



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP



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KEMENTERIAN PERDAGANGAN DALAM NEGERI
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KERATAN AKHBAR

KPDN

TikTok Shop, KPDN roll out cost-of-living relief measures for essentials

KUCHING: TikTok Shop and the Ministry of Domestic Trade and Cost of Living (KPDN) have introduced a cost-of-living relief initiative featuring lower commission fees on essential goods, nationwide shipping rebates and discounts on daily necessities to support Malaysian merchants and consumers.

The initiative, launched during Pesta #JomLokal and officiated by the Minister of KPDN, includes an investment of more than RM180 million by TikTok Shop to fund support measures for local sellers and shoppers.

These comprise expanded commission fee waivers, lower seller commission fees across selected essential goods categories, RM2 shipping rebates per order and vouchers of up to 30 per cent for purchases made during Jualan Ihsan Rahmah.

Senior director of strategic partnerships at TikTok Shop Malaysia, Nur Azre Abdul Aziz, said the initiative is aimed at creating broader economic benefits while supporting local businesses and households.

They believe in leveraging their e-commerce ecosystem to create meaningful socioeconomic impact that will have a positive ripple effect across the value chain.

"By launching this cost-of-living relief, TikTok Shop has invested over RM180 million



Under the initiative, TikTok Shop has expanded its zero-commission programme to five additional essential goods marketplace sub-categories, bringing the total number of eligible sub-categories to 56.

directly in the local communities we serve.

"It will help absorb some of the operational costs of local businesses and alleviate the cost of living for Malaysian households, while also stimulating income opportunities for employees of local MSMEs, logistics frontliners, agency partners, and affiliate creators," Azre said.

Under the initiative, TikTok Shop has expanded its zero-commission programme to five additional essential goods marketplace sub-categories, bringing the total number of

eligible sub-categories to 56.

New categories include milk, powdered milk, yogurt and fermented dairy products. Seller commission fees across another 39 essential sub-categories have also been reduced by about 0.5 to 9.1 percentage points, while sellers will receive an RM2 rebate per order to reduce nationwide shipping costs.

KPDN Minister Datuk Armizan Mohd Ali said the collaboration complements the government's efforts to improve affordability and strengthen domestic trade.

He said that the government remains committed to ensuring

economic growth translates into tangible benefits for citizens, particularly through efforts that strengthen affordability, support entrepreneurship, and create inclusive opportunities.

"We welcome this proactive collaboration by TikTok Shop to help alleviate Malaysians' cost of living and stimulate domestic trade.

"It demonstrates how digital platforms can complement national efforts to empower local MSMEs to participate sustainably in the digital economy and elevate the purchasing power of everyday Malaysians," he said.

KPDN laksana Program Jualan Rahmah MADANI Bergerak

BINTULU: Kementerian Perdagangan Dalam Negeri dan Kos Sara Hidup (KPDN) terus melaksanakan Program Jualan Rahmah MADANI Bergerak dalam usaha untuk meringankan kos sara hidup dan beban rakyat dalam membeli barangan keperluan harian.

Program itu menawarkan diskaun antara 10 hingga 30 peratus lebih murah berbanding harga pasaran semasa yang melibatkan barangan keperluan asas seperti beras, minyak masak, gula, tepung, telur dan ayam.

Lokasi program semalam yang dirasmikan oleh Ahli Dewan Undangan Negeri (ADUN) Tanjong Batu Johnny Pang ialah di Dewan Mukhtar Kampung Jabai di kawasan DUN Tanjong



PANTAU: Pang (kanan) memperkatakan sesuatu mengenai barangan yang ada dalam Program Jualan Rahmah MADANI Bergerak.

Batu di sini.

Pang berkata, pelbagai barangan keperluan harian ditawarkan pada harga is-

timewa bagi membantu rakyat mendapatkan keperluan asas dengan lebih berpatutan, sekali gus meringankan be-

ban kos sara hidup.

“Rakyat juga boleh menggunakan bantuan Sumbangan Asas Rahmah (SARA) untuk membuat pembayaran bagi barangan keperluan asas,” katanya di sini, semalam.

Beliau berkata, antara barangan yang dijual termasuk telur ayam, bawang merah, tepung gandum, minyak masak, biskut, mi segera, minuman segera dan pelbagai lagi keperluan harian lainnya.

Program tersebut merupakan inisiatif kerajaan melalui KPDN untuk meringankan beban rakyat membeli dan mendapatkan barang keperluan asas.

Turut hadir pada program itu ialah Ketua Kaum Kampung Jabai Johnny Jimon.



KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP

KERATAN AKHBAR

UMUM



UNIT KOMUNIKASI KORPORAT

Pemilik pikap terima tambahan 100 liter BUDI Diesel

Putrajaya: Hampir 200,000 pemilik kenderaan diesel jenis pikap dan jip, diluluskan tambahan 100 liter sebulan di bawah BUDI MADANI Diesel (BUDI Diesel), menjadikan jumlah had kelayakan mereka sebanyak 300 liter sebulan bermula bulan ini.

Kementerian Kewangan (MOF) dalam kenyataannya, memaklumkan jumlah ini merangkumi lebih 174,000 warga negara di Semenanjung Malaysia dan lebih 22,000 warganegara di Sabah, Sarawak dan Wilayah Persekutuan Labuan setakat 4 Julai.

