competition in the market.

In light of the seemingly dominant positions held by Toyota and Suzuki in the consumer vehicle sector, it appears that consumers are being left without alternatives to consider. Through this investigation, CCP will determine whether the behaviour by Toyota and Suzuki constitutes the imposition of unfair trading conditions in violation of Section 3 of the Competition Act.—Reporter

## Pakistan chases car manufacturers

Friday, 26 June 2015 (2 days ago)

Tom Webb

The Competition Commission of Pakistan yesterday announced an investigation of potentially abusive conduct by car makers Pak Suzuki and Toyota-Indus.



A Toyota Corolla in Pakistan. (Credit: Omer Wazir on Wikimedia Commons (CC BY-SA 2.0))

In a statement, the commission said the two companies have behaved in a way which could be detrimental to consumers.

The authority chose to open a market inquiry following the receipt of several complaints. It is the enforcer's second inquiry since [hiring](#) new chair Vadiyya Khalil in early 2015. The probe will initially target Toyota-Indus and Pak Suzuki's actions in the market for consumer vehicles. Specifically, the agency will probe the market for cars with an engine capacity between 800 and 1299cc – which are usually small vehicles – where the companies appear to be dominant.

The agency's announcement outlined several aspects of the companies' conduct that were especially concerning for the unidentified complainants.

In particular, the complainants said Toyota-Indus and Pak Suzuki have boosted the price of cars assembled within Pakistan in recent years, but failed to upgrade engines or add safety features.

The complainants also said consumers are forced to pay large advances to order cars, and the companies delay delivery. Indeed, Pak-Suzuki forces consumers to pay the price of cars in full, while consumers who wish to purchase Toyota-Indus cars must pay 30 per cent upfront.

The two manufacturers, the commission said, appear to dominate the consumer vehicle sector, leaving customers without alternatives. At first glance, their conduct and market dominance may place an “unreasonable financial burden” on buyers of passenger vehicles, and provide them with poor value for money.

Pak-Suzuki is the Pakistani subsidiary of Japanese car producer Suzuki, while Toyota-Indus is a joint venture between Japan’s Toyota and the House of Habib, a diversified business conglomerate run by Pakistan’s Habib family.

Toyota-Indus and Pak-Suzuki did not respond to requests for comment. A commission spokesperson said the agency is unaware of the identities of any counsel acting for the defendants at this early stage of the investigation.

The beginning of the Competition Commission’s inquiry marks the second time the agency has acted against the car industry this year.

In April, the commission **fined** a car makers’ association 140 million rupees (€12.6 million) for taking part in a cartel that repeatedly overcharged consumers, following a six-month investigation that **began** in October 2014.

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## CCP probing market duopoly of two motor companies

Our correspondent

ISLAMABAD: The Competition Commission of Pakistan (CCP) has started inquiry against Toyota Indus and Pak Suzuki for suspected anti-competitive practices of high prices, charging of premiums, delay in delivery of cars and no facility to recall the vehicles.

The CCP has initiated an inquiry under Section 37 of the Competition Act, 2010 into the possible anti-competitive behaviour of the two dominant car manufacturers in the automobile sector, which are, prima facie, responsible for putting unreasonable financial burden on the consumers of vehicles without giving them value for money.

It is relevant to mention here that the government has so far failed to come up with new auto policy since last one year as this policy was prepared by Ministry of Industries but the government lacked political will to implement it encouraging new players to break hold of existing players.

However, the CCP started the inquiry after receiving various complaints and concerns highlighting the issues of high prices of vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-spot delivery, and no facility to recall the vehicles.

The inquiry will initially cover the market for consumer vehicles ranging from the engine capacity of 800 cc to 1299 cc in which Indus Motor Company Limited and Pak Suzuki Motor Company Limited are the dominant players.

One of the major concerns shared with CCP is the consistent upward trend in the prices of cars without an upgradation of the technology. Although, the prices of locally assembled cars have increased manifolds over the past years, the manufacturers have failed to take significant measures to upgrade the engines and add safety and other

measures to upgrade the engines and add safety and other features corresponding the increase in prices.

Similarly, one of the gravest predicaments faced by the consumers of new cars is the requirement of hefty advance payments for placing the order to book a car.

