

**Complaints On GST Decreased, Consumers Begin To Understand GST**  
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ALOR SETAR, April 4 (Bernama) -- Consumers are now beginning to understand the Goods and Services Tax (GST) which came into force on Wednesday based on the drop in the number of calls complaining about the system.

Domestic Trade, Cooperatives and Consumerism deputy minister Datuk Seri Ahmad Bashah Md Hanipah said a total of 528 complaint calls were received on the third day of its implementation compared to 720 complaints on the second day, a 15.38 percent drop.

"Within a period of three days until yesterday, the number of complaints decreased, probably because consumers are able to make comparisons and maybe within a month the users can fully understand the GST.

"Before the implementation (of GST) consumers could not see it clearly causing them to be angry but now they begin to understand how the GST system is implemented," he told reporters after a GST walkabout at Aeon Big Supermarket, here Saturday.

He said, of the total complaints, 957 or 52 percent were complaints on purchases of prepaid telephone reload cards, followed by prices of goods with 588 complaints (32 percent) and other complaints against purchases of newspapers, service charges, public transport fares and the absence of GST Id number on the receipts.

In BUKIT MERTAJAM, the Penang Domestic Trade, Cooperatives and Consumerism Ministry (KPDNKK) issued eight notices to companies and traders following complaints relating to the GST, since last Wednesday.

Its director, Mohd Nawardi Saad said the recipients were given three days to provide clarification regarding the issue.

"Four notices were issued under Section 21 of the Price Control Act and Anti-Profiteering (Amendment) 2014 Act involving four food premises, a cosmetics shop and the rest is the issue of price tags grocery store," he told reporters.

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