



Where we left.....

**FIJIAN
COMPETITION &
CONSUMER
COMMISSION**
ePricing Portal For Fijian Traders

Login to ePricing Portal
Traders need to use their TIN as Username.

vinilesh.kumar

Sign In!

Register with ePortal NOW!

Fill in your business details below.

Business Name

Your Business TIN

vinilesh.kumar

Alternative Business Email Address

Business Phone Number

Select Trader

Upload



**FIJIAN
COMPETITION &
CONSUMER
COMMISSION**

**Australian
Aid**





**FIJIAN
COMPETITION &
CONSUMER
COMMISSION**



Team:



**Viti Ni
Mataka**

e-Pricing : Financial Analysis Portal (FAP)

Theme: “Innovations for Higher Productivity”

Team Viti Ni Mataka



Isimeli Vulagi

Team Leader



Jimaima Kolinisau



Junior Bali

Team Manager

Senior Market Analyst
- Infrastructure



Al-Zaid Gul



Asneel Kumar

Team Facilitator

Journey to Quality Circle





FIJIAN COMPETITION & CONSUMER COMMISSION

Agenda



01

About FCCC

Who we are?
What we Do?

02

Project Selection

Current Situation, Goal for the Project

03

About the Project

Definition, Goals, Process of Operation

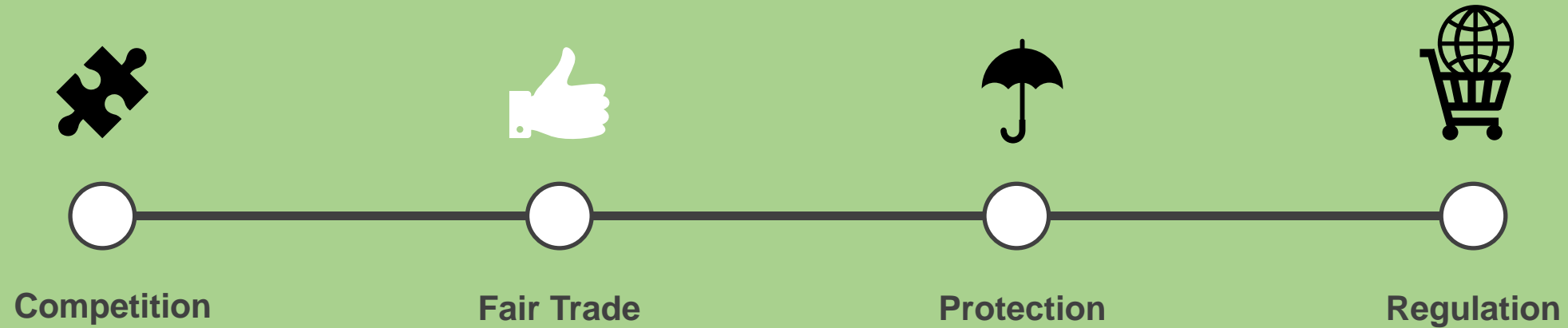
04

Implementation Plan

Results and Confirmation of Effect, Remaining
Steps and Standardization, Reflection Points

About FCCC

The Fijian Competition & Consumer Commission (FCCC) is a statutory body and performs as a multi-sector regulator, and a consumer protection agency for Fiji and her people, whilst administering the FCCC Act 2010.



We Promote Effective
Competition &
Informed Market
Place

We ensure
Implementation
of Fair Trade in
Market

Protect consumers
& businesses from
restrictive practices.

We Regulate prices
and control the
Monopoly Markets.





Improve Productivities

e-Pricing : Financial Analysis Portal



Financial Analysis Portal

Home

1. P&L and BS

2. Statement of CF

3. Pending Financials

4. Requires Attention

5. Financials Under Review

6. Completed Financials

7. My Profile

Upload the Financials for the period 2023-2024.

All supporting documents pertaining to the entries for P&L, Balance Sheet.

Upload Documents

Note: The Audited Financial for the period 2023-2024 to be uploaded here.

When the P&L and BS are entered and uploaded then the Cashflow is to be entered in the portal to complete the submission.

Home

1. P&L and BS

2. Statement of CF

3. Pending Financials

4. Requires Attention

5. Financials Under Review

6. Completed Financials

7. My Profile

Upload the Financials for the period 2023-2024.

All supporting documents pertaining to the entries for P&L, Balance Sheet.

Upload Documents

Note: The Audited Financial for the period 2023-2024 to be uploaded here.

When the P&L and BS are entered and uploaded then the Cashflow is to be entered in the portal to complete the submission.

Step 1 to 4

Follow the same principals as P&L and BS

Project Focus Area

Pricing
Planning &
Policy

Economic
Regulations

Technical
Regulations



Economic Regulations



FCCC's Economic Regulations function is responsible for determining the prices of the products that is controlled by the FCCC pursuant to a Price Control Order and undertaking **independent analysis and review on any industry engaged in the supply of electricity, water, sewage, post, broadcasting, telecommunications, ports, civil aviation or any other industries** that is declared subsequently in Section 5 of the FCCC Act 2010.

- ✓ Section 2(2) of the FCCC Act 2010 sets out FCCC's objectives in relation to regulated industries and access regimes as follows:
 - promote effective competition in the interests of consumers;
 - facilitate an approximate balance between efficiency and environmental and social considerations; and
 - ensure non-discretionary access to monopoly and near monopoly infrastructure or services



Quality Circle Stories



S. 1:

Problem Identification &
Prioritization

S.2

Understanding the
Problem: Observing the
Workplace

S.3

Collection of Information
of Data

S.4

Transformation / Project
Implementation

S.5

Results

S.6

Re-evaluation of the
system

Organizational Productivity Constraints



The Circle during its problem identification period (PDCA) was able to extract the following constraints that was limiting FCCC's efficiency for better decision making of the Regulated industries given the availability of financial information at hand and retaining the manual methods of analysis.

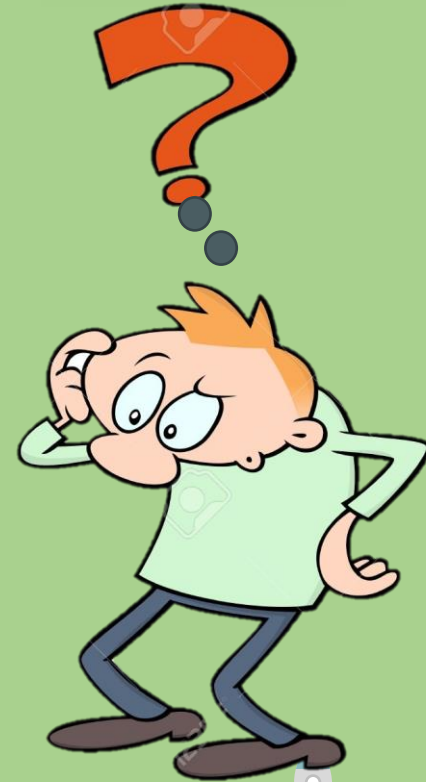
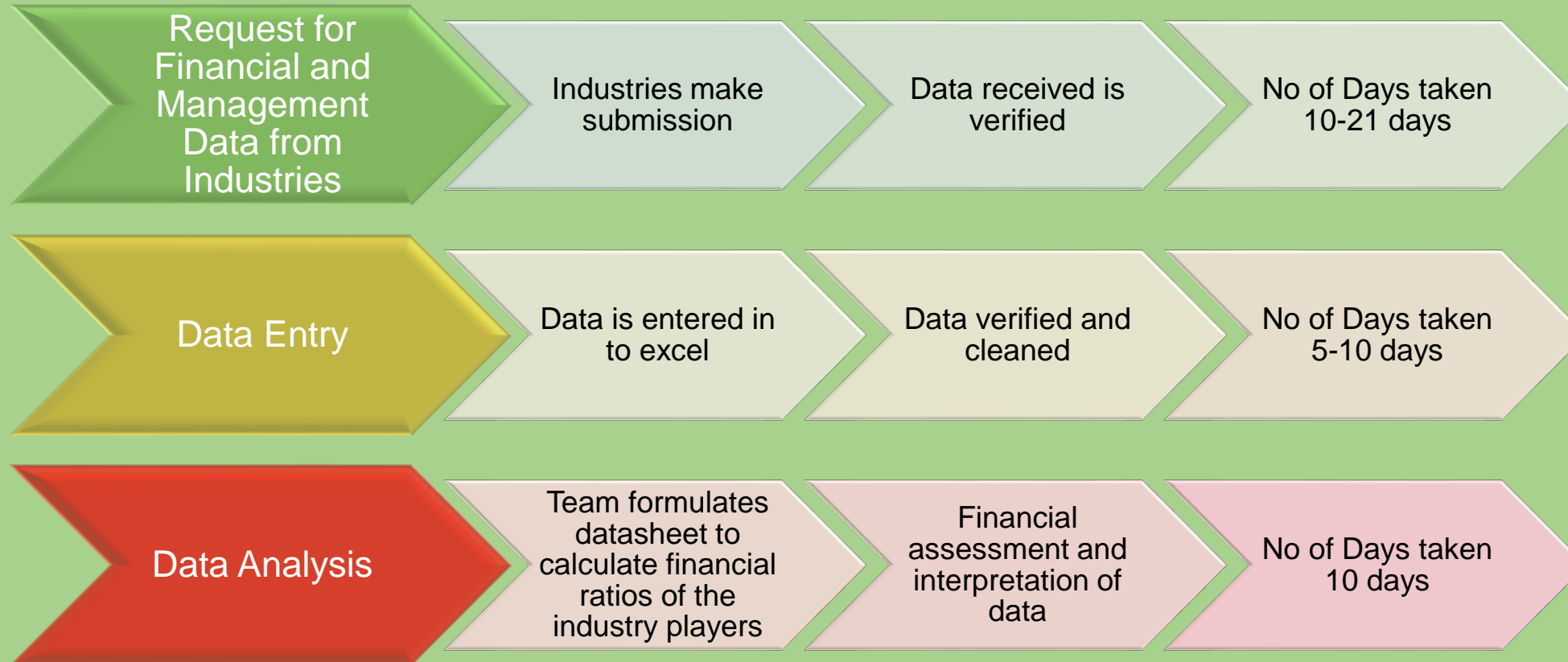
This was because:

- Lack of Digital Process
- Prolonged Processing
- Stakeholder Error
- Incomplete Submission
- Delivery Quality of FCCC
- Analysis Error/Human
- Misplaced Submission
- Delayed industries pricings and tariffs decision
- Delayed policy decision.

