## ENHANCING QUALITY IN TRANSFORMING PUBLIC SECTOR AUDITING

## GST Implementation: Challenges and Impact

**WAN LENG WHATT Deputy Director of Customs** 



#### **GST UNIT**

ROYAL MALAYSIAN CUSTOMS DEPARTMENT

12 December 2013
Grand Dorsett Hotel
Subang Jaya

















## **Briefing Agenda**

- 1. Challenges
- 2. GST Impact to Consumers
- 3. GST Impact to Businesses
- 4. GST impact to Government





#### 30 Years towards GST- How We Got There

#### Bold, New Beginnings

Malaysia sends a research team to South Korea to study the potential of GST in implementing a more sustainable, broadbased consumption tax system.



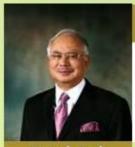
Dato' Seri Anwar Ibrahim

#### **GST Budget** Announcement

On 30 October 1992. Dato' Seri Anwar Ibrahim, then Minister of Finance, announces GST for the 1993 Malaysian budget. It was later deferred

#### Cross-Country Leamings

Malaysia sends a team to visit nations such Australia, New Zealand and Indonesia to further study the mechanics of GST.



Datuk Seri Najib Razak

#### **GST Announced**

On 25 October 2013. Prime Minister Datuk Seri Najib Razak declares GST of 6% in Malaysia. It will commence from 1 April 2015.

1983

1988

1992

2004

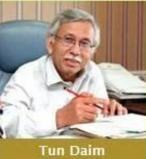
2005

2009

2013

#### **GST First Looks**

On 21 October 1988. Tun Daim Zainuddin. then Minister of Finance, tells the Malaysian public that the government is considering implementing the GST.



Zainuddin

#### **GST Budget** Announcement

On 10 Sept 2004, Dato' Seri Abdullah bin Ahmad Badawi, Prime Minister at the time. announces GST for the 2005 Malaysian budget which would have come into effect by 1 Jan 2007. It was then deferred in 2006 to give time for businesses to adapt to changes in processes and training of personnel.



#### **GST Bill Read In** Parliament

As a step to developing a more effective. efficient and sustainable taxation system, the 2009 GST Tax Bill was tabled for reading at the Dewan Rakvat. It was deferred to ensure laws & regulations relating to the implementation are all in place and the rakvat will be engaged inclusively.





B1- New Straits Times(Business) - Saturday, 18.5.2013

## **3USINESS TIMES**



B1 - The Borneo Post (Business) - Friday, 31 May 2013

#### **Govt will not implement GST** in the near term

CYBERRAYA: The government will not implement the goods and services tax (GSF) in the near term as it is still studying its implications and rate to be imposed.

Second Finance Minister Datuk Seri Ahmad Husni Hanadrish said the government is still amount of the contract of the contract

Hanadriah said the government is stillengaging with politicians, the private sector and the general public before arriving at a decision.
"We are relooking our earlier study by taking a holistic view

the GST from the point of





government, the private sector INTANDEN: Almad Housi sity bestes general

Getting GST acceptance will be tough

HARI- ISNIN TARIKH: 2 APRIL 2012

BRIEF

AKHBAR: THE MALAY MAIL M/SURAT: 11

ADDITIONAL EARNINGS: The goods and services tax will make country more competitive, says Idris Jala

> CHERYL YVON KUALALU

RM27bill Department Datuk Seri Io He said if the GST is i per cent. like Singapore, i ate an additional RM20 b at maturity level.

"What I mean by mate sians start contributing to Idris Jala said the GS1 3 more competitive, noting

13 - The Sun - Monday, 03 June 2013 GST-the political TNT

B1&B2 - The Borneo Post(Business) - Monday, 3.12.2012 Need for comprehensive awareness of GST before implementation – ACCA

by twee Perhadeatis (ACCA), have dedicated much effort to enhance awareness and control to the effort to enhance awareness and control to enhance awareness and comprendicts on the lamphometation of GST into 2001.

#### Creating awareness on important tax matters

• From high bit

This is a matter that goes beyond.

