



COMPLAINTS BUREAU DECISION FOR YEAR 2009

	DATE RECEIVED	COMPLAINANT	RESPONDENT	CASE REMARKS	Decision of the Complaints Bureau
1.	19-Jan-2009	<u>A Member of the Public</u>	<u>TV3</u>	<p><u>Complaint on Buletin Utama News Programme</u></p> <p>The Complainant had claimed that there were several discrepancies in the Buletin Utama programme which was stated as follows:</p> <p>(i) Buletin Utama seems to be biased towards Barisan Nasional in their news coverage;</p> <p>(ii) Buletin Utama also put too much emphasis on the advertisers to the extent of ignoring the viewers; and</p> <p>(iii) The news content was overtly sensational until it was no longer news as it was before but more into "Melodi" (TV3's entertainment programme) style.</p>	The Complaints Bureau has found that the Complainant had failed to respond to the Bureau's request to assist in its deliberation and therefore has applied the provision of Part 8, Paragraph 4.2 of the Content Code. In view of that, the case has been dismissed.
2.	20-Jan-2009	<u>CMCF Executive Office</u>	<u>STAR ONLINE</u>	<p><u>Advertisement of An Alcoholic Beverages Brand in The Star Online Website</u></p> <p>The CMCF Executive Office had spotted an advertisement featured in the Star Online website which had directly portrayed an alcoholic beverages brand and provided a direct link to the official website of the brand. This appears to be in contravention of the principles underlined in the Content Code.</p>	The Complaints Bureau has issued a reprimand letter to the Star Online by advising the company not to repeat the posting of such advertisements in future. Pursuant to that, the Star Online has removed the content from their website.
3.	4-Feb-2009	<u>En. Mohd. Khalid Mohd Noh</u>	<u>CELCOM</u>	<p><u>Complaint on Celcom XPAX TV Commercial</u></p> <p>The Complainant claimed that Celcom's TV commercial which depicted a man getting more than a can of drinks from a vending machine and a lady which obtained extra money from an ATM machine which they are not entitled to, had not conformed with the Islamic principles of honesty.</p>	The Complaints Bureau has deliberated that the commercials were not in breach of the provision of the Content Code but had advised the advertiser to be more sensitive on every religious aspects in producing advertisements in future. The matter was treated as closed.
4.	11-Feb-2009	<u>Mr. BH Soh</u>	<u>CELCOM</u>	<p><u>Complaint on Celcom Blue Cube Advertisement</u></p> <p>The Complainant had complained about Celcom Blue Cube's promotion which offered two plans to interested purchasers. Each of the plan offered a free i-Mobile 101 mobile phone with the purchase of Celcom Blue Cube's USB Modem Plus!</p>	The Complaints Bureau had investigated on the matter and had found that the content of the online advertisement was inaccurate and had sought an explanation from Celcom with regard to the matter. Celcom had responded by admitting that there were inaccurate information contained in the advertisement and had compensated the Complainant.

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				3G. Based on the advertisement, the Complainant had purchased the modem at a Celcom's Blue Cube authorised dealer but was told that the promotion was not applicable at the dealer's outlet. The Complainant had alleged that the advertisement was misleading and sought remedy from Celcom.	
5.	5-Mar-2009	<u>En. Samsor Junet</u>	-	<u>Enquiry on Internet Censorship</u> The Complainant had enquired on whether he can censor the content on Internet in order to deny his children's access to view porn websites. Also he requested for a ban on access to porn websites worldwide to be done by the Malaysian Government.	The Complaints Bureau had furnished an advice on the matter to the Complainant.
6.	10-Mar-2009	<u>Prof. Dr. Hamdan Adnan</u>	-	<u>Complaint with regard e-mail account hijacked</u> The Complainant's had complained that his e-mail address was hijacked by an unknown third party who have since misused the account by sending false messages to numerous recipients in disguising himself/herself as the e-mail account's original owner and attempted to solicit funds illegally under false pretences.	The Complaints Bureau has found that the case is not within the CMCF's scope and purview as stated in Part 5, Paragraph 1.3 under Scope and Coverage of the Content Code. The matter has been forwarded to the Malaysian Communications and Multimedia Commission (SKMM) for the Commission's further action.
7.	12-Mar-2009	<u>Malaysian Communications and Multimedia Commission (SKMM)</u>	<u>TV3</u>	<u>Complaint against 'Bang Bang Boom' Programme</u> The Complainant alleged that the programme contained elements of child exploitation and was offensive to the general public.	The Complaints Bureau has ruled out any breach of the Content Code done by TV3 by taking into consideration that the complaint was unsustainable. Therefore, the Complaints Bureau had dismissed the case.
8.	24-Mar-2009	<u>Mr. Dinakaran</u>	<u>FLY FM</u>	<u>Complaint on Fly Fm Radio Station</u> The Complainant has participated in a competition called "The FLY Campaign" which was held by a radio station, the FLY FM. There were 5 finalists and the Complainant was one of them. After announcing the winner of the competition. FLY FM has called the winner of the campaign whereby the conversation was played on air. During the conversation, a friend of the said winner had	Based on the explanation provided by Fly FM and the stated facts that raised by the Complainant, the Complaints Bureau had opined that the case is inappropriate to be deliberated since Fly FM has previously sent an e-mail of apology to the Complainant. In addition, the radio announcer who had conducted the segment has been reprimanded by FLY FM and the radio station had assured that the matter will not recur in future.