**PRODUCTIVITY = EFFICIENCY +
EFFECTIVENESS**

Doing things right Doing the right things right

Manual Process of Data Analysis



Brainstorming



Timeline

Friday 24/01/13 @ 12:00pm

- Regional Committee Data
- For 3 years 2013 - 2017
- Population Data

Sunday 26/01/13 @ 3:00pm

- considering Data
- Make PPT
- Description

Monday 01/02/13 @ 3:00pm

- Team Meeting
- Prepare draft 2
- Presentation

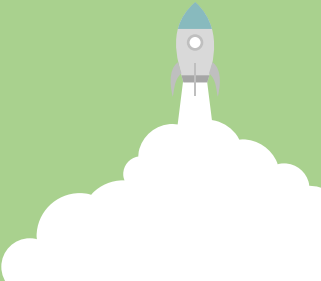
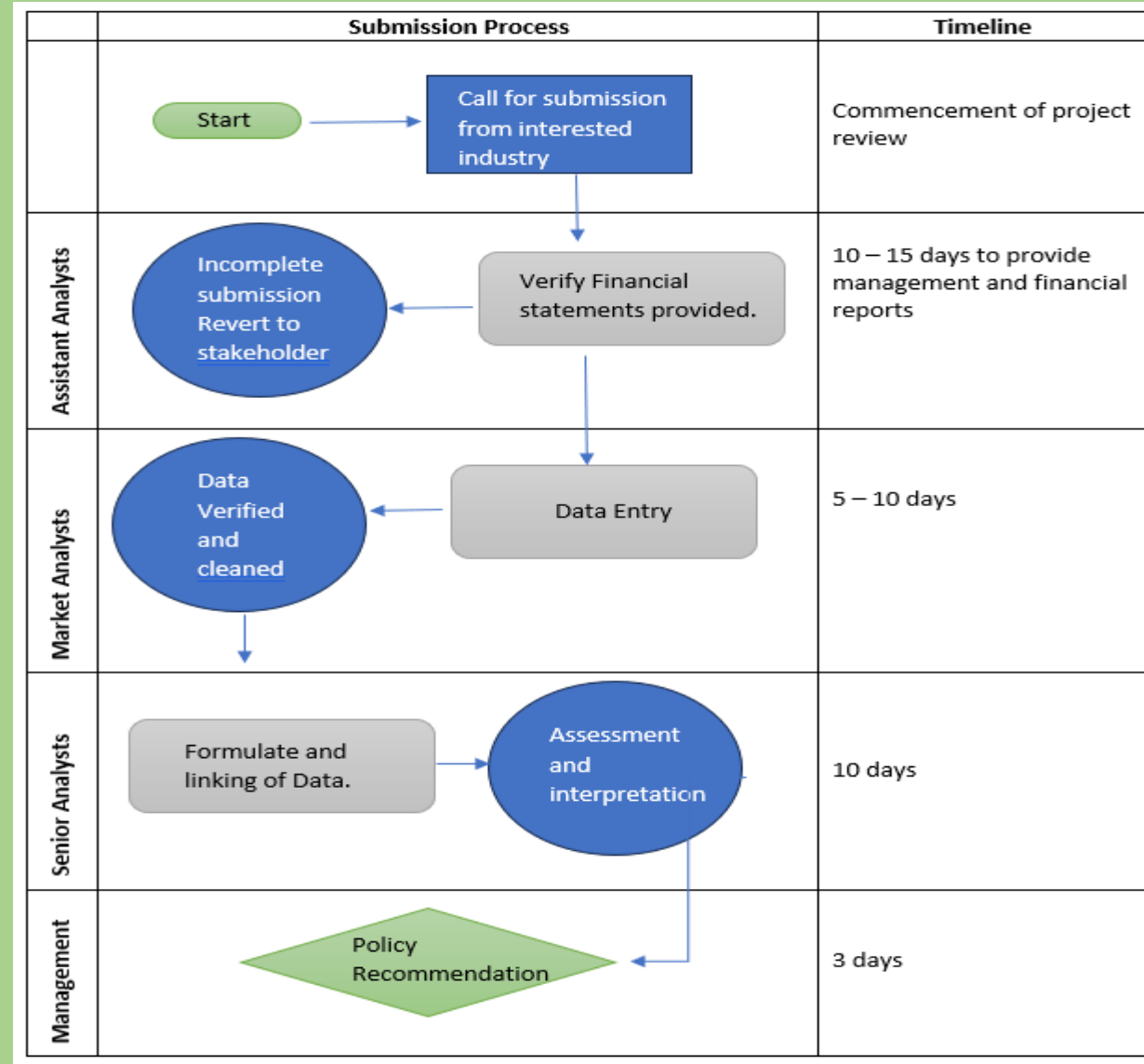
Tuesday

- Independent Person to address and come
- Team Meeting @ 3:00pm
- Prepare Final
- Presentation @ 3:00pm

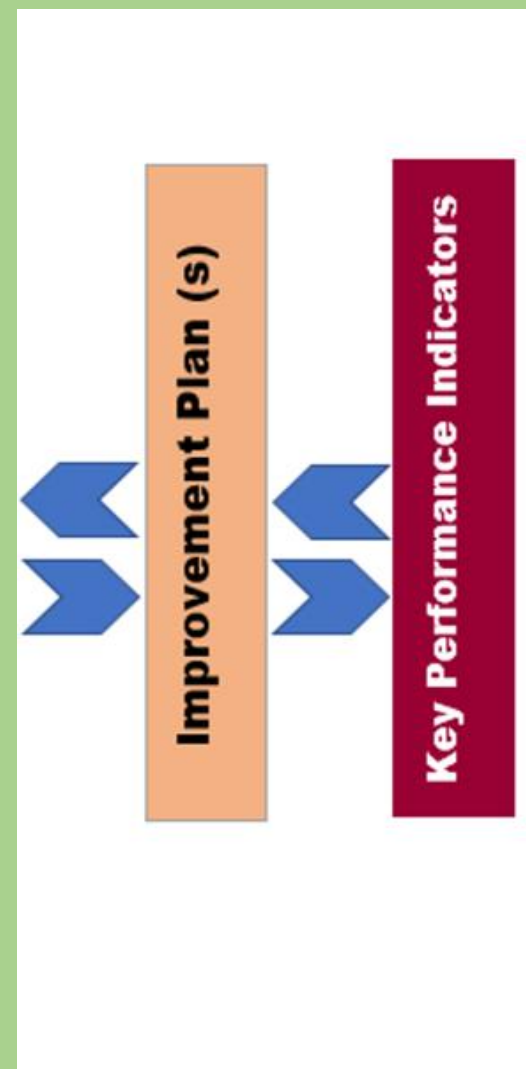
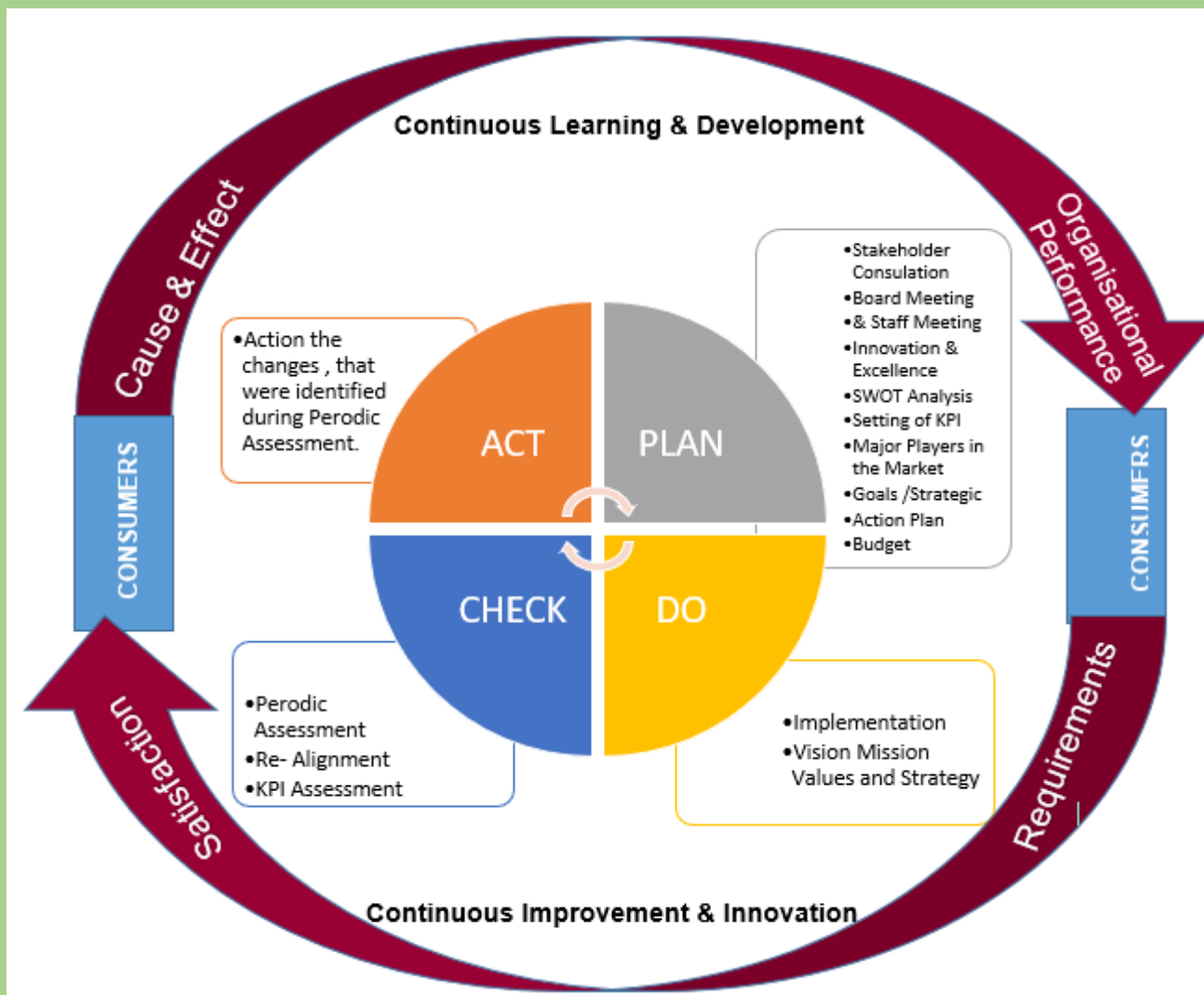
Wednesday

