

Govt to review Touch n Go monopoly [NSTTV]

By Mohamed Basyir - March 19, 2023 @ 8:41 pm

KUALA LUMPUR: The government will be reviewing the monopoly that Touch 'n Go (TnG) has in the country.

During a question and answer session, Prime Minister Datuk Seri Anwar Ibrahim said there has not been a significant improvement in terms of its services since its inception.

"TnG has been in operation for around two decades but there has not been convincing progress.

"You are right (agreeing to the poor TnG service claim), we will have to reconsider (the monopoly)," he said at Dialog Anak Muda Temu Anwar during Youth Empowerment Fair 2023 at Kuala Lumpur Convention Centre here today.

Earlier, one of the participants at the dialogue session highlighted the poor TnG services offered to the people.

The participant proposed for the government to put an end to TnG monopoly.

Earlier this year, the Domestic Trade and Cost of Living Ministry was reported to have said that a special task force to look into people's complaints regarding services provided by TnG would be set up soon.

The complaints were reportedly related to TnG's Visa prepaid cards, difficulties in obtaining TnG cards, Radio Frequency Identification (RFID) problems and unanswered hotlines.



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