"Kemudahan tambahan ini disediakan dengan mengambil kira keperluan penggunaan diesel yang lebih tinggi dalam kalangan pemilik pikap dan jip, termasuk untuk kegunaan perniagaan kecil

dan sederhana serta pergerakan ke kawasan luar bandar dan pedalaman," menurut kenyataan itu.

Sementara itu, Menteri Kewangan II, Datuk Seri Amir Hamzah Azizan, dalam kenyataan sama, berkata kemudahan tambahan ini membantu pemilik kenderaan untuk mengurus keperluan diesel bulanan mereka.

"Kerajaan memahami bahawa bagi pemilik pikap dan jip diesel, kenderaan ini bukan sekadar untuk perjalanan harian, tetapi turut digunakan bagi mencari rezeki dan mengurus keperluan keluarga.

"Sebab itu, kemudahan tambahan 100 liter ini disediakan. Harapan kita, kemudahan tambahan ini dapat membantu mereka mengurus keperluan diesel bulanan dengan lebih baik," katanya.

Bellau berkata, kerajaan turut meneliti maklum balas rakyat berhubung penggunaan kenderaan diesel milik ahli keluarga terdekat atau kenderaan yang belum dikemas kini rekod pemilikannya.

Bagi kenderaan diesel persendirian individu yang digunakan oleh ahli keluarga terdekat yang berbeza daripada pemilik berdaftar, penerima asal BUDI Diesel boleh membuat permohonan pemindahan kelayakan melalui portal rasmi BUDI MADANI, tertakluk kepada syarat dan pengesahan yang ditetapkan.

Sebagai alternatif, pengguna

sebenar kenderaan diesel juga boleh mengemas kini rekod pemilikan kenderaan melalui Jabatan Pengangkutan Jalan (JPJ).



Amir Hamzah Azizan

Kerajaan melaksanakan pengecualian fi tukar hak milik kenderaan diesel selama tiga bulan mulai 1 Julai 2026 bagi memudahkan urusan tersebut.

"Penambahbaikan ini menunjukkan bahawa pelaksanaan BUDI Diesel akan terus dipantau dan disesuaikan berdasarkan

maklum balas rakyat, supaya manfaat subsidi sampai kepada penerima yang layak tanpa mem-

buka ruang kepada ketirisan dan penyeludupan," katanya.

Pemilik pikap dan jip diesel yang ingin memohon penambahan 100 liter sebulan dan pemindahan kelayakan BUDI Diesel, boleh berbuat demikian melalui portal BUDI MADANI di www.budimadani.gov.my.

Sementara itu, Amir Hamzah berkata, lebih 2,000 permohonan pemindahan kelayakan BUDI Diesel diterima melalui portal tersebut.

Sejak pelaksanaan akses awal BUDI Diesel pada 27 Jun 2026 hingga 4 Julai lepas, lebih 336,000 transaksi diesel direkodkan melibatkan pembelian 12.6 juta liter diesel bersubsidi, dengan lebih RM23 juta subsidi ditanggung oleh Kerajaan MADANI.

BERNAMA



AMIR HAMZAH (tengah) pada sidang akhbar selepas Program Turun Padang BSN Micro Financing di Tamsu Papar, Papar semalam.

Hampir 200,000 dapat tambah kuota

- Mereka kini menikmati had kelayakan diesel 300 liter sebulan
- Kerajaan ambil kira penggunaan tinggi pemilik pikap, jip

Oleh IVAN AMIRUL

PAPAR – Hampir 200,000 pemilik kenderaan diesel jenis pikap dan jip telah diluluskan tambahan 100 liter sebulan di bawah Budi Madani Diesel (Budi Diesel), menjadikan jumlah had kelayakan mereka sebanyak 300 liter sebulan setakat kini.

Jumlah ini merangkumi lebih 174,000 di Semenanjung dan lebih 22,000 di Sabah, Sarawak dan Labuan.

Menyentuh Menteri Kewangan II, Senator Datuk Seri Amir Hamzah Azman berkata, peningkatan kuota daripada 200 kepada 300 liter itu mematuhi mekanisme

diwujudkan kerajaan dalam memastikan pemberian subsidi bertenaga sampai kepada golongan sahar.

"Selain itu, inisiatif sama juga mengambil kira keperluan pemilik kenderaan utiliti dan paku empat roda. Kerajaan untuk subsidi diesel menyediakan kuota permulaan 200 liter sebelum menyediakan peningkatan tambahan 100 liter.

"Namun, setakat semalam (kelmarin) hampir 200,000 pemilik kenderaan diesel permohonan dan memperoleh pertambahan kuota kepada 300 liter. Malah kita juga meluaskan kategori kenderaan yang layak termasuk pikap dan jip kerana kita memahami kenderaan ini banyak digunakan oleh perniagaan untuk mengangkut barangan dan penumpang.

"Kelompok turut membolehkan kuota dipindahkan kepada pengguna sebenar walaupun pembiayaan kenderaan dibuat

atas nama ahli keluarga lain," katanya pada sidang akhbar selepas Program Turun Padang BSN Micro Financing di Tamsu Papar, di sini semalam.

Program Mikro Kredit Turun Padang dengan Bank Simpanan Nasional (BSN) mula dilaksanakan sejak 23 Mei lalu ke seluruh ke Kota Kinabalu dengan dua lokasi tempaan, Pasar Malam Api-Api di Jalan Gaya dan Pasar Tamsu Papar melibatkan hampir 250 usahawan mikro.