- Make Presentation
- 2 PPTs

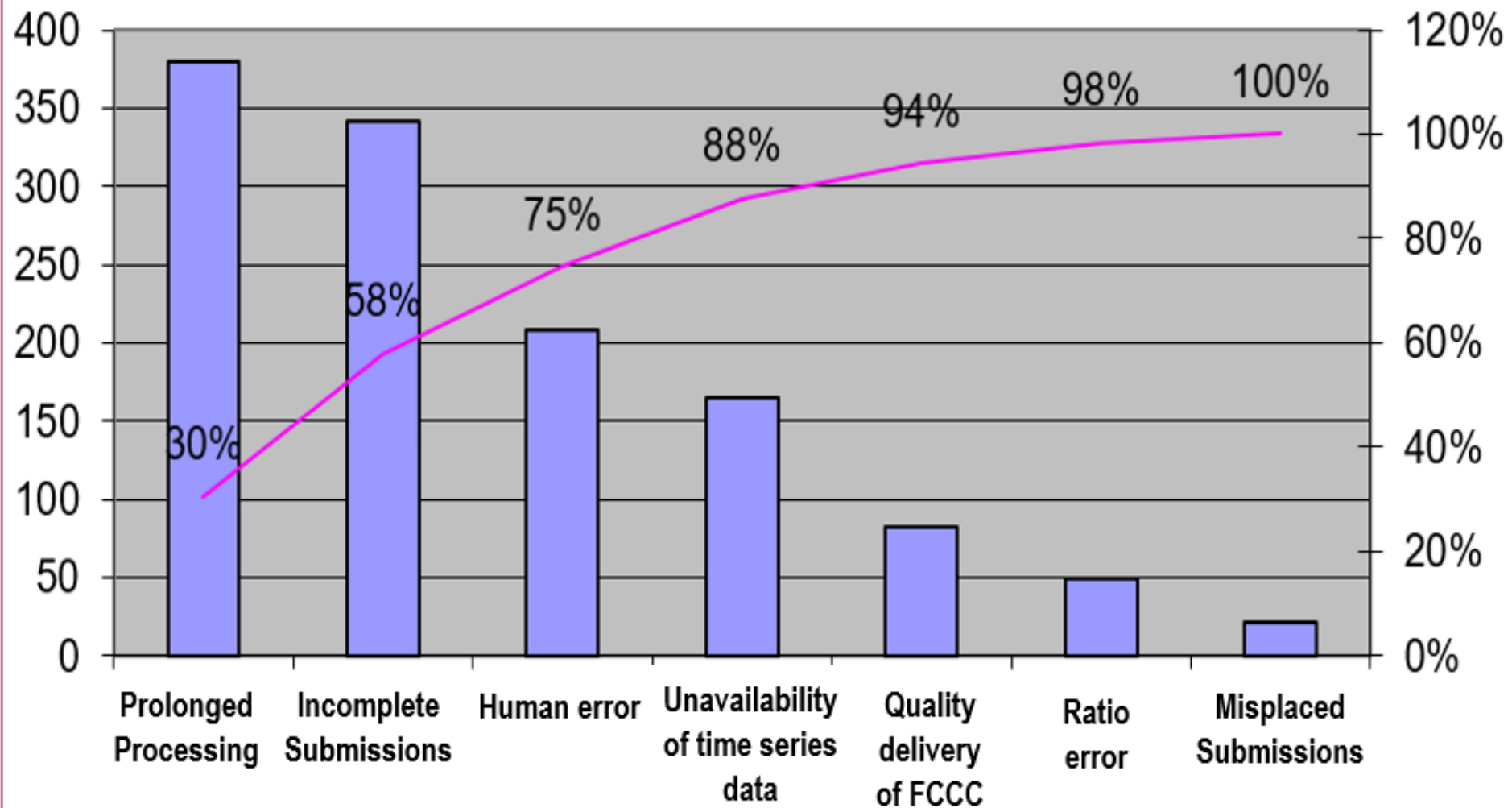
Process Map



**P
D
C
A**



Pareto Chart



Problem Classification – Control Chart



Perceived Problems	Controllable/ Uncontrollable	Risk Category	Agreement reached by members
<i>Lack of Digital Process</i>	Controllable	●	Digitalization of Process
<i>Prolonged Processing</i>	Controllable	●	Streamline data analysis
<i>Incomplete Submission - Data Provided are not clear, smudged, missing.</i>	Controllable	●	Data entry by stakeholder and verified by FCCC
<i>Human & Ratio errors</i>	Controllable	●	Portal will do all analysis moving forward
<i>Unavailability of time series data</i>	Controllable	●	Team will enter all data from previous years to have a time series database
<i>Quality delivery of FCCC output</i>	Controllable	●	Timely and accurate data analysis
<i>Additional administrative costs</i>	Controllable	●	Implementation of effective and efficient financial analysis portal
<i>Misplaced financial statements</i>	Controllable	●	Digitalization of Process

- The team Viti Ni Mataka validated the problems and proceeded to classify this problems according to its controllability.
- The team through consensus classified the problems in to either controllable or uncontrollable

Risk Key – High Risk



Medium Risk



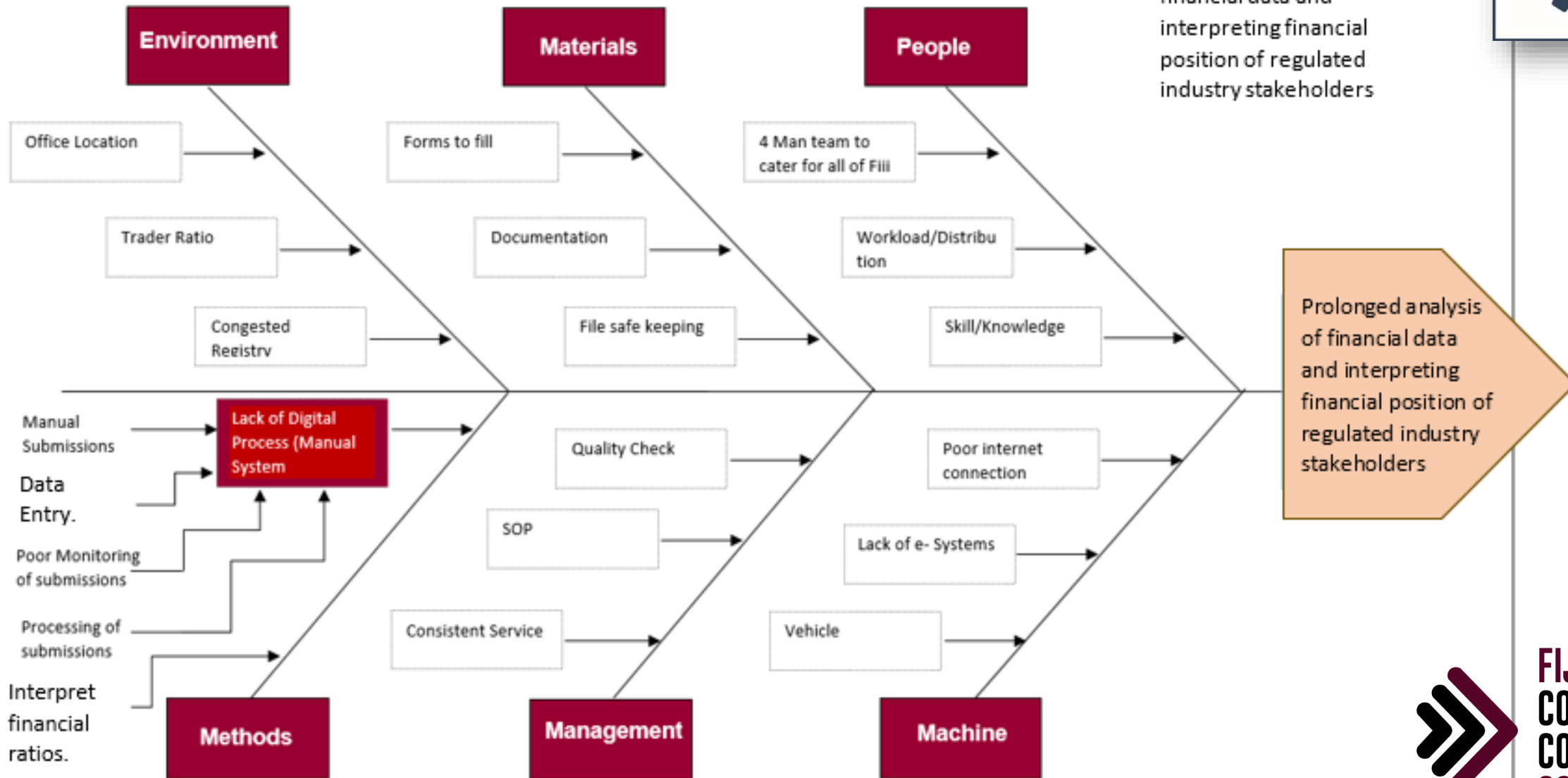
Low Risk



Fish-Bone



Ishikawa Diagram – Cause & Effect



Decision Matrix

The Team Viti Ni Mataka, agreed to use decision matrix table, to base its decision on certain criteria. This criterion includes the following:

- *Urgency of the problem*
- *Impact of problem on productivity and quality*
- *Familiarity of members with the brainstormed problems*
- *Availability of data for the problem identified*
- *Solvability of problem*
- *Implementability*

Perceived Problems	Brainstorm Problem	Impact on productivity and quality	Familiarity of members	Availability of data	Solvability	Implement ability	Total Points Rank	Rank
<i>Lack of Digital Process</i>	5	5	5	5	5	5	30	1
<i>Prolonged Processing</i>	5	5	5	3	5	4	27	4
<i>Incomplete Submission</i>	5	5	4	4	2	3	23	6
<i>Human & Ratio errors</i>	5	5	5	5	4	4	28	3
<i>Unavailability of time series data</i>	5	5	3	2	2	3	20	7
<i>Quality delivery of FCCC output</i>	5	5	2	5	4	5	26	5
<i>Additional administrative costs</i>	5	5	5	5	4	5	29	2
<i>Misplaced financial statements</i>	5	5	5	5	4	5	29	2

