



Advancing Regional Integration  
through Competitive Markets  
and Empowered Consumers

## **FORM 4**

### **COMPETITION COMPLAINT FORM**

*Pursuant to Regulation 68(1)(a) and (2) of the  
COMESA Competition and Consumer Protection Regulations, 2025*

The COMESA Competition and Consumer Commission (the “Commission”) welcomes complaints from natural and legal persons who believe that the conduct of an undertaking has the object, effect, or is likely to have the effect of substantially lessening competition within the Common Market<sup>1</sup> or a substantial part thereof.

Only complaints falling within the Commission’s jurisdiction will be investigated. Where the complaint falls outside the Commission’s jurisdiction, it may, where appropriate, be referred to the relevant authority and the Complainant will be informed accordingly.

The Commission does not charge any fee for the filing of a Complaint.

### **FORM INSTRUCTIONS**

- i. Complete all sections of this Form to the best of your knowledge and attach any relevant supporting documents relating to your complaint (e.g. correspondence, contracts, receipts, etc.).
- ii. You may request confidential treatment of information by completing the Request for Confidentiality Form 8 and submitting it together with this Complaint Form.

<sup>1</sup> Common Market means the Common Market for Eastern and Southern Africa (COMESA) comprising Burundi, Comoros, Democratic Republic of Congo, Djibouti, Egypt, Eritrea, Eswatini, Ethiopia, Kenya, Libya, Madagascar, Malawi, Mauritius, Rwanda, Seychelles, Sudan, Tunisia, Uganda, Zambia, Zimbabwe

## I. DETAILS OF COMPLAINANT

If the Complainant prefers to remain anonymous, please tick this box ☐ and proceed to **Section II.**

|                                                                                                                                                                                                         |                 |                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------|
| Full Name of Complainant:                                                                                                                                                                               |                 | Country of Residence: |
| Name of contact person:                                                                                                                                                                                 |                 |                       |
| Telephone number:                                                                                                                                                                                       | Postal Address: | Email:                |
| Brief description of the Complainant (industry sector, products/services, etc.):                                                                                                                        |                 |                       |
| If this Complaint is being filed jointly with other natural and/or legal person(s), please check this box <input type="checkbox"/> and provide the details below (attach additional pages if necessary) |                 |                       |
| Name(s):                                                                                                                                                                                                |                 |                       |
| Contact details (physical address, telephone number and email):                                                                                                                                         |                 |                       |

## II. DETAILS OF THE UNDERTAKINGS COMPLAINED AGAINST

|                                           |                 |        |
|-------------------------------------------|-----------------|--------|
| Name of the Undertaking:                  |                 |        |
| Address (if known):                       |                 |        |
| Telephone number:                         | Postal address: | Email: |
| Other contact details of the Undertaking: |                 |        |
| Website:                                  |                 |        |

## III. OTHER UNDERTAKINGS INVOLVED IN THE ALLEGED CONDUCT

|                          |                 |        |
|--------------------------|-----------------|--------|
| Name of the Undertaking: |                 |        |
| Address (if known):      |                 |        |
| Telephone no:            | Postal address: | Email: |

|                                           |
|-------------------------------------------|
| Other Contact Details of the Undertaking: |
| Website:                                  |

|                                           |                 |        |
|-------------------------------------------|-----------------|--------|
| Name of the Undertaking:                  |                 |        |
| Address (if known):                       |                 |        |
| Telephone number:                         | Postal address: | Email: |
| Other contact details of the Undertaking: |                 |        |
| Website:                                  |                 |        |

| IV. DETAILS OF THE COMPLAINT AND NATURE OF THE ALLEGED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>Indicate the type of alleged conduct subject to this Complaint and provide a detailed statement of facts supporting the Complaint: <i>(Provide a detailed description of the alleged conduct; dates or period of occurrence, locations where the conduct occurred, and parties involved).</i> <p>.....</p> <p>.....</p> <p>.....</p> </li> <li>Provide information about the relevant market: <i>(the nature of the products (goods or services) affected by the alleged conduct, the geographic scope of the alleged conduct, the number and identity of the main competitors, the market positions of the Undertakings complained against and its competitors and complainant's role in the market).</i> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> </li> <li>Specify the type of remedy or action you are requesting from the Commission. <p>.....</p> <p>.....</p> <p>.....</p> </li> </ul> |

