



**Suruhanjaya Komunikasi dan Multimedia Malaysia**  
Malaysian Communications and Multimedia Commission

**REPORT ON**

**MARKET SURVEILLANCE PROGRAM 2024**

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## **INTRODUCTION**

In accordance with the Communications and Multimedia (Technical Standards) Regulations 2000, all communications equipment shall undergo certification before being introduced to the market to ensure public safety, protect network facilities, and maintain regulatory compliance. This certification process is conducted based on the technical codes established by the Malaysian Communications and Multimedia Commission ("**MCMC**"), which set forth the requirements for safety, radio frequency, electromagnetic compatibility ("**EMC**"), and interoperability. Additionally, all certified communications equipment shall be affixed with MCMC label, signifying compliance with the required standards.

MCMC, in collaboration with SIRIM QAS International ("**SIRIM**"), as the registered certifying agency, has conducted a regular Market Surveillance program to promote compliance and uphold regulatory standards. This program plays a critical role in monitoring and ensuring that communications equipment in the market adheres to the prescribed standards and regulations. Ensuring compliance helps manufacturers and distributors by preventing unfair competition from non-compliant communications equipment and reinforces adherence to regulatory and technical requirements. This report provides an overview of the Market Surveillance program for 2024, detailing its objectives, findings, and impact on industry compliance.

## **OBJECTIVE**

The Market Surveillance Program 2024 consists of industry engagement and market surveillance activities for communications equipment.

The main objectives of this program are as follows:

- a) To facilitate discussions and enhance industry understanding of the regulatory requirements and certification process for communications equipment, engaging key identified industry players, including e-commerce platforms in Malaysia; and
- b) To verify and ensure that communications equipment available in the market complies with the specified requirements and is safe for consumer use.

## **INDUSTRY ENGAGEMENT**

The industry engagement initiative aimed to enhance awareness among the identified industry players regarding the regulatory requirements and the certification process for communications equipment. This initiative was strategically planned based on findings from previous market surveillance activities to effectively address cases of non-compliance. The engagement session featured representatives from MCMC and SIRIM, who provided insights into Malaysian regulations and certification requirements for communication products. Participants included industry associations, organizations, and e-commerce platforms. Additionally, the engagement sought to foster close collaboration with industry players to curb the supply of non-certified communications equipment and reinforce regulatory compliance.

In 2024, the industry engagement sessions included representatives from various organizations, such as Local Authorities in the Central Region, audiences from the Lazada University platform, IT Mall Management and Tenants in the Eastern Region, and participants of a workshop on enhancing

compliance of Mobile Radio in Malaysia. However, due to low registration for the engagement session with IT Mall Management and Tenants, the activity was replaced by an engagement session with Local Authorities in the Eastern Region to ensure effective outreach and participation. The list of engagement sessions and the corresponding number of participants involved are summarised in the following **Table 1**.

**Table 1:** Industry Engagement

<b>No.</b>	<b>Engagement Session</b>	<b>Date of Engagement</b>	<b>No. of Participants</b>
1.	Engagement with Local Authorities in Malaysia for Compliance Communications Equipment (Central Region)	27 June 2024	37
2.	Lazada University (Live streaming using Lazada University Platform)	21 August 2024	134 views
3.	Engagement with Local Authorities in Malaysia for Compliance Communications Equipment (Eastern Region)	7 November 2024	41
4.	Workshop on Enhancing the Compliance of Mobile Radio Equipment in Malaysia	12 December 2024	30
<b>Total</b>			<b>242</b>

Following the sessions, the majority of participants provided positive feedback and actively engaged in the discussions. They also expressed their commitment to disseminating information on the importance of certified communication products within their respective organizations and networks, further reinforcing regulatory awareness and compliance.

## **MARKET SURVEILLANCE**

### Sampling Plan

The samples were purchased randomly from both local physical stores and online platforms such as Lazada, Shopee, Yubeli 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 109 samples (90 models from 9 product categories) were purchased during the market surveillance 2024 exercise. Further details on the product categories and sampling plan are provided in **Annex 1**.