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				<p>spoken on air as well. This friend of hers has used a foul language. Not only has she used such a language she has specifically mentioned the Complainant's name and directed it to him.</p> <p>The Complainant found this rather disturbing as the said conversation was not edited and demanded an apology from the radio station.</p>	
9.	26-Mar-2009	<u>En. Aziz Rahman</u>	-	<p><u>Complaint Against Majalah 3 Segment</u></p> <p>The Complainant was unhappy with the contents of Majalah 3, a documentary programme aired by TV3. In the said programme, a Muslim journalist named was depicted eating live tree worms from the sago tree which was viewed by the Complainant as offensive and was not in line with the Islamic way of life.</p>	The Complaints Bureau had deliberated on the matter and found that in the Malaysian environment, there is no edict proclaimed by the National Mufti Council of Malaysia on the unlawful consumption of <i>ulat sagu</i> . Based on the matter, the Complaints Bureau found no breaches of the provisions of Part 2, Paragraphs 1.2, 1.3 and 2.1 of the Content Code. The matter was treated as closed.
10.	8-Apr-2009	<u>Executive Office of the CMCF</u>	<u>The Star Online</u>	<p><u>Complaint on Advertisement of Alcoholic Beverages Brand in The Star Online Website</u></p> <p>The advertisement featured in The Star Online website had directly portrayed an alcoholic beverages brand and provided direct link to the official website of the brand. This appears to be in contravention of the principles underlined in the Content Code.</p>	The Complaints Bureau had issued a caution to the news portal provider and the Respondent had assured that such advertisement will not recur in future.
11.	13-Apr-2009	<u>En. Mohammad Jurhan bin Mohd Bazari</u>	-	<p><u>Complaint on Dissemination of Confidential Health Status on Facebook</u></p> <p>The Complainant had complained on the dissemination of his health status in the Facebook social networking website by his colleague and sought the Complaints Bureau's assistance on the matter.</p>	The Complaints Bureau has found that comments from other members of the social networking website have shown an expression of anger which translates into hate speech and crude language were contrary to the provisions of Part 2, Paragraph 6.0 of the Content Code under Bad Language. However, the CMCF's jurisdiction is limited to cases pertaining on websites that are registered in Malaysia. The Complaints Bureau had therefore forwarded the matter to the MCMC for the Commission's further action and had enclosed the Complaints Bureau Chairman's Advice for MCMC's reference.

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12.	13-Apr-2009	<u>Dr. Mohd Rafick Khan Abdul Rahman</u>	-	<u>Complaint on Slanderous Blog</u> The Complainant had lodged a complaint pertaining to the content in a website at the URL address http://www.pibgksbs2008news.blogspot.com/ which was alleged containing sensitive political issues.	The Complaints Bureau has decided that the content of the blog touches on serious issues with regard to politics. The matter has been forwarded to the MCMC for the Commission's further action as it is beyond the purview of the Bureau.
13.	13-Apr-2009	<u>Mr. Lean Aik Tehh</u>	<u>TM</u>	<u>Complaint on Streamyx Services</u> The Complainant had alleged that he was unable to connect to his Streamyx account and had informed that the matter was previously highlighted to TM but no action was taken by the service provider.	The Complaints Bureau has found that the matter is not within the CMCF's scope and purview. The matter has been forwarded to the Communications and Multimedia Consumer Forum of Malaysia (CfM) for further action.
14.	13-Apr-2009	<u>Mr. Freddie Fernandez</u>	-	<u>Complaint Over Slanderous Text Comment in YouTube Website</u> The Complainant had claimed that several individuals had posted slanderous and false content in the YouTube website and had alleged that the postings has tarnished his image as a known public figure.	The Complaints Bureau in exercising its power under Part 8, Paragraph 3.4 has decided that this is not an appropriate case for the Bureau to investigate and adjudicate because justice will not be served in the circumstances as it was previously reported to and handled by several government authorities. Therefore the complaint was dismissed.
15.	13-Apr-2009	<u>Ms. Sharon Uthaman</u>	<u>www.bignewsnetwork.com</u>	<u>Complaint on Weblog</u> A complaint was submitted to the Complaints Bureau where the issue was on the posting of the Complainant's full name and hand phone number at a website URL address; http://www.bignewsnetwork.com/forum/showthread.php?t=27402 . The Complainant had also alleged that the postings were political in nature, had tarnished her reputation and invaded her privacy.	The Complaints Bureau has made the decision that comments on the blog affecting the Complainant should have been removed from the website to maintain her respectability and privacy. The case has been forwarded to the Malaysian Communications and Multimedia Commission (SKMM) for the Commission to pursue with the appropriate action to be imposed on the Bignewsnetwork.com's website as the website is registered outside Malaysia. This approach is taken because the Commission has extra-territorial jurisdiction while CMCF's jurisdiction limited pertaining website registered in Malaysia. .
16.	13-Apr-2009	<u>Cik Nurzulaikha Mohd. Yusoff</u>	<u>www.malingsia.com</u>	<u>Complaint on www.malingsia.com Website</u> The Complainant claimed that the said website insulted Malaysians and contained menacing elements and inciting hatred against Malaysia.	The Complaints Bureau had requested for further information with regard to the Complaint was sent to the Complainant. However the Complainant had failed to reply within the stipulated time given. Therefore the case was closed on the basis of insufficient information provided by the Complainant.

