Suruhanjaya Komunikasi dan Multimedia Malaysia
Malaysian Communications and Multimedia Commission

REPORT ON

MARKET SURVEILLANCE PROGRAM 2023

Contents

INTRODUCTION

In ensuring the safety of the general public and protecting the network facilities and other equipment, communications equipment are required to be certified in accordance with the Communications and Multimedia (Technical Standards) Regulations 2000 before the equipment can be placed on the market. The certification is performed based on the technical codes published by the Malaysian Communications and Multimedia Commission ("**MCMC**"), which cover the requirements of safety, radio frequency, electromagnetic compatibility ("**EMC**") and interoperability.

MCMC has conducted regular Market Surveillance program to promote compliance and monitor the communications equipment in the market. The program enables MCMC and SIRIM QAS International ("**SIRIM**") as the registered certifying agency to monitor and ensure communications equipment in the market comply with standards and regulations. It also benefits the manufacturers and distributors, as it is in their interest to have a level playing field, without unfair competition from those that do not adhere to the standards and regulations on product safety, radio frequency, electromagnetic compatibility and interoperability. This report presents the Market Surveillance program for 2023.

OBJECTIVE

The Market Surveillance Program 2023 consists of industry engagement and market surveillance activities for communications equipment.

The main objectives of this program are as follows:

a)   To discuss and promote better understanding on the regulatory requirements and the certification process of communications equipment with the identified industry players including e-commerce platforms in Malaysia; and

b)   To check and ensure communications equipment placed in the market are in conformity with the specified requirements and are safe for use.

INDUSTRY ENGAGEMENT

The industry engagement was intended to heighten awareness among the identified industry players regarding the regulatory requirements and the certification process for communications equipment. It was planned based on the findings of the previous market surveillance activities so that non-compliance cases can be addressed effectively. It was also aimed to establish close collaboration with industry players in tackling the supply of non-certified or non-certified products.

In 2023, the engagement involved members of Persatuan Peniaga Telekomunikasi Malaysia ("**PPTM**"), members of Mobile Radio Associations, IT Mall Management and Tenants in Southern Region, type approval consultants/agents and e-commerce platforms. The list of industry stakeholders and number of participants involved during the industry engagement are tabulated in the following **Table 1**.

Table 1: Industry Engagement

No.	Industry Stakeholders	Date of Engagement	No. of Participants
1.	Persatuan Peniaga Telekomunikasi Malaysia	17 May 2023	32
2.	Members of Mobile Radio Associations, importers and users	30 May 2023	49
3.	IT Mall Management and Tenants in Southern Region	1 August 2023	67
4.	Type Approval Consultants and Agents	27 September 2023	42
5.	e-Commerce Platforms	28 November 2023	53
	Total		**243**

MARKET SURVEILLANCE

Sampling Plan

The samples were purchased randomly at local physical stores and online platforms such as Lazada, Shopee, Youbeli and PG Mall based on predetermined product categories. For online platforms, the purchase of the samples was focused on local sellers with high number of followers based on official stores, flagship stores and chain stores.

A total of 98 samples (84 models from 19 product categories) were purchased during the market surveillance exercise. Details of the product categories and sampling plan can be found in **Annex 1**.

<u>Evaluation Criteria</u>

The samples were evaluated to determine the compliance to the requirements enforced by MCMC with respect to the following:

a) The certification status of the samples;

b) The results of laboratory testing covering the Radio Frequency ("**RF**"), Electromagnetic Compatibility ("**EMC**") and Safety for the pre-identified critical parameters of the relevant standards; and

c) Labelling status of the samples purchased.