In this regard, it has been observed that Suzuki requires full advance payment despite a non-negotiable delay in the delivery of its vehicles. Toyota has slashed this requirement to considerable extent, however, it still requires the buyers to make a 30% of the total price of the vehicle. The advance payment requirement on the one hand rids the customers of the opportunity to earn profits on their cash, and on the other hand allows the manufactures to accrue that profit for themselves.

The delay in delivery of vehicles is another burning issue. Despite having ample access capacity of the dominant manufacturers, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty. As is the case of advance payments, the delay in delivery of vehicles is linked to the benefits forgone by the consumers.

Furthermore, the charging of premiums by the authorised dealers of the dominant manufactures for on-spot delivery has the potential to create a predicament where the manufacturer or dealers find it to their advantage to delay the deliveries of car in order to make more revenue.

CCP has also noticed and it has been brought to its knowledge in a meeting with the Engineering Development Board that neither manufacturer appear to be facilitating the option of recall of vehicles, which, prima facie, indicates a lack of a healthy competition in the market.

In light of the seemingly dominant positions held by Toyota and Suzuki in the consumer vehicle sector, it appears that consumers are being left without alternatives to consider. Through this investigation, CCP will determine whether the behaviour by Toyota and Suzuki constitutes the imposition of unfair trading conditions in violation of Section 3 of the Competition Act.

CCP is mandated by the Competition Act to enforce the prohibitions against anti-competitive practices in all spheres of commercial and economic activities and to protect consumers from anti-competitive behaviour.

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# CCP initiates inquiry into unfair trading conditions of automobile makers

**N**  
OUR STAFF REPORTER  
ISLAMABAD

The Competition Commission of Pakistan (CCP) has initiated an inquiry into possible anti-competitive behaviour of Indus Motor Company Limited and Pak Suzuki Motor Company Limited, responsible for putting unreasonable financial burden on consumers of passenger vehicles without giving them value for money.

The CCP has started an inquiry under Section 37 of the Competition Act, 2010 into the possible anti-competitive behaviour of the two dominant car manufacturers in the automobile sector. The inquiry will initially cover the market for consumer vehicles ranging between the engine capacity of 800 cc to 1299 cc in which Indus Motor Company Limited and Pak Suzuki Motor Company Limited are the dominant players.

The Commission has initiated the investigation after receiving various complaints and concerns highlighting the issues of high prices of vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-spot delivery, and no facility to recall the vehicles.

One of the major concerns shared with CCP is the consistent upward trend in the prices of cars without an upgradation of the technology. Although the prices of locally assembled cars have increased manifold over the past years, the manufacturers have failed to take significant measures to upgrade the engines and add safety and other features corresponding the increase in prices.

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The delay in delivery of vehicles is another burning issue. Despite having ample access capacity of the dominant manufacturers, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty. As is the case of advance payments, the delay in delivery of vehicles is linked to the benefits forgone by the consumers.

Furthermore, the charging of premiums by the authorized dealers of the dominant manufactures for on-spot delivery has the potential to create a predicament where the manufacturer or dealers find it to their advantage to delay the deliveries of car in order to make more revenue. CCP has also noticed and it has been brought to its knowledge in a meeting with the Engineering Development Board that neither manufacturer appear to be facilitating the option of recall of vehicles, which, prima facie, indicates a lack of a healthy competition in the market.

In light of the seemingly dominant positions held by Toyota and Suzuki in the consumer vehicle sector, it appears that consumers are being left without alternatives to consider. Through this investigation, CCP will determine whether the behaviour by Toyota and Suzuki constitutes the imposition of unfair trading conditions in violation of Section 3 of the Competition Act.

CCP is mandated by the Competition Act to enforce the prohibitions against anti competitive practices in all spheres of commercial and economic activities and to protect consumers from anti-competitive behaviour.

## PAK SUZUKI UNDER CCP SCANNER FOR HIGH PRICES, CHARGING OF PREMIUM

ISLAMABAD  
STAFF REPORT

**A**FTER receiving various complaints about high prices of vehicles, hefty advance payments, delay in delivery of passenger vehicles, charging of premiums for on-spot delivery, and no facility to recall the vehicles, the Competition Commission of Pakistan (CCP) has initiated an enquiry against two dominant local car assemblers, including Pak Suzuki Motor Company Limited.

