

Give complete info when filing complaints: Ministry

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Pic (Bernama) for illustration only.

KUALA TERENGGANU: The Domestic Trade and Consumer Affairs Ministry (KPDNHEP) reminded the public to provide complete information when submitting complaints to facilitate the investigation process.

Its Deputy Minister, Datuk Rosol Wahid said it would also avoid dissatisfaction and accusations by the public against the ministry when action could not be taken on complaints due to lack of information.

"I call upon consumers to give accurate information on types of products, premises and locations to facilitate investigation and further action...do not lodge complaints based on hearsay.

"If the information is accurate and complete, the ministry will not compromise and stern action will be taken against (errant) traders, especially now, when the people are facing hard times," he told reporters after visiting a factory owned by Pertima Terengganu Sdn Bhd here Tuesday.

Rosol said to date, KPDNHEP has received 2,772 complaints since the enforcement of the Movement Control Order (MCO) on March 18.

He said, action had been taken on 86 out of the total complaints, while the rest were pending investigations and further action.

Rosol explained that most of the complaints were related to price hike during the MCO which was caused by panic buying.

"The highest number of complaints was recorded during the first phase of the MCO and the number reduced when the MCO entered the second phase.

"There were also many complaints relating to insufficient supply of face masks due to panic buying and some irresponsible sellers hiding their stocks," he said.

<http://www.dailyexpress.com.my/news/152548/give-complete-info-when-filing-complaints-ministry/>

