

Rep highlights need for consumers to know means to voice out complaints

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SIBU: There is a need for greater awareness of the proper channels for consumers to voice out complaints pertaining to goods and services, says Bukit Assek assemblywoman Irene Chang.

She acknowledges that many people are still unsure about which channel should they go through in relaying their complaints.

She says regarding traders who are not complying with the rules and regulations, the consumers can submit complaints to the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) via its hotline 1-800-886-800, e-aduan@kpdnhep.gov.my, the 'Ez ADU' smartphone app, the Enforcement Command Centre (ECC) via 03-8882 6245 / 6088, the Malaysia Government Call Centre (MYGCC) via 03-8000 8000 and also WhatsApp via 019-279 4317.

"Awareness needs to be spread. We need to do more work on this," she told reporters after launching the 'Deepavali Maximum Price Scheme 2019' at Sing Kwong Supermarket, Jalan Salim here yesterday.

The scheme is in enforcement until Nov 2.

Adding on, Chang said the enforcement team had been on the ground, engaging with the consumers to spread awareness.

She pointed out that the local community leaders had also been assisting.

On the scheme, the assemblywoman called upon all traders to comply with the rule.

"I think (the scheme) is a very good thing. It benefits both consumers and traders. There are no vast differences in prices; hence, beneficial for competition," she said, noting that the duration of this festive occasion scheme had stretched for 14 days this year, versus 10 days last year.

KPDNHEP SibU chief Roslee Maslie and Sing Kwong Supermarket director Tang Kuok King accompanied Chang during an inspection conducted after the launch.