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**MINISTRY OF DOMESTIC TRADE, CO-OPERATIVES  
& CONSUMERISM (MDTCC)**



**REGULATORY FRAMEWORK &  
GOVERNANCE ON E-COMMERCE**

# SCOPE



- **BUSINESS ONLINE TO REGISTER**
- **LAWS RELATED TO E-COMMERCE UNDER MDTCC**
- **CONSUMER PROTECTION (ELECTRONIC TRADE TRANSACTIONS) REGULATIONS 2012**
- **RESPONSIBILITY OF ONLINE MARKETPLACE OPERATOR**
- **OTHER RELATED LAWS**
- **STATISTIC: NUMBER OF COMPLAINTS & NATURE OF COMPLAINTS**
- **INVESTIGATION PROCEDURES**
- **INTER-AGENCIES COLLABORATION**
- **ONLINE MONITORING**

# LAWS RELATED TO E-COMMERCE UNDER MDTCC



## Electronic Commerce Act 2006

- Provides a legal recognition of electronic messages in commercial transactions.
- Enable and facilitate commercial transactions through the use of electronic means.

## Consumer Protection Act 1999

- Amended in 2007 to provide protection to consumers who are involved in electronic transactions.
- Monetary claims for the amount below RM25,000 can be filed at the Tribunal for Consumer Complaints Malaysia.

## Consumer Protection (Electronic Trade Transactions) Regulations 2012

- Prescribe the important information that must be displayed on the website by the online sellers.

# CONSUMER PROTECTION (ELECTRONIC TRADE TRANSACTIONS) REGULATIONS 2012



## Disclosure of information on the website / profile :

Name of the person / business / company

Registration number of the business / company

E-mail and telephone number / address

A description of the main characteristics of the goods / services

The full price including transportation costs, taxes and any other costs.

The method of payment

The terms of conditions

The estimated time of delivery

**Any person who contravenes this regulation commits an offence.**

# RESPONSIBILITY OF ONLINE MARKETPLACE OPERATOR



## INTERPRETATION Online Marketplace Operator

- A person who provides an online marketplace.
- i.e: Mudah.my, Lazada, Zalora, Rakuten etc.



**Any online marketplace operator who contravenes this regulation commits an offence.**

## PENALTY



**Any person who is convicted**

- Fined not more than RM50,000 or;
- Imprisonment for a term not exceeding 3 years, or both.

**Any body corporate which is convicted**

- Fined not more than RM100,000

# ONLINE BUSINESS



Online business must be registered with Companies Commission of Malaysia (SSM)



## OTHER RELATED LAWS



### Trade Description Act 2011

- Counterfeit goods
- Cheap sales notice –[njm.kpdnkk.gov.my](http://njm.kpdnkk.gov.my)
- Misleading advertisements

### Price Control & Anti-Profiteering Act 2011

- Price display
- Labelling by Producers/ Importers / Manufacturers / Distributors / Wholesalers