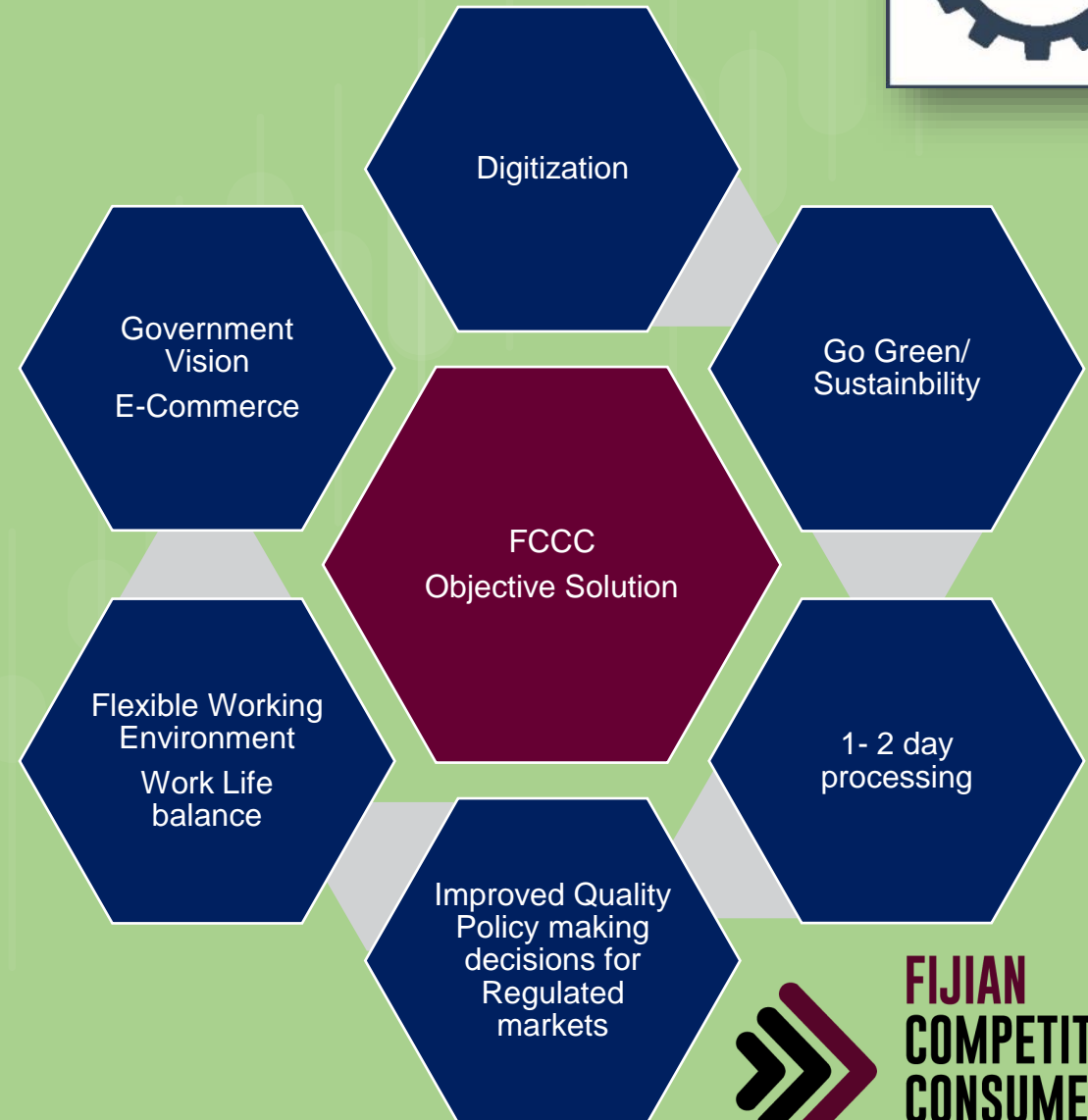
The team used the decision matrix table to rank the problems identified according to their different criteria's. Through consensus the team was able to collectively agree on the ratings for all the problems that were identified during the brainstormed sessions.

Caption: Ranking 1 Most important, 7 Least important.

FCCC Problems



FCCC Objectives



**FIJIAN
COMPETITION &
CONSUMER
COMMISSION**

Project Solution



01

Manual Financial Data Analysis

We carried out Plan Do Check Act of the current Process.

02

Identified Priority Gaps to be Addressed

This process was used to address the GAPs.

03

Project Selection

The Fish- Bone Diagram was used to analyze the Identified gaps with the causes. Other Quality Tools were Used.



Project

Financial Analysis Portal (FAP)



ePricing Portal For Fijian Traders Only

Login to ePricing Portal

Traders need to use their TIN as Username.



Username...

Password...

Sign in!

Register with ePortal NOW!

Fill in your business details below.



Business Name


Your Business TIN

Business Email Address


Alternative Business Email Address

Step 1 Step 2 Step 3 Step 4 ✓

FAP is a program (web service, SaaS) intended to carry out an intellectual analysis of a company's financial position based on data from its financial statements.



Choose your Reporting Period

Reporting Template:  Default template by FCCC

Reporting Details:

Name: POST FIJI PTE LIMITED

Industry: Select your Business Type

Currency: FID

Analysis from: Select Date Analysis To: Select Date

First date of financial year: 1st of January

START

About FAP System



- The e-Pricing System (Portal) is the first of its kind in the entire Asia Pacific Region, and is a uncommon innovation – digitized system designed by the FCCC (Viti Ni Mataka) back in 2019 which is now an enterprise resource portal for FCCC.
- The Portal was further enhanced to cater for inspections and surveys through the integration of the e-Monitoring & Survey in 2020 and now the system will cater for the Financial Analysis Portal.
- This system is a digitized system designed by the FCCC (Viti Ni Mataka) to perform algorithms and analyse financial data to provide the financial stability and sustainability status of industry stakeholders.
- The system has been designed to allow provisions for the stakeholders, to directly input all the necessary financial data relating to a particular financial year which is required to analyse the performance in a specified period. Based on the designing concept, the following coding language was used to design the entire e-Pricing system.

PHP, jQuery, JavaScript, Ajax, json, HTML 5, CSS, SQLITE, SQL Server and Java Socket Programming.



About FAP System



Pictorial Summary of Common Financial Ratios

<i>Liquidity</i>		<i>Debt Management</i>		<i>Asset Management</i>	<i>Profitability</i>		<i>Return to Investors</i>
Short Run Solvency	Liquidity of Current Assets	Amount of Debt	Coverage of Debt	Operating Efficiency	Margins	Returns	Earnings per Share
Current ratio	Collection period	Debt to assets	Times interest earned	Receivable turnover	Gross profit margin	ROIC	ROE
Quick ratio	Days inventory held	Debt to equity	CFO to interest	Inventory turnover	Operating profit margin	Cash ROA	ROCE
Cash ratio	Days payables outstanding	Long term debt to total capital	CFO to debt	Fixed asset turnover	Net profit margin	ROA	Dividend yield
CFO ratio	Net trade cycle		Cash flow adequacy	Asset turnover		ROE	Dividend payout
Defensive interval				Return on assets			P/E

(Not all ratios are represented in this picture; some ratios pertain to more than one category.)

About FAP System



- This coding language is one of the best programming language used around the globe by programmers while designing such systems. This coding language also has secured coding, intended to safeguard the system from unauthorized interface or virus.
- FAP system has in-build programme which enables the users to generate the financial ratios that interpret the financial stability and performance of industry stakeholders in a financial period or over a series of period based on the time series data uploaded. stakeholders

The screenshot shows the epricing.fccc.gov.fj/fapfcc/ web application. The interface includes a sidebar with navigation options: Home, New Financials Received, New Submissions, Pending Submissions, Returned Submissions, Approvals Pending, Financials Approved, Search Client, and User Settings. The main content area features a 'Taxi Operators Module' with a 'Download Product Summary' button, an 'MPL' logo, and a 'FIJIAN COMPETITION & CONSUMER' logo. There are also several charts and a list of submissions on the right side.

ACTIVE CLIENTS 4

P&L AND BS SOCF 0

FINANCIALS APPROVED 0

BRANDS 1

Download Product Summary

MPL

FIJIAN COMPETITION & CONSUMER

Not Happy? Need more Features? Contact us Directly.

SATURDAY, OCTOBER 07, 23 UNASSIGNED
B L Naidu & Sons Ltd Made a Submission for Onions #20230720
FRIDAY, OCTOBER 06, 23 UNASSIGNED
RANS IMPORT & EXPORT LIMITED Made a Submission for Coles Margarine (8 x 1kg) #20230719
FRIDAY, OCTOBER 06, 23 UNASSIGNED
RANS IMPORT & EXPORT LIMITED Made a Submission for Coles Margarine (20 x 500g) #20230718
FRIDAY, OCTOBER 06, 23 UNASSIGNED
B L Naidu & Sons Ltd Made a Submission for Potatoes #20230717
THURSDAY, OCTOBER 05, 23 ASSIGNED
Goodman Fielder Int PTE Ltd Made a Submission for Meadow Lee Spread Original (36 x 250g) #20230716
THURSDAY, OCTOBER 05, 23 ASSIGNED
Goodman Fielder Int PTE Ltd Made a Submission for Meadow Lee Original English (18 x 500g) #20230715

