
**CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS
1999
PU(A) 479/1999**

Preamble

IN exercise of the powers conferred by section 122 of the Consumer Protection Act 1999 [Act 599], the Minister makes the following regulations:

**CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS
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1 Citation and commencement.

- (1) These regulations may be cited as the **Consumer Protection (The Tribunal For Consumer Claims) Regulations 1999.**
- (2) These Regulations shall come into operation on 15 November 1999.

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2 Interpretation

In these Regulations, unless the context otherwise requires-

"Assistant Secretary" (*Deleted*);

["Assistant Secretary" Del. PU(A) 113/2022:reg.3]

"case file" means a file opened by the Tribunal's Registry for each claim lodged by the Claimant;

["case file" Gen. Am. PU(A) 113/2022:reg.2]

"Chairman" means the Chairman appointed under subsection 86(1) of the Act;

["Chairman" Ins. PU(A) 113/2022:reg.3]

"Claimant" means a person who filed a claim at the Tribunal Registry's Office;

["Claimant" Ins. PU(A) 113/2022:reg.3]

"President" means any member of the Tribunal who has been appointed under section 86 of the Act and within the terms of his appointment who presides over any proceedings in respect of any claim brought before the Tribunal;

["President" Subs. PU(A) 113/2022:reg.3]

"Register" means the Register of the Consumer Protection Tribunal;

["Register" Ins. PU(A) 113/2022:reg.3]

"Respondent" means a person named by the Claimant in a claim;

["Respondent" Ins. PU(A) 113/2022:reg.3]

"Secretary" means Secretary of the Tribunal appointed under subsection 93(1) of the Act;

["Secretary" Ins. PU(A) 113/2022:reg.3]

"Tribunal Officer" means tribunal officer appointed under subsection 93(1) of the Act for carrying out the functions of the Tribunal;

["Tribunal Officer" Ins. PU(A) 113/2022:reg.3]

"Tribunal Registry's Office" means the Consumer Protection Tribunal Registry's Office.

["Tribunal Registry's Office" Ins. PU(A) 113/2022:reg.3]

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3 Prescribed fee.

The fees to be paid under these Regulations shall be as prescribed in the First Schedule.

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4 Forms.

The forms referred to in these Regulations are those contained in the Second Schedule.

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5 Statement of claim

(1) Every claim lodged with the Tribunal Registry's Office shall be in Form 1 (the "Statement of claim").

[(1) Am. PU(A) 113/2022:reg.4]

(2) The Claimant shall complete Form 1 accompanied with information as required in such form as follows:

- (a) full details of Claimant;
- (b) particulars of claim by the Claimant;
- (c) full details of Respondent;
- (d) amount of the claim; and
- (e) to attach any document to support the claim.

[(2) Subs. PU(A) 113/2022:reg.4]

(3) Form 1 shall be signed or thumb-printed by the Claimant personally.

[(3) Gen. Am. PU(A) 113/2022:reg.2]

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6 Filing of statement of claim.

Form 1 shall be filed in four copies in the Tribunal's Registry together with the prescribed fee.

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7 Statement of claim to be sealed, etc., and recorded in the Register

[Shoulder note Am. PU(A) 113/2022:reg.5]

(1) On receipt of Form 1, the Secretary or the Tribunal Officer shall cause the Form 1 filed-

*[(1) Gen. Am. PU(A) 113/2022:reg.2;
Am. PU(A) 113/2022:reg.5]*

(a) to be sealed with the seal of the Tribunal; and

(b) to be dated and signed.

(2) The Secretary or Tribunal Officer shall cause every claim filed to be recorded in the Register.

[(2) Subs. PU(A) 113/2022:reg.5]

(3) Every claim shall be distinguished by the Registry's registration number and the year in which the claim is filed.

[(3) Subs. PU(A) 113/2022:reg.5]

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8 Service of statement of claim

(1) After a claim has been recorded in the Registry, the Tribunal Registry's Office shall cause two sealed and signed copies of Form 1 to be returned to the Claimant.

(2) The Claimant shall serve a copy of Form 1 together with four copies of Form 2 to the Respondent, within fourteen days from the date of Form 1 returned to the Claimant.

