

Customs, Ministry Officers Monitoring GST Implementation On The Ground
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PUTRAJAYA, April 1 (Bernama) -- Beginning today until April 15, the customs department and the domestic trade, cooperatives and consumerism ministry will conduct on-the-ground operations to monitor the implementation of the Goods and Services Tax (GST) nationwide.

About 4,000 customs and ministry personnel will be involved in the operations.

Customs GST division director Datuk Subromaniam Tholasy was also on the ground in Puchong, and in an hour-long operation saw receipts issued by premises of businesses registered with GST like eateries, pharmacies, clothes and gadget shops.

He also spoke with their respective managers on the development of the tax system's implementation and based on observation, concluded that businessmen generally understood its implementation procedure.

"Traders have told me that as of now, there is no commotion and customers are paying the proper prices," he said during the operation, along with 20 customs and ministry personnel.

Subromaniam said the operation was mainly carried out to ensure that traders who were registered complied with the regulations, especially in terms of issuing receipts.

"The operations will also monitor the product pricing trends to see if there are any drastic hikes and offer advice to traders, besides getting feedback from customers," he added.

He said based on the feedback received, between 80-90 per cent of the registered traders had adhered to the implementation of the new tax system replacing the Sales and Services Tax (SST).

Subromaniam said businesses that were registered but failed to activate the new system on the first day would receive a warning notice, and if they still failed to activate it tomorrow, they would face stern action.

"There are some traders who have not activated the GST system but a portion of them have valid reasons as they need a few hours to activate it," he said.

He also warned that stern action would be taken against traders who had not registered but took the opportunity to charge their customers, including charging them in court.

"We know there will be traders who will take advantage. So, we request all consumers that when they get their receipts, please check the 12-digit GST registration number and look it up in our system to see if the company has been registered or not for us to take action."

He said the customs department also had a hotline at 1 300 888 500 to facilitate the public to ask questions regarding GST and to make complaints if they came across any non-compliance on the matter.

Meanwhile, traders were surprised by the spot-checks and some of them were still in the midst of placing the new price tags based on GST.

Caring Pharmacy manager Khor Meng Chin, 34, said the GST system had been activated since it began operations at 10am today, and as of now, there were no complaints from customers.

"For now, the process of placing new price tags is still underway and it is expected to be completed by tomorrow as our shop is quite big...if it was a smaller shop, maybe it could have been done within a day," she told Bernama.

EpiCentre manager Abu Bakar Al Siddiq Abdul Salam, 27, said the shop selling Apple gadgets and computers had activated the GST system but had to temporarily close operations until afternoon to complete the price tagging process.

"We could not place the new prices with GST until the shop closed yesterday, so we had to temporarily stop operations this morning to avoid customers getting confused," he said.

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