

Oral Complaint Form

Consumer Information

Name (Full Name)

Address (Street)..... (No. of House).....

(Quarter)..... (City).....

(State/Region).....

Contact Ph. No.....

E-mail.....

National Registration Card No.

Date of Birth.....(month).....(date).....(year)

.....

Business Information

Company Name/Shop Name.....

Company Address/Shop Address.....

Contact Ph No.....(E mail).....

Website.....

Name of seller (or)

Name of service.....

Date of transaction.....

Payment (amount).....

Payment type with cash with debt with credit card
(✓ or ✕) with cheque with other

Description of the Complaint

Item

Date.....

Time.....

Explain your complaint.....

.....

.....

WHAT ACTION HAVE YOU TAKEN TO RESOLVE THIS COMPLAINT?

(HOW DO YOU WANT REFUND THIS COMPLAINT RESOLVED?)

REFUND REPAIR DELIVER PRODUCT PERFORM
SERVICE REPLACE OTHER

HAVE YOU BEEN SUED OR FILED A LAWSUIT ABOUT THIS COMPLAINT?

No YES

NAME OF ANY AGENCY CONTACTED.....

AGENCY ADDRESS.....

The information I have provided is true –

Signature -

Name -

Rank -

Department -

Region/State -

The important following information is to be read at first before filling the consumer complaint form:

- Ministry of Commerce, Trade Promotion and Consumer Affairs Department, Consumer Affairs Division, Nay Pyi Taw, Region/ State Head Offices, Consumer Complaint Groups, Consumer Complaint Working Committee are carried to protect consumers not to be deceived in consuming goods and services according to Consumer Law.
- Our consumer affairs' servants are ready to reply to consumer's questions. As you, if you want to ask consumer protection matters, you can ask.
- We have the authority to resolve the only complaints concerning with goods and services consumed for the purpose of person, family or household or to resolve the complaints concerning with advertisement for these purpose, proposing for sale, sale promotion.
- We resolve neither the complaints concerning with business of entrepreneurs between individuals from private sector to individual nor the complaints concerning with the business consist of goods and services for the purpose of business.
- We do not resolve the complaint giving a legal advice as an agent of plaintiff (complainant) in a court or resolving the case, and the complaints that are arranged to hear in a court or after hearing. Moreover we do not resolve the complaints which are still resolving or inquiring from a department or organization which have the authority to give a suitable determination.

Letter Complaint Form

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Name of seller (or)

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PRODUCT OR SERVICE DISPUTED

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Address.....

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Date of transaction.....

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SERVICE REPLACE OTHER

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No YES

NAME OF ANY AGENCY CONTACTED.....

AGENCY ADDRESS.....

Signature of Consumer.....Date.....