

KPDNKK Expects More Complaints From Consumers When GST Implemented
Bernama
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KUALA LUMPUR, March 13 (Bernama) -- The Ministry of Domestic Trade, Cooperatives and Consumerism expects a rise in consumer complaints once the Goods and Services Tax (GST) takes effect from April 1.

The ministry's Consumerism Movement Division director Norashiken Ishak said taking the example of Australia, during the early stages of the implementation of the tax the country, it received around 60,000 complaints from users.

"So we are also ready in case of complaints from users.

"Although they (consumers) have been supplied with various information, when GST is implemented later, there may be those who are less familiar with the implementation, they may feel there is an increase (of price) in some items," she told Bernama here after appearing as a guest on a programme aired by Bernama Radio24, which discussed the topic 'Weak Consumer Power' today.

Speaking about the level of awareness about consumer rights, Norashiken said statistics showed that the level of awareness among consumers had increased year on year as a result of various campaigns and programs implemented by the government.

"The increase in (the number of) complaints shows that there is awareness among consumers," she said.

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