

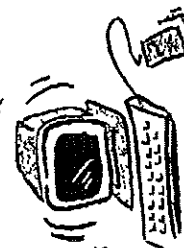
Counseling Services for the Consumers

Consumers who are in trouble or get loss in buying goods or services from a business operator may receive counseling services at the OCPB Hot Line 1166 or at the following phone numbers:

- o Legal Affairs and Litigation Bureau
0-2143-0352
- o Consumer Protection Division on Advertising
0-2143-0395
- o Consumer Protection Division on Labeling
0-2143-0384
- o Consumer Protection Division on Contracting
0-2143-0375

Consumers themselves may also receive counseling services or recommendations at the Office of the Consumer Protection Board (OCPB).

The people can get information on consumer protection as well as other OCPB's information on the internet at www.ocpb.go.th.



NEWS DIVISION

- o Following information:
 - o Consumer's rights
 - o OCPB's performance
 - o Case studies on consumer's complaints
 - o How to make a complaint
 - o Consumer information index
 - o OCPB's web board
 - o Related consumer protection legislations

Additionally, the people may request the receipt of useful documentation and materials relating to consumer protection at the Dissemination and Public Relations Division of the OCPB.



When the consumers are in trouble or get loss from any action of a business operator, the complaints can be submitted to the Office of the Consumer Protection Board (OCPB) through several channels.

Central Part (Bangkok)

Complaints can be made at the Office of the Consumer Protection Board (OCPB), or at the OCPB Hot Line 1166.

Regional Part (Provinces other than Bangkok)

Complaints can be made at the Provincial Sub-committee on Consumer Protection, at a City Hall of every province.

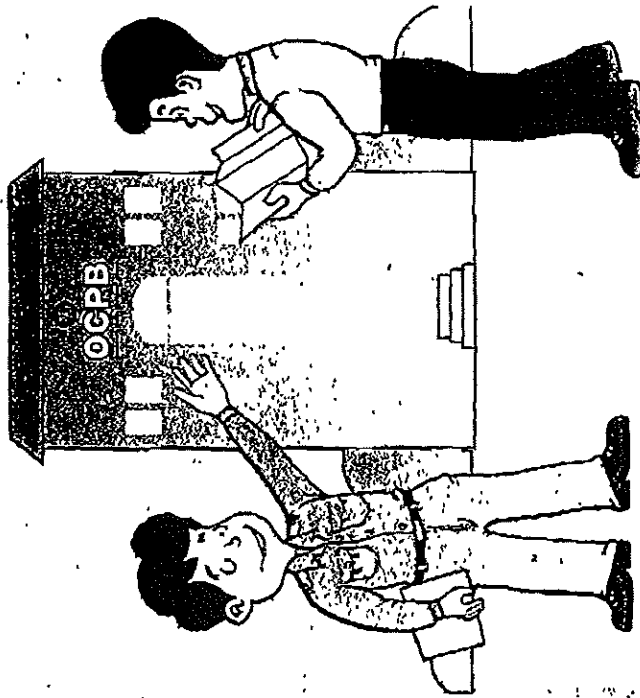
The consumers may also request a complaint form at Seven-Eleven convenient store every branch, write their complaints by attaching all relevant evidence/documents, and sending all to the OCPB by post without any payment.

Additionally, complaints as well as related information can be made through the internet at:

**E-mail Address: consumer@ocpb.go.th
Website: www.ocpb.go.th**

OCPB

Consumer's Rights Protection Agency



OCPB Consumer's Rights Protection Agency



Consumer's Rights Protection Agency

The Consumer Protection Act, B.E. 2522 and its 2nd amendment, B.E. 2541 have provided that consumer's rights shall be protected as follow:

1. The right to receive correct and sufficient information and description as to the quality of goods or services. This includes the right to receive information concerning goods or services from the advertisement or the label that is true and without adverse effect to the consumers as well as the right to receive correct and sufficient information concerning goods or services so as not to make wrong decision on the purchase of goods or services that is unfair to the consumers.