A CCP spokesman said the commission has initiated an inquiry under Section 37 of the Competition Act, 2010 into the possible anti-competitive behaviour of the two dominant car manufacturers in the automobile sector, which is, prima facie, responsible for putting unreasonable financial burden on the consumers of passenger vehicles without giving them value for money. The inquiry will initially cover the market for consumer vehicles ranging between the engine capacity of 800 cc to 1299 cc.

CCP has also noticed and it has been brought to its knowledge in a meeting with the Engineering Development Board that nei-



ther manufacturer appear to be facilitating the option of recall of vehicles, which, prima facie, indicates a lack of a healthy competition in the market. Due to the dominant position Suzuki and other local car manufacturer, the consumers have very few options to consider. The investigation by CCP will determine whether the behaviour by Suzuki constitutes the imposition of unfair trading conditions in violation of Section 3 of the Competition Act.

One of the major concerns shared with CCP is the consistent upward trend in the prices of cars without an upgradation of the technology. Although the prices of locally

assembled cars have increased manifold over the past years, the manufacturers have failed to take significant measures to upgrade the engines and add safety and other features corresponding the increase in prices.

Similarly, one of the gravest predicaments faced by the consumers of new cars is the requirement of hefty advance payments for placing the order to book a car. In this regard, it has been observed that Suzuki requires full advance payment despite a non-negotiable delay in the delivery of its vehicles. The advance payment requirement on one hand rids the customers of the opportunity to earn profits on their cash, and on the other hand allows the manufactures to accrue that profit for themselves.

The delay in delivery of vehicles is another burning issue. Despite having ample access capacity of the dominant manufacturers, the delay is questionable particularly in the case of those models that have not undergone considerable changes and whose demand forecast can be made with relative certainty. As is the case of advance payments, the delay in delivery of vehicles is linked to the benefits forgone by the consumers.



مسابقتی کمیشن نے دو آٹو موبائل کمپنیوں  
 کیخلاف انکوائری شروع کر دی

اسلام آباد (کامرس رپورٹر) مسابقتی کمیشن آف پاکستان نے مسابقتی قانون 2010 کی شک نمبر 37 کے تحت آٹو موبائل سیکٹر میں موٹر کار بنانے والی دو بالادست کمپنیوں کی ممکنہ غیر مسابقتی رویے کے خلاف انکوائری شروع کر دی ہے جو کہ بادی النظر میں مسافر

گاڑیوں کے صارفین پر نامعقول مالی بوجھ ڈالنے کی ذمہ دار ہیں سی سی پی نے یہ انکوائری مختلف شکایات موصول ہونے اور خدشات اجاگر ہونیکے باعث شروع کی جن میں گاڑیوں کی بڑھتی ہوئی قیمتیں، بھاری پیشگی ادائیگی، گاڑیوں کی فراہمی میں تاخیر، گاڑی کی بروقت فراہمی کے لیے پرییم کی ادائیگی اور گاڑی واپسی کی سہولت نہ دینا شامل ہیں یہ انکوائری ابتدائی طور پر 8000cc-1299cc والے انجن کی مارکیٹ برائے صارف کی گاڑیوں کا احاطہ کرے گی۔

## کاریں بنانیوالی دو کمپنیوں کیخلاف مسابقتی رویے کی انکوائری شروع

اہم تحفظات میں اپ گریڈیشن ٹیکنالوجی کے بغیر قیمتوں میں اضافہ فراہمی میں تاخیر ہیں

اسلام آباد (خبرنگار خصوصی) مسابقتی کمیشن نے موٹر کاروں کی کاروں بنانے والی دو بالادست کمپنیوں کے ممکنہ غیر مسابقتی رویے کے خلاف انکوائری شروع کر دی ہے جو بادی النظر میں مسافروں کے صارفین کے صارفین پر نامعقول مالی بوجھ ڈالنے کی ذمہ دار ہیں، سی سی پی نے یہ انکوائری شکایات موصول ہونے اور خدشات کے باعث (باقی صفحہ 5 بقیہ نمبر 35)