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17.	13-Apr-2009	<u>Encik Nazri</u>	<u>www.parpukari.blogspot.com</u>	<p><u>Complaint on www.parpukari.blogspot.com</u></p> <p>The Complaints Bureau received a complaint with regard to a blog; www.parpukari.blogspot.com which posted comments on political issues that occurred in the state of Perak.</p>	The matter has been forwarded to the MCMC for further action as it involved sensitive issues pertaining to politics which best handled by the Commission.
18.	14-Apr-2009	<u>Mr. Edmond Hee</u>	-	<p><u>Complaint Indecent Website Content at http://www.fuckrace.com</u></p> <p>The Complainant claimed that the said website contain contents posted by Malaysians for the purpose of soliciting sex online. The Complainant had alleged that the site promotes homosexual activities as well as unsafe sex which may lead to AIDS/HIV spread. The Complainant had requested for the website to be removed.</p>	The Complaints Bureau has deliberated that the website contains element of pornography. However, the complaint is not within the CMCF's scope as the CMCF's jurisdiction is limited to website registered in Malaysia. The Complaints Bureau has forwarded the case to the MCMC for the Commission's further action.
19.	14-Apr-2009	<u>En. Mohd. Ashab Omar</u>	-	<p><u>Complaint against Advertisement in Adpost.com</u></p> <p>The Complainant had claimed that some unknown individuals had posted details about him and his intention of soliciting homosexual relationship in a website specifically tailored for advertisements. The Complainant lodged the said complaint with the Complaints Bureau in regards to the abovementioned content in claiming that the content is defamatory, false and damaging to his reputation. The Complainant requested for the said advertisement to be removed from the website.</p>	The Complaints Bureau has deliberated that the content on the said website was in breach of the provision of the Content Code. The Complaints Bureau had liaised with the Adpost's administrator on the removal of the content. In response, Adpost has removed the said content from their website and the matter is treated as closed.
20.	14-Apr-2009	<u>Cik Mirani Misran</u>	-	<p><u>Complaint on Bogus Tagged.com Profile</u></p> <p>The Complainant informed that a bogus account under her name was created in the Tagged.com social networking website and her revealing photo was being posted on the fake profile. The Complainant requested for the removal of the said profile from the website.</p>	The case has been forwarded to MCMC for further action as the Complaints Bureau has no jurisdiction over website registered outside Malaysia.

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21.	14-Apr-2009	<u>Ms. Chew Yit Poh</u>	-	<u>Complaint on Harrassment via E-mail</u> The Complainant had requested assistance to block an e-mail account which continungly sending harassing e-mails to the Complainant.	The Complaints Bureau has deliberated that the case is not under the CMCF's scope and purview. Cases in regards to e-mails do not fall within the jurisdiction of the Complaints Bureau as stated in Part 5, Paragraph 1.3 under Scope and Coverage of the Content Code.
22.	14-Apr-2009	<u>Mr. Eng Yoong Tan</u>	<u>NST Online News Portal</u>	<u>Complaint on Copyright and Trademark Infringement</u> The Complainant has submitted a complaint pertaining the posting of an article in the NST Online news portal on services pertaining to laptop designs which was alleged to have infringed the Copyright Act.	The Complaints Bureau took cognisance that there was a lapse of two (2) months and eleven (11) days from the date of that publication upon which a complaint should have been submitted with the Bureau and for the stated reason as stipulated in Paragraph 3.3 under Part 8 of the Content Code, the complaint was dismissed.
23.	14-Apr-2009	<u>Puan Roseliana Bt Razali</u>	-	<u>Complaint against slanderous statement in Facebook</u> The Complainant claimed that slanderous statements were posted against her in the Facebook social networking website.	The Complaints Bureau had issued an advice on the steps to be taken by the Complainant to remove the content as content posted on website which is registered outside Malaysia is not within the purview of the Bureau.
24.	16-Apr-2009	<u>Mr Xavier Jacobson</u>	-	<u>Complaint on Facebook Social Networking Website</u> The Complainant claimed that someone has posted an offensive comment against him and his family on the Facebook social networking website. The Complainant requested the CMCF to identify the fictitious sender and take action against the writer who had posted such comments.	The Complaints Bureau had issued an advice on the steps to be taken by the Complainant to remove the content as content posted on website which is registered outside Malaysia is not within the purview of the Bureau.
25.	17-Apr-2009	<u>Ms Molly Len</u>	-	<u>Complaint on Harassment Through SMS and Telephone Calls</u> The Complainant had submitted a complaint claiming that she was harassed with SMSes and telephone calls from several unidentified numbers.	The Complaints Bureau has forwarded the case to the MCMC for the Commission's further action as complaints pertaining to SMSes and telephone numbers are not within the jurisdiction of the Bureau.
26.	17-Apr-2009	<u>Mr. Kerk Gwo Woei</u>	<u>www.ericsoo.com</u>	<u>Complaint on www.ericsoo.com</u> The Complainant claimed that the said website was damaging his reputation and his business due to false	The Complaints Bureau took cognisance that the administrator of the website has practiced self regulation by removing the content in question from the website. The case was therefore dismissed.