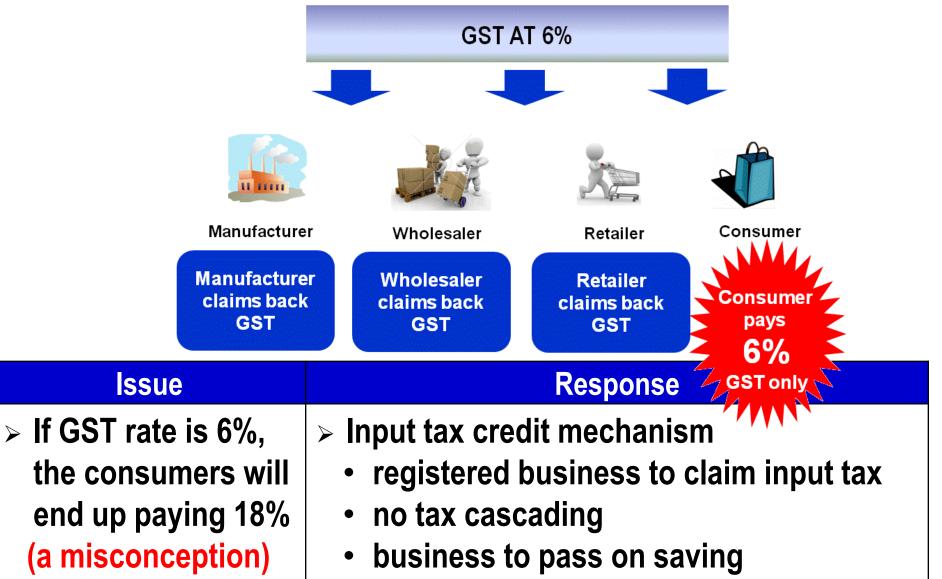
This is a matter that goes beyond being the properties of the prope

No GST this year

KUALA LUMPUR: The proposed Goods and Services Tax (GST) will not be implemented by the government this year, In a statement to The Malay Mail, Pemandu CEO Datuk Seri Idris Jala said the implementation would take place only after at least a year from its announcement date. He was responding to a report which had said GST would be implemented by this year-end. Idris had earlier said the GST would only be implemented after the general election.











A7 - China Press - Monday, 13 May 2013

#### False news of GST implementation

Recently, there's rumours spreading on Facebook saying that government has quietly implemented the GST (Goods and Services Tax). These rumours have been confirmed to be false, the 6% GST on many bills is not the proposed Goods and Services Tax, it is merely the standard Government Services Tax which has been implemented since 1975. Therefore, BN urged netizens to stop posting unverified rumours.

## 消費稅後悄悄落實

#### 網上瘋傳的是政府服務稅

(吉隆被12日讯)在 网上流传已第实的消费税 (GST),实为在1975年 已开始微收的政府服务税 (Government Services Tax)。

政府悄悄落实消费税、面包及汽 油涨价传言,近日被疯传,似真似 假,叫人眼花撩乱。

根据关税局官网资料显示,政府服务税是在1975年服务税法令规定 下徵收的税务,在2011年前,股府服务税及为54,而向顺客微收政府服务税是得到关税局发出执照的餐旅业者。

政府在2011年1月起,将原本征收 SS服务税调至6%。迄今,国内所有 可征税服务(Taxable services) 的服务税(Service Tax),从原有 SS提高至6%。

其中,如原本的电讯领域的服务 税范围已从原本的电話、传真、租 赁电话及宽频流量(Bandwidth), 扩大收费至电视节目,并且加入每 月茶购费中。

根据此前媒体报导指出,2009年 消费税法案是在2009年12月16日由 第二财长拿督斯里阿末胡斯尼在镇 会提是一读。由於国会议员不通过 及提倡各界反对声浪大,致使政府 几度展歷实施消费权频度。

#### 停止造路

此外,国阵也在其面子书上很清,有关服务税是在1975年已实施,而消费税并未在国会通过,并促请有心人士停止遗谣。

另一方面。宏愿理財机构税务与 財务规划总监查督察兆源里前接受 《中国报》。访问时也强调、落实前 指令工工证证"一夜间"生效、落实前 第在国会上三读消费税法案、通过 局给任效。