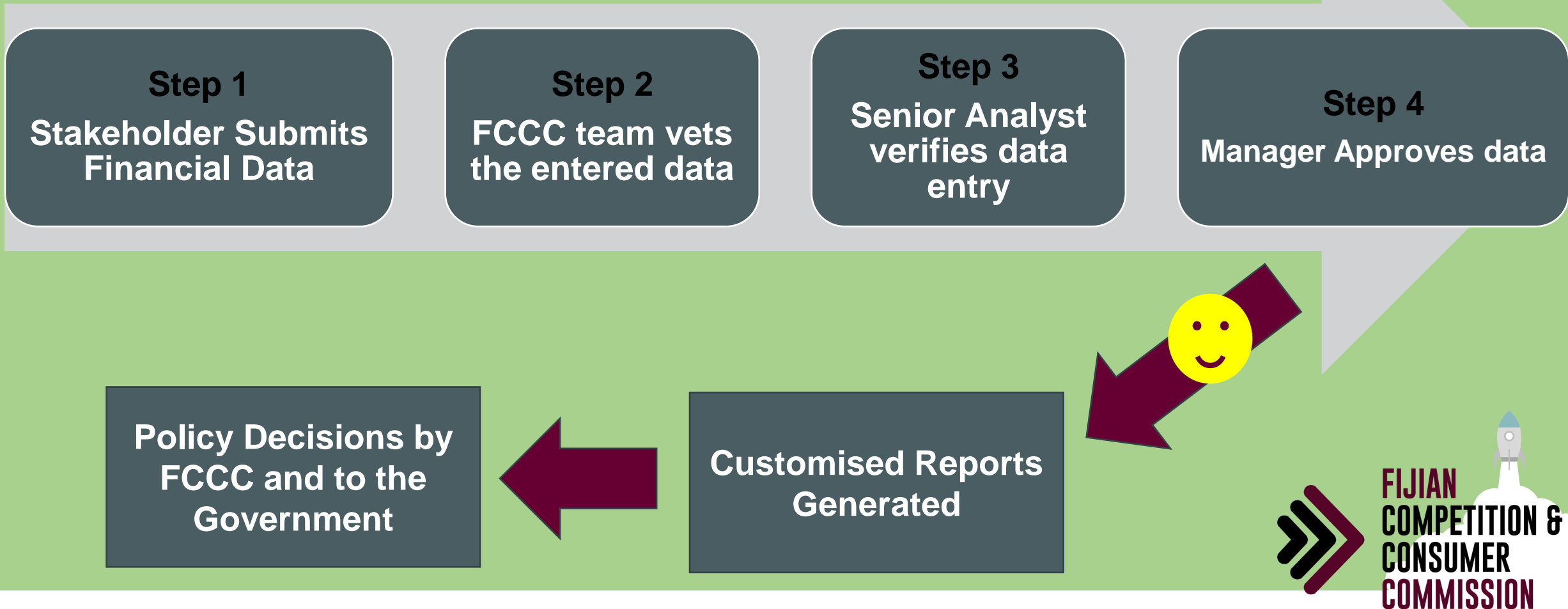
<https://epricing.fccc.gov.fj/>



About FAP Portal



How will the FAP work

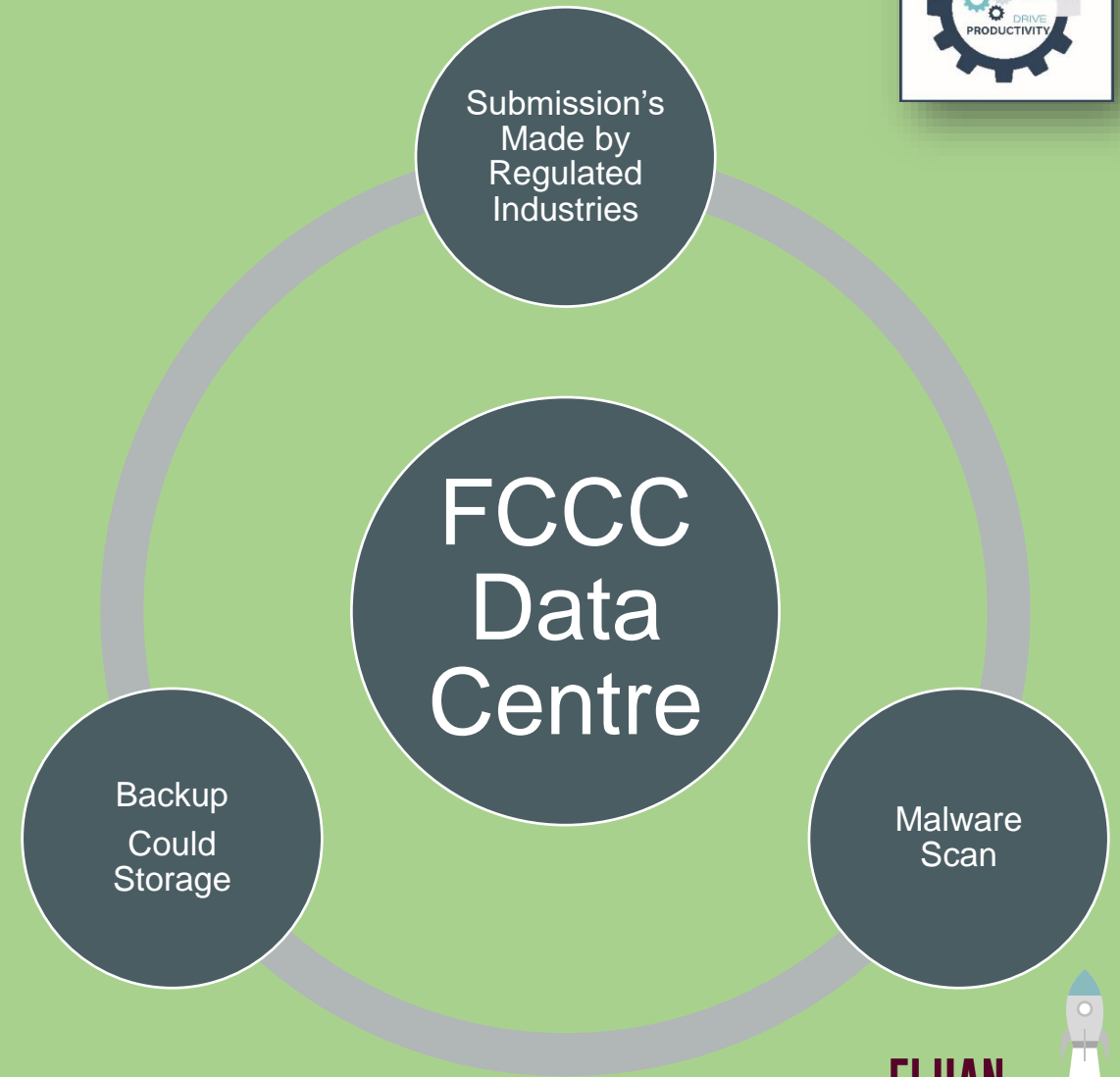


About FAP System

Security and Data Protection

As a regulatory body, FCCC ensures that confidentiality is maintained for each Stakeholder we serve.

Therefore, FAP system is automatically protected once the information is submitted



Step 1 Step 2 Step 3 Step 4 ✓

FAP is a program (web service, SaaS) intended to carry out an intellectual analysis of a company's financial position based on data from its financial statements.