[8. Subs. PU(A) 113/2022:reg.6]

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9 Statement of defence and counter-claim

(1) If the Respondent who has been duly served with Form 1 disputes the claim, he shall prepare and file his defence and counter-claim, if any, in Form 2 within fourteen days after the service of the statement of claim.

(2) Form 2 shall contain particulars of the reason for the disputes of the claim by the Respondent and to attach any document to support the defence and counter-claim.

(3) If the Respondent has a counter-claim, he shall state the amount of the counter-claim, the particulars of the counter-claim and to attach any document in Form 2.

(4) Form 2 shall be signed or thumb-printed by the Respondent personally by stating the name, identification card or passport number as contained in the signature or Respondent thumb-printed space.

(5) If the Respondent is a company, body corporate or society, Form 2 shall be signed by a director, manager, company secretary, secretary or other similar officer of the company, body corporate or society and affixed with an official stamp and common seal of such company, body corporate or society.

(6) If the Respondent is a firm, Form 2 shall be signed or thumb-printed by the sole proprietor or partner of the firm.

[9. Subs. PU(A) 113/2022:reg.7]

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10 Filing of statement of defence and counter-claim

[Shoulder note Gen. Am. PU(A) 113/2022:reg.2]

Form 2 shall be filed in four copies in the Tribunal's Registry together with the prescribed fee.

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11 Statement of defence and counter-claim to be sealed, etc.

[Shoulder note Gen. Am. PU(A) 113/2022:reg.2]

On receipt of Form 2, the Secretary or the Tribunal Officer shall cause the Form 2 filed-

*[Gen. Am. PU(A) 113/2022:reg.2;
Am. PU(A) 113/2022:reg.8]*

(a) to be sealed with the seal of the Tribunal; and

(b) to be dated and signed.

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12 Service of statement of defence and counter-claim

[Shoulder note Gen. Am. PU(A) 113/2022:reg.2]

(1) The Secretary or the Tribunal Officer shall return two sealed and signed copies of Form 2 to the Respondent.

[(1) Gen. Am. PU(A) 113/2022:reg.2]

(2) The Respondent shall serve one copy of Form 2 on the Claimant within fourteen days from the date of Form 2 returned to the Respondent.

*[(2) Gen. Am. PU(A) 113/2022:reg.2;
Am. PU(A) 113/2022:reg.9]*

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13 Defence to counter-claim

(1) If the Claimant disputes the counter-claim, the Claimant shall file a defence or reply to the counter-claim in Form 3.

[(1) Subs. PU(A) 113/2022:reg.10]

(2) Form 3 shall be signed or thumb-printed by the claimant personally.

(3) Subregulation 9(2), regulations 10 and 11 and subregulations 12(1) and (2) shall apply with the necessary modifications to a defence to counter-claim, claimant in Form 3.

[(3) Am. PU(A) 113/2022:reg.10]

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14 Address for service

Every document which is delivered to the Tribunal Registry's Office shall state the name and address of the party delivering such document and the address shall be deemed to be the address of service of the party.

[14. Subs. PU(A) 113/2022:reg.11]

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15 Manner of service

(1) Any notice or document required to be served to any person under these Regulations may be served by the following manners:

(a) personally;

(b) by acknowledged receipt registered post addressed to such person at his address for service or last-known address; or

(c) by electronic communication in accordance with the procedure as determined by the Tribunal.

(2) Any notice or document required to be served to any person under these Regulations shall be deemed to have been served on that person by serving a copy of the notice or document—

(a) to that person if the person is a natural person;

(b) to the director, manager, company secretary or secretary or other similar officer of the company, body corporate or society if the person is a company, body corporate or society; or

(c) to the sole proprietor or partner of the firm if the person is a firm.

(3) Notwithstanding subregulation (1), service of notification in Form 4 by the Tribunal on any person may be effected by sending the notification by way of registered post or electronic communication.

