

**Consumers Must Use Proper Channels To File Complaints On GST - Customs
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KUANTAN, April 2 (Bernama) -- Consumers must use the proper channels to lodge complaints regarding the implementation of the Goods and Services Tax (GST), said Pahang Customs director Datuk Sarip Ismail.

He said they cannot expect their problems relating to GST to be resolved if they just resorted to the social media to voice their grouses.

"Confusion on the GST might only get worse if they were to depend on reaction of social media users instead of getting answers from the right authorities," he told reporters after conducting a GST compliance operation with Domestic Trade, Cooperatives and Consumerism Ministry (KPDNKK) officers here Thursday.

KPDNKK Pahang director Sharuddin Jali who participated in the operation said they had received more than 30 complaints since the GST came into effect yesterday, mainly on GST being imposed for pre-paid reload cards when it should not be the case.

Consumers in Pahang are advised to call 09-5732117 for queries or to lodge complaints.

In ALOR SETAR, KPDNKK Kedah director Mohamad Fitri Hassan said 12 complaints were lodged on hiking of prices for items like milk, flour and pre-paid reload cards since yesterday.

Four notices were issued to the parties responsible with each carrying a RM100 compound fine, he said in a statement here today.

He added that his officers would go to the outlets that were the subject of complaints and that action would be taken if they were found not complying to GST regulations,

In ARAU, KPDNKK Perlis director Khairul Amin Talib said his office received three complaints on GST being charged for zero-rated items.

He said minor hiccups like this were expected and that situation was likely to continue over the next few days.

In KOTA KINABALU, KPDNKK Sabah director Severinus Tukah said they received 64 complaints mainly on the pre-paid card reload issue, receipts not in order and other charges imposed that were not related to the GST.

He his team inspected 1,281 premises yesterday and issued one show-cause notice while action was taken on to others for violating the Weights and Measures Act.

He added that more than 200 officers had been mobilised to ensure GST compliance

state-wide.

In SEREMBAN, the state executive councillor in charge, Datuk Abu Ubaidah Redza said KPDNKK Negeri Sembilan received 47 complaints on profiteeringm 28 yesterday and 19 as of 1pm today.

He added that 12 notices were issued for non-compliance.

Also present was KPDNKK Negeri Sembilan director Mohd Salleh Ma'amor.

In GEORGE TOWN, KPDNKK Penang deputy enforcement chief Chin Ching Chung said five monitoring teams had been set up to ensure compliance by traders.

He said the teams, consisting of 10 KPDNKK officers and 10 officers from the Customs Department each, would be inspecting business premises until April 15.

In JOHOR BAHRU, the state executive councillor in charge Datuk Tee Siew Kiong said it was a similar situation in the state with gripes mainly on the pre-paid reload card issue.

Speaking to reporters after a GST compliance operation at Kip Mart Tampoi here, he said since yesterday 590 premises were inspected with 122 found not to be in full compliance apart from flouting Weights and Measures and labelling regulations.

In KOTA BAHARU, KPDNKK Kelantan assistant enforcement officer Mohamed Restam Mohamed Zin said 151 premises were inspected Kuala Krai, Tanah Merah, Pasir Mas, Gua Musang and Kota Baharu and 21 notices were issued for non-compliance.

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