他估算。若国会今年6月开会。消费税法案周通过后,重新是至国会进行三读。消费税真正高实日不可能快过明年6月,甚至可能拖至2015年初,即18个月后才可正式执行。



■国阵在其面子书上澄清,有关服务税是在1975年已实施,而消费税并未在国会通过。

#### Issue

The Government has quietly implemented GST

#### Response

- Sales Tax or Government Service Tax
  - sales tax and service tax have been implemented since 1972 and 1975 respectively





07 - (Bangkit)Harakah - Monday, 22 April 2013

#### Mata pisau GST bakal kerat leher rakyat

KUALA LUMPUR: Umno-BN dijangka akan "sembelih" rakyat dengan melaksanakan Cukai Barangan dan Perkhidmatan (GST) jika rakyat terus salah memberi mandat kepadanya lagi pada PRU13.

Najib Tun Razak sebelum ini bermain wayang dengan rakyat apabila enggan mengumumkan pelan pelaksanaan atau tarikh pelaksanaan sebenar GST.

Malah, manifesto fotostat BN yang mengandungi 17 ini, kira-kira 10 juta rakyat teras itu langsung tidak menyentuh pelaksanaan cukai baru layak membayar cukai akan tersebut.

Sebaliknya, tindakan Umno -BN menunda cukai yang membebankan rakyat sebelum berlangsungnya pilihanraya ielas mereka hanya takut 'bahasa undi' bukannya khuatir tentang kesejahteraan seluruh rakyat.

percukaian bukan rang undang-undang yang dirangka dengan teliti kerana majoriti rakyat negara ini tergolong dalam kategori gaji rendah yang dikecualikan dari membayar cukai pendapatan.

Buktinya, hanya 1.7 juta rakyat Malaysia dianggarkan layak membayar cukai penda-

lika Umno-BN dibiarkan menang lagi dalam PRU13 Malaysia yang selama ini tidak terpukul dengan bebanan cu-

Justeru, mengundi Umno-BN samalah seperti menyerahkan tengkuk rakvat berpendapatan rendah untuk disembelih dengan pelaksan-



#### ssue

ST will burden the consumers

#### Response

- GST to replace sales tax and service tax
- consumers are now paying sales tax and service tax
- no GST on basic food, water and electricity
- public transport, health, education, residential house and toll highway are exempt

12 - Utusan Malaysia - Monday, 03 June 2013

#### GST bukan tambah cukai, rakyat perlu maklumat

BERAKHIR sudah Pilihan Raya Umum ke-13 (PRU13) di mana Barisan Nasional (BN) kekal sebagai parti yang mendapat mandat untuk memerintah negara untuk li-ma tahun lagi. Abaikan tindakan pihak-pihak yang tidak dapat menerima keputusan pilihan raya itu. Rakyat Malaysia seharusnya memberi sokongan kepada peme rintah dalam perkara-perkara ma kruf sesuai dengan tuntutan agama Islam. Kini BN juga perlu terus fokus untuk melaksanakan 'Aku Janji' mereka semasa berkempen tempoh hari

Antara fokus kerajaan dalam 'Aku Janji' berkenaan adalah un-tuk membina ekonomi mapan, di-namik dan inovatif. Ini termasuklah dengan membuat pembaha-ruan dalam struktur cukai sedia ada ke arah sistem percukaian yang lebih terbuka serta mengu-rangkan cukai individu dan koporat secara berperingkat-pe-

ringkat. Bukan rahsia lagi bahawa kerajaan sejak tahun 90-an telah bercadang untuk melaksanakan Cukai Barangan dan Perkhidmatan atau Goods & Services Tax (GST) bagi menggantikan Cukai Jualan dan Cukai Perkhidmatan yang sedang diguna pakai kini. Walau bagaimanapun, cadangan ini senyap kerana kerajaan pada masa itu menganggap bahawa ra-

kyat belum bersedia. Begitu juga sekitar beberapa ta-hun yang lepas, kerajaan telah menguar-uarkan untuk melaksanakan GST dan undang undang telah pun dibacakan di Parlimer kali pertama pada tahun 2009. Disebabkan cukai adalah isu sensitif kerana melibatkan 'poket' rakyat, maka pelaksanaannya se-hingga kini masih lagi tertang-