[15. Subs. PU(A) 113/2022:reg.12]

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16 Substituted service

The President may make any direction for substituted service of any notice or document as he thinks fit or by any method as follows:

- (a) by affixing the notice or document at a prominent part of the last-known address of any party of whom the service of the notice or document is required to be served;
- (b) by affixing the notice or document at the Tribunal Registry's Office's notice board;
- (c) by advertising the notice or document in the newspaper or any mass media or electronic; or
- (d) by displaying the notice or document at the website of the Tribunal For Consumer Claims Malaysia or Ministry of Domestic Trade and Consumer Affairs.

[16. Subs. PU(A) 113/2022:reg.13]

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16A Affidavit of service

Affidavit of service for any document shall state by whom the document is deemed to have been served, date, time and place where it was served, and shall contained the particulars in Form 13.

[16A. Ins. PU(A) 113/2022:reg.14]

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17 Date of service

(1) The date on which any document has been served in accordance with regulation 15 shall be deemed to be the date of service of such document.

(2) For the avoidance of doubt, where any document is served by way of registered post or electronic communication, the date of such posting or delivery shall be deemed to be the date of service of such document.

[17. Subs. PU(A) 113/2022:reg.15]

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18 Fixing dates, etc. for hearing

(1) Upon a claim being lodged with the Tribunal, the Secretary or the Tribunal Officer shall-

[(1) Gen. Am. PU(A) 113/2022:reg.2]

(a) prepare the notice of hearing by fixing the date, place and time of hearing in Form 4; and

[(a) Am. PU(A) 113/2022:reg.16]

(b) serve Form 4 to both the Claimant and Respondent.

[(b) Subs. PU(A) 113/2022:reg.16]

(2) The Secretary or the Assistant Secretary shall serve Form 4 on the claimant and Respondent not less than fourteen days before the date of the hearing for the first time only.

*[(2) Gen. Am. PU(A) 113/2022:reg.2;
Am. PU(A) 113/2022:reg.16]*

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19 Award when statement of defence and counter-claim not filed

[Shoulder note Gen. Am. PU(A) 113/2022:reg.2]

(1) If the Respondent does not file his defence in Form 2, the Tribunal may-

*[Gen. Am. PU(A) 113/2022:reg.2;
Renumbering by PU(A) 113/2022:reg.17]*

(a) make an award for the claimant in Form 5 on the hearing date; or

(b) in its discretion—

(i) allow the Respondent to submit his defence orally and proceed with the hearing; or

(ii) adjourn the hearing to enable the Respondent to file his defence.

[(b) Subs. PU(A) 113/2022:reg.17]

(2) If the Claimant does not file his defence against the counter-claim in Form 3, Tribunal may in its discretion—

(a) deduct the counter-claim amount from any amount claimed by the Claimant;

(b) make an award if the counter-claim amount is exceeding the amount claimed by the Claimant; or

(c) postpone the hearing in order for the Claimant to file his defence to the counter-claim in Form 3.

[(2) Ins. PU(A) 113/2022:reg.17]

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20 Admission of claim

(1) Where the Respondent in his statement of defence and counter-claim admits the claim, the President shall make an award for the claimant in Form 6.

*[Gen. Am. PU(A) 113/2022:reg.2;
Renumbering by PU(A) 113/2022:reg.18]*

(2) If the Claimant admits the Respondent's counter-claim, the President shall deduct such amount claimed by the Respondent from any amount that the President finds the Claimant is entitled to be compensated against the Respondent in Form 5.

[(2) Ins. PU(A) 113/2022:reg.18]

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PU(A) 479/1999**21 Non-appearance of parties**

(1) If the claimant does not appear on the date, at the time and place fixed for the hearing but the respondent appears, the President may, if he is satisfied that the notice of hearing has been duly served-

(a) dismiss the claim, if the Respondent has no counter-claim;

[(a) Gen. Am. PU(A) 113/2022:reg.2]

(b) make an award for the counter claim, if the Respondent has a counter-claim.

[(b) Gen. Am. PU(A) 113/2022:reg.2]

(2) An award made under subregulation (1) shall be in Form 7.

(3) If the Respondent does not appear on the date, at the time and place fixed for the hearing but the claimant appears, the President may, if he is satisfied that the notice of hearing has been duly served-

[(3) Gen. Am. PU(A) 113/2022:reg.2]

(a) proceed with the hearing in the absence of the Respondent; or

[(a) Gen. Am. PU(A) 113/2022:reg.2]

(b) adjourn the hearing to a later date.