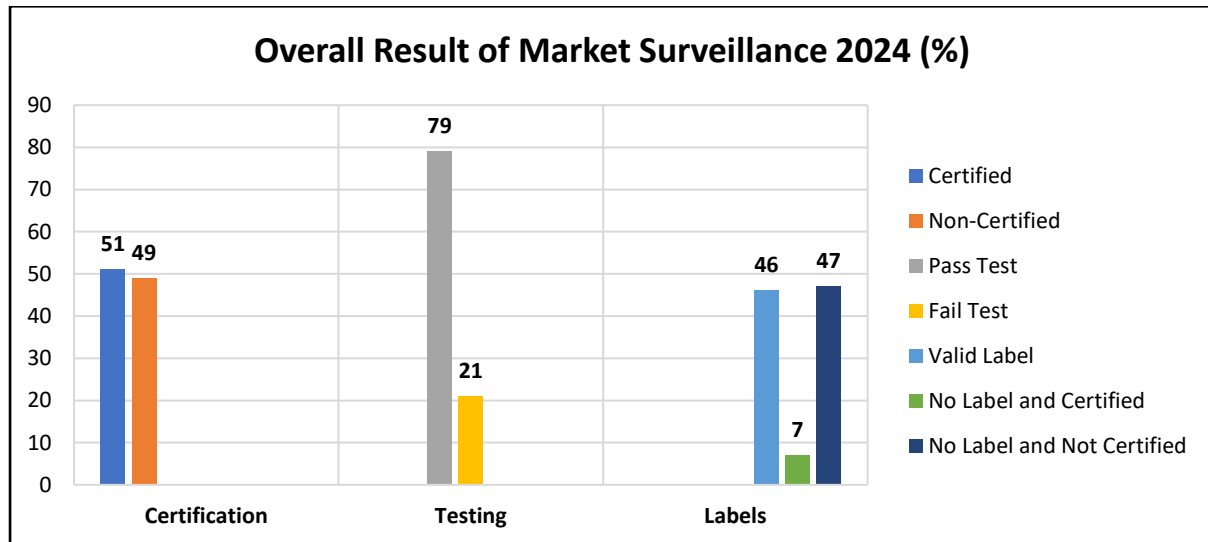
### Evaluation Criteria

The samples were evaluated to determine compliance with the regulatory 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.

## Findings

The overall results for the certification, lab testing and labelling are depicted in **Figure 1** below.



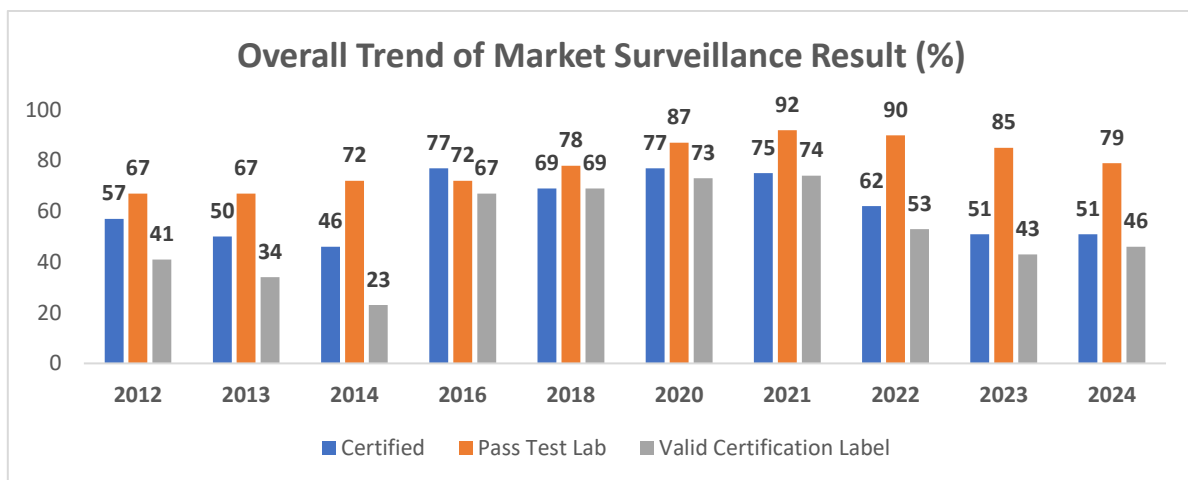
	Certified	Non-Certified	Pass Test	Fail Test	Valid Label	No Label and Certified	No Label and Not Certified
<b>Certification</b>	46 (51%)	44 (49%)	-	-	-	-	-
<b>Testing</b>	-	-	71 (79%)	19 (21%)	-	-	-
<b>Labels</b>	-	-	-	-	50 (46%)	8 (7%)	51 (47%)