Amir Hamzah berkata, kerajaan melalui agensi berkaitan serta institusi kewangan giat meluaskan pembiayaan mikro kepada usahawan kecil mematuhi pendekatan turun padang.

Beliau juga menyatakan pihaknya bersedia bekerjasama dengan semua kerajaan negeri untuk meneliti mekanisme bersepadu bagi pelaksanaan penyediaan subsidi diesel terutama membolehkan keperluan penduduk kawasan pedalaman.

agor memastikan subsidi diesel sampai

LABUAN

Belum ada tempoh masa buat semakan rasmi kuota Budi Diesel

Sherell Jeffrey

KOTA KINABALU: Kerajaan masih belum menetapkan tempoh masa untuk membuat semakan rasmi terhadap struktur kuota Budi Diesel dengan Menteri Kewangan II Senator Datuk Seri Amir Hamzah Azizan berkata sebarang penilaian semula akan bergantung kepada data yang dikumpulkan sejak pelaksanaan skim subsidi tersebut.

"Kita akan melihat apa yang ditunjukkan oleh data," katanya ketika ditanya sama ada tempoh semakan telah dimasukkan dalam pelaksanaan skim itu. Bagi diesel, kita baru memulakan proses ini kira-kira lima hari lalu di Sabah dan Sarawak. Fokus kita sekarang adalah memastikan sistem ini berjalan dengan baik dan semua yang layak dapat menggunakannya," katanya.

Pengenalan kuota diesel bersubsidi sebanyak 200 liter sebulan, dengan tambahan 100 liter bagi kenderaan tertentu, telah mencetuskan kebimbangan dan bantahan di seluruh Sabah. Pemimpin tempatan, kesatuan serta pengusaha pelancongan berpendapat had tersebut tidak mengambil kira jarak perjalanan yang jauh serta cabaran infrastruktur luar bandar di negeri ini.

"Bagi kuota keseluruhan, ia akan mengambil sedikit masa. Namun bagi keadaan tertentu seperti pemilihan kenderaan, berdasarkan maklum balas yang diterima, kita akan menghantar pasukan untuk turun padang berbincang dan memahami situasi sebenar," katanya.

Beliau memberi contoh skim Budi 95 yang kuotanya hanya disemak semula selepas data menunjukkan kurang daripada satu peratus pengguna secara konsisten menggunakan lebih daripada 200 liter sekali gus menyebabkan kuota asal sebanyak 300 liter dikurangkan.

Mengulas sama ada pertimbangan khas akan diberikan kepada penduduk pedalaman Sabah yang bergantung kepada kenderaan pacuan empat roda berikutan faktor geografi negeri ini, beliau berkata kuota asas Budi Diesel ditetapkan pada 200 liter dengan tambahan 100 liter bagi mereka yang mempunyai keperluan lebih tinggi seperti usahawan kecil, peniaga dan penduduk pedalaman yang kerap melakukan perjalanan.

"Sehingga Sabtu, lebih 200,000 individu dan kenderaan di seluruh negara telah diluluskan untuk menerima kuota tambahan, dengan lebih 22,000 daripada kelulusan itu melibatkan Sabah, Sarawak dan Labuan," katanya.

Dalam satu kenyataan Kementerian Kewangan yang dikeluarkan pada Ahad, hampir 200,000 pemilik kenderaan pacuan empat roda dan trak/pikap di seluruh negara telah diluluskan menerima tambahan 100 liter diesel bersubsidi, menjadikan kelayakan bulanan mereka meningkat kepada 300 liter bermula Julai.

Daripada jumlah itu, lebih 174,000 pemilik berada di Semenanjung Malaysia, manakala lebih 22,000 lagi di Sabah, Sarawak dan Labuan. **Lihat Muka 2**

Tambahan kuota ambil kira penggunaan diesel pemilik pikap

Dari Muka Depan

Kementerian berkata tambahan kuota itu mengambil kira penggunaan diesel yang lebih tinggi dalam kalangan pemilik trak pikap dan kenderaan pacuan empat roda, termasuk bagi tujuan perniagaan kecil dan sederhana serta perjalanan ke kawasan luar bandar dan pedalaman.

"Kerajaan memahami bahawa bagi pemilik trak pikap diesel dan kenderaan pacuan empat roda, kenderaan ini bukan sahaja digunakan untuk perjalanan harian tetapi juga sebagai sumber pendapatan dan menyara keperluan keluarga. Sebab itu kemudahan tambahan 100 liter ini diberikan," kata Amir Hamzah.

Beliau berkata kerajaan turut membebankan ahli keluarga memohon untuk memindahkan kuota bahan api sesebuah kenderaan kepada individu lain bagi

menangani keadaan di mana pemilik berdaftar bukanlah orang yang sebenarnya memandu atau menggunakan kenderaan tersebut, seperti anak yang membeli kenderaan untuk ibu bapa atau adik-beradik.

"Sejak pelaksanaannya, saya sudah melihat permohonan untuk pemindahan kuota diterima," katanya sambil menambah mekanisme itu diwujudkan bagi memastikan subsidi benar-benar sampai kepada mereka yang memerlukan.

