

Touch 'n Go's monopoly to be reviewed

KUALA LUMPUR: The government will review Touch 'n Go's (TnG) monopoly.

Prime Minister Datuk Seri Anwar Ibrahim yesterday said there had not been significant improvement in the firm's services since its inception.

"TnG has been in operation for around two decades but there has not been convincing progress.

"You are right (agreeing to

claims about 'TnG's poor service). We will have to reconsider (the monopoly)."

He said this at "Dialog Anak Muda Temu Anwar" during Youth Empowerment Fair at Kuala Lumpur Convention Centre here.

Earlier, a participant had highlighted TnG's poor services. The participant said the government should end TnG's monopoly.

Earlier this year, the Domestic Trade and Cost of Living Ministry was reported to have said that a task force to look into people's complaints about TnG's services would be set up soon.

The complaints were related to TnG's Visa prepaid cards, difficulties in obtaining TnG cards, Radio Frequency Identification (RFID) problems and unanswered hotlines.