<u>Findings</u>

The overall results for the certification, lab testing and labelling are depicted in **Figure 1** below.
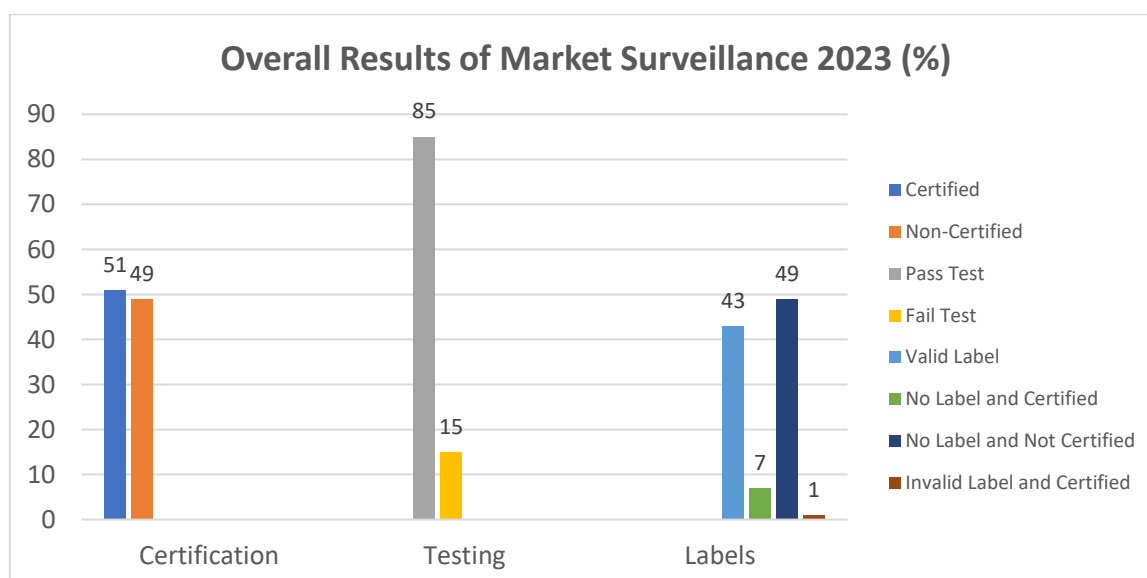
	Certified	Non-Certified	Pass Test	Fail Test	Valid Label	No Label and Certified	No Label and Not Certified
Certification	37 (62%)	23 (38%)	-	-	-	-	-
Testing	-	-	54 (90%)	6 (10%)	-	-	-
Labels	-	-	-	-	38 (53%)	8 (11%)	26 (36%)

Figure 1: Overall Results of Market Surveillance 2023

The overall trend for the certification, lab testing and labelling for all market surveillance results since 2012 are depicted in **Figure 2** below:
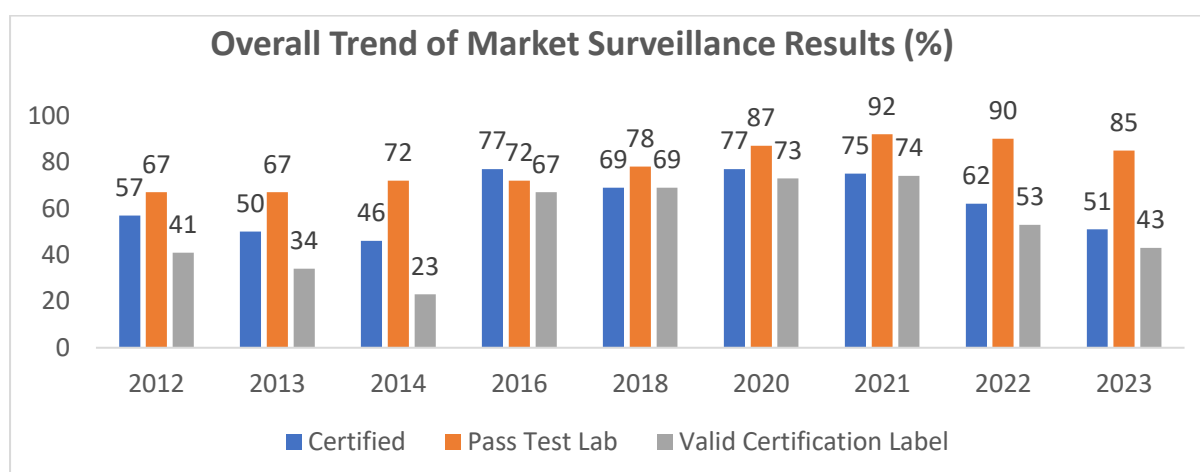

Figure 2: Overall trend of Market Surveillance results (2012 -2023)

