

Bernama: Complain If You Are Not Happy - NCCC

Written by Administrator

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<div align="justify">I have read the above article posted in your website. Your organisation is doing a good job. However, consumers in this country are fighting a very steep uphill battle. It's not that they are not aware of heir rights but the cards are stacked against them.

Firstly, many services in this country are privatised. Examples are Astro, Telekom, Tenaga etc. Many of these companies are no better than robber barons! I remember some time ago, I went to a local bank(supposedly the biggest locally) to buy a bank draft and was charged RM5.00 for it when before, I have to pay only RM2.00. When I enquired, I was told that the rate had gone up a month ago. In fact, BNM is supposed to vet the charges imposed by the banks, so how did the charge go up by more than double in a blink? This shows that this institution is not effective at all! No wonder our local banks can make RM1 billion from banking charges alone!!!</div><div align="justify">Another incident that shows the abysmal lack of consumer protection was the time I bought a Palm V personal organiser which malfunctioned during the warranty period. I brought it back to the dealer for repairs and was told that it was the policy of the gadget's distributor not to repair any malfunctioning items but I would be given a reconditioned unit - meaning a second unit (to replace my almost new one).

I subsequently read the warranty leaflet which stated that if the country where their products are sold forbids the practice of giving a reconditioned unit instead of repairing it, then the malfunctioning unit will have to be repaired.

This shows how a government can act to protect their citizens from vitimisation! But do we have such a government? NO! Our government is never one given♦ to protect its citizens judging from the way things are being privitised - even essential utilities. We also have to fight the local councils as well as the government which is more interested in acting against our interests than in protecting them.

This then is the situation facing consumers in this country!

Thank you.
Regards,
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