### بقیہ نمبر 35 انکوائری شروع

شروع کی جن میں گاڑیوں کی بڑھتی ہوئی قیمتیں، فراہمی میں تاخیر، بھاری پیشگی ادائیگی، بروقت فراہمی کے لیے پرییم کی ادائیگی اور واپسی کی سہولت نہ دینا شامل ہیں، انکوائری ابتدائی طور پر 8000cc-1299cc والے انجن کی مارکیٹ کا احاطہ کرے گی جس میں انڈس موٹر کمپنی لمیٹڈ اور پاک سوزوکی موٹر کمپنی لمیٹڈ کی اجارہ داری ہے، اہم تحفظات میں اپ گریڈیشن ٹیکنالوجی کے بغیر گاڑیوں کی قیمتوں میں مسلسل اضافہ ہے، گزشتہ کچھ سالوں سے مقامی تیار گاڑیوں کی قیمت میں کئی گنا اضافہ دیکھا گیا لیکن مینوفیکچررز اس سے متعلقہ تحفظ اور دیگر خصوصیات کا اضافہ کرنے کے اقدامات میں ناکام رہے، نئی کار کی بلنگ کی بھاری پیشگی ادائیگی صارفین کے لیے پریشان کن ہے، سوزوکی گاڑی کی فراہمی میں ناقابل بحث تاخیر کے باوجود مکمل پیشگی ادائیگی طلب کرتی ہے، ٹویوٹا نے پیشگی ادائیگی میں کافی حد تک کمی کی ہے لیکن اب بھی قیمت کا 30 فیصد دینا لازم ہے، گاڑیوں کی خواہگی میں تاخیر بھی اہم مسئلہ ہے، بالادست مینوفیکچررز کی ممکنہ حد تک رسائی کی صلاحیت رکھنے کے باوجود تاخیر ایک سوال ہے، خاص کردہ ماڈلز جن میں نمایاں تبدیلیاں نہیں کی گئیں اور جن کی ڈیمانڈ کی پیش گوئی کی جاسکتی ہے مزید یہ کہ گاڑی موقع پر ڈیلیوری کے لیے بالادست مینوفیکچررز کے مستند ڈیلرز کی طرف سے عائد کردہ پرییم نامناسب آمدنی کمانے کا باعث ہو سکتا ہے، انجینئرنگ ڈویلپمنٹ بورڈ کی جانب سے سی سی پی کی معلومات میں یہ بات بھی لائی گئی کہ کسی بھی کمپنی نے ابھی تک کوئی گاڑی واپس کرنے کی سہولت فراہم نہیں کی جو بادی النظر مارکیٹ میں مسابقت کی کمی کا ثبوت ہے، سی سی پی اپنی تحقیقات کے ذریعے یہ فیصلہ کرے گا آیا ٹویوٹا اور سوزوکی اپنے صارفین پر غیر منصفانہ شرائط لاگو کر رہی ہے جو مسابقتی قانون 2010 کی سیکشن نمبر 3 کی خلاف ورزی ہے۔

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# کال سٹار کمپنیوں کی غیر سابقہ رفتاروں کے بغیر تحقیقات کا آغاز

مسابقتی کمیشن کی گاڑیوں کی قیمتوں، ایڈوائس وصولیوں، ڈیلیوری میں تاخیر، فوری ڈیلیوری پر پریمیم کی وصولی اور گاڑیوں کی واپسی سے متعلق شکایات پر کارروائی

2 بڑی جاپانی کمپنیوں کو نوٹس ارسال، فرمز کی جانب سے مسلط کیے جانے والے تجارتی ضابطہ کار کے مسابقتی قوانین کے خلاف ہونے یا نہ ہونے کا جائزہ لیا جائیگا