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				statements posted by a forum thread in the website.	
27.	17-Apr-2009	<u>Mr Dominic Xavier</u>	-	<u>Complaint on the Dissemination of Confidential Documents on a Blog</u> The Complainant had alleged that confidential documents of his company had been stolen or copied by irresponsible individuals and were disseminated in a blog.	The Complaints Bureau had arranged a meeting with the Complainant and had provided the necessary advice pertaining to the matter to the Complainant.
28.	20-Apr-2009	<u>Mr. David Chan Soo Hin</u>	<u>www.carnivall.com</u>	<u>Complaint on www.carnivall.com</u> The Complainant had alleged that a video posted in the www.carnivall.com website was insulting and damaging his reputation as an entertainer.	The Complaints Bureau had dismissed the case as it was previously filed in the civil court, hence making it beyond the jurisdiction of the Bureau.
29.	21-Apr-2009	<u>Cik Ummi Sarah Shaharun</u>	-	<u>Complaint on Circulation of Rumours in the Internet</u> The Complainant had alleged that there were rumours and gossips linked to her being disseminated in the Internet and had requested for the Complaints Bureau to investigate on the matter.	After conducting an investigation on the complaint, the Complaints Bureau had not found any evidence pertaining to the alleged content claimed by the Complainant. The complaint was therefore dismissed.
30.	24-Apr-2009	<u>Ms. Mabel Chung Cheng May</u>	<u>www.lelong.com.my</u>	<u>Complaint on www.lelong.com.my Website</u> The Complainant bid and won one unit of HTC TYTN II through www.lelong.com.my and later found out the phone as not 'new' as advertised and it was not in a good condition. The Complainant had demanded for a compensation on the alleged fraud committed in the website.	The Complaints Bureau has decided that since the matter was previously referred to the Tribunal for Consumer Claims Malaysia, the case is not within the jurisdiction of the Bureau as stipulated in Part 8, Paragraph 3.4 of the Content Code.
31.	24-Apr-2009	<u>En. Reza Razali</u>	<u>Radio Televisyen Malaysia</u>	<u>Complaint on Violation of Copyright</u> The Complainant had complained that advertisement content produced by his company was used without permission on RTM 1 during the official launch of Proton Exora car model.	The Complaints Bureau took cognisance that RTM1 is not a private station or licensee under the Communications and Multimedia Act 1998 (CMA '98) and therefore it has no jurisdiction over the matter. The case was therefore dismissed.
32.	24-Apr-2009	<u>Mr. Goh Hock Hoe</u>	-	<u>Complaint on Offensive Content on Blogspot.com</u>	The matter was referred to the MCMC for the Commission's further action as cases pertaining to website registered outside

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				The Complainant had submitted a complaint with regard to a blog which was claimed to have disseminated false and malicious information on a restaurant where the Complainant is an employee.	Malaysia are not within the jurisdiction of the Bureau.
33.	28-Apr-2009	<u>Sicomei</u>	-	<p><u>Complaint on Advertisements of Sanitary Pad and Organ Enlargement Products</u></p> <p>The Complainant claimed that the advertisement on sanitary products and products to enlarge/reduce the size of certain bodily organs seems to degrade women and not suitable for the viewing of children. The Complainant had requested that advertisements of that nature to be banned in total.</p>	The Complaints Bureau had requested for further details from the Complainant but did not receive any reply. The case was dismissed on a frivolous basis in line with Part 8, Paragraph 4.2 of the Content Code.
34.	28-Apr-2009	<u>Ms Esther</u>	-	<p><u>Complaint on SMS Harassment</u></p> <p>The Complainant submitted a complaint with regard to harassment committed via SMSes received from three (3) different numbers which allegedly humiliated and made sexual references against her.</p>	The Complaints Bureau has found that the Complainant had failed to respond to the Bureau's request to assist in its investigation. Therefore the Bureau has applied the provision of Part 8, Paragraph 4.2 of the Content Code. In view of this, the case was dismissed.
35.	30-Apr-2009	<u>Mr. Poon Lai Huat</u>	<u>Maxis Berhad</u>	<p><u>Complaint on Maxis Bad Services</u></p> <p>The Complainant had submitted a complaint pertaining to bad services provided by Maxis Berhad.</p>	The Complaints Bureau has found that the matter is not within the scope of the CMCF as it does not deal with matter pertaining to services. The matter has been forwarded to the Malaysian Communications and Multimedia Consumer Forum of Malaysia (CfM) for further action.
36.	04-May-2009	<u>Ms. Corina Anne Zuzartee</u>	-	<p><u>Complaint on False Statements Disseminated Through E-mails</u></p> <p>The Complainant complained that false and malicious e-mails were sent to senior officials of her organisation and sought the Complaints Bureau's assistance on the matter.</p>	The Complaints Bureau has decided that the complaint is not within the Complaints Bureau's jurisdiction as it falls under Part 5, Paragraph 1.3 of the Content Code. The Complaints Bureau has also advised the Complainant to lodge a report with Polis Diraja Malaysia (PDRM) for the alleged criminal offence contained in the e-mails.
37.	05-May-2009	<u>Mr.Ng Ah Heng</u>	-	<p><u>Complaint on Dissemination of False Content Disseminated via E-mail</u></p> <p>The Complainant seeks the CMCF's assistance in identifying the origin of e-mails allegedly to have contained false</p>	The Complaints Bureau has deliberated on the matter and decided that the case is not under the CMCF's scope and purview as stated in Part 5, Paragraph 1.3 under the Scope and Coverage of the Content Code. The case was dismissed.