Kini setelah PRU-13, cakap-ca-kap mengenai GST kembali mun-cul. Di pihak kerajaan, menteri telah bercakap mengenai manfaatnya. Manakala di pihak pembangkang pula mula memperka-takan keburukan dan bercadang untuk menghapuskannya. Sama ada GST memberi manfaat atau keburukan, maka maklumat yang tepat haruslah disampaikan ke-

Rakyat kini masih lagi berada

kurang penerangan, kajian serta forum berkaitan GST diadakan oleh kerajaan, Ini mengakibatkan rakyat gagal memahami justifika-si pelaksanaan cukai baru ini tanpa menyedari bahawa lebih daripada 140 negara di seluruh dunia telah melaksanakan GST, termasuk jiran-jiran ASEAN kita seperti Singapura, Vietnam dan

Ramai yang masih tidak tahu bahawa GST akan menggantikan Cukai Jualan dan Cukai Perkhid matan sedia ada dan bukan me-nambah cukai sedia ada. Ramai yang masih tidak tahu bahawa pada masa kini mereka sedang membayar cukai walaupun ia ti dak dipamerkan di dalam resit-re sit pembelian. Masih ramai tidal mengetahui bahawa GST bakal menghapuskan cukai berganda yang mengakibatkan harga bara-

ngan menjadi lebih tinggi. Rakyat terbanyak juga keliru dan tidak dapat membezakan an tara Service Tax' dan Service Char ge. Ada juga yang keliru apakah rament Service Tax dan GST merupakan cukai yang sama se-

man-laman sosial kerana mani-Paling merisaukan pengguna adalah kesan pelaksanaan GST ke atas mereka sama ada ia akan me-

naikkan atau menurunkan harga ang. Di kala kakitangan agensi pelaksana GST diberi kursus bahawa GST bakal dilaksanakan pada kadar permulaan 4%, terdapat pula kenyataan dari menteri yang mengatakan bahawa GST pada kadar 7% bakal memberi impak positif kepada negara. Wa-laupun saya cenderung mempercayai bahawa beliau mengambil contoh kadar GST di Singapura, tidak dinafikan ia memberi kegusaran kenada rakyat kerana ada ang menganggap kadar itu agak tinggi sebagai permulaan.

Oleh itu, saya menyarankan agar kerajaan melalui agen-si-agensi berkenaan menganda-kan usaha untuk menyalurkan maklumat kepada rakyat berkenaan GST seperti rencana, kajian, soal selidik, forum, pengalaman negara-negara yang telah melak sanakan cukai ini. Ini termasuk-lah manfaat-manfaatnya, kaedah

serta perkhidmatan yang dikecua-likan dari cukai dan lain-lain la-

mempunyai maklumat yang cukup sebelum menerima ses sistem. Ini diburukkan lagi dengan jentera-jentera peopaganda pembangkang yang memanipu-lasi isu ini untuk meningkatkan populariti dengan memberi gam-baran salah tentang GST.

Ini menunjukkan sebenarnya isu GST jika diuruskan dengar baik, bakal diterima dengan baik juga oleh rakyat. Ini termasuklah fakta kajian yang dipaparkan di laman sesawang GST bahawa akan berlaku purata penurunan harga barangan keperluan jika GST di-laksanakan. Sebagai langkah tambahan, kerajaan juga harus me ngeluarkan harga 'simulasi' be rangan keperluan di Malaysia jika GST dilaksanakan. Ini bakal meningkatkan kefahaman dan soko ngan rakyat terhadap pelaksana

KHAIRUL AZHAR

N25 - Harakah - Monday, 03 June 2013



#### Rakyat bakal rasai kesan pelaksanaan GST

BUKIT MERTAJAM: Begu kabinet baru diumum kan Perdana Menteri,

kerajaan BN sudah menguar-uarkan cadang Barangan dan Perkhidmatan (GST) bagi me dana negara, kata Ketua Umum KeADiLan, Dato' Seri Anwar Ibrahim.

Membidas kenyataan Menteri di Jabatan Perdana Menteri, Dato' Seri Idris Jala bahawa GST boleh menjamin pendapatan tambahan sebanyak RM20 bilion hingga RM27 bilion, Ahli Parlimen Permatang Pauh itu berkata, penguat kussaan GST tidak 'didendangkan' BN pada musim pilihan raya umum.

