



OCPB response measures of Coping during Covid-19

In accordance with the Cabinet Resolution on 17 March 2020:

1 Monitoring Online Business & Stockpiling (Medical mask/Hand sanitizer)



1.1 Surveillance of the sales of merchandise in excess of acceptable market pricing (Price gouging)

1.2 OCPB, Department of Internal Trade and Consumer Protection Police continuously monitor business operators and mediate/resolve consumer complaints

2

2.1 Car/Motorcycle Loan/Real Estate Installment Payments & Rental Property Business

2.1.1 Discuss with the operators interim measures to defer installment payments for people financially affected by COVID-19

2.1.2 Meeting of the Committee on Contracts to determine measures to help consumers during the downturn of business and employment

2.1.3 Discuss with the Apartment Business Trade Association interim measures for people financially effected by COVID-19

2.2 Airlines (Air-Tickets)

Coordinate with Airline operators what terms for refunds will be offered to consumers for cancelled domestic flights during COVID-19 Pandemic

2.3 Delivery Service; Food & Parcels

Coordinate with 18 major delivery service operators to determine safety measures for food and parcel delivery in terms of cleanliness, delivery and payment

3

The Closure of the Fitness Center for 14 days.



For fitness centers that remain operating, enforce the State Closure Order instructed by Cabinet Resolution.

4

Public Services of OCPB during COVID-19 Pandemic



4.1 Receive complaint

Using the Consumer Complaints Online System

4.2 Negotiation

Using the Consumer Online Negotiation System to minimize face-to-face meetings. Cancel negotiation meetings where appropriate

4.3 Seminar & Training

Cancel all the seminar and training activities to avoid COVID-19 spreading in the community

4.4 Acknowledge

How to buy COVID-19 related products/health care advice/ways to prevent the spread of COVID-19 and procedure for contacting at OCPB.

4.5 Screening for OCPB Visitors

Staff and foreigners health check in accordance with public health measures also OCPB staff returning from foreign countries

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