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				information which is damaging to his reputation.	
38.	06-May-2009	SKMM	Ahmad Nabil and TV3	<p><u>Complaint Against "Anugerah Bintang Popular" Programme</u></p> <p>The CMCF received a complaint forwarded by the MCMC with regard to "Anugerah Bintang Popular" programme broadcasted over the Sistem Televisyen Malaysia Berhad (TV3). It was alleged that an artist by the name of 'Nabil' has acted inappropriately on the live telecast of the said programme.</p>	The Complaints Bureau has taken into consideration on the public apology made by the Respondent on the matter which sufficed for him to comply with Part 8, Paragraph 2.5 of the Content Code. The case was therefore dismissed.
39.	06-May-2009	Malaysian Computer Emergency Response Team (MyCERT)	-	<p><u>Complaint On Defamatory Messages Against Islam on Several Websites</u></p> <p>The Complainant had submitted a complaint regarding several websites which are alleged to contain malicious content against the religion of Islam. The websites submitted are as follows:</p> <p>(i) http://www.answerq-islam.org (ii) http://http://www.aboutislam.com (iii) http://www.thequran.com (iv) http://www.allahassurance.com</p>	The case was forwarded to the MCMC as it involves religious content and websites registered outside Malaysia which is not within the purview of the Bureau.
40.	09-May-2009	Mr. Too Jiek Shen	-	<p><u>Complaint on Abusive SMS</u></p> <p>The Complainant submitted a complaint on SMSes which allegedly contained threats and abusive messages against him.</p>	The Complaints Bureau had escalated the matter to the MCMC as cases pertaining to SMSes do not fall under the jurisdiction of the Bureau.
41.	15-May-2009	Mr. Nicholas Chan	-	<p><u>Complaint against Offensive Content on a Blog</u></p> <p>The Complainant had submitted a complaint on allegations posted against him in a website URL http://www.jbtalks.cc/redirect.php?goto=findpost&pid=1161494399&ptid=573123) accusing the Complainant for being a cheater. The Complainant demanded an apology from the thread poster in the said website.</p>	The Complaints Bureau has deliberated that the case is not within CMCF's jurisdiction as it concerns with website that is registered outside Malaysia. The Complaints Bureau has also advised the Complainant to re-submit the complaint to the administrator of Blogspot.com for further action. In order to assist the Complainant, the Complaints Bureau has enclosed an email explaining on the steps to be taken on lodging a complaint to the administrator of the web blog. The matter was treated as closed.

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42.	25-May-2009	<u>Puan Ida Zuraida</u>	-	<p><u>Complaint on Dissemination of False Information via E-mails</u></p> <p>The Complainant had submitted a report with regard to alleged false information pertaining to her company's business disseminated to the company's customers via e-mails.</p>	The Complaints Bureau has decided that the matter is not within its purview as stated in Part 5, Paragraph 1.3 under Scope and Coverage of the Content Code. The case was therefore dismissed.
43.	02-Jun-2009	<u>En. Zamara Mustapha</u>	-	<p><u>Complaint On Slanderous Posting in Yahoo Groups Website</u></p> <p>The Complainant had lodge a complaint claiming that his image has been tarnished by information posted in a Yahoo Group by unknown individuals. The Complainant had requested for the removal of the content.</p>	The Complaints Bureau took cognisance that the matter is not within its purview as it concerns with website registered outside of Malaysia. However, the Bureau had provided the Complainant with some advice on the steps to be taken to lodge a complaint with the website administrator. The matter was treated as closed.
44.	18-Jun-2009	<u>Mr. Christopher Chong</u>	-	<p><u>Complaint On False and Unethical Statement through Yahoo E-mail</u></p> <p>The Complainant had submitted a complaint with regard to false and unethical information pertaining to a staff of the company where he is employed. The Complainant sought the assistance of the Complaints Bureau to trace the alleged perpetrator who sent the malicious e-mail to his company.</p>	The Complaints Bureau has deliberated that the case is not under the CMCF's scope and purview as stated in Part 5, Paragraph 1.3 under Scope and Coverage of the Content Code.
45.	19-Jun-2009	<u>Received through the MCMC</u>	-	<p><u>Complaint On False Information on a Website</u></p> <p>A complaint was submitted before the Complaints Bureau in which the Complainant had alleged that the Respondent had falsely claimed that the Complainant's website was created by him at the URL address www.mohdmuslim.com/services. The Complainant requested for the removal of the false information contained in the Respondent's website.</p>	The case was dismissed as the alleged website is registered outside Malaysia and is not within the scope and purview of the Complaints Bureau.
46.	19-Jun-2009	<u>Mr Vijay Pillai</u>	-	<p><u>Complaint On Threats Received via E-mails</u></p> <p>The Complainant had lodged a complaint against a Brazilian citizen who has made damaging remarks and death threats</p>	The Complaints Bureau has deliberated that the case is not under the CMCF's scope and purview as stated in Part 5, Paragraph 1.3 under Scope and Coverage of the Content Code. The Complaints Bureau has advised the Complainant to lodge a report with Polis Diraja Malaysia since it involved threats which falls under the Penal Code.



