

International Symposium: Consumer Consultation & Education in the Present and Post COVID-19 World in Asia

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Malaysia

Consumer Education in the Age of COVID-19



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Consumer Education in Malaysia

- No formal consumer education in elementary school level & high school level
- Available in tertiary education
- Various initiatives by government & NGOs
- **Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)**
- **Ministry of Education**
- **Ministry of Communications & Multimedia**
- **Ministry of Health**



MINISTRY OF HEALTH
MALAYSIA



Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission



Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)

- **Consumer Education and Awareness Programme**
 - Student Consumer Movement, School Consumer Club & Student Discount Card (KADS1M)
- **Consumer Protection Programme**
- **Consumerism Movement Development Programme**
 - Rakan KPDNHEP
 - National Consumer Movement Council
 - State Consumer Movement
 - State Consumer Movement
 - Consumer Association & Organisation
 - District Assistant of Consumer Affairs (2019)
 - Rural Consumerism Programs



Federation of Malaysian Consumer Association (FOMCA)

- Policy Reform
- Consumer Education
- Consumer Rights
- Consumer Responsibilities



National Consumer Complaints Centre

- Latest issues
- Law reform
- [Complaints Handling](#)

Consumer Portal
Synergistic Collaboration with:



Water and Energy Consumer Association of Malaysia

- Sustainable Consumption of Water & Energy



Malaysian Association of Standards Users

- Safety Standards
- Social Responsibility



Consumer Research and Resource Centre

- Consumer Research



Consumer Protection & Empowerment

- During and Post COVID-19 – require serious commitments and proactive actions from national and international level.
- To build/rebuild fair, safe, resilient and sustainable economies.
- Prioritising health, food and essential commodities, finance, connectivity and sustainability.
- Protection from unfair practices, prioritising price gouging, scams lack of redress, misinformation, unfair treatment and loss of privacy with particular attention given to the protection of vulnerable and low-income consumers.