



## Information services

Consumers may access information regarding the OCPB at [www.ocpb.go.th](http://www.ocpb.go.th) which provides the following information;

- ☆ Consumer's rights
- ☆ OCPB's performance
- ☆ Case studies on complaint
- ☆ Complaint investigation process
- ☆ Consumer database

OCPB's web board

Relevant legal links

Information is provided by the Dissemination and Public Relations Division, the OCPB.

*Consumer's rights shall be respected for self and social protection.  
Once the suffering or damage attributed to the enterprises,*



Once the suffering or damage has been attributed to the enterprises, the complainant can file the complaint as follow:

### Central (Bangkok)

Office of the Consumer Protection Board (OCPB)

Address: The Government Complex  
Commemorating His Majesty the King  
B Building 5 fl. Chaengwattana Rd.,  
Laksi, Bangkok 10210  
THAILAND

### Local Area

Sub-Committee on the Provincial Consumer Protection at Provincial Hall, District Administration, Municipality Office, Sub-district Administrative Organization for the whole country

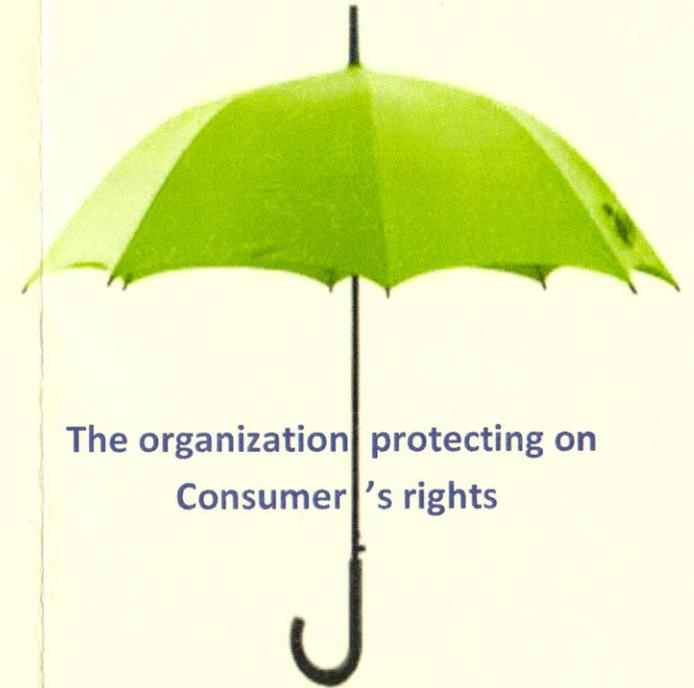


Alternatively, the consumers may receive a complaint form at any 7-11, fill out the complaint together with the evidences and submit to the OCPB by post with free of charge.

The consumer may file the complaint or receive more information through the internet.

Email:  
[consumer@ocpb.go.th](mailto:consumer@ocpb.go.th)  
or by the Online Complaint Service  
[www.ocpb.go.th](http://www.ocpb.go.th)

Hotline: 1166



The organization protecting on Consumer's rights



OCPB  
Thailand

# OCPB

Office of the Consumer Protection Board (OCPB),  
THAILAND

## The Prime Minister's Office

The Consumer Protection Act B.E. 2522 (1979) has been amended and replaced by the recent Act B.E. 2541 (1998) and provided the five legal protection for the consumers as follows;

1. *The right to access the information on goods or services accurately and adequately* such as rights to have proper labeling, informative and accurate advertising without peril for the consumer including the rights to access information on goods and services accurately and adequately without misrepresentation.

2. *The right for goods and services selection* such as the rights to purchase goods and services voluntarily without misguidance.

3. *The right to safety in goods and services application* such as the rights to enjoy service and goods with the standard condition and quality without physical, life and property injury.

4. *The right to get fair treatment for concluding the contract* such as the right to treat with the fair basis from the enterprises.

5. *The right to justice and redress* such as the rights to get protection and redress once those rights in 1-4 are violated. These violations can be claimed through the Office of the Consumer Protection Board to serve the interest of justice.



The Office of the Consumer Protection Board is concerned with consumer protection in the following areas;



### Advertising Protection

The Consumer Protection Act provides that any advertising on goods and services shall not use any contextual terms that may be affective to the public as a whole.

### Label Protection

The enterprises shall provide the fact of the goods with informative details in the label for the consumer's discretion.

### Contract Protection

The Consumer Protection Act has empowered the Committee on Contract to investigate if any goods and services business are met with the required law.

### Direct Selling and Direct marketing protection

The Direct Selling and Direct Marketing Act B.E. 2545 (2002) has provided the directive in order to control the direct sale and direct marketing with fairness and legal norms



### Consumer Service at the OCPB

- ☆ **Hotline 1166**
- ☆ Consumer Protection Division on Advertising  
+66 2141 3463-6
- ☆ Consumer Protection Division on Labeling  
+66 2141 3454-6
- ☆ Consumer Protection Division on Contract  
+66 2141 3443-6
- ☆ Legal Affairs Section  
+66 2141 3410-4
- ☆ Litigation Section  
+66 2141 3415-9

Alternatively,  
the consumer may contact directly at  
the Office of the Consumer Protection Board of Thailand.  
[www.ocpb.go.th](http://www.ocpb.go.th)