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				to the Complainant and his family via e-mails.	
47.	03-Jul-2009	<u>Ms. Elise How</u>	-	<u>Complaint On SMS Harassment</u> The Complainant had submitted a complaint on received SMSes from the number 017-339XXXX which allegedly contained indecent and menacing content. The sender had also sent messages containing threats to the Complainant via the same telephone number.	The complaint was dismissed due to the fact that it had surpassed the time period stipulated for submission of complaint in line with provision stated in Part 8, Paragraph 3.3 of the Content Code.
48.	09-Jul-2009	<u>Ms. Chan Yoong Jing</u>	-	<u>Complaint On Credit Card Details Used Without Permission</u> The Complainant claimed that her mother's Maybank's credit card details was used by an alleged government website at the URL address; www.mygovernment.com . The Complainant wish to seek further advice from the CMCF with regard to the matter.	The Complaints Bureau has advised the Complainant to lodge a direct complaint to Maybank and Polis DiRaja Malaysia as the matter was beyond the jurisdiction of the Bureau. The Complainant was also advised not to disclose any confidential details pertaining to banking to unknown parties in future.
49.	09-Jul-2009	<u>Al-Meswak Mu'min Sdn. Bhd.</u>	<u>Colgate Palmolive</u>	<u>Complaint On Colgate Palmolive's TV Commercial</u> The Complainant claimed that the TV Commercial was alleged to have breached the provisions of the Content Code.	The Complaints Bureau had liaised with the Complainant to obtain further information on the complaint but had not received further details on the matter. The case was dismissed due to time lapse and absence of information from the Complainant.
50.	09-Jul-2009	<u>Cik Amizan Abas</u>	-	<u>Complaint On Pornographic Material on Website</u> The Complainant claimed that pornographic materials are easily available in the Tagged.com social networking website and requested for the materials to be removed from the website.	The complaint was escalated to the MCMC as it involved website which is registered outside Malaysia and not within the jurisdiction of the Content Code.
51.	10-Jul-2009	<u>Ms. Voon Miaw Ping</u>	-	<u>Complaint On Identity Infringement on Facebook</u> The Complainant had claimed that person had used her	The Complainant failed to furnish further details for the Complaints Bureau's deliberation. In reference to Part 8, Paragraph 6.3 of the Content Code, the case has been dismissed due to the Complainant's failure to observe the time

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				identity to create a bogus Facebook account. The Complainant alleged that the act was done with a malicious intention against her.	period to respond to the Bureau.
52.	13-Jul-2009	<u>Mr Mark Kuan</u>	<u>JBTALKS.cc</u>	<p><u>Complaint on Offensive Content Posted on JBTALKS.cc</u></p> <p>The Complainant had submitted a complaint on a thread posted in a forum at the URL address http://www.jbtalks.cc/viewthread.php?tid=556917 which allegedly contained defamatory remarks against the Complainant.</p>	The complaint was escalated to the attention of the MCMC as it is beyond the scope and purview of the Complaints Bureau.
53.	14-Jul-2009	<u>Ms Cheang Seok Ling</u>	<u>Packet One (P1)</u>	<p><u>Complaint On P1 Internet Services</u></p> <p>The Complainant had lodge a complaint with the Complaints Bureau regarding bad services provided by Packet One.</p>	The Complaints Bureau has advised the Complainant to refer the matter to Communications and Multimedia Consumer Forum of Malaysia (CfM) as it is related to services.
54.	19-Jul-2009	<u>Mr Low CH</u>	<u>Cari Forum</u>	<p><u>Complaint on Offensive Political Content posted in Cari Forum's Website</u></p> <p>The Complainant has complained on politically inclined contents posted on Cari Forum website in its political section for abusing the freedom of Internet to spread the false, misleading and defamatory information.</p>	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.
55.	03-Aug-2009	<u>Mr Alex Zhinmei</u>	<u>Cari Forum</u>	<p><u>Complaint on Offensive Political Content posted in Cari Forum's Website</u></p> <p>The Complainant has complained on politically inclined contents posted on Cari Forum website in its political section for abusing the freedom of Internet to spread the false, misleading and defamatory information.</p>	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.
56.	04-Aug-2009	<u>Ms CK Wong</u>	<u>Cari Forum</u>	<p><u>Complaint on Offensive Political Content posted in Cari Forum's Website</u></p> <p>The Complainant has complained on politically inclined contents posted on Cari Forum website in its political section</p>	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



