

# Solve prepaid problem once and for all

EARLY last week, the Customs Department director-general announced that telcos had been directed to revert the prices of prepaid top-up cards to pre-GST rates. A few hours later, the Malaysian Communications and Multimedia Commission (MCMC) responded that it was "near impossible" to make the change in two days due to "systems re-configuration issues".

As such, nearly 24 hours after making the earlier announcement, the Customs Department has had to indefinitely hold back on its directive.

The issue has caused confusion and anger among consumers as many

had hoped the issue would be solved immediately.

When GST was implemented last month, prepaid card users were required to pay RM10.60 (RM10 prepaid value plus 60 sen GST), causing uproar especially among those in the lower income group and students.

It is important for the relevant parties to solve the issue once and for all. It is also not right that policy makers continuously create confusion in the directives or announcements they make.

This is not something new to us, as last March a similar situation also occurred. After the Land

Public Transport Commission (SPAD) announced the new fares for public transport services, the Cabinet asked for a postponement to the hike two days later.

These situations not only create confusion but also anger among the people as there is no consistency shown by the policy makers. It is crucial that all our policy makers discuss any matter thoroughly and get the okay from all the relevant parties before announcing any new policy or regulations.

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