|  |
|--|
|  |
|--|

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                        |                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| <table border="1"><tr><td><b>V. SUPPORTING DOCUMENTATION / RELEVANT EVIDENCE</b></td></tr><tr><td><ul style="list-style-type: none"><li>• List all supporting documentation/relevant evidence:<br/><i>(including but not limited to copies of agreements or contracts, correspondence (emails or letters, circular etc.), minutes of meetings, business documents, pricing data, receipts or invoices, market studies or reports, and statistics).</i></li></ul></td></tr><tr><td><p>Provide the names and contact details of persons who can testify to the facts outlined in this Complaint.</p></td></tr></table> | <b>V. SUPPORTING DOCUMENTATION / RELEVANT EVIDENCE</b> | <ul style="list-style-type: none"><li>• List all supporting documentation/relevant evidence:<br/><i>(including but not limited to copies of agreements or contracts, correspondence (emails or letters, circular etc.), minutes of meetings, business documents, pricing data, receipts or invoices, market studies or reports, and statistics).</i></li></ul> | <p>Provide the names and contact details of persons who can testify to the facts outlined in this Complaint.</p> |
| <b>V. SUPPORTING DOCUMENTATION / RELEVANT EVIDENCE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                        |                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                  |
| <ul style="list-style-type: none"><li>• List all supporting documentation/relevant evidence:<br/><i>(including but not limited to copies of agreements or contracts, correspondence (emails or letters, circular etc.), minutes of meetings, business documents, pricing data, receipts or invoices, market studies or reports, and statistics).</i></li></ul>                                                                                                                                                                                                                                                       |                                                        |                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                  |
| <p>Provide the names and contact details of persons who can testify to the facts outlined in this Complaint.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                        |                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                  |



|                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                          |                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <table border="1"><tr><td><b>VI. PRIOR OR PARALLEL PROCEEDINGS</b></td></tr><tr><td><p>Provide complete details on whether you have submitted the same or a closely related matter to any other competition authority, or if proceedings concerning this issue have been initiated before a national court. If so, include the name of the administrative or judicial authority involved and a summary of your submissions to such an authority.</p></td></tr></table> | <b>VI. PRIOR OR PARALLEL PROCEEDINGS</b> | <p>Provide complete details on whether you have submitted the same or a closely related matter to any other competition authority, or if proceedings concerning this issue have been initiated before a national court. If so, include the name of the administrative or judicial authority involved and a summary of your submissions to such an authority.</p> |
| <b>VI. PRIOR OR PARALLEL PROCEEDINGS</b>                                                                                                                                                                                                                                                                                                                                                                                                                               |                                          |                                                                                                                                                                                                                                                                                                                                                                  |
| <p>Provide complete details on whether you have submitted the same or a closely related matter to any other competition authority, or if proceedings concerning this issue have been initiated before a national court. If so, include the name of the administrative or judicial authority involved and a summary of your submissions to such an authority.</p>                                                                                                       |                                          |                                                                                                                                                                                                                                                                                                                                                                  |

|  |
|--|
|  |
|--|

| VII. DECLARATION                                                                                                                    |                    |
|-------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| I/We hereby declare that the information provided in this complaint is true, complete, and accurate to the best of my/our knowledge |                    |
| Name: _____                                                                                                                         | Designation: _____ |
| Signature: _____ Date: _____                                                                                                        |                    |

| Official Use Only    |                         |
|----------------------|-------------------------|
| Received By          |                         |
| Name: _____          | Signature: _____        |
| Date received: _____ | Case File Number: _____ |
| Head of Division     |                         |
| Name: _____          | Signature: _____        |
| Date received: _____ |                         |
| Division: _____      |                         |

**The Form Should be Submitted to:**

The COMESA Competition and Consumer Commission  
 Kang'ombe House  
 P.O Box 30742  
 Lilongwe 3 – Malawi  
 Email to : [registrar@comesacompetition.org](mailto:registrar@comesacompetition.org)

With a copy to: [compcom@comesacompetition.org](mailto:compcom@comesacompetition.org)  
 and [enforcement@comesacompetition.org](mailto:enforcement@comesacompetition.org)