

# Daily Express

## File complaints with tribunal if unhappy with increase in power bill

Published on: Thursday, June 18, 2020

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Picture by Saw Siow Feng

**PUTRAJAYA:** Consumers who are not satisfied with the increase in their electricity bill during the Movement Control Order (MCO) period can file their complaints at the Tribunal for Consumer Claims Malaysia (TTPM).

Deputy Domestic Trade and Consumer Affairs Minister Datuk Rosol Wahid said besides lodging complaints to Tenaga Nasional Berhad (TNB) and the Energy Commission, consumers have another alternative to file their case with TTPM for a fee of only RM5.

"The issue of high electricity bill during the MCO has come to our attention. We noticed that many consumers have expressed dissatisfaction," he said

He added that the TTPM has received two claims so far, including one on the extraordinary spike of electricity bill, filed on June 5.

The increase in electricity bill has been seriously discussed by the consumers in the social media, and many have shared their frustrations with current electricity charges.

"File your case with TTPM for a RM5 fee and it will be judged fairly," Rosol said.



TTPM was established on Nov 15, 1999 to serve as an alternative channel for consumers to claim compensation regarding purchase of products or services, and the cases can be resolved within 60 days.

The tribunal also enables the consumers to seek redress not exceeding RM50,000 for the purchase of products and services which are not as advertised.

Meanwhile, the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) has confiscated 1,767 kg of cooking oil, 2,538 kg of wheat flour and 1,397 kg of sugar - all amounting to more than RM50,000 - from a popular supermarket in Setiawangsa following a spot check yesterday.

In a statement, the ministry said the supermarket was suspected to have committed two offences - possessing scheduled controlled goods in excess of the allowed amount and failing to maintain a stock book.

Further investigation is being conducted on the owner for the offences committed under Rules 21 (1) of the Control of Supplies Regulations 1974, Control of Supplies Act 1961 for violating Rules 10 (1) of the Control of Supplies Regulations 1974, which is the possession or storing of scheduled control goods exceeding the permitted limit as stipulated under Rules 13(1) of the Control of Supplies Regulations 1974.

In addition, the inspection was also conducted to assess whether the supermarket complied with the Recovery Movement Control Order (RMCO) as it had been approved to operate for 24 hours by the Kuala Lumpur Crisis Management Centre (CMC) on June 12.

"It was found that the supermarket failed to adhere to the RMCO's standard operating procedure (SOP) due to its owner's failure to understand the SOP that had been issued.

"Nevertheless, the Kuala Lumpur KPDNHEP provided guidance and briefing on the day of the spot check was carried out and the supermarket has taken immediate action to implement all the relevant SOPs," the statement said.

Meanwhile, all supermarkets and business premises in Kuala Lumpur have been advised to obey the decision of the Kuala Lumpur CMC on the use of the MySejahtera app to register customers entering their premises.

As of June 15, a total of 3,655 premises have been inspected by Kuala Lumpur KPDNHEP for the purpose of monitoring the SOPs set for the Movement Control Order (MCO) by the National Security Council and Ministry of Health.

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