

# 'Hardly any complaints on GST now'

**ACCEPTANCE:** People have come to understand the tax system, says Customs deputy D-G

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**A**LL hiccups faced during the implementation of the Goods and Services Tax (GST) in April have been cleared up.

Customs Department deputy director-general Datuk T. Subramaniam said this was evident from the low number of complaints and queries received on GST since its implementation six months ago.

"On the day GST was implemented, there were more than 800 complaints... Now, there are hardly any complaints.

"This shows that the people have

come to accept and understand GST," he said.

Subramaniam added that the department had received only a few complaints on traders not issuing receipts and not collecting GST.

"GST is important as it not only saves the country's economy, it is also not a burden.

"This is because our model is different in the sense that those who contribute the most GST are those who purchase the most, or in other words, those with a higher income.

"This tax is then channelled back to the low-income people," he said after officiating at a GST seminar for the property and development sector at Vistana Hotel here yesterday.



**Datuk T. Subramaniam** (second from right) at the Goods and Services Tax seminar for the property and development sector, in Penang yesterday.

Pic by Danial Saad

Subramaniam said it was essential for entrepreneurs to have a complete understanding of GST.

"We hope this seminar, organised by the Penang Customs Department, will help developers, contractors and the commercial sector to understand GST better, especially on the credit input tax."

Present was State Customs Department chief Datuk Mohd Pudzi Man.

Pudzi said the long queue at the Penang International Airport's Customs Department checkpoint on Tuesday, which left hundreds of passengers frustrated, was an iso-

lated incident.

"We usually screen all international flight arrivals and this increases when there are certain flights, which are categorised as 'risk flights'.

"The incident on Tuesday is not common as there were a few international flights landing at the same time.

"We will improve our operation and open as many aisles as possible," he told the *New Straits Times*.

It was reported on Wednesday that some 400 passengers were left frustrated after they had to wait in long queues at the Customs Department checkpoint about 7pm.