**Notes:**

The certification and testing results are calculated according to the models (90) of the products, while the labelling is calculated according to the individual samples (109)

**Figure 1:** Overall Results of Market Surveillance 2024

Percentage of certified products has shown downtrend since 2022 due to sampling plan's focus on products with high percentage of non-compliance and those sourced from online platforms. This targeted approach prioritises identifying and addressing non-compliant products which has impacted the overall certification rate. The overall trend for the certification, lab testing and labelling for all market surveillance results since 2012 are depicted in **Figure 2** below:

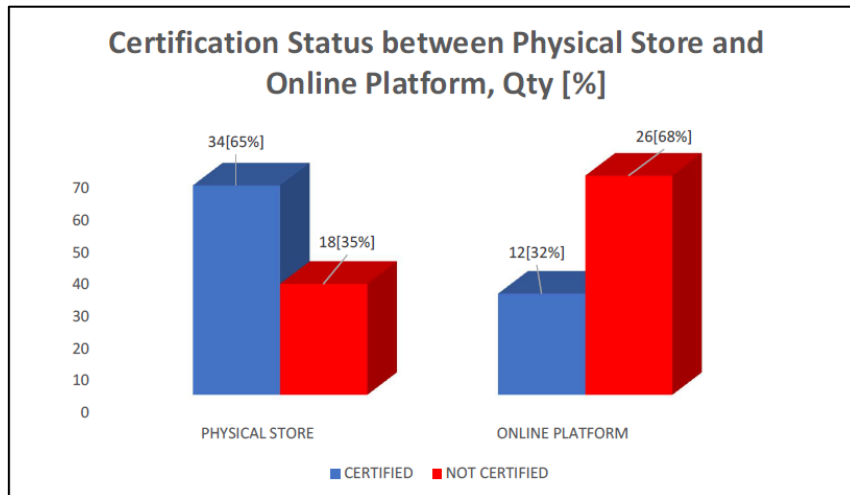


**Figure 2:** Overall trend of Market Surveillance results (2012 -2024)

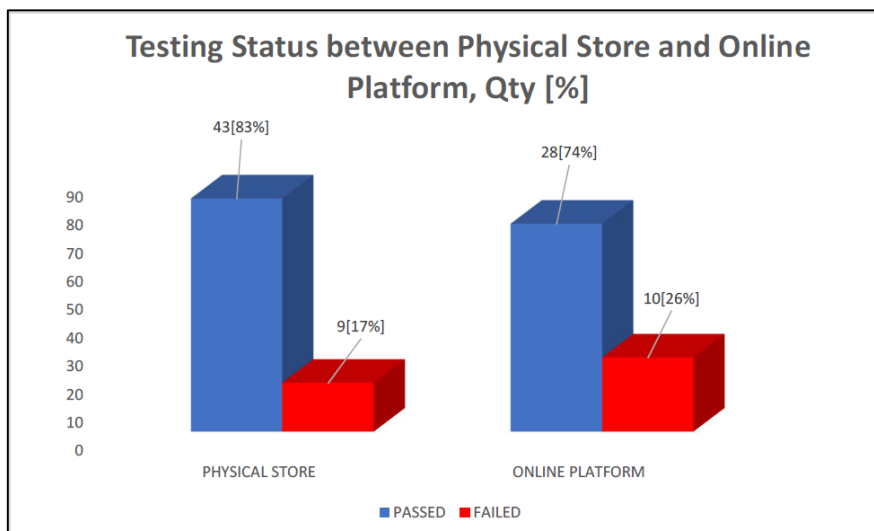
The certification rate in 2024 remained consistent with the previous year, while labelling compliance showed a slight improvement. However, the pass test lab results experienced a minor decline compared to previous years. This trend was partly influenced by the sampling strategy, which ensured an equal distribution of samples from both physical stores and online platforms.