Bagaimananun nya cadangan itu dilontar nteri kabinet Nalib.

minggu pembentukan kabinet, mereka sudah bercakap mengenai GST Bagi mereka GST perlu untuk mengimbangkan dana yang sudah kurang ekoran keluar terlalu ba nyak masa pilihan raya umum lalu.

"Rakyat yang meme nangkan mereka akan merasainya sekarang," jelas beliau ketika berucap di mailis Jamuan Kmenangan Rakyat di Kubang Semang, dekat sini, baru-baru ini.

Ujar Anwar, rakyat marhaen yang mengundi BN pasti 'berkerut muka' kerana tertipu dengan janji manis BN ketika pilihan raya umum lalu

Kebanyakan rakyat biasa, jelasnya merasakan kenaikan harga barangan tidak menjejas kan kehidunan mereka.









A Kadir Jasin

Oleh Kunta Kinte Dalam EH ya

RUKUN NEGARA

KESETIAAN KEPADA

RAJA DAN NEGARA

accepted. Thank you]

[NO anonymous comments. Please use Google Account, OpenID or Name/URL. Pseudonym

LET us hear some intelligent and productive

Rakyat is now more balanced than ever – 133 Barisan Nasional vs 89 Pakatan Rakyat.

Let them begin by debating the good and bad of a

very important fiscal measure the government has

been proposing for decades, i.e the Goods and

debates when the new Parliament sits!

We cannot expect anything less since the Dewan

#### Issue

Implement GST when Malaysia is a high income nation

#### Response

- > 160 nations have implemented GST/VAT
  - many South American, African and Asian countries have implemented GST/VAT
  - in ASEAN region, only Myanmar, Brunei and Malaysia has not implemented GST

