

Complaints On GST, KPDNKK Denies No Action Taken
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KUALA LUMPUR, June 8 (Bernama) -- Almost 90 per cent of complaints on the Goods and Services Tax (GST) from consumers have been dealt with, Domestic Trade, Cooperatives and Consumerism (KPDNKK) Minister Datuk Seri Hasan Malek told the Dewan Rakyat today.

He said as of last May 31, a total of 1,192 cases were recorded during checks at 393,335 premises, with goods worth RM193,885.15 seized and RM181,020 in compound collected.

"Five cases under Section 21 of the price Control and Anti-Profiteering Act 2011 had been settled in court, four cases are still pending and three others offered compound," he said in response to a supplementary question from Datuk Zainudin Ismail (BN-Jelebu).

The cases were filed following complaints from consumers, he said, adding that the action taken also reflected the government's seriousness to address complaints on the implementation of GST.

"Indeed, we need information, complaints from consumers for us to take action as we have not enough enforcement personnel," he added.

Hasan said a total of 21,591 complaints and enquiries were received by the Anti-Profiteering Operations Centre, set up on March 30 this year, through various channels, including e-Aduan, social media and telephone calls as of May 31.

Complaints of GST on telephone pre-paid cards and GST ID, they were channeled to the Finance Ministry for follow-up action, he added.

The ministry, he said had launched the MyKIRA GST application last March 30 for consumers to check on prices of goods, and it had so far recorded 91,230 users.

"Consumers can send their complaints to the ministry's Ez-ADU through the smart phone and as of May 31, 1,838 complaints were received through the application, with 76 of them on GST," he added.

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