

CPA 1999 - How many CCP awards has been unenforced?

Written by Administrator

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Note : Jumlah penyelesaian tuntutan yang tinggi menunjukkan keberkesanan badan alternatif seperti tribunal dalam menyelesaikan pertikaian - Runjit Singh (Pengerusi Tribunal)
NCCC :
Persoalan yang wujud disini adalah, berapakah jumlah award yang dikeluarkan pihak Tribunal tidak dipatuhi oleh pihak syarikat?
NST - CONSUMER CLAIMS TRIBUNAL: The problem is to collect
By : M.S. Johor Baru
I SMILED to myself when I read the report about the Consumer Claims Tribunal ordering a company to refund a sum of RM15,000 to individuals due to misrepresentation.
The three people who had received the judgment will soon find out that where enforcement is concerned, the judgment is merely a judgment.
There will not be any follow-up by the enforcement agency to ensure that they will be getting their refund. Nor will any action be taken against the defaulting company.
I know this for a fact because in 2006, the same tribunal ordered a company to refund a sum of money to me because the company breached a contract. After two years, nothing happened. I have not received the refund.
The tribunal and the enforcement department need to work hand in hand so as to ensure that the tribunal's decisions are obeyed.
The companies do not just cheat the consumers but also the Domestic Trade and Consumer Affairs Ministry.