## 160 countries implementing GST/VAT





No. of countries = 19
Highest tax rate = 17.5%
Lowest tax rate = 5%

#### **SOUTH AMERICA**

No. of countries = 11 Highest tax rate = 22% Lowest tax rate = 10%

#### **EUROPE**

No. of countries = 53
Highest tax rate = 27%
Lowest tax rate = 5%

#### Laure

No. of countries = 19 Highest tax rate = 20% Lowest tax rate = 5%

**ASIA** 

#### ASEAN

No. of countries = 7
Highest tax rate = 12%
Lowest tax rate = 7%

#### **AFRICA**

No. of countries = 44
Highest tax rate = 20%
Lowest tax rate = 5%

#### **OCEANIA**

No. of countries = 7 Highest tax rate = 15% Lowest tax rate = 5%





# 2

# **GST Impact**To Consumers



relieve tax

burden of

consumers

## **GST Impact on Consumers**



#### Getting the tax accepted and relieve consumers' concerns

#### **Zero-rated supply**

## Agriculture

& fresh vegetables

Foodstuff – rice, sugar, table salt, plain flour, cooking oil

## Livestock supplies – meat, muttons, swine

Poultry & eggs

#### Fish, prawn, cuttlefish, crabs, oyster, cockles, etc

Supply of the first 200 units of electricity to domestic users

#### Supply of the first 35m³ of water to domestic users

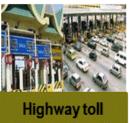
Exported goods and services

#### **Exempted supply**





















### **GST Impact on Consumers**



#### Getting the tax accepted and relieve consumers' concerns

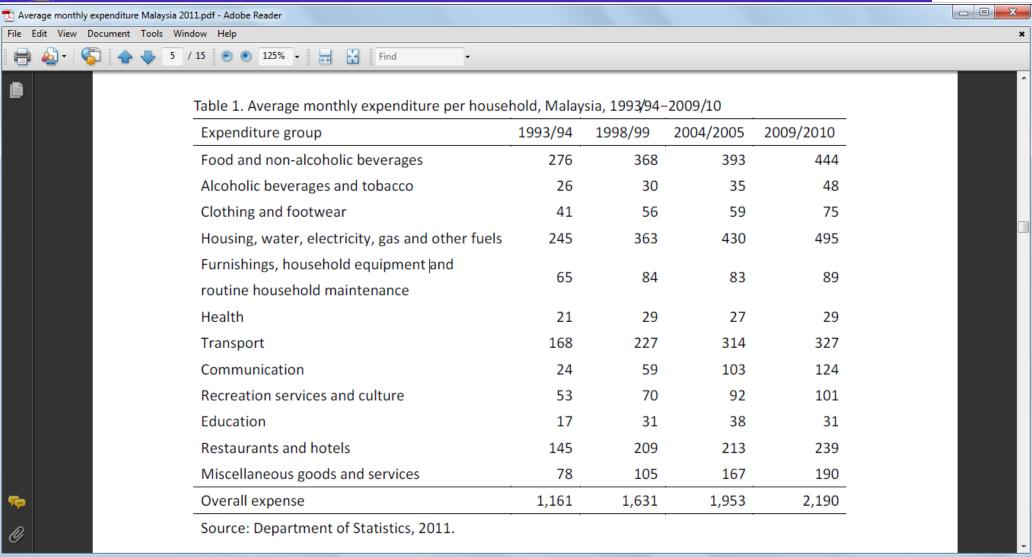
relieve tax burden of consumers

- zero rate basic food, water and electricity
- exempt public transport, health, education, toll highway and residential property
- conduct studies on household expenditure and GST impact



## Household Expenditure







🔺 😽 📶 🕩 🖺



## **GST** Impact on Consumers



#### Getting the tax accepted and relieve consumers' concerns



# ARE YOU AWARE THAT YOU HAVE BEEN PAYING SALES TAX AND SERVICE TAX???



#### **Goods with Sales Tax**











5%











## **Goods with Sales Tax**







#### **Goods with Service Tax**





Restaurant



HOTEL









**Motor Repair Centre** 



**Security Services** 



### **GST Impact on Consumers**



#### Getting the tax accepted and relieve consumers' concerns

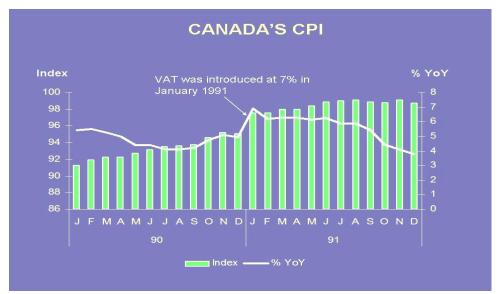
# relieve tax burden of consumers

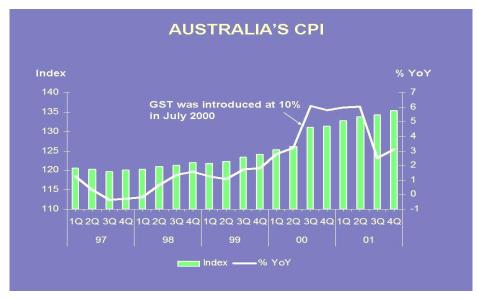
- zero rate basic food, water and electricity
- exempt public transport, health, education, toll highway and residential property
- conduct studies on household expenditure and GST impact
- consumers have to pay sales tax and service tax on their consumption
- minimal GST impact on lower income group
  - one time CPI impact

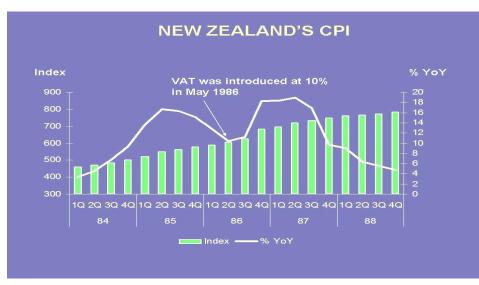


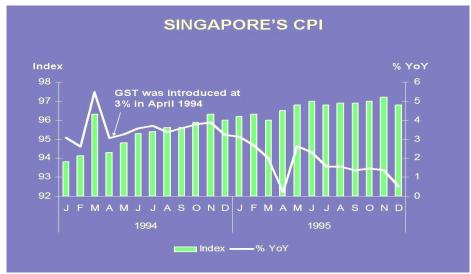
## Inflation – Other Countries Experience













#### **GST Impact on Consumers**





Food & non alcoholic beverages

Coffee, tea, cocoa & non-alcoholic beverages

mineral water (500ml bot)

Rice, bread & other cereals

cordial (840ml bot)

wheat flour (kg)

beef local (kg) pullet (chicken) (kg)

mango juice (11 pack)

rice super 5% local (kg)

soft drink carbonated (325ml tn)