(4) Before disposing of the claim in the absence of the Respondent, the President shall consider any representation submitted by the claimant.

[(4) Gen. Am. PU(A) 113/2022:reg.2]

(5) An award made where the Respondent is absent shall be in Form 8.

[(5) Gen. Am. PU(A) 113/2022:reg.2]

(6) If neither party appears on the date, at the time and place fixed for the hearing, the action shall be struck out.

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22 Negotiation for settlement.

- (1) At the hearing, the Tribunal shall, where appropriate, assist the parties to effect the settlement of the claim by consent.
- (2) An award obtained by consent shall be in Form 9.

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23 Hearing

(1) At the hearing before the Tribunal, the claimant shall be entitled to submit the representation, evidence, call any witness or produce any document, record or thing in support of his case.

[(1) Am. PU(A) 113/2022:reg.20]

(2) After the claimant has presented his case, the Respondent shall present his case and may submit the representation, evidence, call any witness or produce any document, record or thing in support of his case.

*[(2) Gen. Am. PU(A) 113/2022:reg.2;
Am. PU(A) 113/2022:reg.20]*

(3) After the claimant and Respondent have closed their respective cases, a brief oral or written submission may be made by the Respondent and thereafter by the claimant.

[(3) Gen. Am. PU(A) 113/2022:reg.2]

(4) The President may at any time assist the parties in conducting their cases.

(5) An award made under this regulation shall be in Form 10.

(6) All proceedings before the Tribunal shall be held in public either through physical conference or through any electronic medium as may be determined by the Tribunal.

[(6) Ins. PU(A) 113/2022:reg.20]

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24 Summons to appear

(1) The summons to any person to appear as a witness or to produce any document, record or other thing in his possession before the Tribunal shall be in Form 11.

(2) Form 11 shall be signed by the Secretary or the Tribunal Officer and shall bear the seal of the Tribunal.

[(2) Gen. Am. PU(A) 113/2022:reg.2]

(3) Any witness called by the Tribunal to give evidence during the hearing may be paid any necessary cost subject to the current financial instruction or procedure issued by the Government of Malaysia.

[(3) Ins. PU(A) 113/2022:reg.21]

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25 Setting aside award.

- (1) Any award obtained where one party does not appear at the hearing, or any award obtained pursuant to regulation 19, may be set aside by the Tribunal on the application of the aggrieved party.
- (2) The application shall be in Form 12 and shall be made within thirty days after the receipt of the award.
- (3) Form 12 shall be served on the party who obtained the award.

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25A Rectification of award

- (1) Tribunal may, on its own motion or on application in writing by any party to the proceedings, rectify a clerical mistake in any award or errors arising in the award from any accidental slip or omission.
- (2) Application in writing must be made within thirty days after receiving the award.
- (3) No rectification of an award shall be made by the Tribunal unless—
- (a) the Tribunal has taken due caution in view of public interest in the finalization of the legal proceedings;
 - (b) there is no fault on any part of the parties to the proceedings;
 - (c) all parties involved in the previous proceedings are given an opportunity to be heard; and
 - (d) the award has not been enforced.
- (4) The rectification or correction under this regulation shall not—
- (a) be made as a reason for re-arguing the case; or
 - (b) be used for the purpose of damaging arguments already considered by the Tribunal or because a party has failed to present the argument in all its aspects or as well as it might have been put.

[25A. Ins. PU(A) 113/2022:reg.22]

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26 Adjournments.

The Tribunal may from time to time adjourn a hearing on such conditions as it thinks just.

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27 Costs

The Tribunal may in its discretion award costs as the Tribunal thinks fit to any one party.

[Am. PU(A) 113/2022:reg.23]

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28 Notes of evidence

(1) The President shall-

- (a) take notes of evidence;
- (b) state the terms of any particular question or answer;
- (c) make a note of the award made; and
- (d) sign or initial the notes of evidence.

[Renumbering by PU(A) 113/2022:reg.24]

(2) If there is any application for judicial review, the President shall prepare the full grounds of judgment.