Beliau berkata sehingga 4 Julai, lebih 2,000 permohonan pemindahan kuota telah diterima menerusi portal Budi Madani. Sebagai alternatif, pemilik kenderaan juga boleh mengemaskini rekod pemilikan di Jabatan Pengangkutan Jalan (JPJ), dengan kerajaan mengecualikan bayaran fi pertukaran hak milik bagi kenderaan diesel

selama tiga bulan bermula 1 Julai bagi memudahkan proses tersebut.

Mengenai cadangan supaya penyedia perkhidmatan berdaftar yang beroperasi di kawasan pedalaman diberikan fleet card bagi memudahkan penduduk mendapatkan perkhidmatan untuk ke bandar, Amir Hamzah berkata perkara itu sedang diteliti.

Beliau berkata sebarang penambahan hanya akan dibuat selepas pasukan kerajaan berjumpa sendiri dengan komuniti yang terlibat bagi memahami keadaan mereka.

Turut hadir ialah Pengarah Urusan Shell Malaysia Trading Sdn Bhd dan Shell Timur Sdn Bhd Shairan Huzani Husain serta Pengarah Kementerian Perdagangan Dalam Negeri dan Kos Sara Hidup (KPDN) Sabah Shahril Nizam Shahidin dan lain-lain.

Budi Diesel: Nearly 200,000 truck owners get extra quota

KOTA KINABALU: Nearly 200,000 owners of diesel-powered pickup trucks and jeeps have been approved for an additional 100 litres of subsidised diesel under the Budi Madani Diesel (Budi Diesel) programme, bringing their total entitlement to 300 litres per month starting this month.

Finance Minister II Datuk Seri Amir Hamzah Azizan said the expansion reflects the government's effort to align subsidy allocations with actual usage patterns, particularly among small business operators and rural commuters.

The group comprises more than 174,000 recipients in Peninsular Malaysia and over 22,000 in Sabah, Sarawak, and Labuan.

Speaking during a visit to a fuel station near Universiti Malaysia Sabah yesterday, Amir Hamzah said early implementation data shows strong uptake and generally smooth operations.

"We are seeing encouraging usage of Budi Diesel across the country. The system is running smoothly, and users are adapting well whether through MyKad verification or the digital application," he said.

Under the programme, a person's MyKad is used to verify eligibility, ensuring that only Malaysian citizens receive subsidised diesel, while non-citizens pay market prices.

Since the rollout began, authorities have recorded more than 336,000 diesel transactions involving 12.6 million litres of subsidised fuel.

The subsidised diesel price



Amir Hamzah speaks to the press.

was RM2.15 per litre during the initial phase before being reduced to RM2.10 per litre from July 1, 2026.

Amir Hamzah said the government is also allowing flexibility for households where vehicles are used by close family members, with eligibility transfer applications available through the official Budi portal, subject to verification.

A temporary exemption on vehicle ownership transfer fees has also been introduced for three months from July 1, 2026.

"The system is designed to be targeted and flexible, but still tight enough to prevent leakage and misuse," he added.

He noted that feedback from the ground would continue to shape refinements, including

how eligibility is managed for specific use cases such as family vehicle sharing and commercial fleets under the Subsidised Diesel Control Scheme (SKDS).

He also stressed that the policy is aimed at ensuring subsidies reach Malaysians who genuinely need them, while preventing abuse that previously cost the government billions annually.

"Subsidy targeting is not about removing assistance.

"It is about making sure the assistance reaches the right people, while closing gaps that were previously exploited," he said.

Amir Hamzah said the ministry will continue to monitor the programme closely as data from the first weeks of implementation is analysed to guide further adjustments.

22,000 MOHON KUOTA TAMBAHAN LULUS

● Melibatkan pemilik kenderaan diesel di Sabah, Sarawak dan Labuan yang memohon kuota tambahan 100 liter di bawah inisiatif BUDI Diesel: Amir Hamzah

KOTA KINABALU: Sebanyak 22,000 permohonan daripada pemilik kenderaan diesel di Sabah, Sarawak dan Labuan yang memohon kuota tambahan 100 liter telah diluluskan di bawah inisiatif BUDI Diesel setakat ini, kata Menteri Kewangan II Datuk Seri Amir Hamzah Azizan.

Beliau berkata jumlah itu adalah sebahagian daripada lebih 200,000 permohonan yang telah diluluskan di seluruh negara yang meningkatkan kuota diesel bersubsidi diterima daripada 200 liter kepada 300 liter sebulan.

Amir Hamzah berkata kerajaan tetapkan kuota asas di bawah inisiatif BUDI Diesel pada 200 liter sebulan, namun mekanisme permohonan tambahan disediakan bagi memenuhi keperluan rakyat yang menggunakan bahan api itu dalam jumlah lebih tinggi termasuk peniaga dan

penduduk pedalaman.

"Mekanisme permohonan tambahan ini diperkenalkan serentak semasa inisiatif BUDI Diesel dilancarkan," katanya kepada pemberita selepas meninjau pelaksanaan inisiatif BUDI Diesel di sebuah stesen minyak, di sini, semalam.

Beliau berkata kerajaan turut memberi kelonggaran menerusi sistem BUDI Diesel dengan membenarkan permohonan pemindahan kuota daripada pemilik berdaftar kepada pengguna sebenar kenderaan selain menambah baik mekanisme pelaksanaan berdasarkan maklum balas diterima.

