



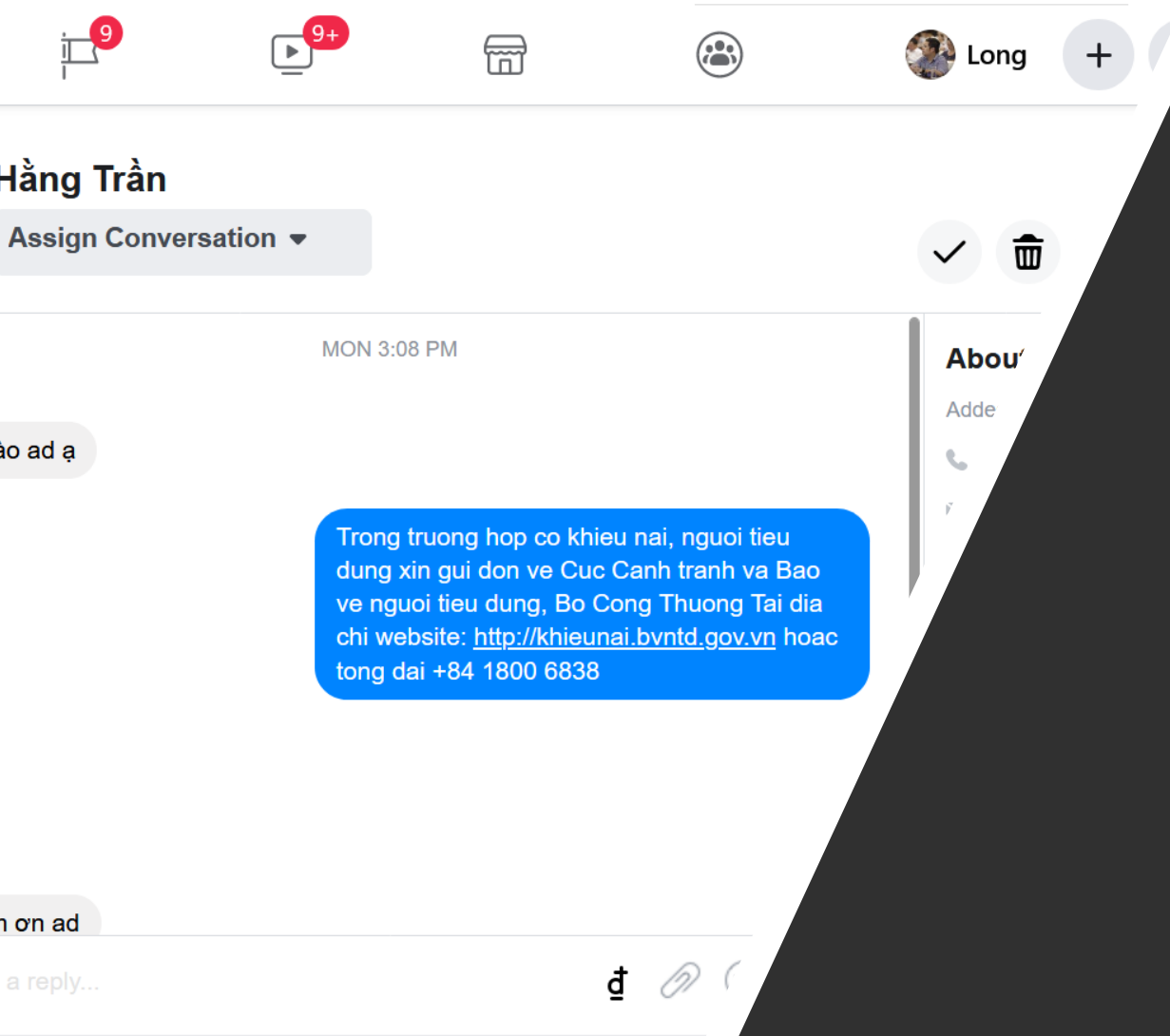
NATIONAL TOLL-FREE CONSUMER'S COUNSELING 1800.6838
AND
NATIONAL DATABASE ON CONSUMER

