

Ministry receives 1,569 complaints, 8,643 enquiries during MCO

18 APR 2020 / 17:46 H.



BATU PAHAT: The Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) has received 1,569 complaints and 8,643 enquiries regarding the supply and sale prices of goods since the Movement Control Order (MCO) began on March 18.

Its minister Datuk Alexander Nanta Linggi (pix) said, however, the situation was still under control and there was no reason to be alarmed.

He said the complaints and enquiries were received via four channels, namely WhatsApp (5,325), e-aduan (2,012), KPDNHEP hotline (2,122) and the Enforcement Command Centre (753).

"Among the complaints and enquiries during the MCO are related to facemasks, disinfectants, rice, vegetables, eggs, onions, food products and other basic items," he told reporters after inspecting an egg processing plant in Yong Peng here, today.

Meanwhile, Nanta assured there was sufficient supply of food during the MCO, and that there would be no unreasonable price hikes for essential items amid higher demand.

"Even if the prices do go up... for example, the price of eggs may increase by about two or three sen per egg, but will not exceed the ceiling price," he said. — Bernama

<https://www.thesundaily.my/covid-19/ministry-receives-1569-complaints-8643-enquiries-during-mco-FX2275465>



KPDNHEP has received more than 10k complaints since January

18 APR 2020 / 08:24 H.

KUALA LUMPUR: The Ministry of Domestic Trade and Consumer Affairs' (KPDNHEP) Enforcement Command Centre (ECC) has received 10,433 complaints since January this year.

Deputy Minister Datuk Rosol Wahid said 8,592 of the complaints, ranging from prices of goods, issues with online transactions and misleading services, had been investigated so far.

"It is not an easy task to handle such a large number of complaints, with our enforcement staff working already working round the clock.

"We hope consumers can be patient in the event some of the complaints take some time to resolve, as there are many investigation procedures that need to be carried out before any action can be taken," he said in a statement today after visiting and delivering food contributions to ECC staff at the ministry's office in Putrajaya.

He also praised the ministry's enforcement division as one of its most important pillars.

"While others can sit at home with their families throughout the MCO, KPDNHEP enforcement personnel remain committed to carrying out their duties on the field to monitor the prices of goods and commodities as well as receive public complaints," he said. - Bernama

<https://www.thesundaily.my/local/kpdnhep-has-received-more-than-10k-complaints-since-january-XD2270660>