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				for abusing the freedom of Internet to spread the false, misleading and defamatory information.	Commission.
57.	10-Aug-2009	<u>Ms Ginnie Tan</u>	<u>Cari Forum</u>	<u>Complaint on Offensive Political Content posted in Cari Forum's Website</u> The Complainant has complained on politically inclined contents posted on Cari Forum website in its political section for abusing the freedom of Internet to spread the false, misleading and defamatory information.	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.
58.	18-Aug-2009	<u>Ms Chung Cheng May</u>	<u>Jaring Telecommunications Sdn Bhd</u>	<u>Complaint On Jaring Telecommunications Services</u> The Complainant alleged that she was over charged and wishes to terminate her Internet connections with Jaring Telecommunications Sdn Bhd. The Complainant also seek for full refund from the telecommunications provider.	The Complaints Bureau has advised the Complainant to refer the matter to Communications and Multimedia Consumer Forum of Malaysia (CfM) as it is related to services.
59.	30-Sep-2009	<u>Duramex Industries Sdn. Bhd.</u>	<u>JBTALKS.cc</u>	<u>Complaint on JBTALKS.cc Website</u> The Complainant had complained on false statements posted on the said JBTALKS.cc with regard to the Complainant's company.	The Complainant failed to furnish further details for the Complaints Bureau's deliberation. In reference to Part 8, Paragraph 6.3 of the Content Code, the case has been dismissed due to the Complainant's failure to observe the time period to respond to the Bureau.
60.	02-Oct-2009	<u>Telekom Malaysia Berhad</u>	<u>Packet One</u>	<u>Complaint on Packet 1 (P1) Newspaper Advertisement</u> Telekom Malaysia (TM) submitted a complaint against packet One (Malaysia) Sdn Bhd (P1) in regards to the latter's advertisement in local newspapers which was alleged to denigrate the services provided by TM. Similar advertisement was also featured in the P1 website.	The matter was referred to the MCMC for the Commissions further action after P1's refusal to submit to the jurisdiction of the Complaints Bureau as the company claimed that it is not a member of the CMCF.
61.	14-Oct-2009	<u>Received Through CfM</u>	<u>Tune Money</u>	<u>Complaint on SMS Spam by Tune Money</u> The Complainant claimed that he received a spam SMS from Tune Money stating that he is a subscriber to the services provided by the company. The Complainant seeks advice on how to stop such SMS from coming into his telephone account.	The Complaints Bureau has forwarded the case to the MCMC for the Commission's further action as complaints pertaining to SMSes and telephone numbers are not within the jurisdiction of the Bureau.

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62.	14-Oct-2009	<u>Received through CfM</u>	-	<u>Complaint against SMS Promotion</u> The Complainant has complained on SMS promotion received which allegedly contained obscene content. The Complainant requested for the authority to monitor indecent SMS sent by content providers.	The Complaints Bureau has forwarded the case to the MCMC for the Commission's further action as complaints pertaining to SMSes and telephone numbers are not within the jurisdiction of the Bureau.
63.	14-Oct-2009	<u>Received through CfM</u>	<u>Celcom Bhd</u>	<u>Complaint on Celcom Services</u> The Complainant was unhappy with the services provided by Celcom Bhd because the company did not waive charges for the number 33226 which the Complainant did not subscribe.	Upon further investigation, the CMCF found that billing does not come under its jurisdiction and re-directed the case to CfM since it is under the purview of the Malaysian Communications and Multimedia General Consumer Code (GCC).
64.	16-Oct-2009	<u>Received through SKMM</u>	<u>Packet One</u>	<u>Complaint on Packet One (Malaysia) Sdn Bhd (P1's) Advertisement</u> The Complainant claimed that the "Cut Now" media campaign broadcasted by P1 over radio and TV ridiculed the needs to circumcision in Islam and is not suitable for public viewing.	The matter was referred to the MCMC for the Commissions further action after P1's refusal to submit to the jurisdiction of the Complaints Bureau as the company claimed that it is not a member of the CMCF.
65.	2-Nov-2009	<u>Received through the SKMM</u>	<u>Air Asia</u>	<u>Complaint on Air Asia TV Commercial</u> A complaint was received from a member of public who was unhappy with the Air Asia's TV Commercial which the Complainant claimed that it denigrates and exploits women and children. The Complainant had urged for action to be taken against the commercial's product owner.	The Complaints Bureau took cognisance that Air Asia had removed the alleged content from the commercial and has decided that the company had not committed any breaches on the provisions of the Content Code by complying to the process of self regulation.
66.	3-Nov-2009	<u>Ms Yap Yoong Yoong</u>	<u>JBTALKS.cc</u>	<u>Complaint on JBTALKS.cc Website</u> The Complaints Bureau received a complaint from a member of public who was unhappy with slanderous and incitement towards racial hatred posted in the website, www.jbtalks.cc. The Complainant requested for action to be taken against the website owner.	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 issues and national security would be best handled by the Commission.