Ini, katanya, susulan maklum balas mengenai situasi kenderaan digunakan bukan pemilik berdaftar termasuk kenderaan dibeli oleh ahli keluarga untuk kegunaan ibu bapa atau adik-beradik.

"Ahli keluarga boleh memohon untuk pindahkan kuota daripada nama

pemilik berdaftar kepada individu yang ditentukan. Sejak (BUDI Diesel) bermula, saya melihat permohonan pemindahan kuota telah mula diterima.

"Kelonggaran ini diberi bagi memastikan sesiapa yang betul-betul layak dan menggunakan kenderaan tersebut akan mendapat manfaatnya melalui kaedah terbaik," katanya.

Sementara itu beliau berkata kerajaan turut menerima beberapa lagi maklum balas yang kini sedang dalam pertimbangan, sambil menegaskan setiap mekanisme pelaksanaan perlu mencapai matlamat asal inisiatif termasuk menambah baik sistem berkenaan.

Sejak pelaksanaannya pada 27 Jun lepas BUDI Diesel mendapat sambutan baik yang menyaksikan lebih 238,000 pengguna menikmati manfaat inisiatif berkenaan, katanya.

Dalam pada itu, Amir



BUDI: Menteri Kewangan II, Datuk Seri Amir Hamzah Azizan (depan dua, kiri) meninjau pelaksanaan BUDI Diesel di Stesen Shell Jalan UMS semalam. — Gambar Bernama

Hamzah berkata masih terlalu awal untuk memberikan angka tepat penjimatan yang dapat direalisasikan daripada pelaksanaan inisiatif BUDI Diesel kerana kerajaan perlu mengumpul dan

menganalisis data transaksi terlebih dahulu.

Bagaimanapun, katanya, maklum balas daripada pengusaha stesen minyak menunjukkan terdapat sedikit penurunan dalam jumlah jualan diesel, yang

berkemungkinan berpunca daripada berkurangnya pembelian oleh individu sebelum ini tidak layak menerima subsidi.

Namun begitu beliau yakin negara akan dapat meraih penjimatan yang

signifikan daripada inisiatif itu berdasarkan pengalaman pelaksanaan Sistem Kawalan Diesel Bersubsidi dan BUDI95, bagi membolehkan dana disalurkan semula kepada rakyat dalam bentuk bantuan lain. — Bernama

By CHRISTOPHER FAM
lfenyletech@thestar.com.my

A RESCHEDULED flight on a long-awaited trip, a split drink in a food delivery order, and a missing item in an e-commerce shipment may seem like small things. But when everything goes wrong, they all end the same way: with a call, message or chat with customer service.

As companies increasingly deploy artificial intelligence (AI)-powered chatbots to deal with the slew of user queries they receive each day, customers themselves have expressed frustration over both their inability to get their problems resolved and the difficulty of getting a hold of a real human for help.

A simple search on platforms like X (formerly Twitter) and Reddit reveals countless users discussing their individual problems, and more strikingly, how customer service chatbots have more often than not been unable to help resolve them.

The Malaysia Cyber Consumer Association (MCCA) has seen a noticeable increase in customer complaints relating to such customer support systems over the past few years, according to its president, Siraj Jallil.

He explains that consumer frustrations are centred on what is called the "definite loop" phenomenon, in which chatbots are hard-coded to recognise only specific keywords.

In cases like these, the chatbot will continually provide links to existing FAQ pages when it is unable to handle the non-standard problem at hand due to its specific nuances and complexity.

"This leaves consumers trapped in a repetitive cycle without an exit strategy," Siraj adds.

It services company NTT Data Malaysia managing director Henrick Choo says this is due to many AI chatbots being designed to deflect issues away from human agents, rather than resolve and create problems.

"The metrics become 'how many customers did we keep away from agents?' instead of 'how many issues did we resolve?'," he claims. "This is especially relevant for Malaysian companies under cost pressure."

"Cost efficiency is important, but when AI is implemented mainly to reduce agent contact, it often creates the opposite result: more frustration, repeat contacts, complaints, and reputational damage."

He adds that many companies use chatbots as a way to reduce call volume rather than to solve problems, saying, "Customers sense this immediately - they feel the bot is there to block them rather than help them."

According to a study on AI chatbots in customer service from John Hopkins University in the United States, this sentiment is known as "gatekeeper aversion".

The study explains that gatekeepers, who are the least expensive first-line responders to customer queries, protect higher paid employees' time.

In their chatbot experiments, Assoc Prof Evelyn Kagan and his colleagues found that gatekeeper aversion is very persistent and hard to overcome. "From the outset, users perceive the risk of chatbot failure to be high, and they don't want to engage."

This can be especially pronounced when the chatbot lacks an option to immediately direct customers to a

Customer disservice?

human, a frustration that is made worse when users finally reach a human agent but are forced to repeat all their information if there was no mechanism for information to be passed on from the chatbot to a human agent.

"Consumers face intense frustration regarding contextual blindness, where the system completely deletes their input history if a connection refreshes or times out," Siraj says.

He adds that many consumers describe going through this process as draining, disrespectful of their time, and repetitive.

"When a chatbot finally fails and routes the user to a live customer service representative, the consumer expects that representative to have reviewed the chat log. Instead, they are (often) not with stand and automated greetings like, 'How can I help you today?' and are forced to explain their entire grievance from scratch," he says, adding that if the live chat is disconnected, customers might be forced to rejoin the queue for assistance and repeat the process all over again.

