

**Ministry launches 'war room' to monitor GST complaints – Bernama
The Malaysian Insider
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The Domestic Trade, Cooperatives and Consumerism Ministry is 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 members 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 in Putrajaya 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 channelled 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 the GST at 6% is to replace the 16% sales and services tax. – Bernama, March 25, 2015.

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