



# Persatuan Pengguna Pulau Pinang Consumers Association of Penang

檳城消費人協會 பிளாங்கு பயனீட்டாளர் சங்கம்

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## Press Statement

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### **Making MySejahtera mandatory is victimising the non-IT savvy and the poor**

The Consumers Association of Penang (CAP) strongly disagrees with the Malaysia National Security Council (MKN)'s implementation of MySejahtera as the only means for contact tracing. Subsequently a supermarket in Penang no longer provides a logbook for its customers and the customers were prevented from entering the supermarket when they failed to scan the MySejahtera QR code. This has caused much inconvenience and frustration to the affected customers.

This is the outcome of the announcement on 9 February 2021 by Senior Minister Datuk Seri Ismail Sabri Yaakob that MySejahtera logging is mandatory effective from 10 February. People failing to comply with the new ruling shall be fined RM1,000. An exception is given to areas without internet service such as in kampungs and the interior.

By imposing such a ruling, it is causing great inconvenience to those who do not own a handphone or having a basic handphone (without internet capability). There are some others who may either have a smartphone but without subscribing to any internet package, having a smartphone with limited memory space, or those who are less savvy with Information Technology (IT) applications. It is evident that the government had not considered the plight of these people.

The government cannot expect the elderly and the poor to switch over to using smartphones because they may have problems in acquiring new skills, and some may not even have the financial means to acquire a smartphone and an internet package which requires monthly subscription. The government has been silent on how people who do not own a smartphone are going to log their visits, failing which they will be fined.

By imposing such a ruling, the government is victimising people who do not own a smartphone. In fact, the government is depriving people without a smartphone from going anywhere, including to purchase essentials for the household. We urge the government to reconsider such a decision.

**MOHIDEEN ABDUL KADER**

**President**

**Consumers' Association of Penang**