Choo concurs: "The handoff is where many companies lose track."

He adds that customers are often willing to try self-service, but become frustrated when they cannot easily exit what he calls the automated "doom loop" - a cycle of repeated prompts and failed resolutions - to reach a human agent.

"Context is the difference between efficiency and frustration. If a customer has already explained their issue to the AI, the human agent should use the full transcript, customer profile, previous transactions, sentiment, and recommended next steps," Choo explains.

Why does this happen?

The way that Choo sees it, the problem

does not just come from the chatbot, but also the underlying systems behind it, including areas such as data and escalation rules. He stresses that these are not limitations of artificial intelligence, but failures in experience design.

Among the most common design mistakes he points out, aside from failure to pass conversation history to human agents, is the lack of permissions and tools for AI customer experience (CX) agents to actually take action.

"Answering is easy. Acting is hard. A bot can retrieve an FAQ, but resolving an account issue requires access to CRM (customer relationship management), billing, identity verification, approval workflows, audit trails, and compliance rules."

"The main barrier is integration depth - whether the AI has access to the same systems, data, and tools that human agents use to resolve customer issues. Many companies connect the chatbot to a knowledge base, but not to the systems of record where real work happens," he says.

Khalil Nook, the CEO and co-founder of local language model firm Mesolika,

highlights that incomplete or outdated databases and FAQ pages can also lead to further problems with consumers. He believes a major mistake is the assumption that a company can dump all its documents into a large language model (LLM) optimised to retrieve and incorporate the information provided to it, and that it will work perfectly.

"Most knowledge bases are not AI-ready. Legacy stores carry 'knowledge base rot' - obsolete pricing, conflicting policies, expired terms - so retrieval precision collapses, and the model hallucinates," he says.

Khalil adds that some organisations may be under the misconception that AI-powered chatbots should take over customer support entirely, without considering proper escalation when issues remain unresolved, and lacking human frontline agents familiar with the systems.

According to Choo, another issue has to do with governance, where companies are wary of letting AI take more significant actions, such as approving refunds, changing account details, or making financial decisions without safeguards.

He stresses: "Agentic AI will help, but only where permissions, data, governance, and monitoring are ready. Without those foundations, agentic AI simply creates faster failure."

“ Consumers face intense frustration regarding contextual blindness. ”

Siraj Jallil

“ The right model is hybrid. AI handles volume; humans handle value. ”

Henrick Choo

“ Most knowledge bases are not AI-ready. Legacy stores carry 'knowledge base rot' - obsolete pricing, conflicting policies, expired terms - so retrieval precision collapses, and the model hallucinates. ”

Khalil Nook

Agentic AI is an advanced form of artificial intelligence focused on autonomous decision-making to achieve pre-determined goals that requires minimal human supervision.

Choo adds that companies concerned about prematurely allowing AI to perform sensitive tasks should consider a more phased approach when it comes to autonomy.

This could start with high-volume, low-risk tasks such as order status updates, appointment changes, store information and delivery tracking, before moving on to matters like claims and refunds, and account updates.

Mesolika for cases involving high-value clients, disputes, and regulated decisions, humans should still be kept in the loop, Choo adds.

Coping measures

While some customer service chatbots have a clearly visible button for customers who find themselves at a dead end and want to speak to a human agent, others do not, leaving consumers stuck in a loop.

When caught in such a situation, Siraj says that there may be some workarounds available due to the nature of LLMs.

He advises consumers to try using explicit trigger keywords such as "Speak to an agent", "Human", "Live operator", or "Complain", which can sometimes bypass the bot's scripting and force the system to route the query to a person."

However, should that fail, he says consumers can try other official escalation channels, such as contacting the company through its verified social media accounts or customer service pages, where public-facing support teams may respond more quickly. Consumers should keep their complaints factual, include relevant details and avoid making unverifiable allegations.

"Ultimately, if the company remains unresponsive and the issue involves monetary loss or contractual breach, consumers must document everything with screenshots and immediately escalate their case to a formal regulatory body like the Domestic Trade and Cost of Living Ministry, or the National Consumer Complaints Centre," he says.

From Siraj's perspective, the responsibility for dealing with these issues falls on the corporate sector, with AI technology serving to improve human customer service rather than replace it.

He says that while such automated systems benefit companies by saving on labour cost, this often comes at the expense of the customer, who he says can end up forced "to act as an unpaid troubleshooter."

Siraj adds that while tech-savvy users consider these systems annoying, it can become a burden for the elderly and those with low digital literacy, who could end up unwittingly excluded from accessing services.

Steps forward

On the other hand, Khalil says the situation is likely to improve, viewing current challenges as early teething issues rather than the norm, which he expects will ease as technology develops and companies adopt more fully agentic customer service chatbot systems.

He believes that agentic AI will be the key to achieving this, with systems that reason, plan, retain context, take action, and keep humans in the loop.

Choo similarly believes that agentic AI will be a turning point. However, the technology will not magically resolve all the issues. He says the real turning point isn't "AI replacing humans", but rather "AI moving from unlearning to resolving."

He further says that "a good implementation is not just a chatbot on a website. It would come in the form of an integrated service model, with a clear purpose for the

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At what it should and should not handle, a clean, updated knowledge base shared between bots and humans, along with all the necessary integrations for it to take action and actively resolve issues.