The certification and labelling results were slightly lower in 2023. This was partly contributed by the sampling plan whereby the number of samples was equally divided between physical stores and online platforms. In general, the percentage of certified products and valid certification label was lower for online platforms compared to physical stores. Details are depicted in the following **Figure 3, 4 and 5**.
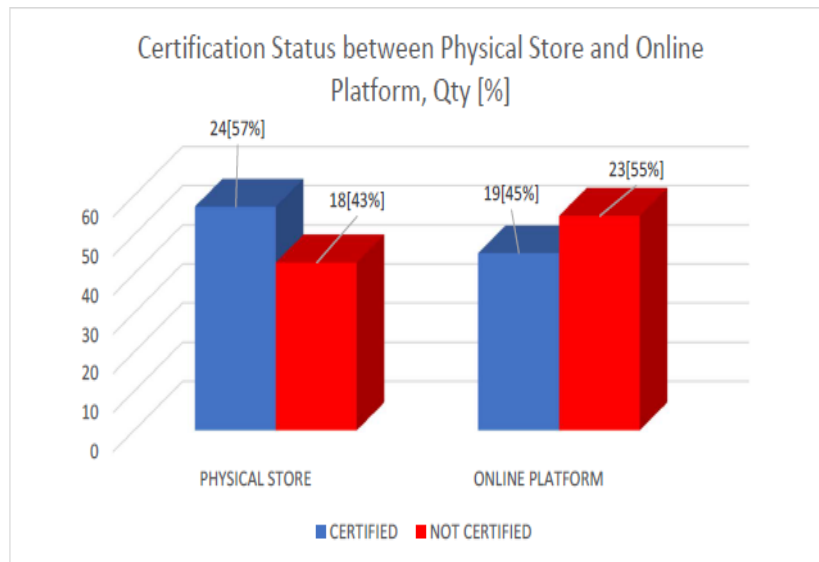
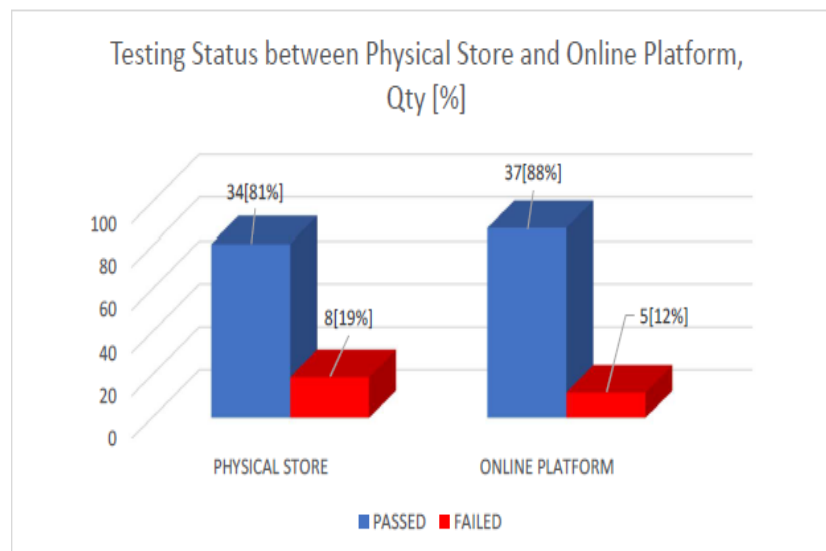**Figure 3**: Certification Status for Physical Store and Online Platform

