

Customs, MDTCC Told To Address Complaints On GST Without Delay
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Muhyiddin said the Cabinet had already received reports yesterday from the Finance Ministry on the number of complaint made to the two main agencies' (Customs Department and the MDTCC) call centres.

"We we will pay serious attention to these complaints. This is one thing we will not view lightly.

"Each complaint is appreciated and we expect users to provide feedback in various forms," he said.

He said there were still consumers calling the respective call centres with their complaints but there was a delay in response because of lack of staff.

Muhyiddin also advised consumers to continue to provide feedback so that appropriate action can be taken and urged them not to panic.

Muhyiddin said there was bound to be teething problems in the early stages of implementation and this was normal for all countries which have implemented the GST.

He hoped that once the GST system stabilised, complaints were expected to decrease.

Yesterday, on the third day of implementation, about 800 GST-related reports were received.

About 10,000 guests including Johor Menteri Besar Datuk Seri Mohamed Khaled Nordin, Johor State Assembly Speaker Tan Sri Mohamad Aziz and Johor Mufti Datuk Tahrir Samsudin, attended the wedding reception of Muhyiddin's daughter Najwa Muhyiddin and Idris Koh Keng Hui.

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