"The right model is hybrid. AI handles volume; humans handle value. AI is best for FAQs, delivery status, appointment scheduling, password reset, account balance checks, simple routing, and summarising cases for agents."

"Humans remain essential for complaints and angry customers; bereavement, health, financial stress, or other emotional situations; disputes and exceptions; policy flexibility; fraud, risk, and regulated decisions; and high-value or complex business-to-business customers."

"AI should make human agents better, not make them disappear. At agents, IVR (interactive voice response), and agent assist tools should take care of routine queries, shortening wait times, improving first-call resolution, and freeing human agents for complex, high-value conversations," Choo stresses.

Meanwhile, Siraj believes that there needs to be a mandate from regulatory bodies to ensure that consumers always have the right to a human customer service agent, with a prominently displayed option to transfer to a live agent in a reasonable timeframe.

"Furthermore, companies that choose to include their customer base entirely behind non-functioning automated walls during critical service failures must face heavy statutory penalties for unfair trade practices, and they should be legally required to continuously audit their AI models to ensure they do not discriminate against users based on digital literacy or language variations," he says.

This visual is human-created, AI-aided

PAC uncovers unfair private hospital billings

KUALA LUMPUR: Bank Negara should impose firm punitive action against insurers that have undermined the welfare and interests of policyholders through discriminatory and questionable billing practices in private hospitals.

This was one of the recommendations by the bipartisan parliamentary Public Accounts Committee (PAC) after it discovered price discrimination and questionable billing practices in private hospitals.

These include higher charges for some patients using Guarantee Letters (GLs) and separate fees for basic items that should be covered under room charges.

"Bank Negara should also ensure that the insurance and takaful industry transitions towards incremental annual repricing and more stable annual premium adjustments to

avoid significant financial shocks to policyholders.

"It should also review cohort-based premium pricing and consider a suitably calibrated approach to strengthen fairness in risk-sharing while preserving affordability and long-term sustainability," committee member Dr Halimah Ali said when tabling the PAC findings.

The Malaysia Competition Commission (MyCC) should also provide guidance to stakeholders on discount negotiations between hospitals and insurers to ensure the process remains fair and does not adversely affect patient access, she added.

"The PAC found instances of unbundled charges for basic items such as clinical waste disposal, pillowcases and alcohol swabs, which should ordinarily be included in room

charges.

"It also found evidence of price discrimination, whereby patients using GLs are charged higher rates than cash-paying patients or those using pay-and-claim arrangements," she said.

She added that the committee had also identified a lack of transparency in cross-subsidisation, with private hospital billing structures failing to accurately reflect actual costs.

"Charges for medicines and medical supplies are often subject to significant mark-ups, sometimes reaching 300 per cent, to subsidise mandatory operational costs that are either not billed directly or are subsidised, such as ward charges, ICU services and the provision of 24-hour emergency departments," she said.

Dr Halimah added that the Health Min-

istry should ensure that amendments to the Private Healthcare Facilities and Services Act are implemented to empower it to regulate private hospital service charges beyond doctors' fees.

"The ministry and Bank Negara should strengthen complaint resolution channels and mechanisms relating to insurance and medical costs to ensure issues are resolved efficiently and effectively.

"In collaboration with the Domestic Trade and Cost of Living Ministry, the government should also establish price control mechanisms for medicines and medical devices to ensure prices remain reasonable and to prevent excessive profiteering," she said.

The findings and recommendations of the PAC follow 19 hearings held between February and August last year. - The Star



阿米尔韩查（左二）指导民众使用BUDI柴油补贴系统办理添油程序。（刘慕旺摄）

第二財長： 政策旨助國人

旅巴不納入柴油補貼

（亚庇5日讯）第二财长拿督斯里阿米尔韩查强调，政府无意将旅游业交通工具纳入柴油补贴计划，因为燃油补贴政策的宗旨是协助本国人民，而非以纳税人的资金补贴外国游客。

他说，政府不会透过燃油补贴间接资助外国游客，而是会把资源优先投入机场、交通网络及旅游景点等基础设施建设，全面提升我国，尤其是沙巴和砂拉越的旅游竞争力。

“如果旅游业交通工具获得柴油补贴，最终受益的其实是游客。我们认为，游客应支付市场价格，而不是由我国纳税人的钱为外国人承担燃油成本。”

阿米尔韩查今日在亚庇一家油站巡视BUDI柴油补贴计划落实情况后，针对沙巴旅游业者要求将旅游交通工具纳入柴油补贴计划一事，作出回应。

注重推动旅游业 长期发展

他表示，相较于提供燃油补贴，政府更着重推动旅游业的长期发展，通过改善基础设施、强化交通连接及丰富旅游产品，吸引更多国际游客来马。

他说，政府将持续提升机场设施、积极争取更多国

际航空公司开辟新航线，进一步加强航空连通性，同时推动更多旅游景点开发，丰富旅游体验，延长游客在马来西亚，尤其是沙巴和砂拉越的停留时间，进而带动整体旅游经济。

“我们的优先任务，是吸引更多游客来到马来西亚，而不是补贴游客的柴油费用。”

高需求油站 设柜台助申请

阿米尔韩查表示，为协助民众了解BUDI柴油补贴计划及受管制柴油补贴系统（SKDS）的申请程序，财政部已联同国内贸易及生活消费部（KPDN）及各石油公司，在部分申请需求较高的油站设立服务柜台，并安排工作人员驻守，为公众提供现场咨询服务。

