



Moreover, the OCPB promotes and supports the establishment of clubs or associations in the region. It has mutually signed the MOU with the secretary general of the Ministry of Interior in order to coordinate with all provinces performing;

1. To assemble clubs or associations within the province.
2. To set up complaint centers for consumers and provide solutions to address the issues.
3. To raise awareness, in line with the relevant provincial agencies regarding consumer protection so that the consumer can enjoy its rights for self-protection.
4. To support the province to follow up and surveil the enterprises in order to protect the consumer from the rights abuses.
5. To perform the role and obligation as designated from the Consumer Protection Board and to report every 3 months.

In terms of network support for consumer protection, the OCPB provides experts to advocate the role of the OCPB and other agencies, and give funding for network expansion and publication etc.

In addition, the OCPB expects that every sectorial network will be bridged so that it can enhance the strength of Thai consumers and protect them without rights violations by 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
or by the Online Complaint Service
www.ocpb.go.th

Hotline: 1166



The CSO's Network and the OCPB

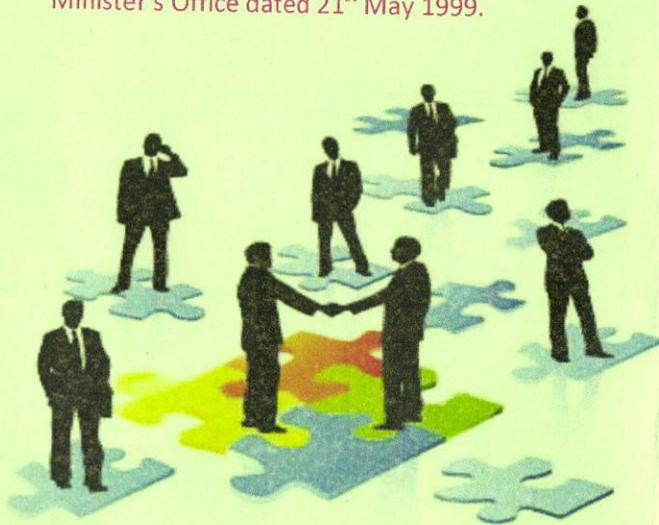


OCPB

Office of the Consumer Protection
Board (OCPB), THAILAND
The Prime Minister's Office

The CSO's Network and the OCPB

The Office of Consumer Protection Board (OCPB) of Thailand, the Prime Minister's Office was established by the Consumer Protection Act B.E. 2522 (1979) and upgraded to organization status to become a Department subject to the Prime Minister's Office dated 21st May 1999.



It was amended by the Consumer Protection Act (No. 2) B.E. 2541 (1998), Direct Selling and Direct Marketing Act, B.E. 2551 (2008) and the Liability for Damages Arising from Unsafe Products Act, B.E.2551 (2008) in order to prevent the unfair treatment or rights abuses violated by the enterprises. The OCPB offers protection in the fields of advertising, label, contract, direct selling and direct marketing, complaint investigation, litigation including the collaboration with the relevant agencies to protect the consumers effectively.

The consumers, in collaboration with the relevant public and private bodies including the OCPB, have built networks of several kinds such as the establishment of the Consumer Protection Club in schools or the so-called "OCPB little kid",



The Consumer Protection Volunteers called "CPV" including the establishment of the Association on Consumer Protection. In this regard, the OCPB recognizes the status of the following Associations empowered to prosecute or perform any legal proceedings in the cases related to the consumer protection including to lay claim the redress on behalf of the members in the Association.

Presently, there are 4 eligible associations recognized by the OCPB as follows



1. The Consumer Force Association of Thailand

2. The Consumer Protection Association

3. The Association of the Consumer Promotion and Protection

4. The Association of People's Rights Protection