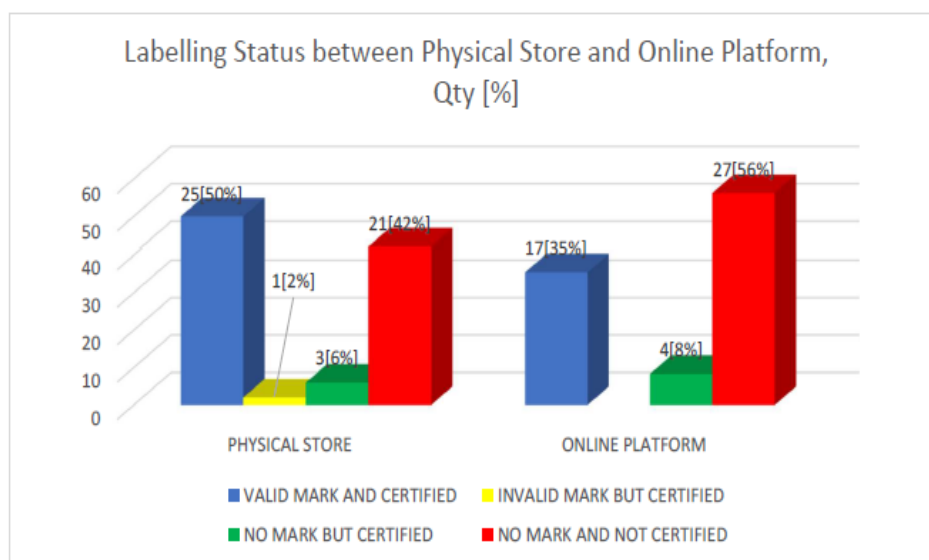**Figure 4**: Lab Test Result for Physical Store and Online Platform

Figure 5: Labelling Status for Physical Store and Online Platform

Action Against Non-Compliances

Actions against non-compliances for market surveillance in 2023 have been undertaken, and they are divided into two (2) categories as follows.

No.	Categories	Actions
1.	Non-compliances involving certified products	Corrective and preventive actions against the certificate holders: ▪ 3 cases for Phase 1 ▪ 4 cases for Phase 2
2.	Non-compliances involving non-certified products	Issuance of FIRs for legal actions against the suppliers: ▪ 19 cases for Phase 1 ▪ 22 cases for Phase 2

CONCLUSION

Findings from Market Surveillance program provide useful information on the compliance of communications equipment available in the market and aid MCMC in the identification of areas for improvement in order to minimise the percentage of non-compliances.

When purchasing communications equipment, consumers should always be careful and ensure that the communications equipment are certified and have the MCMC label. In the event of being unsure, the public is encouraged to use the Check Your Label smartphone application to confirm the label's legitimacy.

For more information, visit https://cyl.mcmc.gov.my.

SAMPLING PLAN MARKET SURVEILLANCE 2023

No.	Product Categories	No. of Models	April to June (Phase 1)					July	July to Sept (Phase 2)					October	November
			Northern Region	Central Region	Sarawak Region	Lazada	PG Mall	Phase 1 Report (Physical & Online)	Eastern Region	Southern Region	Sabah Region	Shopee	Youbeli	Phase 2 Report (Physical & Online)	Final Report
	Cellular														
1	Smartphone	4			1(2)	1(2)		Recommendation of Non-Certified (MCMC) & Non-Compliance (CMCS) monthly			1(2)	1(2)		Recommendation of Non-Certified (MCMC) & Non-Compliance (CMCS) monthly	Final Report Compilation, Evaluation and Analysis
	Hybrid														
2	Digital TV	4		1		1				1		1			
3	Hybrid Lamp	4	1			1			1			1			
4	Smart Switch	4		1		1				1		1			
5	Smart Door Lock	4	1			1			1			1			
6	Drone	4			1	1					1	1			
7	Media Player (Android Box)	4	1				1		1				1		
8	Air-conditioning	4		1		1				1		1			
9	Air Purifier	4	1			1			1			1			
10	Wireless CCTV	4		1		1				1		1			
	Mobile Radio														
11	Walkie-Talkie (Licensed/FRS)	10	1(2)	1(2)	1(2)	1(2)	1(2)		1(2)	1(2)	1(2)	1(2)	1(2)		
	Short Range Device (SRD)														
12	Router	4	1				1		1				1		
13	RFID	4		1		1				1		1			
14	Wireless Microphone (clip/collar)	4		1			1			1			1		
15	Wireless Speaker	6			1	1	1				1	1	1		

#		C1	C2	C3	C4	C5	C6		C7	C8	C9	C10	C11
16	Wireless Headphone/Earbud	4			1		1				1		1
	Medical Device												
17	Blood Pressure Equipment	4	1			1			1			1	
18	Pulse Oximeter	4			1	1					1	1	
19	Smart Scale	4			1	1					1	1	
	TOTAL	84	7	7	7	15	6		7	7	7	15	6

*The total number of samples are 98.