کراچی/اسلام آباد (بزنس خصوصی رپورٹرز) مسابقتی کمیشن آف پاکستان نے کمپنیشن ایکٹ 2010 کے سیکشن 37 کے تحت پاکستان میں گاڑیاں تیار کرنے والی 2 بڑی کمپنیوں کے ممانہ غیر مسابقتی اندرونی کے بارے میں تحقیقات کا آغاز کر دیا ہے۔ مسابقتی کمیشن آف پاکستان کے جاری کردہ بیان کے مطابق ملک میں گاڑیاں تیار کرنے والی 2 بڑی جاپانی کمپنیوں پاک سوزوکی موٹر کمپنی لمیٹڈ اور انڈس موٹر کمپنی لمیٹڈ کے بارے میں ملنے والی شکایات کا نوٹس لیتے ہوئے تحقیقات کا آغاز کر دیا گیا ہے۔ مسابقتی کمیشن نے کال سٹار کمپنیوں کو نوٹس ارسال کرتے ہوئے تحقیقات کا آغاز کر دیا ہے جس میں اس بات کا جائزہ لیا جائے گا کہ کمپنیوں کی

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جانب سے مسلط کیے جانے والے تجارتی ضابطہ کار ملک کے مسابقتی قوانین، کمپنیشن ایکٹ کے سیکشن 37 کی خلاف ورزی تو نہیں ہے۔ مسابقتی کمیشن کو ان کمپنیوں کی جانب سے گاڑیوں کی قیمتوں، ایڈوائس وصولیوں، ڈیلیوری میں تاخیر، فوری ڈیلیوری پر پریمیم کی وصولی اور گاڑیوں کی واپسی سے متعلق شکایات موصول ہوئی ہیں جو بظاہر صارفین پر غیر ضروری مالی بوجھ ڈالنے اور صارفین کو ان کے سرمائے کا حقیقی بدلہ نہ دیتے ہوئے غیر مسابقتی اندرونی کے ذمے میں آتی ہیں۔ کمیشن کے مطابق کمپنیوں کے بارے میں سب سے بڑی شکایت ٹیکنالوجی اپ گریڈیشن کے بغیر قیمتوں میں مسلسل اضافہ بتائی گئی ہے، مقامی سطح پر تیار کی جانے والی

گاڑیوں میں چند سال کے دوران کمی گنا اضافے کے باوجود کمپنیاں ٹیکنالوجی اپ گریڈیشن، بالخصوص انجن کی اپ گریڈیشن اور سٹیل کے اقدامات کے حوالے سے خاطر خواہ اقدامات کرنے میں تاخیر رہی ہیں، گاڑیوں کی بنگلہ کیلئے بھاری ایڈوائس کی وصولی صارفین کیلئے پریشانی کی اہم وجوہ میں سرگرم ہے، سوزوکی کی جانب سے گاڑیوں کی ڈیلیوری میں تاخیر کے باوجود بنگلہ پر 100 فیصد ایڈوائس وصول کیا جا رہا ہے۔ انڈس موٹر نے ایڈوائس وصولی میں کمی کی ہے تاہم اب بھی 30 فیصد ایڈوائس قیمت بنگلہ کے وقت وصول کی جا رہی ہے، گاڑیوں کی ڈیلیوری میں تاخیر بھی صارفین کیلئے ایک سنگت ہوا مسئلہ بنا ہوا ہے، گاڑیوں کی پیداوار کیلئے وسیع مچھلتی

کے باوجود ڈیلیوری میں تاخیر ایک سوال ہے بالخصوص ایسی گاڑیوں کی ڈیلیوری میں تاخیر جن کی طلب کے بارے میں اندازہ لگانا ممکن ہو یا ایسی گاڑیوں کے ماڈل جو بلیئر کسی بڑی تبدیلی کے تیار کیے جا رہے ہیں۔ کمیشن کے مطابق ایڈوائس وصولیوں کے ساتھ گاڑیوں کی ڈیلیوری میں تاخیر کا صارفین سے بڑے جانے والے فوائد سے براہ راست تعلق پایا جاتا ہے، مجاز ڈیلرز کے ذریعے آن اسپاٹ ڈیلیوری پر پریمیم کی وصولی زیادہ روٹیو کمائے کا ذریعہ ہے۔ کمیشن نے انجینئرنگ ڈیپارٹمنٹ بورڈ کے ایک اجلاس کا حوالہ دیا اور کہا کہ میٹریٹیکل رزرو کی جانب سے گاڑیوں کی واپسی (ری کال) کی بھی کوئی سہولت نہیں دی گئی جو صحت مند مسابقتی اصولوں بخلاف ہے۔