

Wherever you are in
ASEAN, be a happy
consumer!

Any complaints?
Contact us!



LIST OF NATIONAL FOCAL POINTS FOR CONSUMER COMPLAINTS IN ASEAN MEMBER STATES



Brunei Darussalam

Department of Economic Planning and Development
Prime Minister's Office
Block 2A, Jalan Ong Sum Ping
Bandar Seri Begawan BA 1311, Brunei Darussalam
Hotline: (673) 2230223
Fax: (673) 2230223
E-mail: consumercomplaint@jpke.gov.bn;
aduanpengguna@jpke.gov.bn



Cambodia

Consumer Protection and Fraud Repression
Department. CAMCONTROL Directorate-General
Ministry of Commerce
#67, Sangkat Phsar Thmey II,
Khan Daun Penh. Phnom Penh, Cambodia
Tel.: (855) 23 67 67 976
(855) 23 67 67 978
Fax: (855) 23 42 61 66
E-mail: complaint@camcontrol.gov.kh;
cpd@camcontrol.gov.kh



Indonesia

Direktorat Pemberdayaan Konsumen
Direktorat Jenderal Standardisasi dan
Perlindungan Konsumen
Kementerian Perdagangan
(Directorate of Consumer Empowerment
Directorate General of Standardization and
Consumer Protection
Ministry of Trade)
Jl. M.I. Ridwan Rais No. 5
Jakarta Pusat 10110, Indonesia
Tel.: (6221) 3858187
Fax: (6221) 3857954
Website: www.kemendag.go.id
E-mail: kip-dpk@kemendag.go.id



Lao PDR

Consumer Protection & Competition Division
Department of Domestic Trade
Ministry of Industry and Commerce
Phoxay Rd., Saysetha District
Vientiane Capital City, Lao PDR
Tel.: 856 21 453941, +856 21 990109
Fax: 856 21 41200, +856 21 412013
E-mail: laoconsumerprotection@gmail.com
laoconsumerprotection@yahoo.com



Malaysia

Consumer Complaint Management Centre (CMCC)
Ministry Of Domestic Trade, Co-Operatives and
Consumerism. Level 4, No.13, Persiaran Perdana,
Precint 2. Federal Government Administrative Centre
62623 Putrajaya, Malaysia
Ministry Portal : www.kpdnkk.gov.my
Complaint website:
<http://e-aduan.kpdnkk.gov.my>
E-mail : e-aduan@kpdnkk.gov.my
Hotline: 1800-886-800



Myanmar

Directorate of Trade
Ministry of Commerce
Office Building No. (3), Nay Pyi Taw
The Republic of the Union of Myanmar
Tel: 95 67 408319
Fax: 95 67 408243
E-mail: postat@commerce.gov.mm;
khinzaw.moc@gmail.com;
myo.jds@gmail.com
Website: www.commerce.gov.mm





Philippines

Bureau of Trade Regulation and Consumer Protection
 Department of Trade and Industry
 Sen. Gil Puyat Avenue - Makati, Philippines
 Tel.: 632 751 3233
 632 751 3330 (DTI Direct)
 Fax: 632 890 4949
 E-mail: btcrp@dti.gov.ph
 Website: www.dti.gov.ph



Singapore

Singapore Tourism Board
 Tourism Court
 1 Orchard Spring Lane
 Singapore 247729
 Tel.: (65) 6736 6622
 Fax: (65) 6736 9423
 E-mail: feedback@stb.gov.sg
 Website: <https://app.stb.gov.sg/asp/mis/cont.asp>



Thailand

Office of the Consumer Protection Board (OCPB)
 Government Complex, Building B,
 5th Floor Chaengwattana Road,
 Thoung Songhong Sub-District, Lak Si District
 Bangkok 10210, THAILAND
 Hotline: 1166
 Fax: 662 143 9765 / 66
 E-mail: consumer@ocpb.go.th
 Website: www.ocpb.go.th



Viet Nam

Consumer Protection Board
 Viet Nam Competition Authority
 Ministry of Industry and Trade
 25 Ngo Quyen Street, Hoan Kiem District
 Ha Noi, Viet Nam
 Hotline: (844) 222 05 022
 Fax: (844) 222 05 003
 E-mail: bvntd@moit.gov.vn
 Website: www.vca.gov.vn

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BE A SMART CONSUMER ANYWHERE IN ASEAN

ASEAN Committee on Consumer Protection
 (ACCP)



one vision
 one identity
 one community