Choose your Reporting Period

Reporting Template

Default template by FCCC

Reporting Details

Name: POST FUJI PTE LIMITED

Industry: Select your Business Type

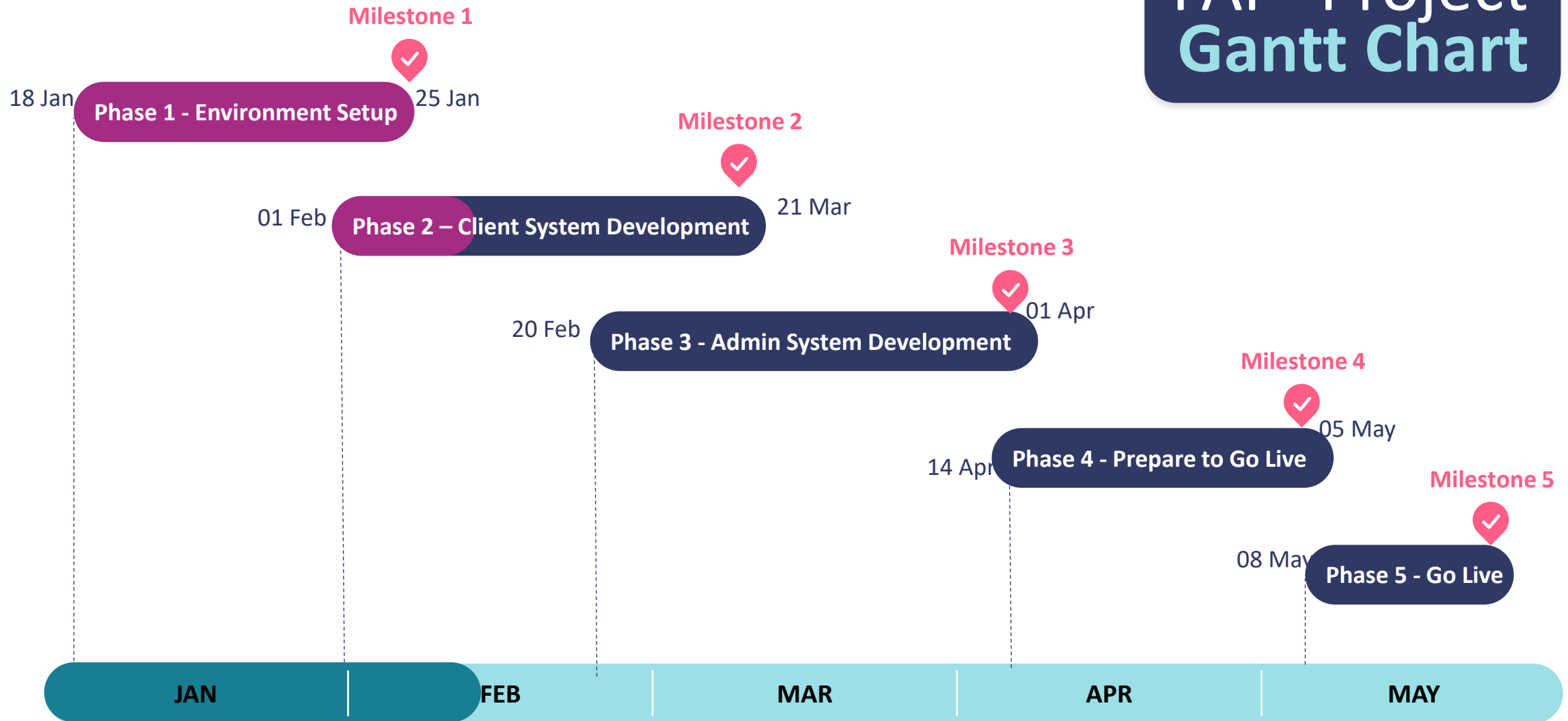
Currency: FJD

Analysis from: Select Date Analysis To: Select Date

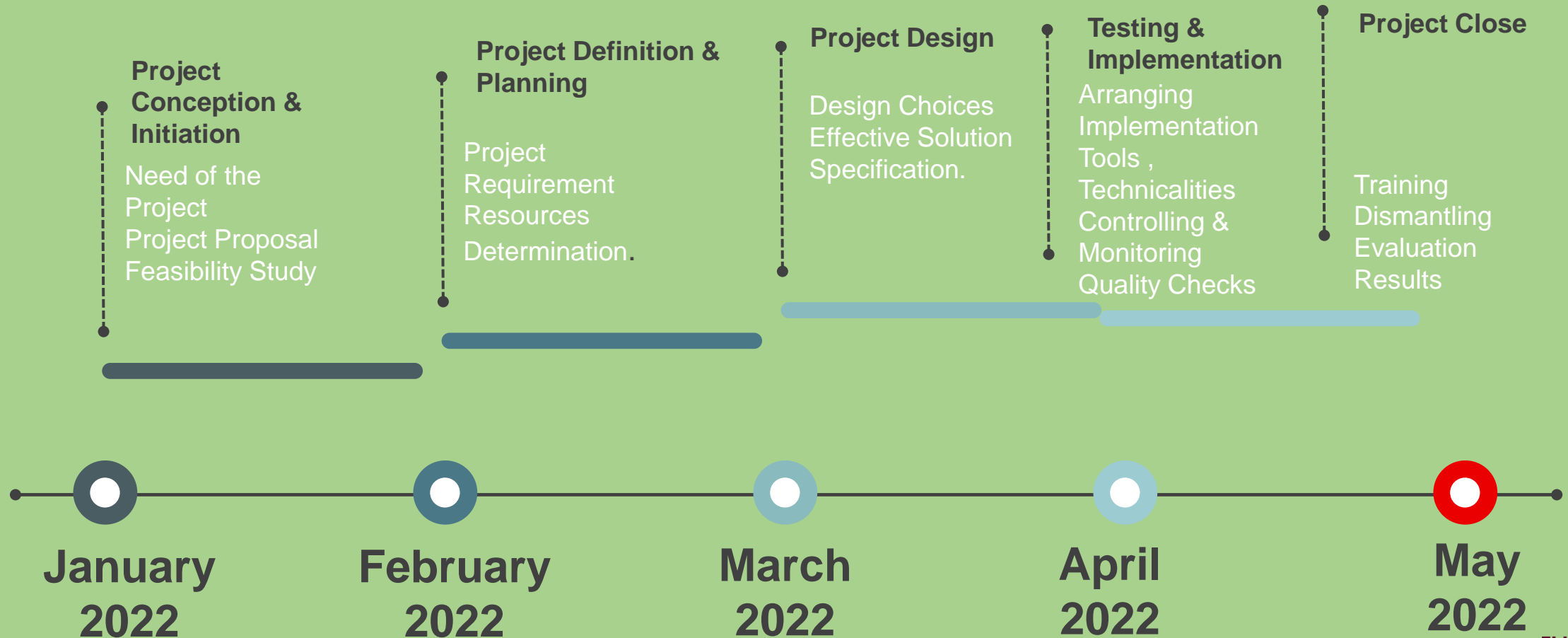
First date of financial year: 1st of January

START

FAP -Project Gantt Chart



Project Phases





Some Goals of the Project (FAP System)

- 24-hour availability without overhead costs (reduced overhead costs);
- Easy access for Stakeholders to lodge their Submission;
- FCCC to improve services to stakeholders for Regulated industries who pay a fee to FCCC.
- Have a good working environment.
- Minimise error.
- Reduce operational cost.
- Minimise processing time.
- Confidentiality , safety and security of data.
- Streamline the processes.
- Improved & increased consumer satisfaction.
- Paper Less organisation.
- Digital Transformation to improve and increase Stakeholder accessibility.
- Business Process Reengineering.
- Quality produce in the market for benefit of all Fijians.

The system is easy to use and will streamline the process and increase productivity.

Monitoring/ Evaluation

- The Circle ensures effective monitoring and evaluation of the system through various mechanism such as:
- Risk management assessment
- Check sheets
- System Audit
- Process Verification
- Data checks
- Data backup recovery from the supplier
- Stakeholder reviews
- Independent review
- Enhancement and version update
- Cost Benefit Analysis
- Access Level checks



FIJIAN COMPETITION & CONSUMER COMMISSION	HEAD OFFICE & CENTRAL EASTERN DIVISION 42 Gorie St, Suva P O Box 5031, Raiwaga, Suva. Phone : (679) 850 1991 Email : hq@fcc.gov.fj		WESTERN DIVISION 28 Namoli Avenue, Ramotli Building P O Box 594, Lautoka Telephone: (679) 8911 623	NORTHERN DIVISION Silas Ramcaan St., P O Box 262, Labasa Telephone/Fax: (679) 861 1155 Website: www.fcc.gov.fj
	e-Pricing Audit Form – 1			
	Areas	Indicator	Response	Recommendation for Improvement
	Standard Operating Procedure	Is there a SOP.		
		Does the SOP clearly outline the steps & process?		
Does the SOP supports e-Pricing System?				
Is there any separate policy for stakeholders				
e-Pricing System	Is the system safe and secured?			
	Can stakeholders fully access the system?			
	Is the system user friendly?			
	Is there any drawbacks in the system?			
	Can system of accessed around the globe.			
	Is it an effective system.			
Productivity Enhancement	Will this system increase productivity.			
	How the system will lead to increased productivity.			
	Has the submission processing time reduced?			
	What other types of improvements noted.			
Risk	What is the level of data protection?			
	How data confidentiality is maintained.			
	Is there data backup?			
	Is there any risk mitigating strategy for the system.			

Results

Tangible Benefit

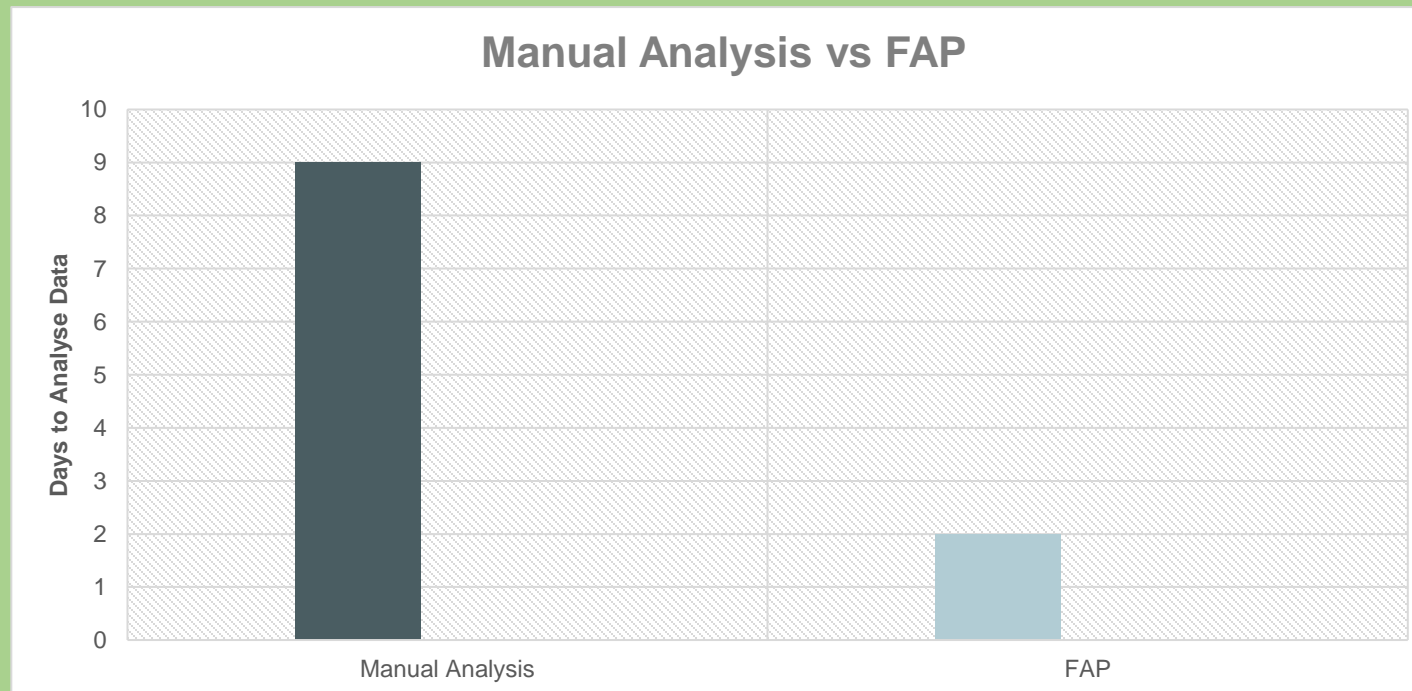
- ✓ Reduction in Time taken to analyse financial data
- ✓ Decrease in Overhead Cost
- ✓ Decrease in Labour Cost
- ✓ Productivity gain
- ✓ Process Improvement
- ✓ National Contribution
- ✓ Work from home, Remote working
- ✓ Paper and Printing Cost Saving
- ✓ Reduction in missing submission
- ✓ Reduction in Consumer Complaints
- ✓ Transportation Cost
- ✓ Recruitment hiring cost
- ✓ Legal & legislation Fees
- ✓ Cost of Attending complaints in Outer island



Results **(Positive Impact & Trends)**



After Implementation period of the project, the team noted that via the FAP system financial data were assessed within 2 days after submissions were made on the portal and vetted. This met the major objective of the project where data was analysed, and the financial performance of the stakeholders generated efficiently without errors. a smooth transition of activities with minimum impact to business operations was met in an effective yet efficient manner.



Results – Cost Benefit



In evaluating the project, the team highlighted that both traders and FCCC managed to save a substantial amount of money in terms of minimizing the usage of paper.

This was achievable as the FAP System only requires stakeholders to enter the data and upload the scanned financial statements via the portal without having to make duplicates.

The same was for FCCC as all documents were saved on the System thus verification and reports were generated online.