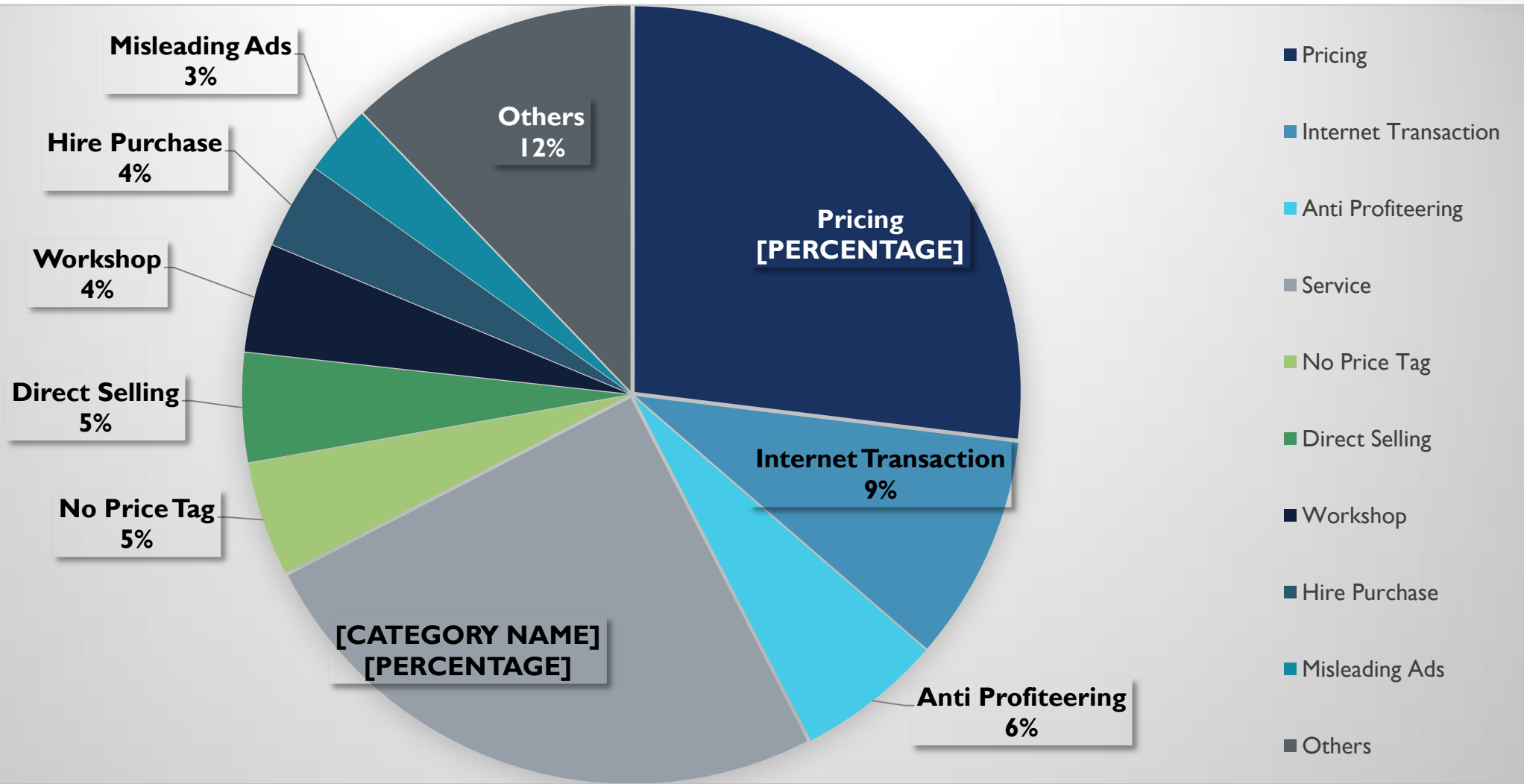
### Weights & Measures Act 1972

- S.I Unit
- Unjust weights and measures





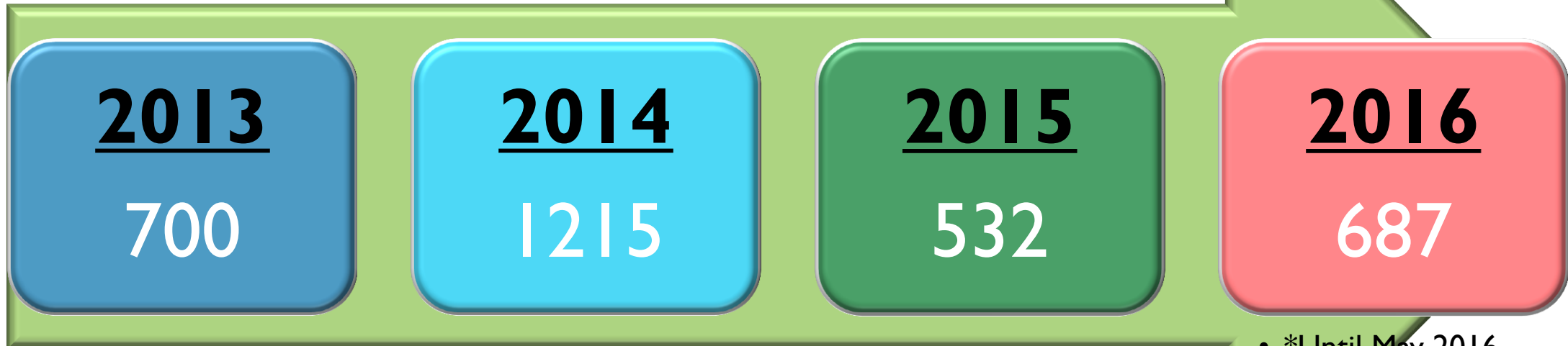
# TYPES OF COMPLAINTS RECEIVED



# NUMBER OF COMPLAINTS RECEIVED



Complaints relating to Internet Transaction



• \*Until May 2016

# NATURE OF COMPLAINTS RECEIVED



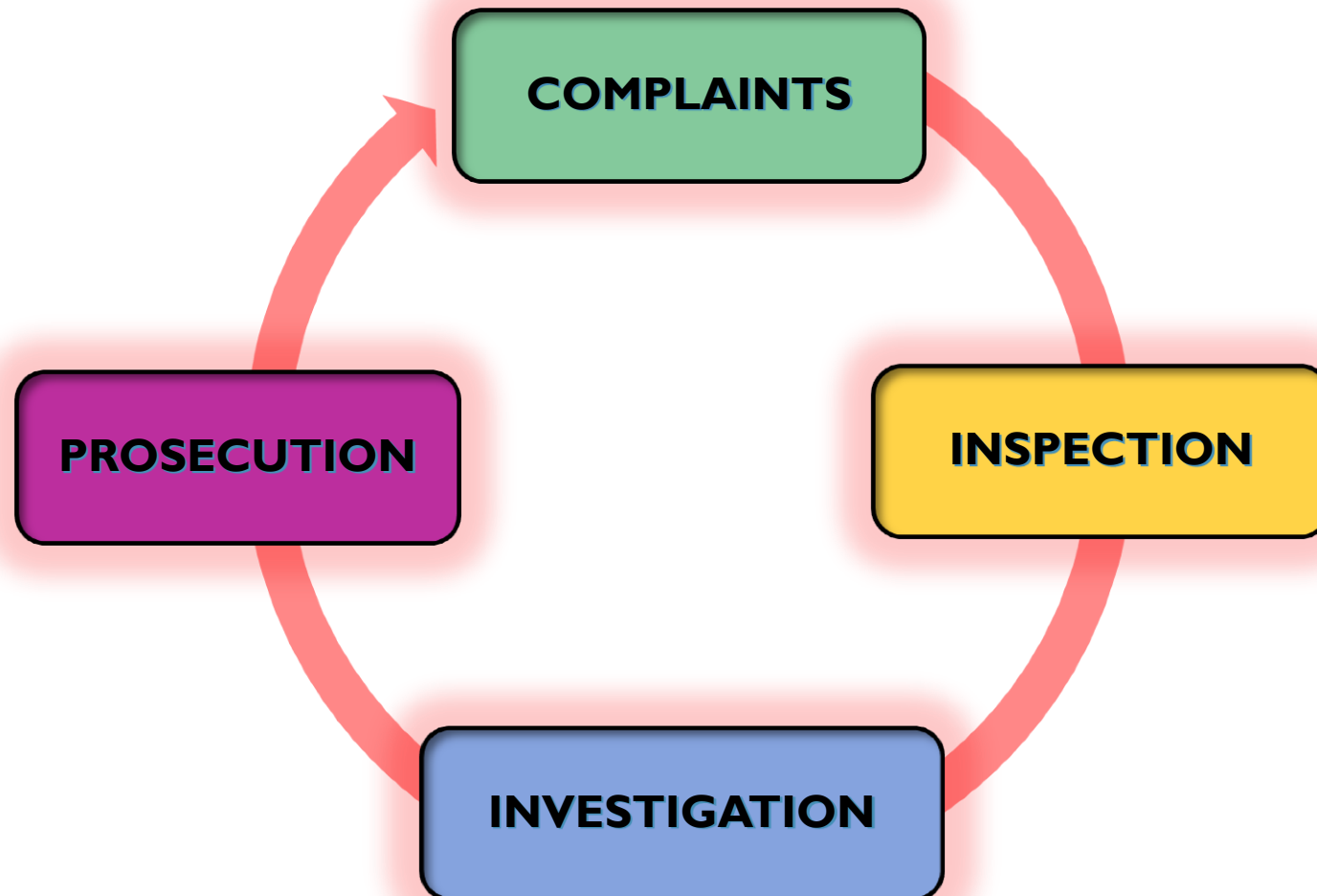
*Goods ordered not delivered*

Different goods supplied

*Fake goods*

Inferior quality goods

# INVESTIGATION PROCEDURES



# INTER-AGENCIES COLLABORATION



## Royal Malaysia Police (PDRM)

- Joint operation
- General intelligence information



## Cybersecurity Malaysia

- Cyber intelligence information
- Digital forensic



## SKMM

- IP Address Information / Telecommunication
- Access block



## Companies Commission of Malaysia (SSM)



## National Registration Department (JPN)



## Telco/ISP

- IP Address
- Line

# ONLINE MONITORING



## E-mail Forensik



## WEB Search / IP base



## Social Network



THANK YOU



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