

## National Consumer Complaints Centre

Written by Administrator

Tuesday, 13 January 2009 16:24 -

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The National Consumer Complaints Centre (NCCC) was officiated by Datuk Hj. Mohd Shafie Hj. Apdal, Minister of the Ministry of Domestic Trade and Consumer Affairs on 13 July, 2004.

It was initiated jointly by the Education and Research Association for Consumers (ERA Consumers), Selangor and Wilayah Persekutuan Consumer Association and the Ministry of Domestic Trade and Consumer Affairs. NCCC functions as a one stop centre to help consumers with their problems and complaints by ensuring that complaints are forwarded to relevant authorities and solutions are obtained while also acting as a go-between consumers and enterprises in settling disputes.