



**COMPLAINTS BUREAU DECISION FOR YEAR 2008**

NO.	DATE RECEIVED	COMPLAINANT	RESPONDENT	CASE REMARKS	Decision of the Complaints Bureau
1.	18-Jan-2008	<b><u>Malaysian Communications and Multimedia Commission (MCMC)</u></b>	<b><u>Fly FM</u></b>	<b><u>Complaint on Fly FM's Sport Segment</u></b>  A complaint was made regarding a broadcast of FLY FM's sports segment which inappropriately used the word 'monkey' in a comment made against a football player by the name Emmanuel Adebayor.	The Complaints Bureau had issued a caution and advised the radio station to be mindful of such offensive implication in future commentaries. The radio station was reminded to ensure strict adhere to the Malaysian Communications and Multimedia Content Code at all times.
2.	18-Feb-2008	<b><u>Malaysian Communications and Multimedia Commission (MCMC)</u></b>	<b><u>DiGi</u></b>	<b><u>Complaint on Unsuitability of Content on DIGI's Chinese New Year Advertisement</u></b>  A complaint was made on DIGI's Chinese New Year advertisement where the messages that were transmitted to general public were alleged to be indecent.	The Complaints Bureau had issued a caution and advised the respondent to be mindful of offensive implication in future advertisement productions since the Respondent had confirmed that the advertisement has not been on air and they have no plans to use the footage again.
3.	6-Mar-2008	<b><u>Mr.Kumaran Ramasamy</u></b>	<b><u>ASTRO</u></b>	<b><u>Complaint on BN Advertisements in ASTRO Channels</u></b>  The Complainant claimed that being a Pay Per View TV, Astro channels shall not include any commercial advertisements. The Complainant demanded for a refund for the month of March 2008.	The complaint was escalated to the attention of the MCMC as it is beyond the scope and purview of the Complaints Bureau. Additionally, the case was forwarded based on the advice of the MCMC where matters pertaining to sensitive political issues and national security would be best handled by the Commission.
4.	20-Mar-2008	<b><u>Chin Sheng Shan</u></b>	<b><u>Telekom Malaysia</u></b>	<b><u>Complaint on Telekom's Bad Services</u></b>  The Complainant claimed that the Telekom Malaysia (TM)'s services was disconnected temporarily and was not restored as communicated earlier by the Respondent. The Complainant had requested for a compensation from the Respondent with regard to this matter.	The Complaints Bureau referred the matter to TM Customer Support department as the matter is not content related. The complaint was dismissed.
5.	23-Mar-2008	<b><u>Dr Fadhullah Suhaimi</u></b>	<b><u>Colgate-Palmolive</u></b>	<b><u>Complaint on Colgate-Palmolive's TV Commercials</u></b>  The Complainant claimed that Colgate Palmolive had emphasized on the excessive use of 'Halal' element and	The Complaints Bureau has no further issues against Colgate-Palmolive after deliberated upon the contents of the TV commercials and explanation provided by the Respondent. The complaint was treated as closed.



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				the endorsement of the religious authority on its product.	
6.	31-Mar-2008	<b><u>Mr.Donald GH Tan</u></b>	<b><u>TM</u></b>	<b><u>Complaint on Telekom's Product/Services</u></b>  The complainant claimed that he had paid for the upgrading of a new package offered by TM but it was not accessible for several days.	The complaint was referred to Telekom Malaysia for the company's attention as it was not related to content and therefore was dismissed.
7.	15-Apr-2008	<b><u>Ms. Sally Chee through Advertising Standards Authority (ASA)</u></b>	<b><u>Cerebos (Malaysia) Sdn Bhd</u></b>	<b><u>Complaint on Brand's bird's nest commercial ad in TV</u></b>  The Complainant had alleged that the advertisement gave a perception that women need to consume bird's nest drinks to preserve their youth, at least 20 years younger than their actual age without any scientific/medical evidence to support the claim. The Complainant felt that the brand product owner should not continue to deceive the public in its advertisement.	The Complaints Bureau was on the opinion that the TV commercial only contained an exaggerated creative expression and was not intended to mislead the public. The Complaints Bureau had no further issues to raise against Cerebos (Malaysia) Sdn Bhd and treated the case as closed.
8.	28-Apr-2008	<b><u>Mr.Patrick Wong Yih Yan</u></b>	<b><u>DIGI</u></b>	<b><u>Complaint on Bad service provided by DIGI Telecommunications Sdn. Bhd</u></b>  The Complainant claimed that the call barring imposed on his account were not being handled properly by DiGi's customer service department. The Complainant's had claimed that he was not informed on the status of his account in detail by DiGi.	The Complaints Bureau referred the complaint to the MCMC as the matter was relating to matters pertaining to services.
9.	28-Apr-2008	<b><u>Ms Loh Chong Yeen</u></b>	-	<b><u>Complaint on SMS spam targetting minors</u></b>  The Complainant lodged a complaint regarding SMS spam received on her Maxis mobile account.	The Complaints Bureau referred the matter to MCMC as the matter was not within the scope and purview of the Bureau.
10.	13-May-2008	<b><u>CMCF Executive Office</u></b>	<b><u>CARI Forum</u></b>	<b><u>Complaint on Misuse of CARI Forum by Opposition parties</u></b>  The CMCF Executive Office on its daily monitoring activity had spotted an inappropriate post on CARI	The complaint was escalated to the attention of the MCMC as it is beyond the scope and purview of the Complaints Bureau. Additionally, the case was forwarded based on the advice of the MCMC where matters pertaining to sensitive political issues and national security would be best handled by the Commission.



