

Ministry gets 5,700 online transaction complaints

KUALA LUMPUR: The Domestic Trade and Consumer Affairs Ministry received over 5,000 complaints from consumers related to online transactions in the last six months, according to its minister Datuk Alexander Nanta Linggi.

Out of 5,767 complaints received between January and June 17 this year, 3,870 cases involved consumers who failed to receive the goods that they had ordered, he said.

During the same period, the ministry also removed 202 online content and blocked access to 182 online selling pages following complaints from consumers, he said.

"At the ministry, we continue to monitor and enforce. If any consumer wants to make a complaint, there are many channels to do so," he said, adding that the bulk of the online transaction complaints were from those accessing Facebook marketplace.

The ministry received 1,517 complaints pertaining to the sites.

He said action could be taken against errant online sellers under the Price Control and Anti-Profitteering Act 2011 and Control of Supplies Act 1961.

Nanta also said the ministry was in the midst of studying and preparing the standard operating procedure (SOP) to allow retailers to reopen fitting rooms in their shops.

"An announcement will be made once it is approved by the government," he said at a press conference after the launch of the Aeon 626 campaign yesterday at Aeon Taman Maluri.