[(2) Ins. PU(A) 113/2022:reg.24]

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29 Records of proceedings to be kept

(1) The Secretary or the Tribunal Officer shall keep records of all proceedings of the Tribunal.

[(1) Gen. Am. PU(A) 113/2022:reg.2]

(2) The records required by these Regulations shall be kept by making entries in the respective case file claim.

[(2) Am. PU(A) 113/2022:reg.25]

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FIRST SCHEDULE

(Regulation 3)

FEES

<i>Proceedings</i>	<i>Forms</i>	<i>Amount of fee (RM)</i>
1. Filing of statement of claim	1	5.00
2. Filing of statement of defence and counter-claim	2	5.00

[First Sch. Subs. PU(A) 156/2000:reg.2]



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SECOND SCHEDULE

(Regulation 4)
FORMS

FORM 1
(Regulation 5)

STATEMENT OF CLAIM

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

Name of Claimant	:
I.C. No./Passport	:
Address	:
Telephone No.	:
Fax No./E-mail	:

Name of Respondent/ Company/Body Corporate/ Society/Firm	:
I.C. No./Registration No. of Company/Body Corporate/Society/Firm	:

Address :
.....
.....
Telephone No. :
Fax No./E-mail :

Claimant's claim is for a sum of RM:

Particulars of Claim

Goods/Services :
Date of Purchase/
Transaction :
Amount paid :

Summary of Claim

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.....
.....
.....

.....
Date

.....
Signature/Thumb-print of the Claimant

.....
Date of Filing

.....
Secretary/Tribunal Officer

(SEAL)

TO THE RESPONDENT:

If you dispute the Claimant's claim, you shall file your defence in Form 2 (Statement of Defence and Counter-claim) within fourteen days (14) after the service of Form 1 (Statement of Claim).

INSTRUCTIONS TO CLAIMANT:

1. Fill in your name in full and your identity card/passport number in the column provided.
2. Fill in the name of the Respondent in full, identity card/passport number and his last known address in the column provided.
3. State the exact amount claimed in the column provided. The amount claimed should not exceed RM50,000.00. If the amount exceeds RM50,000.00 then the claim shall be filed in the First Class Magistrate's Court.
4. State the particulars of your claim in the column provided. The particulars shall state the relevant date and how the claim has arisen or what is the basis of the claim.
5. Attach any document that can support your claim together with this Form.
6. If the column provided is insufficient, please continue on a separate sheet of paper and write "see overleaf". Any separate sheet of paper used should be attached to this Form.
7. Having filled in the particulars, you shall sign this Form personally.
8. Having completed this Form, you shall file this Form four (4) copies in the Tribunal's Registry Office. You shall pay a filing fee of RM5.00. The Registry will put the seal of the Tribunal on the four (4) copies. Two (2) copies of this Form shall be returned to you.
9. You shall not be represented by an advocate or solicitor at the hearing.
10. You are required to serve a copy of Form 1 together with four (4) copies of Form 2 to the Respondent, within fourteen (14) days from the date of the Form 1 returned to you.

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 2
(Regulation 9)

STATEMENT OF DEFENCE AND COUNTER-CLAIM
IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

Name of Claimant	:
I.C. No./Passport	:
Address	:
Telephone No.	:
Fax No./E-mail	:

Name of Respondent/Company/ Body Corporate/ Society/Firm	:
I.C. No./ Registration No. of Company/Body Corporate/Society/Firm	:
Address	:

Telephone No. :

Fax No./E-mail :

Statement of Defence:
 (Please state the summary of defence)

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Particulars of Counter-claim

Amount of Counter-claim :

Summary of Counter-claim

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.....