1. enforcement of anti profiteering legislation



**NEW PRICE** 

1.01

1.21

9.12

3.87

1.90

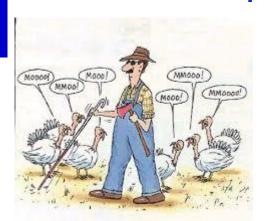
1.76

16.09

control excessive profiteering



2. extensive consultation and awareness programs



4. shopper's guide to be distributed to consumers

0.97

1.26

9.51

3.88

1.90

1.76

16.12

5.62

0.04

-0.05

-0.39

-0.01

0.00

0.00

-0.03

3.7%

-4.1%

-4.1%

0.4%

-0.2%

-0.2%

-0.2%

3. relief to selected groups of persons

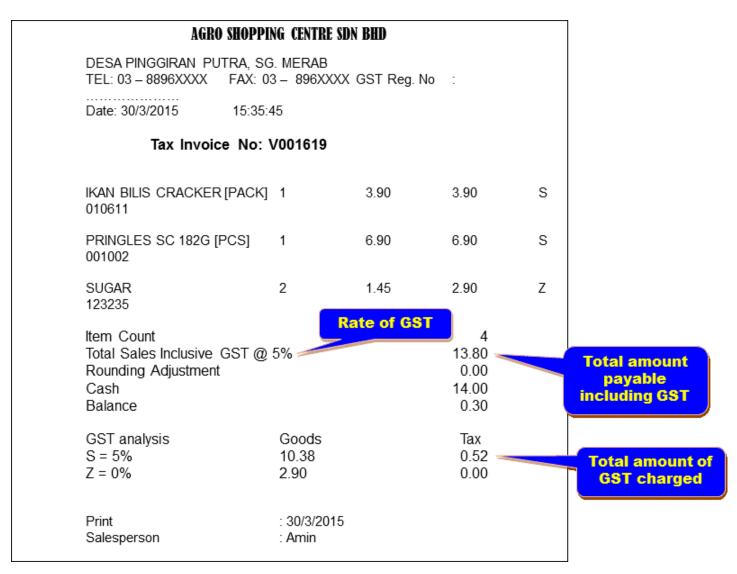


### **GST Impact on Consumers**



# transparent pricing

- consumer knows whether the item is taxable or not
- consumer knows the tax elements in the price they paid





## **GST Preparation for Consumers**



- 1. BE AN INFORMED CONSUMER
- 2. UNDERSTAND GST MECHANISM
- 3. CHECK WHETHER
  BUSINESS IS
  REGISTERED FOR GST
  - 4. CHECK WHETHER
    GOODS ARE SUBJECT
    TO GST

- 5. COMPARE PRICES
- 6. USE YOUR CONSUMER'S POWER
- 7. ASK FOR RECEIPTS AND EXAMINE PRICE
- 8. BUY FROM FAIR PRICE SHOPS
- 9. BE THRIFTY
  - 10. REPORT BUSINESSES
    MAKING EXCESSIVE
    PROFITS

Jadilah pengguna yang bijak :)





# 3

# GST Impact To Businesses



## **GST Impact on Businesses**



### Getting the businesses ready and lowers cost

reduce cost of doing business

- saving in non capital inputs and special refunds
- inputs are claimable and avoids tax cascading
- less bureaucracy and red tape

cash flow and compliance cost

- special schemes and fast refunds
- small businesses out of the system (high threshold)
- free or subsidised accounting software
- tax packages to be given



### **GST Impact on Businesses**



#### Getting the businesses ready and lowers cost

## competitive in business

- zero rate exports of goods and services
- goods and services becomes more competitive in international markets

# Tourist Refund Scheme

- encourage tourist spending in Malaysia
- growth in tourism



### **GST** Preparation for Businesses



- initiate preparatory sessions
- education and consultation
  - staff understanding of GST
  - > review employee benefits, incentives and reward scheme
  - price review
- system development
  - > system processes
    - print receipts with GST amount
    - issue GST invoice
    - claim for refunds and bad debts
    - prepare GST returns and make adjustments
  - > approach internally, vendor, COTS







# GST Impact To Government



## **GST Impact on Government**



#### Getting the Government ready and enhance compliance

# enhance compliance

- hidden economy will resurface
- immigrants and illegals will have to pay GST
- increase collection of tax revenue

