

Complaints Management

CRRC is also developing a Consumer Complaints Management Program for Companies. The focus of this Training Program is to encourage and facilitate Companies, to establish consumer complaints management systems to address consumer complaints.

Formal Education Systems

CRRC also seeks to work with the Curriculum Department, Education Ministry to inculcate consumer education in the formal curriculum system, both primary and secondary. This could be a separate subject or be incorporated into existing subjects.

Additionally, CRRC will be approaching Private and Public Higher Education Colleges/ Universities to incorporate consumer education as part of their soft skills development program for graduates.

Price Monitoring Systems

CRRC has also established a price monitoring system comparing at least three main supermarkets to monitor food price trends in Malaysia.

Publications

CRRC will be publishing Consumer Guides to assist consumers in making decisions about important and expensive issues such as:

- Being a Mindful and Responsible Consumer
- Beware of Scams
- How to Buy a House
- How to Buy a Car
- How to Select a Private College

Resource Centre

CRRC currently has 15,400 books mostly related to issues of consumerism, food security, civil society and human rights.

Conclusion

CRRC aims to play a significant role in the socio-politic environment towards enhancing the protection and welfare of consumers in Malaysia. It seeks to undertake this through research, education and collaboration with key stakeholders who share the aims and objectives of CRRC.

CRRC

Consumer Research and
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ENHANCING CONSUMER PROTECTION
AND CONSUMER EMPOWERMENT
THROUGH ADVOCACY
AND EDUCATION

Consumer Research and Resource Centre (CRRC)

The Primary Function of the CRRC is to influence public policy through evidence-based research and to educate consumers on self-protection.

Brief History

The Federation of Malaysian Consumer Associations (FOMCA) established a Non Government Organization Resource Centre in 1992 as a focal point to collect and disseminate information on NGOs involved in development work. The Centre also focused on collecting materials related to issues of consumerism and food security. In June 2008, the Centre was upgraded to the Consumer Research and Resource Centre.

Influencing Public Policy

The CRRC seeks to influence public policy on issues affecting the protection and welfare of Malaysian consumers. CRRC is able to influence public policy through evidence-based research and consultation. CRRC undertakes the following in the preparation of its policy positions:

- Primary research
- Secondary research
- Action Research
- Round table Discussions
- Seminars/workshops

CRRC also collaborates with Universities and Researchers to undertake research on its behalf.

Some of the current focus of research includes:

- Impact of Globalization on the Malaysian consumer
- Addressing Increasing Food Prices and Issues of Food Security
- Fair Trade Policies
- Enhancing Public Transport
- Public health issues
- Children's health promotion
- Impact of advertising on Malaysian adolescents
- Spending patterns of Malaysian consumers

Based on the above processes, apart from presentation of public policy papers, the materials are also uploaded on CRRC's website. CRRC also publishes/will be publishing:

- Half yearly Journals
- Monthly e-Newsletter
- Monographs
- Books

Based on the above findings, CRRC in collaboration with FOMCA and other related agencies will advocate and campaign for better consumer protection and welfare through better laws, policies and programs.

Consumer Awareness and Consumer Education

National Consumer Campaign 2008 - 2012

In the light of increasing food and volatile fuel prices, a four year National Consumer Campaign (or 3K Campaign) has been launched on June 2008 to educate consumers to change their lifestyle and to face these challenges.

CRRC is the Chief Coordinating Unit for the Campaign.

Consumer Education Kit

CRRC is developing a Consumer Education Kit for Children, Youth and Adults. The Kit encompasses areas of:

- Consumer Issues
- Consumer Needs and Wants
- Consumer Rights
- Consumer Responsibilities
- Consumer Protection
- Making a Complaint
- Consumer Tribunal
- Understanding Scams
- Managing Money
- Media and Its Influence
- Mindful Consumption
- Sustainable Development

Specialized Consumer Education Programs

CRRC is also developing specialized programs in consumer education. Three priority programs being developed are:

- Financial literacy program
- Being a Mindful and Responsible Consumer
- Media literacy program

These three training programs will be extensively conducted as part of the National Consumer Campaign.