2. The right to enjoy freedom in the choice of goods or services. This includes the right to make choice in the purchase of goods or services eitherly and without unfair persuasion.

3. The right to expect safety in the use of goods or services including the right to receive goods or services that are free from harm, having standard and quality in terms of their conditions, and appropriate for uses with no harm to the body, life and property of the consumers.

4. The right to receive a fair contract including the right to receive a contract without unreasonable advantage from the business operator.

5. The right to have the injury considered and compensated in accordance with the laws on such matters or with the provision of this Act. This includes the right to receive the protection and compensation from loss when there is a violation on the above mentioned rights of the consumers. When the consumer's right is violated or when the consumer gets loss from an act of the business operator, the consumer may make a complaint at the Office of the Consumer Protection Board (OCPB) to proceed with necessary actions on such matter.

To protect the above consumer's rights, the OCPB therefore has undertaken the task in protecting the people in various aspects according to the legislation's provisions as follow:

Consumer Protection on Advertisement: It is provided by the law that a consumer shall be protected against advertising by stipulating that an advertisement on any goods and services shall not contain a statement which is unfair to consumers or which may cause adverse effect to the society as a whole.

Consumer Protection on Label: This is one aspect of consumer protection. A business operator must provide product details by preparing a label-controlled good so that the consumers can make the right decision on their purchases.

Consumer Protection on Contract: The law provides that there is consumer protection on contract by empowering the Committee on Contract to consider any business in connection with the sale of goods or the provision of services having the unfair contract terms to the consumers and to determine that such business shall be controlled in terms of contract or in terms of receipt of payment. The Committee on Contract shall issue an announcement of controlling and the business operator must use the contract terms in accordance with the legislation provisions.

Consumer Protection on Direct Selling and Direct Marketing: The Consumer Protection under the Consumer Protection Act is not sufficient in protecting the consumer to receive a fair practice in the purchase of goods or services, especially in the direct selling and direct marketing businesses. The Direct Selling and Direct Marketing Act, B.E. 2545 has therefore been enacted to protect the consumers so that they receive a fair practice in this kind of business and so that there are legal measures to control the direct selling and direct marketing businesses to operate correctly and fairly for the consumers.

Philippines
 Bureau of Trade Regulation and Consumer Protection
 Department of Trade and Industry
 501 Alabaster Avenue - Makati, Philippines
 Tel: (63) 751 3233
 Fax: (63) 751 3330 (011 Direct)
 Email: btreg@dti.gov.ph
 Website: www.dti.gov.ph

Singapore
 Singapore Tourism Board
 Tourism Court
 Orchard Spring Lane
 Singapore 247729
 Tel: (65) 6736 6622
 Fax: (65) 6736 9423
 E-mail: feedback@sfb.gov.sg
 Website: <https://app.sfb.gov.sg/asp/mis/cont.asp>

Thailand

Office of the Consumer Protection Board (OCPB)
 Government Complex, Building B,
 5th Floor Chaengwatana Road,
 Thung Songhong Sub-District, Lak Si District
 Bangkok 10210, THAILAND
 Hotline: 1166
 Tel: (662) 141 3540, (662) 143 0439
 Fax: (662) 143 9765/66
 E-mail: consumer@ocpb.go.th
 Website: www.ocpb.go.th



Viet Nam

Consumer Protection Board
 Vietnam Compulsion Authority (VCA)
 Ministry of Industry and Trade
 25 Ngo Quyen Street, Hoan Kiem District
 Ha Noi, Viet Nam
 Hotline: (844) 393 87 846
 Fax: (844) 222 05 003
 E-mail: bvntd@molt.gov.vn
 Website: www.bvntd.vca.gov.vn/www.vca.gov.vn

NEWS DIVISION
 NEWS DIVISION

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The Association of Southeast Asian Nations (ASEAN) was established on 8 August 1967. The Member States of the Association are Brunei Darussalam, Cambodia, Indonesia, Lao PDR, Malaysia, Myanmar, Philippines, Singapore, Thailand and Viet Nam. The ASEAN Secretariat is based in Jakarta, Indonesia.