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	DATE RECEIVED	COMPLAINANT	RESPONDENT	CASE REMARKS	Decision of the Complaints Bureau
67.	13-Nov-2009	<u>Loreal Malaysia</u>	<u>Unilever Holdings (Malaysia)</u>	<p><u>Complaint on Fair and Lovely TV Commercial</u></p> <p>Loreal Malaysia had submitted a complaint against a Unilever's product television commercial which claimed that millions have claimed to be fairer by using the product.</p> <p>The Complainant claimed that the statement was not supported by any documentary evidence to substantiate the statement and requested for the Respondent to comply with the provisions stated in the Content Code pertaining to advertisements.</p>	The Complaints Bureau had decided that the claim made in the advertisement has breached the provision stated in Part 3, Paragraph 4.0 (viii) (a) and (b) and imposed a fine of RM 15,000.00 to Unilever Holdings.
68.	13-Nov-2009	<u>The Executive Office of CMCF</u>	<u>Telekom Malaysia</u>	<p><u>Complaint on TM Radio Commercial</u></p> <p>The CMCF Executive Office on its daily monitoring activity had spotted a Telekom Malaysia (TM) advertisement featured on local radio station contains elements of bad language by the use of terms and phrases such as 'cut your head' in the advertisement.</p>	The Complaints Bureau had taken cognisance that TM had withdrew the advertisement from air prior to the enquiry made by the Bureau and had noted that TM has exercised self regulation pertaining to the matter. The case was dismissed.
69.	19-Nov-2009	<u>Ms Lynn Yap</u>	-	<p><u>Complaint on Indecent and Obscene Content</u></p> <p>Ms Lynn Yap (Complainant) has submitted a complaint with regard to alleged indecent and obscene content posted on the www.ringtone-mania.com website.</p>	The Complaints Bureaus has found that the complaint is not under the CMCF's scope and purview. The case therefore was referred to the MCMC for the Commission's further action.
70.	23-Nov-2009	<u>Encik Mohd Svafiq Mohd Hasri</u>	-	<p><u>Complaint on Pornographic Website</u></p> <p>The Complainant stated the website contains the elements of pornography content and seek for the CMCF assistance to block the said website.</p>	The Complaints Bureau has deliberated that the case is not under the CMCF's purview due to its limited jurisdiction pertaining websites registered outside Malaysia. The case has been escalated to the MCMC for the Commission's consideration and further action.
71.	07-Dec-2009	<u>MyCERT</u>	-	<p><u>Complaint on Illegal Posting of Private Photos on Blogspot.com</u></p> <p>The Complainant had stated that her photo was posted illegally with malicious purpose to denigrate and humiliate</p>	The Complaints Bureau has deliberated that the case is not within CMCF's jurisdiction as it concern with website that is registered outside Malaysia. The Complaints Bureau has also advised the Complainant to re-submit the complaint to the administrator of Blogspot.com for further action. In order to

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				the Complainant.	assist the Complainant, the Complaints Bureau has enclosed an email explaining on the steps to be taken on lodging a complaint to the administrator of the web blog. The matter was treated as closed.
72.	07-Dec-2009	<u>Encik Hafidz Daud</u>	<u>ASTRO</u>	<p><u>Complaint on TV Programme (Ganso Tensai Cartoon on Astro Ceria)</u></p> <p>A complaint was made against the Gangso Tensai cartoon programme aired over ASTRO channel in which the Complainant had alleged to have contained indecent content that are not suitable for the viewing of children.</p>	The Complaints Bureau has found that the matter is not under the CMCF's scope and purview and the case was highlighted to ASTRO for the station's attention and further action.
73.	07-Dec-2009	<u>Encik Hafidz Daud</u>	<u>ASTRO</u>	<p><u>Complaint on TV Programme (Doreamon Cartoon on Astro Ceria)</u></p> <p>The Complainant alleged that the Doraemon Cartoon programme aired over ASTRO Ceria channel contained an indecent content such as depicting a character bathing in nude in an episode.</p> <p>The Complainant had suggested for the station to put a summary and report for each episode before showing it to the viewers.</p>	The Complaints Bureau has found that the matter is not under the CMCF's scope and purview. The complaint was forwarded to ASTRO for the television station's attention and further action.
74.	07-Dec-2009	<u>Mr Goonetileke</u>	<u>LiteFM</u>	<p><u>Complaint on P1 Wimax Advertisement Aired Over LiteFM Radio Station</u></p> <p>The Complainant had stated that in the radio advertisement, a female voice, presumably the wife, had raised her voice urging the husband to 'cut the wire' if he has not done it.</p> <p>The Complainant is of the opinion that it sets a bad example on good family values in Malaysia, especially on children.</p>	The complaint was escalated to MCMC for the Commission's further action as the complaint is outside the CMCF's purview and jurisdiction.
75.	14-Dec-2009	<u>Cik Suhaida Ahmad</u>	<u>FireFly</u>	<p><u>Complaint on Firefly Advertisement</u></p> <p>The Firefly printed advertisement showed the bottom side of a woman which was portrayed as a Firefly's flight attendant. The Complainant claimed that there was an element of</p>	The Complaints Bureau has found that the matter is not under the CMCF's scope and purview as it relates with print advertisement. Therefore, the case was redirected to the Advertising Standards Authority of Malaysia (ASA) for the body's attention and further action.



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				exploitation and degradation of women in the advertisement.	
76.	15-Dec-2009	<u>Cik Latifah Abdul Wahab</u>	-	<u>Complaint on Fake Financial Institutions Website</u> The Complainant has expressed her doubt with the security of online banking systems which are provided by financial institutions in Malaysia. The Complainant has provided suggestions in improving on the security of the services.	The Complaints Bureau has found that the case is not under the Bureau's scope and purview. The Complainant was advised to refer the issue to the Malaysian Central Bank for further action.