

Where to refer your consumer problems?

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Government Agencies and Non-Government Organisations

- District Level District Office of the Ministry of Domestic Trade, Corporation and Consumerism
District Consumer Organisation
- State Level State Office of the Ministry of Domestic Trade and Consumer Affairs (MDTCA)
State Consumer Organisation
Consumer Claims Tribunal
- Federal Level Consumer Affairs Department, Ministry of Domestic Trade, Corporation and Consumerism
Federation of Malaysian Consumer Organisations (FOMCA), National Consumer Complaints Centre
Consumer Claims Tribunal

Note: The organisations mentioned above are often situated in the state capitals and in some cases, in larger towns in the rural areas.