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 The ASEAN Secretariat
 Public Outreach and Civil Society Division
 70A Jalan Sisingamangaraja
 Jakarta 12110
 Indonesia
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 E-mail : public.civ@asean.org

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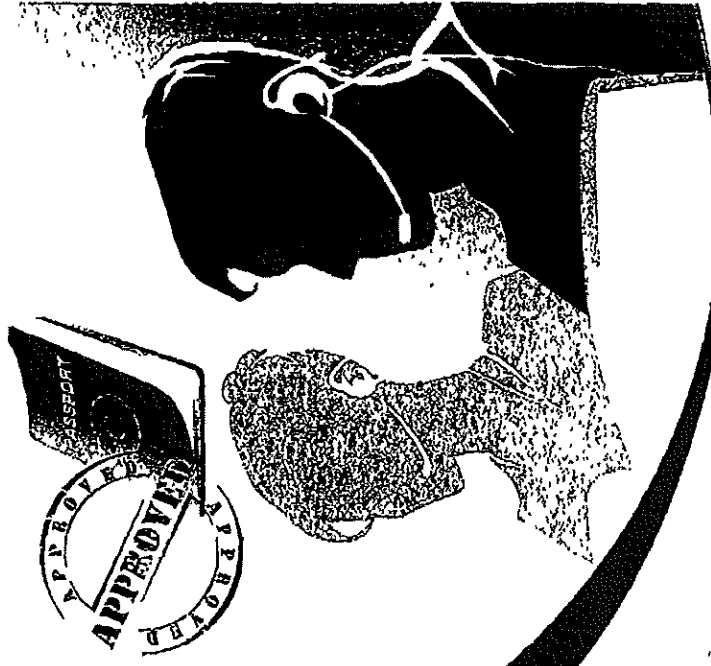
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BE A SMART
 CONSUMER
 ANYWHERE
 IN ASEAN

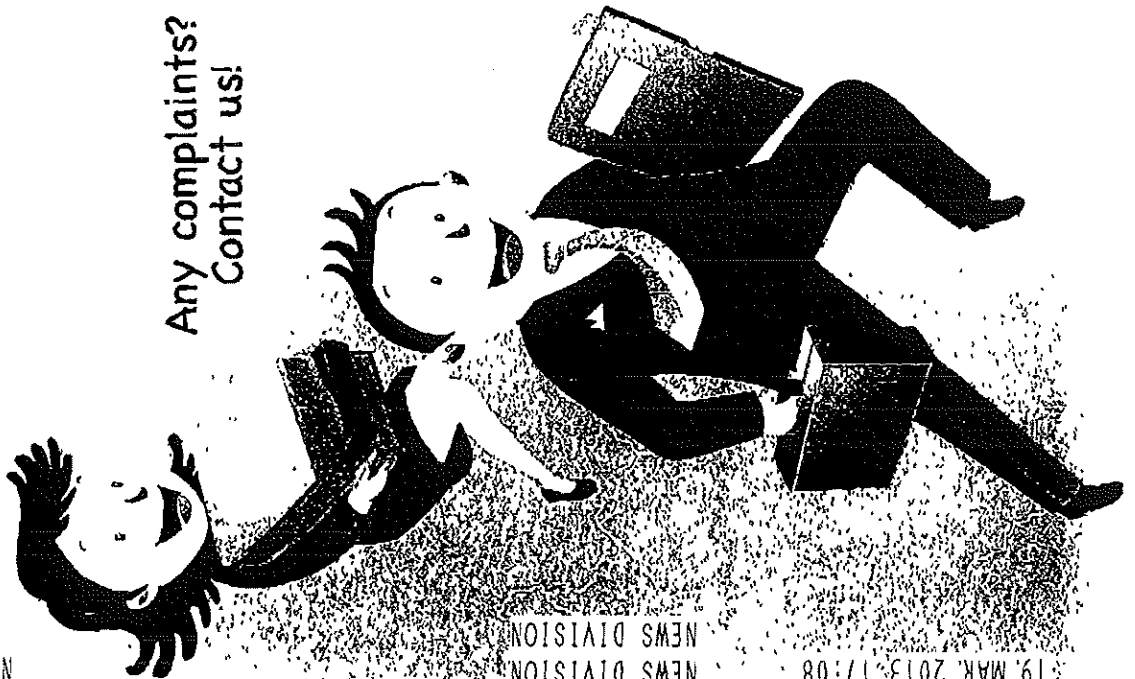
ASEAN Committee on Consumer Protection
 (ACCP)



