

ENDING A MONOPOLY

THANK YOU, PM, FOR FIRM STAND ON TnG

THANK you, Prime Minister Datuk Seri Anwar Ibrahim, for saying that Touch 'n Go (TnG) is a monopoly and that despite two decades in operation, there have been “no convincing developments in a system that has been stagnant”.

Anwar added that there was a need to review the system.

It is also good to hear that the Malaysia Competition Commission (MyCC) “stands firm with the public” and expects to end TnG’s monopoly in line with public demand.

On Oct 30, 2018, the Federation of Malaysian Consumers Associations (Fomca) had filed a complaint citing

TnG’s abuses and how consumers were being abused through excessive pricing, poor service and not addressing consumer issues and complaints.

We called for an end to the monopoly and liberalising the sector to accept other payment options.

Consumers had no alternative to choose a product that was more affordable, provided better service and was more receptive to issues and complaints.

All Fomca had wanted then was that the payment system be liberalised, that is, there would be an open-payment system.

MyCC made a declaration about

the need to end TnG’s monopoly only after Anwar’s comment on reviewing the matter. It should have been the agency to ensure consumer justice.

Now, with Anwar’s intervention, consumers have at least achieved some success.

MyCC has conducted other studies on food and medicine monopolies and cartels. Fomca calls on Anwar to address these issues as they affect consumers’ wellbeing.

Lastly, Fomca believes that consumers have a right to consumer justice.

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