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				Chinese Forum (political section) by a section of political supporters whereby they had shown their intentions to create a conflict between the public and the police enforcement team. The Complainant's username; 'MILOLOW' was banned after advising the public to be patience and not to resort to any violence.	
11.	14-May-2008	<b><u>Dr.Kiranjit</u></b>	-	<b><u>Complaint on SMS Spam</u></b>  The Complainant lodged a complaint regarding an SMS spam received by her.	The complaint was referred to the MCMC. The Bureau had received a reply from the MCMC with an advice to the public not to give in any personal particulars to senders of spammed SMS and ignore such SMSes.
12.	15-May-2008	<b><u>Mr.L L Tan</u></b>	<b><u>Jaring &amp; TM</u></b>	<b><u>Complaint on the Problem to Access E-mail through Jaring and Streamyx</u></b>  The Complainant had alleged on having problems downloading and sending e-mails through his Streamyx and Jaring accounts.	The Complaints Bureau had decided that the matter was not under CMCF's purview and the complaints were forwarded to TM and Jaring for their further action.
13.	15-May-2008	<b><u>Pn.Fazilah</u></b>	-	<b><u>Complaint on SMS Spam</u></b>  The Complainant lodged a complaint regarding on an SMS spam received by her.	The matter was referred to MCMC where the Commission had replied and advised to ignore the SMS as it was a scam. A newspaper cutting in regards to the scam was enclosed in the advice that was sent to the Complainant.
14.	27-May-2008	<b><u>MCMC</u></b>	<b><u>Malaysia Society Weblog</u></b>	<b><u>Complaint on "Malaysia Society Weblog"</u></b>  The Complainant claimed that the Malaysia Society Weblog contained discussion on sensitive issues pertaining to race and religion.	The Complaints Bureau referred the matter to MCMC as it involves sensitive issues.
15.	27-May-2008	<b><u>Ms.Uma Devi</u></b>	<b><u>ASTRO</u></b>	<b><u>Complaint on ASTRO Services</u></b>  The Complainant lodged a complaint regarding services provided by ASTRO.	The Complaints Bureau referred the matter to ASTRO as the matter was not within the purview of the Bureau and treated the case as closed.



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16.	10-June-2008	<b><u>Mr.Nathar Mohammed</u></b>	<b><u>CELCOM</u></b>	<b><u>Complaint on "Celcom's 100 Days 100 Cars" Contest</u></b>  The Complainant lodged a complaint regarding the Celcom's contest where the Complainant felt misled, cheated and deceived. The Complainant also stated he received an SMS announcing him as a winner but it was not true and end up in barring his Celcom subscription.	The Complaints Bureau referred the matter to the Commission as the authority was already deliberating on the SMS contest at that time.
17.	18-June-2008	<b><u>Ms. Chan Chiew</u></b>	<b><u>Cerebos (Malaysia) Sdn Bhd</u></b>	<b><u>Complaint on Brand's Chicken of Essence Advertisements on Television</u></b>  The Complainant lodged a complaint on two Brand's Chicken advertisements which the storyline is not genuine and has a negative influence on children.	The Complaints Bureau no further cause to pursue the case since it was found that there the advertisement content contained no element intended to mislead the public or to promote any negative influence.
18.	19-June-2008	<b><u>Celcom through ASA</u></b>	<b><u>DIGI</u></b>	<b><u>Complaint on DiGi's Data Plan Comparison Table on DiGi's Website</u></b>  The Complainant lodged a complaint based on the information provided under DiGi's website's Frequently Asked Question (FAQ) section which was alleged to be inaccurate and misleading.	The Complaints Bureau has no further issues to raise against DiGi since CELCOM (Complainant) had informed that the alleged content in the DiGi's website were removed.
19.	2-July-2008	<b><u>En. Buhaiqi</u></b>	<b><u>ruaikitai.com</u></b>	<b><u>Complaint on www.ruaikitai.com Website</u></b>  The Complainant lodged a complaint on a blog which contains sensitive issues pertaining to religion and issue of promoting the disjoining the state of Sarawak from Malaysia.	The case was closed since the complained article had been removed from the website and the website moderator had apologized on the matter.
20.	25-Aug-2008	<b><u>CMCF Executive Office</u></b>	<b><u>NSTP e-Media</u></b>	<b><u>Complaint on Alcoholic Beverages Brand Advertisement in NST Online News Portal</u></b>  The CMCF Executive Office on its daily monitoring activity had spotted a pop-up advertisement made by an alcoholic beverages brand in the News Straits Times and	The Complaints Bureau had referred the matter to the MCMC since NSTP e-Media did not reply after being granted with a time extension to respond.