one vision
 one identity
 one community

Wherever you are in
ASEAN, be a happy
consumer!

Any complaints?
Contact us!



LIST OF NATIONAL FOCAL POINTS FOR CONSUMER COMPLAINTS IN ASEAN MEMBER STATES

Brunei Darussalam

Department of Economic Planning and Development
Prime Minister's Office
Block 2A, Jalan Ong Sum Ping
Bandar Seri Begawan BA 1311, Brunei Darussalam
Hotline: (673) 2230223
Fax: (673) 2230223
E-mail: consumercomplaint@jpke.gov.bn;
aduanpengguna@jpke.gov.bn



Cambodia

Consumer Protection and Fraud Repression
Department. CAMCONTROL Directorate-General
Ministry of Commerce
#67, Sangkat Phsar Thmey II,
Khan Daun Penh, Phnom Penh, Cambodia
Tel.: (855) 23 67 67 976
(855) 23 67 67 978
Fax: (855) 23 42 61 66
E-mail: complaint@camcontrol.gov.kh;
cpd@camcontrol.gov.kh



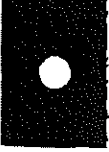
Indonesia

Direktorat Pemberdayaan Konsumen
Direktorat Jenderal Standardisasi dan
Perindungan Konsumen
Kementerian Perdagangan
(Directorate of Consumer Empowerment
Directorate General of Standardization and
Consumer Protection
Ministry of Trade)
Jl. M.I. Ridwan Rais No. 5
Jakarta Pusat 10110, Indonesia
Tel.: (6221) 3858167
Fax: (6221) 3857954
Website: www.kemendag.go.id
E-mail: kip-dpk@kemendag.go.id



Lao PDR

Consumer Protection & Competition Division
Department of Domestic Trade
Ministry of Industry and Commerce
Phoxay Rd., Saysetha District
Vientiane Capital City, Lao PDR
Tel: (856-21) 990109
Fax: (856-21) 412001
E-mail: lao_consumerprotection@yahoo.com
laoconsumerprotection@gmail.com



Malaysia

Ministry of Domestic Trade,
Co-Operatives and Consumerism (MDTCC)
No.13, Persiaran Perdana,
Precinct 2, Federal Government Administrative Centre,
62623 Putrajaya, Malaysia
Tel: +603-8882 5500
Fax: +603-8882 5762
Related divisions under MDTCC:-



Consumer Complaints Management Centre (CCMC)
Hotline: 1800-886-800
Website: <http://ke-aduan.kpdnkk.gov.my>
E-mail: e-aduan@kpdnkk.gov.my
Fax: +603-8882 5983

Tribunal for Consumer Claims Malaysia (TCCM)
Hotline: 1-800-88-9811
Website: <http://tccm.kpdnkk.gov.my>
E-mail: tccm@kpdnkk.gov.my
Fax: +603-8882 5851

Myanmar

Directorate of Trade
Ministry of Commerce
Office Building No. (3), Nay Pyi Taw
The Republic of the Union of Myanmar
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myc_ids@gmail.com;
Website: www.government.gov.mm