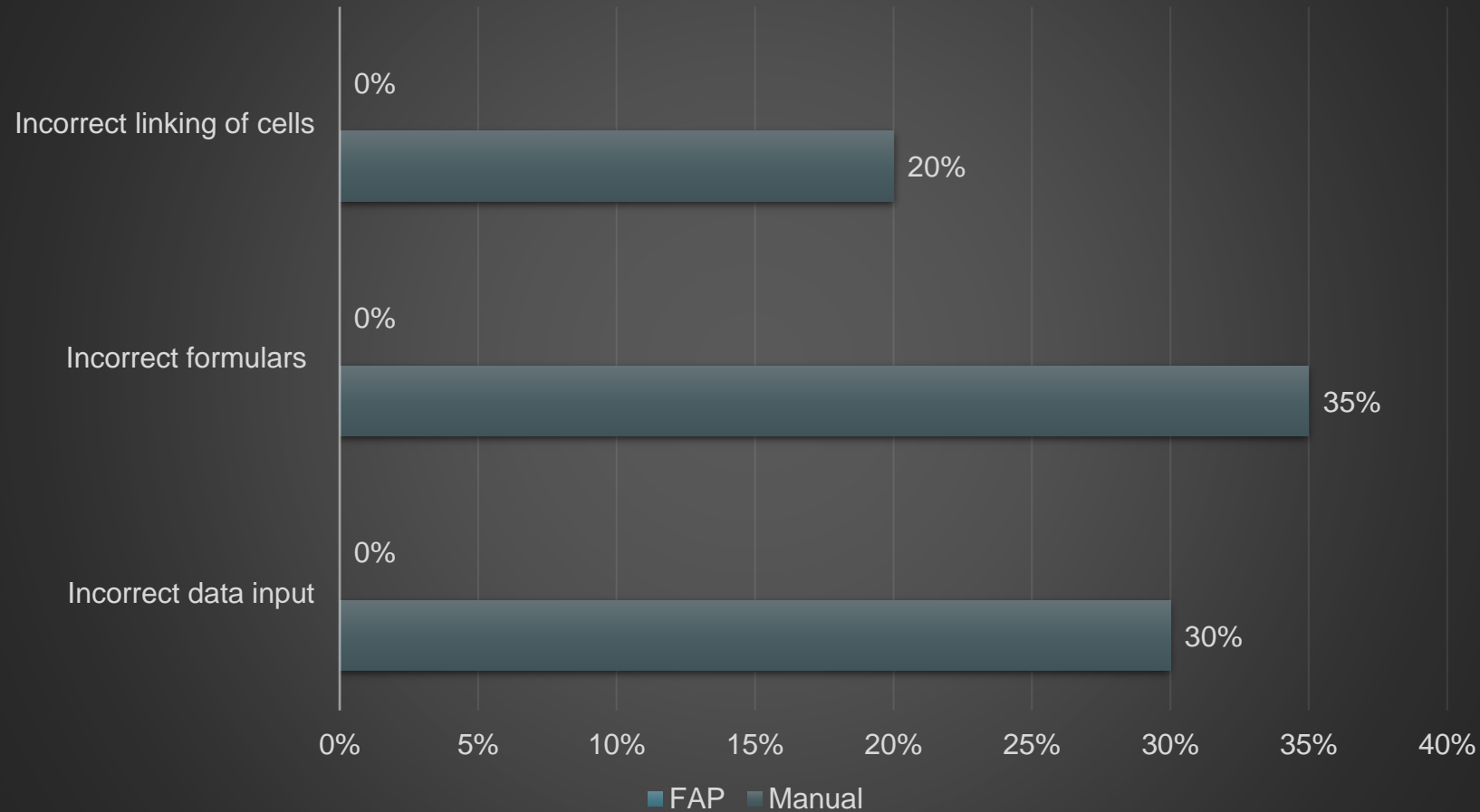


S.no	Material	Cost	Savings	Percentage
01	Paper	\$2,640.00	\$2,640.00	100%

Results (Errors Manual v/s System)



Erros with Manual Analysis

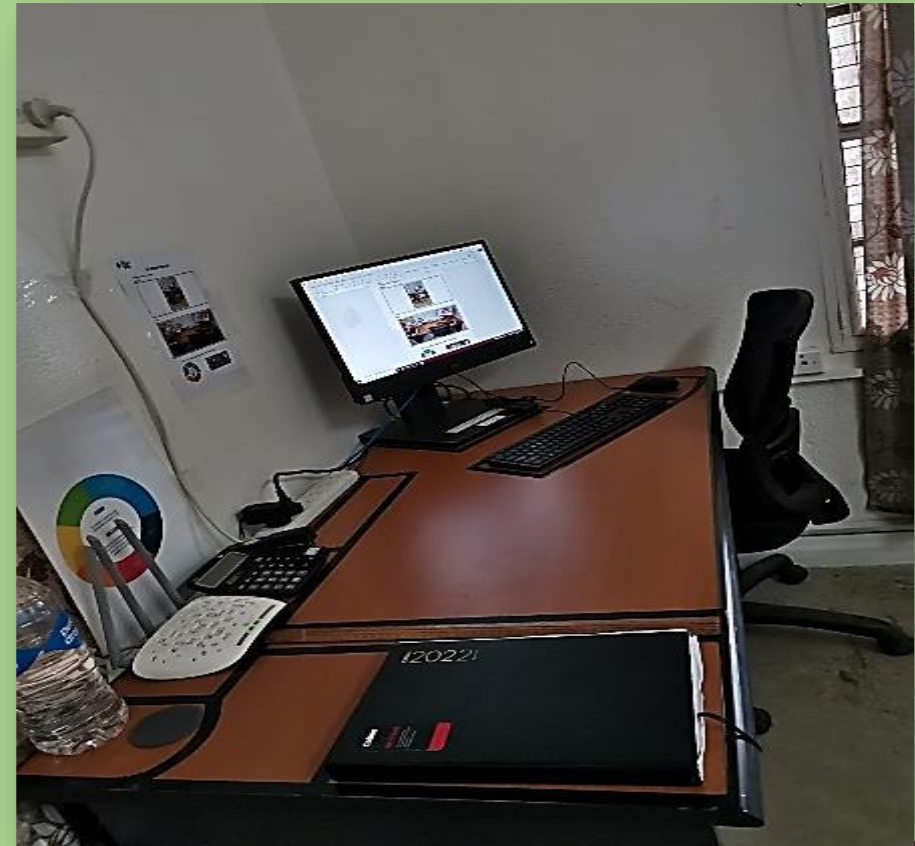
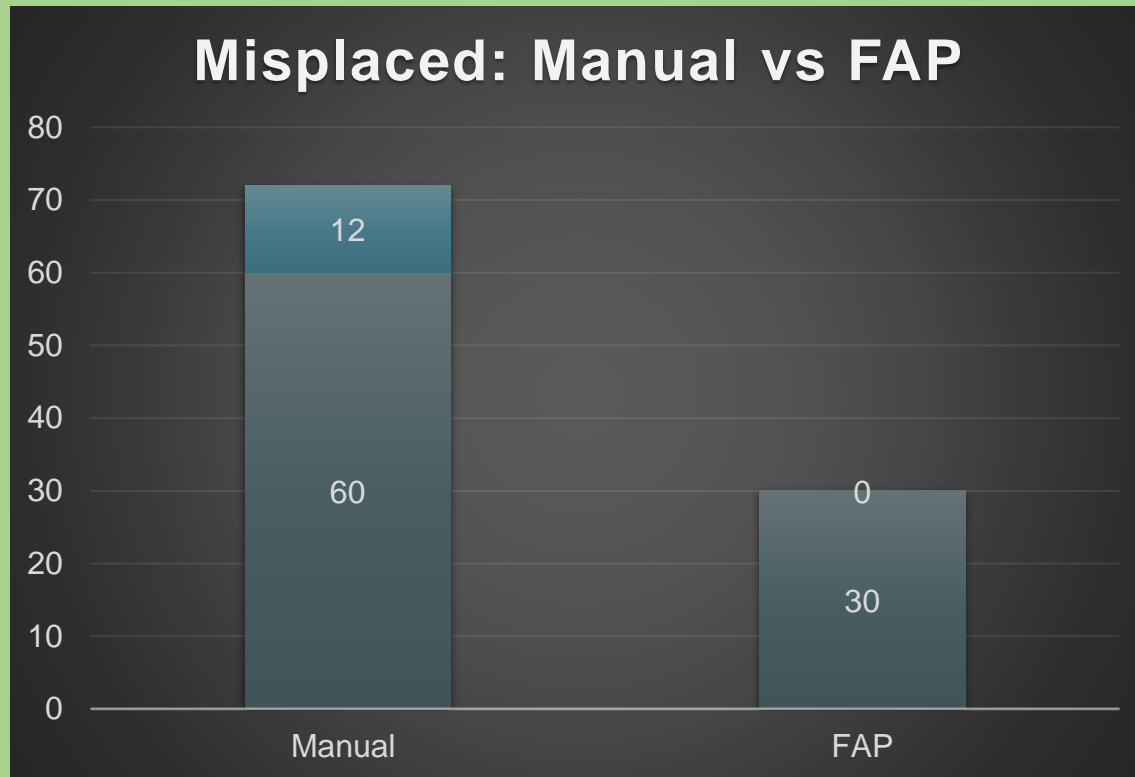


With reduced errors in analysing data FCCC Officers can complete analysis within 2 days and devote more time to a thorough assessment of submissions and make a more informed decision about the market.

Results (Misplaced Submission Manual v FAP)



The team also noted that given the design of the System, missing submissions have become a thing of the past as both traders and Officers have the capability of tracking the status of their respective submissions.

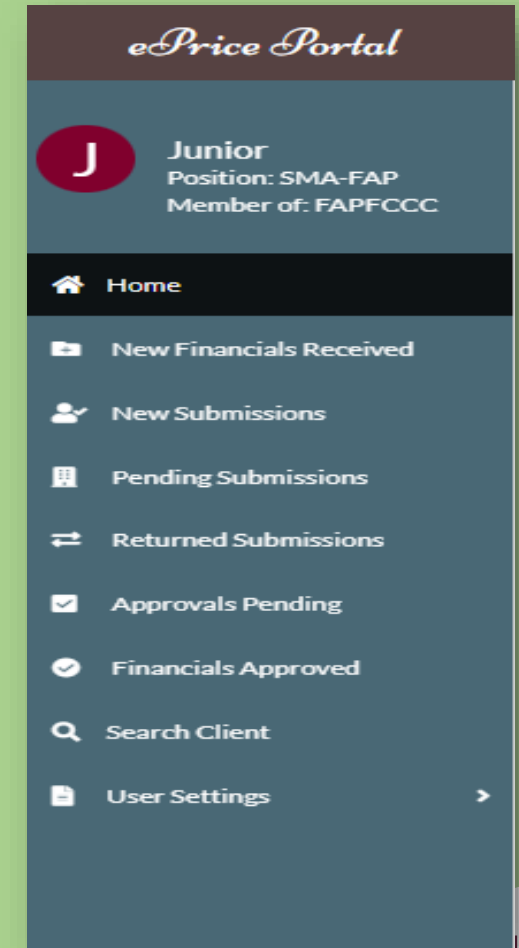


Results (Human Resources Feedback)



After the Implementation of the project, team Viti Ni Mataka collected feedback from the managers and analysts who assess and analyse financial data during the industry review process. Feedback was highlighted as per table below.

