



# 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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### CONSUMERS FLEECE BY INACCURATE WEIGHING SCALES

Consumers' Association of Penang (CAP) urges the Ministry of Domestic Trade, Cost of Living to conduct checks and take action against wet market traders using inaccurate mechanical weighing scales (with dial indicators on both sides of the machine) to short-weight consumers.

Our recent survey of all the wet markets in Penang showed that some of the weighing scales have their calibration stickers displayed away from the consumers. In fact, the calibration sticker should be visible to consumers so that they are assured of the accuracy of the weighing scale and if it is fit for use in business. Those who used uncalibrated weighing scales would be violating the Weights and Measures Act 1972.

Under the Law, traders should send their weighing scales for re-calibration annually. The Ministry should seriously consider printing the year of calibration in large bold fonts on the calibration sticker for easy reading by the consumers.

The traders must be reminded that the side of the weighing scale with the calibration sticker be clearly displayed, facing the consumers.

Recently KPDNKK has taken action against the trader at Kota Bharu for using faulty weighing scales.

The Ministry must also ensure that every market has two public weighing scales (one of which is meant for halal items) for consumers to verify the weight of their goods if they have any doubts. Contact numbers should also be provided where the public weighing scales are so that consumers can call if they have any complaints such as short-weight, price hike of essential items or unhealthy business practices.

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