

Staff Members Attend Training to Strengthen the Consumer Education Program in Cambodia

November 20-25, 2009

Mr. Khorn Sdok, CEDAC staff member, attended a training course on "On-the-Job-Training" in Penang, Malaysia. The training was conducted and supported by the Consumers' Association of Penang (CAP) in collaboration with the NGO forum on Cambodia. Six participants represented Cambodia's NGOs, including CEDAC, Caritas-Cambodia, CHETTHOR, Srer Khmer, RAHDO and PNKS.

The objectives of training course were:

- To share CAP's experiences on consumer education and complaints
- To motivate the Cambodian NGOs to strengthen the Consumer Education Program in Cambodia

During the training course, several important topics were presented and discussed. The topics included the publication and dissemination of the strategy of CAP; market observations and reflections on identifying harmful products; receiving and communicating the consumer's complaint to the lawyers and courts; the methodology of press conferences; consumer protection laws; classification of different categories of complaints; and complaint investigation. CAP also invited a victim of corrupt house loans to present her complaint case to the group.