PHAM HOANG LONG

VIET NAM COMPETITION AND CONSUMER AUTHORITY

MINISTRY OF INDUSTRY AND TRADE OF VIET NAM

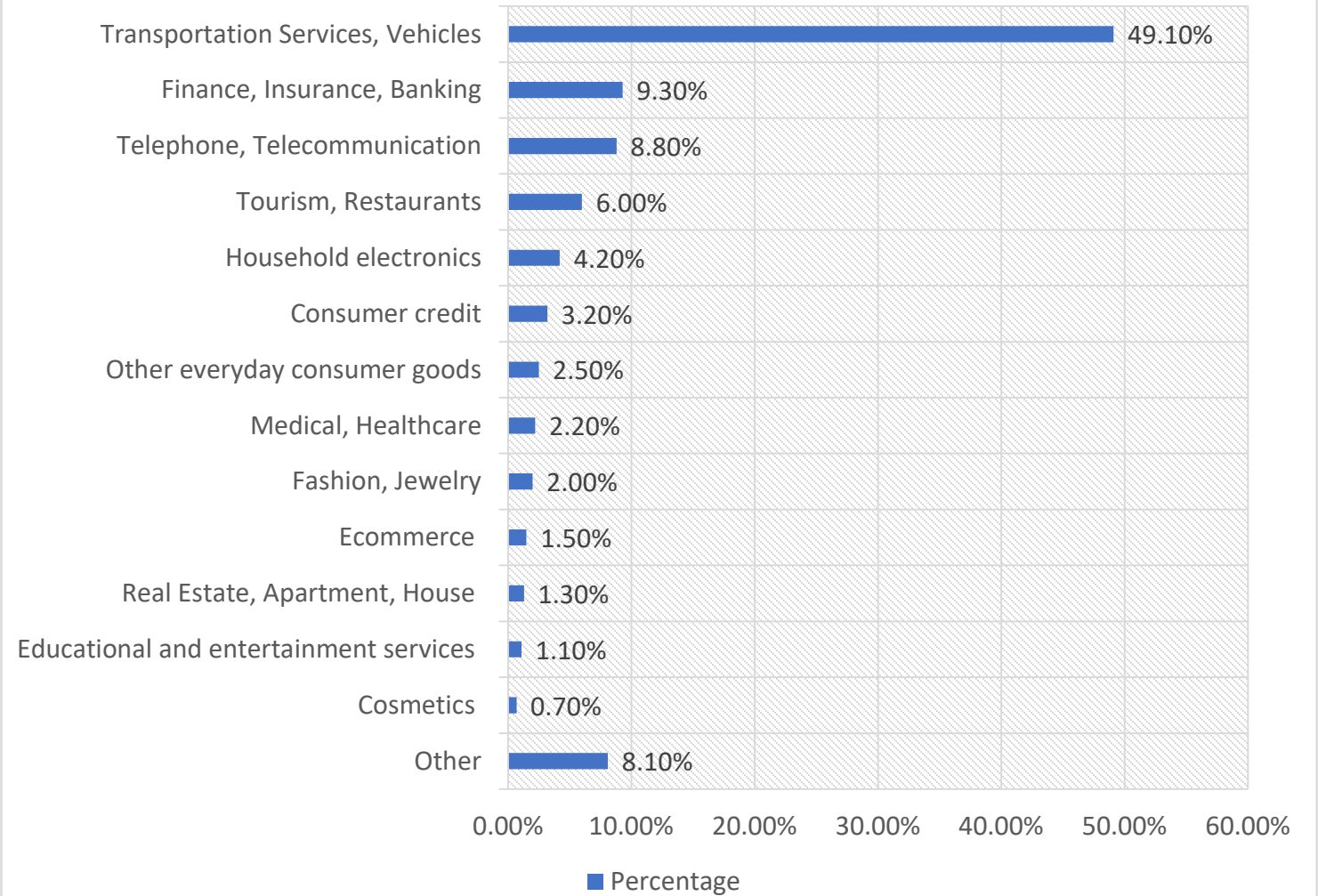
AIMS AND OBJECTIVES



- Provide one-off solution to handle consumers' complaints from central government to local government
- Provide a common database system and a unified consultation process for consumer complaints nationwide.
- Contribute to improving and promoting the effectiveness of consulting and resolving consumer complaints nationwide.
- Ensure the participation of officials of the Association for the Protection of the Rights of Consumers, the Departments of Industry and Trade in consulting and assisting consumers. Encourage and facilitate connection