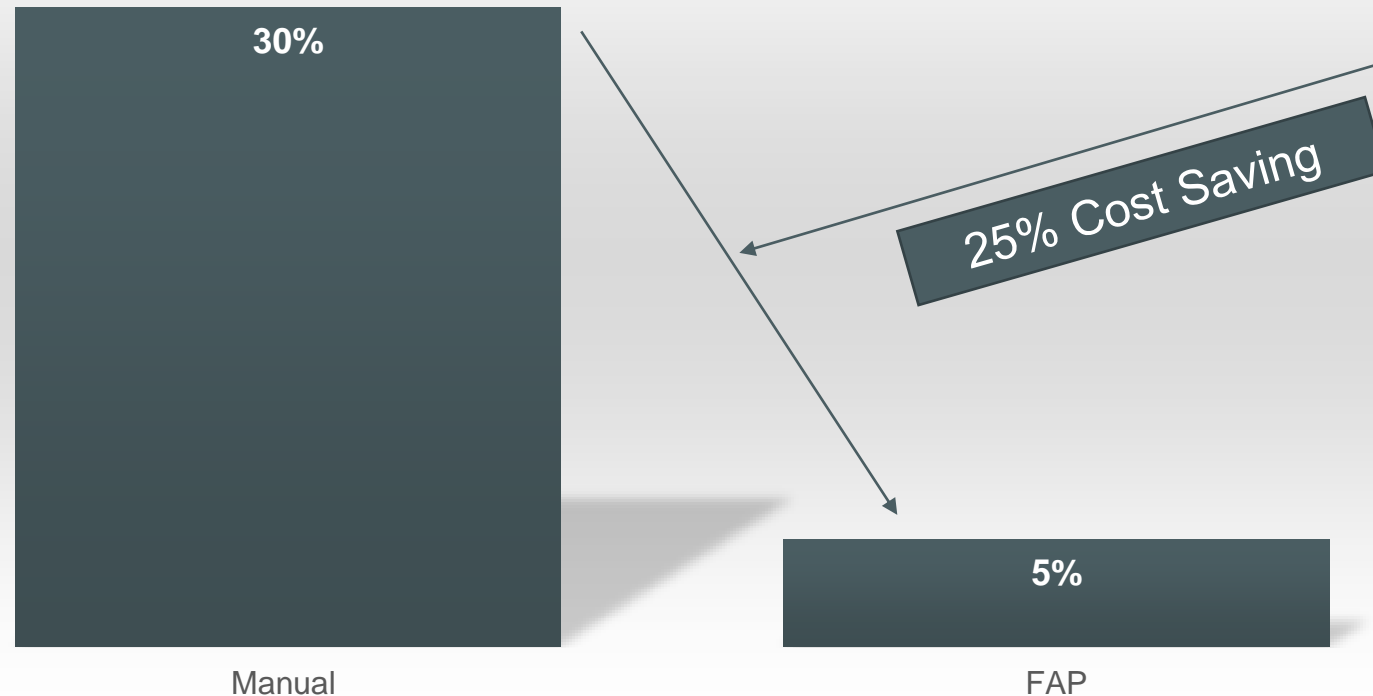
Feedback Questions	Managers	Analysts	Assistant Analysts
Did you analyse data via the FAP	Yes	Yes	Yes
Are you Happy with the FAP	Yes	Yes	Yes
Has the FAP improved efficiency and effectiveness	Yes	Yes	Yes
Is there any improvements that you would suggest to the FAP	Yes (add other financial ratios for better policy decisions)	Yes (more customization of reports)	Not now



Results (Human Resources)



Percentage Usage of Overall Salary for 8 Staff for over 60 reviews per year



- Manually - 30% of Economic Regulations team salary is used to in financial analysis.
- FAP System – only 5% of salary of is used to analyse financial data.
- Surplus value of about \$10,000.00.

Results



This innovative project design was picked by the UNDP under their REACH PROGRAM and FCCC has able to secure funds from UNDP amounting to FJD40,000 for this project. Which meant \$0.00 cost to FCCC

Tangible Benefits

Increased Revenue

Resource Cost Savings

Hardware Cost Savings

Software Costs Savings

Productivity Gain

Process Improvements

Financial Analysis Portal- Submitted For Approval - 80017



ePricing Portal <noreply@fccc.gov.fj>
To: junior.bali@fccc.gov.fj

Reply Reply All Forward

Sun 28/03/2021 3:32 pm

Dear Junior,

Fap has received a new financial analysis submission from the Economic Regulations Department. As manager, you are required to log into the system and approve the information verified by the officer.

Submission Details:

Submission #: 80017

Industry: Ports

Client: Fiji Ports Corporation Limited

Time of Submission: 2021-03-28 15:32:04

To attend to this case now, please click on the link <http://epricing.fccc.gov.fj/>

Kind Regards.
epricing Portal



Results – In-Tangible Benefit

- ✓ Effective Standard Operation Procedure
- ✓ Clean Desk -5s
- ✓ Staff Attitude
- ✓ Reduced work Pressure
- ✓ User friendly process and system
- ✓ Consumer Reach & Satisfaction
- ✓ Enhanced Customer Experience
- ✓ FCCC Agility/Adaptability
- ✓ Strategic Scanning Capability
- ✓ Best Practices
- ✓ Monitoring/Reporting
- ✓ Knowledge Distribution
- ✓ Innovation Capacity/Capability
- ✓ Economic Development
- ✓ Data Safety
- ✓ Corporate Social Responsibility
- ✓ FCCC Image & Value addition



Results – In-Tangible Benefit



More transparency expected as FCCC signs MOU with APAEA

By Shanil Singh
Friday 17/06/2022



You can expect more transparency into how the Fijian Competition and Consumer Commission carries out its work following the signing of a Memorandum of Understanding with the Asia-Pacific Applied Economics Association.

Intangible Benefits

Enhanced User Experience

Increased Customer Satisfaction

Increased Compliance

Brand Equity



The 5S Pledge

Learning & Integration

- **Creating Community Projects**
 - Awareness with Traders
 - Media Publications
 - Talk Back Shows
 - Stakeholder Understanding
- **Sustaining Partnership**
 - MOU's
 - Frameworks
 - Strategic Alliance
 - Data for Ministry
- **Research & Data Collection**
 - Publishing of Papers

Challenges Faced by the Team

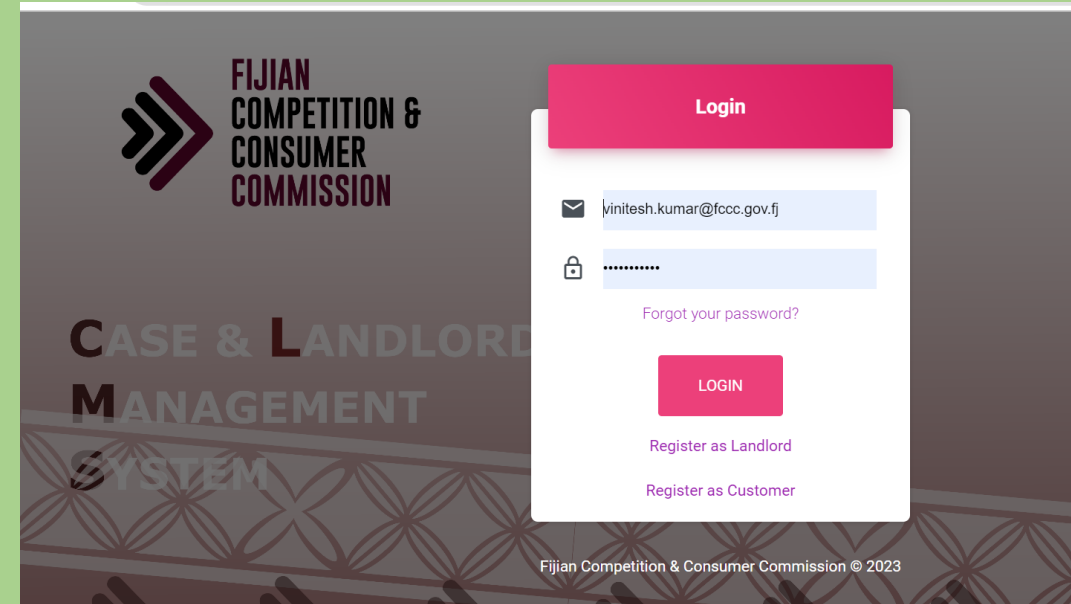
1. Lack of Support at the start from Staff.
2. Financial Support.
3. Board Approvals.
4. Data Collection.
5. Stakeholder buy – INS.
6. Designing of the Project (System).
7. Implementation Process with Stakeholders.
8. Training & Consultation
9. Time Management
10. Digitization of processes and systems;
11. Implementation of secured security systems to mitigate the unwarranted risks;
12. Setting up Digitized tracking system
13. Benchmarking process and systems

Viti Ni Mataka Future Focus

After successful completion of the FAP project the circle is now focusing on the following quality improvement projects through re-engineering process.

E- Taxi Registration – This project will be designed to assist both FCCC and LTA in keeping record of all Taxi permits registered in Fiji and licensed taxi drivers in Fiji.

Case Management System – This project has been started and is now in the enhancement phase project is to ensure all FCCC cases are managed electronically, and complainants updated regularly on status.



Corporate Social Responsibility

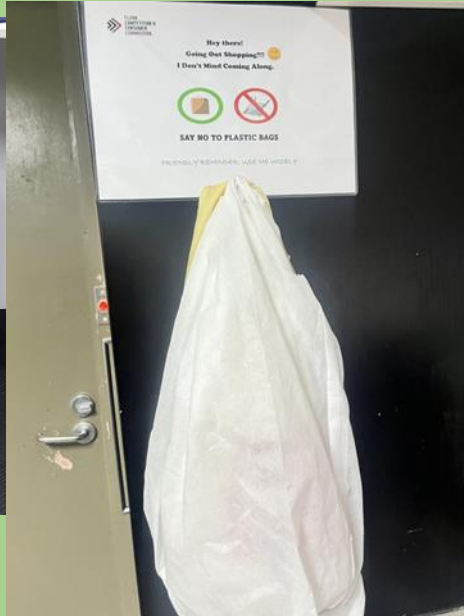
Engaging in Corporate Social Responsibility (CSR) activities is an integral part of the FCCC as it is a means of giving back to the community. During the project, team Viti Ni Mataka was part of six (6) CSR activity, as shown below;



1. **Replanting – National Initiative to plant four (4) million trees by 2023.**
2. **Blood Drive – saving a life;**
3. **Draiba Primary School Tree planting**
4. **Community Awareness; and**
5. **Go Green Initiative.**
6. **Cancer awareness**



Bamboo Pen



OUR VISION, MISSION & VALUES

Vision

To create a dynamic and competitive market in Fiji.

Mission

Fostering a competitive, efficient, fair and informed market place to enhance the welfare of all Fijians.

Values

Professionalism, Responsibility, Transparency, Commitment, Integrity, Honesty, Respect, Trust.

OUR STRATEGIC GOALS

- 01** Markets for goods and services in Fiji are competitive.
- 02** Consumers in Fiji are offered goods and services that are safe and are provided with adequate and accurate information about goods and services.
- 03** Regulation, including price control, is applied where competition is not effective, and efficient outcomes can be achieved without imposing excessive administrative or compliance costs.
- 04** FCCC is regarded by Government, businesses and the public as an independent and expert body.
- 05** Innovative, digital, quality, efficient, and economical FCCC services.



FIJIAN
COMPETITION &
CONSUMER
COMMISSION

