

War Room To Monitor Consumer Complaints On GST Implementation - Hasan Malek Bernama
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PUTRAJAYA, March 25 (Bernama) -- The Domestic Trade, Cooperatives and Consumerism Ministry is in the midst of setting up an operation room, dubbed a 'war room', to monitor consumer complaints and coordinate follow up actions concerning the implementation of the Goods and Services Tax (GST) which is due to begin on April 1.

Minister Datuk Seri Hasan Malek said the war room would operate around the clock with 40 crew to work on shifts to get the clear picture of the impact of the GST implementation.

Speaking to reporters after launching the republication of the Malaysian Business Code of Ethics book here today, the minister said the war room would ensure that each complaint would be addressed and solved immediately by 2,000 of the ministry's enforcement members nationwide.

"In the war room, we also have all necessary equipment that will enable each complaint against any trader at any location to be channeled to the enforcement division in the area for further action.

"We are doing this for the people and the ministry will need the cooperation from the consumers to lodge their complaints to enable us to take action," he explained, adding that the room, which would be officially launched soon, could be contacted at 03-88826245.

The implementation of GST of six per cent is to replace the Sales and Services Tax (SST) totaling 16 per cent.

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