Notably, the highest failure rate was observed among samples purchased from online platforms, particularly in the **Mobile Radio** category, followed by **Hybrid, Cellular,** and **Short-Range Devices**. Overall, products sourced from online platforms exhibited a lower pass rate

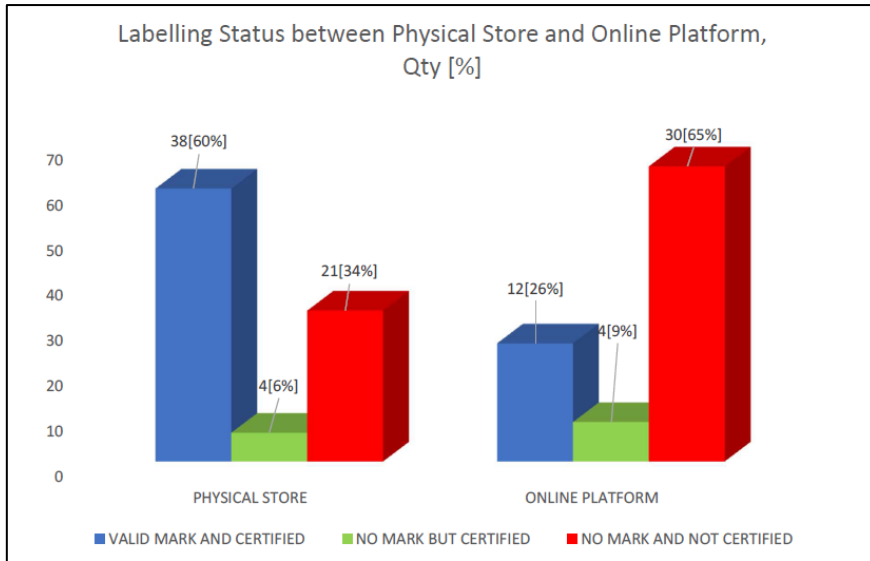
in lab tests compared to those obtained from physical stores, highlighting potential compliance risks associated with online marketplaces. Details are depicted in the following **Figure 3, 4 and 5**.



**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

Enforcement actions against non-compliances identified during the 2024 market surveillance have been undertaken and categorized into two (2) key areas as follows:

No.	Categories	Actions
1.	Non-compliances involving certified products	Corrective and preventive actions against the certificate holders: <ul style="list-style-type: none"> <li>▪ 9 cases for Phase 1</li> <li>▪ 3 cases for Phase 2</li> </ul>
2.	Non-compliances involving non-certified products	Issuance of FIRs for legal actions against the suppliers: <ul style="list-style-type: none"> <li>▪ 22 cases for Phase 1</li> <li>▪ 9 cases for Phase 2</li> </ul>

## Other Actions

Beyond enforcement actions, MCMC remains committed to ongoing engagement with suppliers, physical retailers, and online platform providers, including online sellers.

In 2025, MCMC will strengthen collaboration with other relevant agencies and SIRIM, as the Permit Issuance Agency (PIA), to tighten controls on the importation of communications equipment. This initiative aims to ensure that only certified communications equipment is legally brought into the country. Strict action will be taken against any importers found bringing in non-compliant communications equipment.

## **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 2024

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	Yubeli	Phase 2 Report (Physical & Online)	Final Report		
	<b>Cellular</b>																
1	Smartphone	10	1(2)	1(2)	1(2)	1(2)	1(2)	Recommendation of Non-Certified (MCMC) & Non-Compliance (CMCS) monthly	1(2)	1(2)	1(2)	1(2)	1(2)	Recommendation of Non-Certified (MCMC) & Non-Compliance (CMCS) monthly	Final Report Compilation, Evaluation and Analysis		
	<b>Hybrid</b>																
2	Smart TV	10	1	1	1	1	1		1	1	1	1	1			1	
3	Remote Control Toys	10	1	1	1	1	1		1	1	1	1	1			1	
4	Wireless Camera	10	1	1	1	1	1		1	1	1	1	1			1	
	<b>Mobile Radio</b>																
5	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)			1(2)	
	<b>Short Range Device (SRD)</b>																
6	Router	10	1	1	1	1	1		1	1	1	1	1			1	
7	Wireless Microphone	10	1	1	1	1	1		1	1	1	1	1			1	
	<b>Medical Devices</b>																
8	Blood Pressure Monitor	10	1	1	1	1	1	1	1	1	1	1	1				
9	Pulse Oximeter	10	1	1	1	1	1	1	1	1	1	1	1				
	<b>TOTAL</b>	<b>90</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>	<b>9</b>				

\*Number of samples 110.