

馬來西亞代表處提供馬來西亞消費者保護機構及爭議協調委員會名址一覽表

	消費者保護機構/爭議協調委員會	地址	電話	傳真	電子郵件信箱	網址	備註
1.	National Consumer Complaints Centre (NCCC) (Pusat Khidmat Aduan Pengguna Naional)	No. 1D, Bangunan SKPPK Jalan SS 9A/17 47300 Petaling Jaya Selangor	Tel: 7877-9000 / 7874-8096 HP:013-6923826		Email:nccc@nccc.org.my	<a href="http://www.nccc.org.my">http://www.nccc.org.my</a>	
2.	Tribunal for Consumer Claims Malaysia (Tribunal Tuntutan Pengguna Malaysia)	Tribunal for Consumer Claims Malaysia Ministry of Domestic Trade, Cooperative and Consumerism Aras 5, Podium 2, No.13, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62623 Putrajaya	Tel: 03-8882-5822 Toll Free: 1-800-88-9811 1-800-88-6800	Fax: 03-8882-5831	Email: e-aduan@kpdnkk.gov.my	<a href="http://tspm.kpdnkk.gov.my">http://tspm.kpdnkk.gov.my</a>	
3	Tribunal for homebuyer Claims (Tribunal Tuntutan Pembeli Rumah Malaysia)	Secretary Tribunal for Homebuyer Claims	Tel: 03-20924488 (Hotline) 03-20998405,	Fax: 03-20934776, 03-20959309	Email: tribunal@kpkt.gov.my	<a href="http://www.consumer.org.my">http://www.consumer.org.my</a>	僅管轄買賣住

		Ministry of Housing and Local Government Level 2, Block B (South) Pusat Bandar Damansara P.O. Box 12579 50782 Kuala Lumpur	03-20998402				宅房 產糾 紛
4.	Financial Mediation Bureau (Biro Pengantaran Kewangan)	The Financial Mediation Bureau Level 25 Dataran Kewangan Darul Takaful No.4, Jalan Sultan Sulaiman 50000 Kuala Lumpur	Tel: 03-22722811	Fax: 03-22745752	Email:enguiry@fmb.org.my	<a href="http://www.fmb.org.my">http://www.fmb.org. my</a>	
5	Public Complaints Bureau (Biro Pengaduan Awam)	Director General Public Complaints Bureau Prime Ministers Department Aras 6, Block B1, Pusat Pentadbiran Kerajaan Persekutuan 62502 Putrajaya	Tel: 03-8872-5777	Fax : 03-8888-7778, 03-8888-3748		<a href="http://www.pcb.gov.my">http://www.pcb.gov. my</a>	
6.	檳城	10 Jalan Masjid Neger	Tel: 04-8299511	Fax :	Email: info@cap.org.my		NGO

	消費人協會 Consumers Association of Penang (CAP)	11600 Pulau Penang		04-8298109			
7	Federation of Malaysian Consumers Association (FOMCA) 馬來西亞消費者協會聯合會	No. 1D-1, Bangunan SKPPK Jalan SS9A/17 47300 Petaling Jaya	Tel: 03-78762009	Fax: 03-78771076	Email: fomca@fomca.org.my	<a href="http://www.fomca.org.my">http://www.fomca.org.my</a>	NGO
	駐地爭議流程處理參考	<p>消費者→National Consumer Complaints Centre (NCCC)→建檔(complaint records)→分析及分類(analysis of complaint/classifications)→協調(complaint service/consultation)→</p> <p>1、被投訴一方(廠商)有回應或採取行動(feedback/action)→糾紛解決(problem solving)</p> <p>2、被投訴一方(廠商)無回應或採取行動→</p> <p>(1) Tribunal for Consumer Claims Malaysia, or</p> <p>(2) Tribunal for homebuyer Claims, or</p> <p>(3) Financial Mediation Bureau, or</p> <p>(4) Public Complaints Bureau, or</p> <p>(5) Local Authorities, or</p> <p>(6) Relevant Governmental Departments, or</p> <p>(7) NGO</p> <p>→被投訴一方(廠商)有回應或採取行動(feedback/action)→糾紛解決(problem solving)</p>					