.....
Date

.....
Signature/Thumb-print of the Respondent

.....
Date of Filing

.....
Secretary/Tribunal Officer

(SEAL)

INSTRUCTIONS TO THE RESPONDENT:

1. If you admit to the Claimant's claim, you shall state in the column provided for the statement of defence that you admit to the claim.
2. If you dispute the claim, you shall file in your statement of defence and counter-claim in Form 2.
3. State the particulars of defence in the column provided. The particulars shall state the defence to the claim and your counter-claim against the Claimant, if any.
4. Attach all supporting documents to your defence and counter-claim with this form.
5. If the column provided is insufficient, please continue on a separate sheet of paper and write "see overleaf". Any separate sheet of paper used should be attached to this Form.
6. Form 2 shall be signed or thumb-printed by the Respondent personally and if the Respondent is a company, body corporate or a society, Form 2 shall be signed by the director, manager, company secretary, secretary or other similar officer of the company, body corporate or society and affixed with an official stamp and common seal of the company, body corporate or a society. In the case of a firm, Form 2 shall be signed or thumb-printed by the sole proprietor or partner of the firm.
7. You shall file in four (4) copies of Form 2 at the Tribunal Registry's Office within fourteen (14) days after receipt of Form 1.
8. You shall serve a copy of Form 2 to the Claimant within fourteen (14) days from the date of Form 2 returned to you.
9. If you fail or refuse to file in your defence within the prescribed time or if you fail or refuse to appear before the Tribunal on the hearing date, the Tribunal may hear, decide and make an award on the said claim.
10. You shall not be represented by an advocate or solicitor at the hearing.

Please return the completed form to:

SETIAUSAHA

TRIBUNAL TUNTUTAN PENGGUNA MALAYSIA

KEMENTERIAN PERDAGANGAN DALAM NEGERI DAN HAL EHWAL PENGGUNA

**(To be addressed to the branch of Tribunal for Consumer Claims Malaysia
in the respective State)**

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 3
(Regulation 13)

DEFENCE TO COUNTER-CLAIM

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

Name of Claimant	:
I.C. No./Passport	:
Address	:
Telephone No.	:
Fax No./E-mail	:

Name of Respondent/Company/Body Corporate/Society/Firm	:
I.C. No/ Registration No. of Company/Body Corporate/Society/Firm	:
Address	:

Telephone No. :

Fax No./E-mail :

Defence to counter-claim:
(Please state the summary of counter-claim)

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.....
.....
.....

.....
Date

.....
Signature/Thumb-print of the Claimant

.....
Date of Filing

.....
Secretary/Tribunal Officer

(SEAL)

INSTRUCTIONS TO THE CLAIMANT:

1. If you admit the Respondent's counter-claim, you shall state in the column provided for defence to counter-claim that you admit to the counter-claim.
2. If you dispute the counter-claim, your defence to the counter-claim shall contained the particulars as to why you dispute the counter-claim.
3. You shall sign Form 3 personally and file in four (4) copies at the Tribunal's Registry Office. The Registry shall endorse the seal of the Tribunal on the four (4) copies and return two (2) copies to you.

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 4
(Paragraph 18(1)(a))

NOTICE OF HEARING

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

TAKE NOTICE that the above claim will be heard on the
day of year at

.....
.....

(Address of place of hearing)

at o'clock in the forenoon/afternoon.

Please bring all witnesses, documents, records or things to support your
claim/defence and counter-claim.

Dated the day of year.....

(SEAL)

.....
Secretary/Tribunal Officer

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS 1999

FORM 5 (Paragraph 19(1)(a))

AWARD FOR CLAIMANT WHEN RESPONDENT DID NOT FILE STATEMENT OF DEFENCE AND COUNTER-CLAIM

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

The Statement of Claim (Form 1) having been duly served on the Respondent and the Respondent having failed to file his defence within the prescribed time, the Tribunal hereby makes the following award:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....
President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 6
(Subregulation 20(1))

AWARD WHEN RESPONDENT ADMITS CLAIM
IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

The Respondent having admitted the claim, the Tribunal hereby orders:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....
President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS 1999

FORM 7 (Paragraph 21(2))

AWARD FOR RESPONDENT WHEN CLAIMANT IS ABSENT IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

This action having this day been called on for hearing before in the presence of the Respondent, and in the absence of the Claimant, the Tribunal hereby orders:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....
President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 8
(Paragraph 21(5))

AWARD FOR CLAIMANT WHEN RESPONDENT IS ABSENT
IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

This action having this day been called on for hearing before
..... in the presence of the Claimant, and in the absence of the
Respondent, the Tribunal hereby orders:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....

