

 HERE IT IS: Marimuthu holds the Annual Report 2010 book at the seminar and launch of 5th NCCC Annual Report 2010. ♦ Bernama photo

KUALA LUMPUR: The National Consumer Complaints Centre (NCCC) received 34,381 consumer complaints involving losses of about RM250 million last year. Its chairman Datuk N Marimuthu said the figure was an increase of 6.2 per cent compared to 32,369 complaints in 2009, involving RM150 million in losses.

♦ This clearly shows that serious attention should be given in improving the quality of products and services to consumers, he told reporters after opening a NCCC Seminar and launching its 2010 Annual Report here yesterday.

Marimuthu said based on the annual report, the largest number of complaints was concerning the communications and multimedia services with 3,102 cases.

♦ The number of complaints is increasing because more people are using these services such as broadband and the Internet, he said.

He said complaints about quality of products and services came in second with 2,523 cases, followed by hire purchase (2,506), financial institutions (2,376) and automobiles (2,244).

Meanwhile, Marimuthu, who is the Federation of Malaysian Consumers Association (Fomca) president, hoped that the government would focus on the economic, social and public transportation sectors in the 2012 Budget to be tabled tomorrow. ♦ Bernama