
 Tuesday May 19, 2009

 IPOH: The Domestic Trade and Consumer Affairs Ministry is working to have a consumer complaints centre in all markets nationwide every Saturday and Sunday.

Deputy Minister Datuk Tan Lian Hoe said this would allow consumers to lodge complaints about errant traders, marked-up prices and other concerns up to 1pm.

◆Problems can be dealt with on the spot or as soon as possible, depending on the type of complaint,◆ she said. So far, Tan said such centres have been opened at the Pudu Market and at the Menglembu market here yesterday.

◆The complaints don◆t only have to be about matters under our ministry.

◆We also accept other cases which we will forward to the relevant agencies,◆ she told reporters after visiting the ministry◆s state office here.

Tan also urged traders and business operators to be responsible and not to hike up prices during these difficult economic times.

Consumers can lodge their complaints through the ministry◆s website (<http://www.kpdnhep.gov.my/>) or call the toll-free number at 1-800-886-800.

Source: <http://thestar.com.my/news/story.asp?file=/2009/5/19/nation/3932840&sec=nation>