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21.	22-Sept-2008	<b><u>En. Mohd. Hisham Abu Bakar</u></b>	<b><u>Tan Chong Motors</u></b>	<b><u>Complaint on Nissan Grand Livina TV Commercial</u></b>  The Complainant lodged a complaint on the unsuitability of Nissan Grand Livina TV Commercial which shows more than two (2) people riding a motorbike. It was alleged that the content depicted in the advertisement promotes unsafe habit while riding a motorcycle.	The Complaints Bureau is of the opinion that the advertisement had not breached any provision of the Content Code and the complaint was treated as closed.
22.	22-Sept-2008	<b><u>En. Mohd. Hisham Abu Bakar</u></b>	<b><u>Proton</u></b>	<b><u>Complaint on Proton TV Commercial</u></b>  The Complainant lodged a complaint on a Proton TV commercial content which was alleged to be unsuitable to Muslim viewers.	The Complaints Bureau found the advertisement did not breach any provisions of the Content Code and treated the matter as closed.
23.	12-Oct-2008	<b><u>Mr. BH Soh</u></b>	<b><u>CELCOM</u></b>	<b><u>Complaint on Advertisement in Celcom's Website</u></b>  The Complainant lodged a complaint on Celcom's website which featured a service that has been suspended since 2007. The Complainant had informed that the service should be taken out of the website or there should be some notification on the website on the expiry of the service.	The Complaints Bureau had treated the matter as closed since the e-mail to the SMS service has been suspended by Celcom and the said advertisement in the Celcom's website has been removed.
24.	17-Oct-2008	<b><u>MCMC</u></b>	<b><u>8TV</u></b>	<b><u>Complaint on Inappropriate Content on Television</u></b>  The Complainant lodged a complaint regarding the inappropriate content in an SMS Chat Show on 8TV via Late Nite Juke Box show on 25 September 2008.	The Complaints Bureau has decided that the matter had breached the provisions of the Content Code and fine of RM 5000 was imposed on the television station.
25.	6-Nov-2008	<b><u>Malayan United Management Sdn Bhd</u></b>	<b><u>iProperty.com</u></b>	<b><u>Complaint on iProperty.com Sdn. Bhd.</u></b>  The Complainant lodged a complaint with regard to an unauthorised listing of the Corus Hotel located in Kuala Lumpur by iProperty.com Sdn. Bhd.'s website.	The Complaints Bureau has decided that there was no further cause to pursue the case due to iProperty.com's website's owner initiative in which they had taken all necessary steps to remedy the wrong/false listing appearing on their website.



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26.	12-Nov-2008	<b><u>MCMC</u></b>	<b><u>TV3</u></b>	<b><u>Complaint on Interview with Puan Ampuyin on TV3</u></b>  The Complainant lodged a complaint on an interview with one Puan Ampuyin where TV3 was alleged to take advantage out of Puan Ampuyin during the interview session and the segment was not conducted in a fair and accurate manner.	The Complaints Bureau in opinion that TV3 had featured the story of Puan Ampuyin in line with its social corporate responsibility and had no intention to mislead any viewers but to help Puan Ampuyin and her two disable daughters. The Complaints Bureau had decided that there is no further cause to pursue the matter
27.	10-Dec-2008	<b><u>Mr Abdelkarim Ahmad</u></b>		<b><u>Complaint on the Content of website www.mein-parteibuch.com</u></b>  The Complainant lodged a complaint on a website; www.mein-parteibuch.com which allegedly incited hatred against Muslims because it openly supported the abusive cartoons of the Prophet Mohammed published in European newspapers in the year 2007 and 2008.	The Complaints Bureau had requested further information to investigate the matter and since the Complainant did not reply within the stipulated time frame, the matter was treated as closed.