President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS 2021

FORM 9 (Subregulation 22 (2))

AWARD BY CONSENT

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

This action having this day been called on for hearing before in the presence of the Claimant and the Respondent, and both parties having consented, the Tribunal hereby orders:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....
President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 10
(Subregulation 23(5))

AWARD AFTER HEARING

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

This action having been heard before

on at, the Tribunal hereby orders:

.....
.....
.....

Dated the day of year.....

(SEAL)

.....
President

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS 1999

FORM 11 (Subregulation 24(1))

SUMMONS TO APPEAR

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

To

.....
.....
(Insert full name and address of person summoned)

You are hereby summoned to appear before the Tribunal at
.....
(Address of place of hearing)

on the day of year..... at o'clock
in the forenoon/afternoon to give evidence for the Claimant/Respondent and also to
bring with you and produce:

.....
.....
(Specify documents to be produced)

at the time and place aforesaid.

Dated the day of year.....

(SEAL)

.....
Secretary/Tribunal Officer

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS) REGULATIONS 1999

FORM 12 (Subregulation 25(2))

APPLICATION FOR SETTING ASIDE AWARD

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

Name of Claimant	:
I.C. No./Passport	:
Address	:
Telephone No.	:
Fax No./E-mail	:

Name of Respondent/Company/Body Corporate/Society/Firm	:
I.C. No/ Registration No. of Company/Body Corporate/Society/Firm	:
Address	:

Telephone No. :

Fax No./E-mail :

1. An award has been obtained against me on

2. I hereby apply to set aside the award.

I was not present at the hearing because:

.....
.....
.....
.....
.....

I did not file my defence because:
(Please state the summary of defence)

.....
.....
.....
.....
.....

.....
Date

.....
*Signature/Thumb-print of the
Claimant or Respondent*

NOTICE TO THE CLAIMANT/RESPONDENT

The Claimant/Respondent has applied to this Tribunal to set aside the award dated

The date and the time for the hearing of application is as stated below.

Date of hearing: Time:

.....
Date of filing

(SEAL)

.....
Secretary/Tribunal Officer

CONSUMER PROTECTION ACT 1999

CONSUMER PROTECTION (THE TRIBUNAL FOR CONSUMER CLAIMS)
REGULATIONS 1999

FORM 13
(Regulation 16A)

AFFIDAVIT OF SERVICE

IN THE TRIBUNAL FOR CONSUMER CLAIMS

AT

IN THE STATE OF MALAYSIA

CLAIM NO.:

BETWEEN

..... Claimant

AND

..... Respondent

I, Identification Card No.
residing at

.....

do make oath (or affirm) and say as follows:

(a) In the case of service on an individual

That I have on day of 20.....,
served a copy of document to the
abovenamed *Claimant/Respondent by leaving/giving a copy
of the said document personally to the *Claimant/Respondent
named
Identification Card No.
at

.....
at *am/pm and he has duly admitted and signed/refused
to admit and sign the receipt of the document; OR

(b) In case of service on a company, body corporate, or society

That I have on day of 20.....,
served a copy of document to the
abovenamed *Claimant/Respondent by leaving/giving a copy
of the said document to the *director/manager/company
secretary/secretary/other similar officer of the company, body corporate, or
society named
Identification Card No.
at
.....
at *am/pm and he has duly admitted and signed/refused
to admit and sign the receipt of the document; OR

(c) In case of service on a firm

That I have on day of 20.....,
served a copy of document to the
abovenamed *Claimant/Respondent by leaving/giving a copy of the said
document to the *sole proprietor or partner of the
firm named
Identification Card No.
at
.....
at *am/pm and he has duly admitted and signed/refused
to admit and sign the receipt of the document.

I hereby declares that this declaration is true.

Solemnly and sincerely affirmed by }
The abovenamed }
In the State of }
on day of 20..... }

Before me,

.....
(Commissioner for Oaths)

NOTICE TO THE CLAIMANT/RESPONDENT

Please fill in the Affidavit of Service accordingly whichever relevant to the Claimant/Respondent.

* Please strike through whichever inapplicable.

[Second Schedule Subs. PU(A) 113/2022:reg.26]