KUALA LUMPUR: The communications and multimedia sector received the highest number of complaints from consumers last year, according to the National Consumer Complaints Centre (NCCC).

NCCC chairman Datuk N. Marimuthu said out of 34,000 complaints lodged last year, 3,102 were made against the communications sector. "There are lots of telecommunication products nowadays, and the high number of complaints show that consumers are better aware of their rights.

"We receive more complaints every day and we try our best to engage with people from these sectors to resolve their problems." He said this when launching the 5th NCCC Annual Report 2010 here yesterday.
Marimuthu, who is also the Federation of Malaysian Consumers Associations president, said the NCCC was expecting a higher number of complaints this year. "We have received more than 30,000 complaints up to September and the estimated number of losses this year has surpassed RM250 million."

NCCC senior manager M. Matheevani said the complaints against the communications sector were mostly on the services provided by communication companies. "More than half of the complaints were on poor broadband Internet service and misrepresentations. "Customers will buy the most expensive packages but still receive poor service.

"More often than not, they are not provided with the actual service information." She added that there had been complaints on subscription television as well, with most customers complaining about frequent increase of charges for programme packages.

"There are also complaints on the issue of service disruptions during rain and poor customer service. "Subscription television industry should improve their services and give more options or freedom for consumers to choose."

The second highest number of complaints was on the quality of products and services in the market while hire purchase schemes came up third.