# exports become competitive

- Malaysia is an open economy
- exports are major component of economy

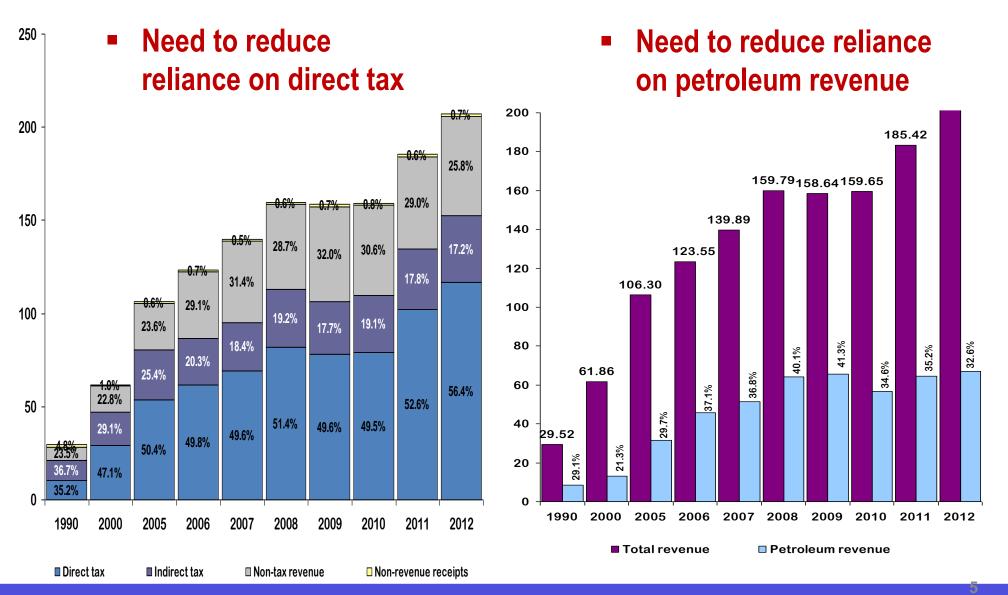
## good revenue mix

heavy reliance on direct taxes and petroleum



## **GST Impact on Government**







## **GST Impact on Government**



#### Getting the Government ready and enhance compliance

# good revenue mix

- heavy reliance on direct taxes and petroleum
- opportunity to reduce corporate tax and personal income tax

## address SST weaknesses

- minimise tax cascading
- overcome transfer pricing and value shifting
- discourage smuggling



### **GST** Preparation for Government



## Federal & State Government

## Local Authority & Statutory Body

#### Out of scope

All supplies by Federal & State Government

Supplies made in the regulatory and enforcement (R&E) functions e.g. assessment rate collection, issuance of licenses, penalty

## Subject to GST

Supplies that have been directed by Minister in the GST (Government Taxable Supply)
Order

e.g. supply made by RTM, Prison Department

Non R& E functions i.e. business activities

e.g. rental facilities

#### **Acquisitions**

- Need to pay GST on their acquisitions
- Relief on selected goods
- Need to pay GST on their acquisitions
- Relief on selected goods



## GST Preparation for Government



#### **Activities made**

- whether activities are taxable or not taxable (out of scope)
- if taxable, whether standard rate, zero rate or given relief

#### **Expenses**

- review expenses
- prepare to ask extra allocation to cover GST payment
- apportion claim for input tax



### **Comments and Enquiries**





i) Ketua Setiausaha
Perbendaharaan Malaysia
Pajabat Pelaksanaan GST
Komplek Kementerian Kewangan
No.5, Persiaran Perdana
Pusat Pentadbiran Kerajaan Persekutuan Malaysia
62596 PUTRAJAYA
Tel: 03-88823000

ii) GST PORTAL www.gst.customs.gov.my

iii) Customs Call Centre (CCC)

Tel: 03-88822100 or 1-300-888-500

Fax: 03-88822132

Email: ccc@customs.gov.my





# Thank You

Wan Leng Whatt

Deputy Director of Customs
GST Unit

**Royal Malaysian Customs Department** 

Tel: 03-88822424

Email: lengwhatt.wan@customs.gov.my