between state agencies, organizations participating in the protection of consumers' interests with relevant agencies and businesses to further protect the interests of consumers.
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- Facebook @bvqlntdvn #bvqlntdvn
- Website: <http://khieunai.bvntd.gov.vn>
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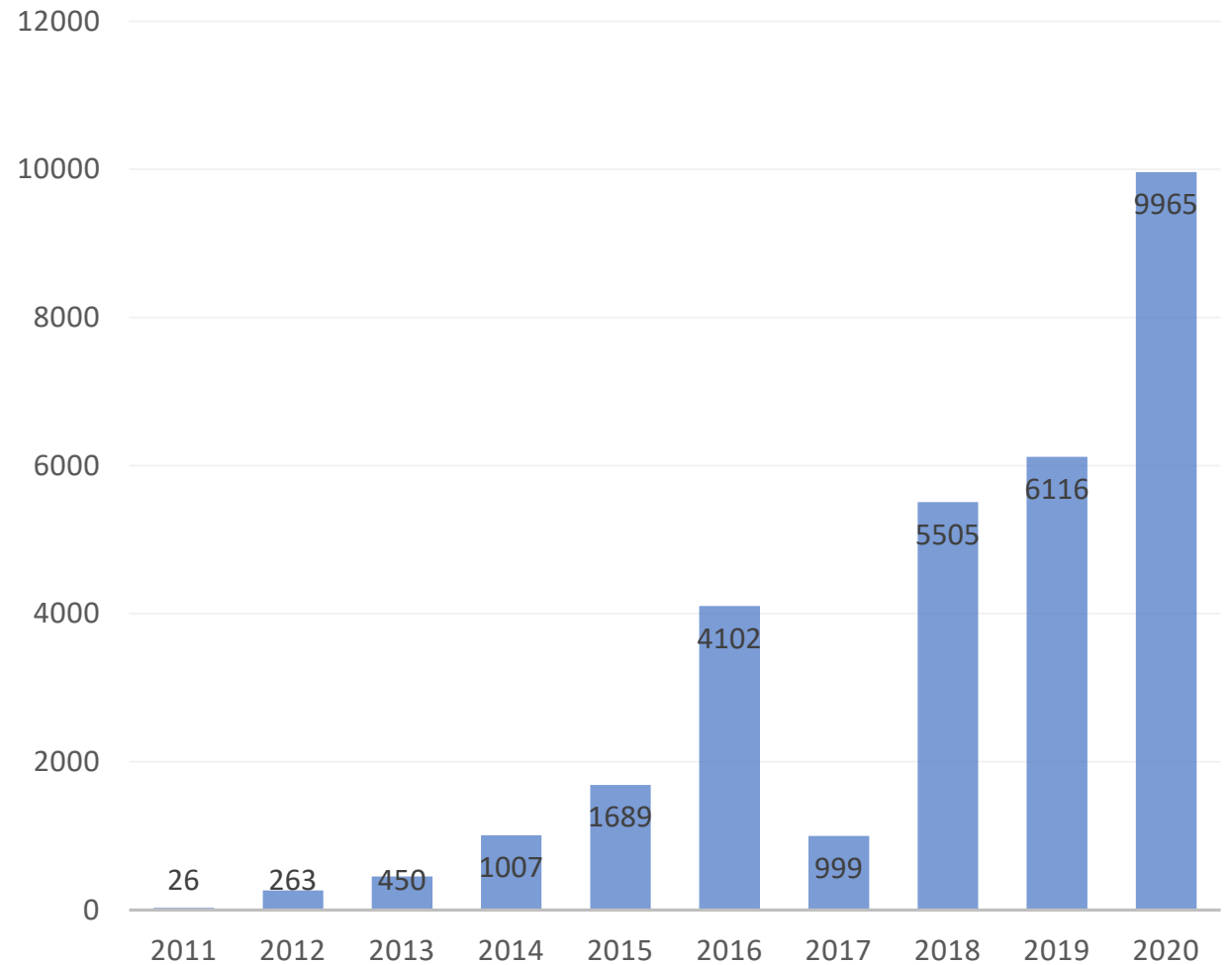
CONSULTING,
SUPPORTING AND
RESOLUTION OF
CONSUMER
COMPLAINTS
THROUGH
1800.6838

1800.6838 STATISTIC



• *Source: Vietnam
Competition and Consumer
Authority*

THE TOTAL NUMBER OF CALLS TO HOTLINE 18006838



CONTACT

CONSULTING AND RESOLVING CONSUMER COMPLAINTS TEAM

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