他说，工作人员将协助民众查询申请资格、讲解申请流程，并指导有需要者申请额外100公升柴油补贴配额。

“民众也可透过扫描现场二维码，或登入BUDI MADANI官方网站提交申请。”

他指出，并非所有油站都会设立咨询柜台，而是由石油公司依据各油站的人流及申请需求作出安排，以更有效运用资源，提升服务效率。



旅巴不納入柴油補貼

第二財長：政策旨助國人

【星島5日訊】第二財長拿督斯里阿末爾赫查表示，聯邦政府無意將旅遊業交通工具納入柴油補貼計劃，因為燃油補貼政策的宗旨是協助本國人民，而非以納稅人的資金補貼外國遊客。

他說，政府不會透過燃油補貼間接資助外國遊客，而是會把資源優先投入機場、交通網絡及旅遊景點等基礎設施建設，全面提升我國，尤其是沙巴和砂朥越的旅遊競爭力。

“如果旅遊業交通工具獲得柴油補貼，最終受惠的其實是遊客。我們認為，遊客支付油價昂貴，而不是由我國納稅人的錢為外國人來負擔油成本。”

着重推動旅遊業長期發展

阿末爾赫查今日在亞庇一家酒店視察BUDI柴油補貼計劃落實情況後，針對沙巴旅遊業要求將旅遊業交通工具納入柴油補貼計劃一事，作出回應。

他表示，相較於提供燃油補貼，政府更着重推動旅遊業的長期發展。透過改善基礎設施，強化交通連接及豐富旅遊產品，吸引更多國際遊客來馬，而不只是補貼遊客的柴油費用。



阿末爾赫查（左二）指導民眾使用BUDI柴油補貼系統辦理油務。

近20萬車主獲額外100公升柴油 政府承擔2300萬補貼

第二財長拿督斯里阿末爾赫查表示，截至本月4日，全國近20萬輛柴油車主及運動型多用途車（SUV）車主，已獲批准在BUDI柴油補貼計劃下，每月額外獲發100公升柴油補貼配額，使每月補貼總配額增至300公升。

他說，受惠者包括西馬超過17萬4000名車主，以及沙巴、砂朥越和納閩2萬2000名車主。

他指出，政府決定提供額外100公升柴油配額，是考慮到柴油卡及SUV普遍承擔較高的柴油使用需求，廣泛用於中小企業營運、農業、山區及偏遠地區通勤，以及家庭生計等用途。

阿末爾赫查今日發表文章表示，政府充分理解柴油卡及SUV不僅是民眾日常代步工具，更是許多家庭賴以謀生的重要交通工具，因此決定增加補貼配額，以減輕車主每月燃油負擔。

他說，政府也積極回應民眾反映車輛登記人與實際使用人不一致的問題，例如車輛登記在子女名下，但長期由父母使用，或由其他直系親屬實際駕駛。

他表示，在符合規定並完成車務後，BUDI柴油補貼受惠者可透過BUDI MADANI官方網站申請。

沙柴油補貼配額問題 收集數據反饋再探討

第二財長拿督斯里阿末爾赫查指出，聯邦政府將在收集足夠的實際使用數據及反饋後，與沙巴州政府及相關部門展開全面評估，並在有充分數據支持及確有需要的情況下，探討調整沙巴柴油補貼配額。

阿末爾赫查說，BUDI柴油補貼計劃於本月1日起才在沙巴及砂朥越實施，目前實施僅約5天，政府現階段的首要任務是收集數據以系統化分析，並確保所有符合資格者都能順利享有補貼配額。

“待掌握足夠的實際使用數據及基層反饋後，政府將針對沙巴特殊情況展開深入研究，並在確認相關建議合理且具備充分數據支持後，再考慮作出調整。”

阿末爾赫查今日在亞庇一家酒店視察BUDI柴油補貼計劃落實情況後，針對沙巴各界要求提高柴油補貼配額的訴求，作出回應。

他強調，聯邦政府制定及調整補貼政策，一向以數據分析作為決策基礎，而非僅憑個別意見或短期反饋作出改變。他表示，政府正進行BUDI MADANI RONS95補貼計劃，原本每月補貼配額設定為300公升，但在分析全國交通數據後發現，持續使用超過200公升的受惠者不足1%，因此最終將補貼配額調整至每月200公升。

他說，目前政府為符合資格車輛提供每月200公升基本補貼配額，同時開放申請額外100公升配額，以照顧小區、山區居民及柴油需求較高的群體。

“截至昨日，全國已有超過20萬輛符合資格車輛批准額外100公升補貼配額，其中沙巴已有逾2萬宗申請獲准。”

可申請轉移柴油補貼配額

阿末爾赫查指出，政府也會根據民眾實際面對的問題持續優化執行機制。

他說，當局已因應基層反饋作出調整，包括允許車輛登記人與實際使用人為不同家庭成員時，可申請轉移柴油補貼配額，以解決子女

阿末爾赫查指出，BUDI柴油補貼計劃自本月1日起在沙巴及砂朥越實施以來已5天，部分油站的柴油銷量已出現下滑，顯示過去部分不符合資格購買補貼柴油的用戶，加沙已無法繼續享有相關補貼。

不過，他表示，目前評估政府節省多少補貼開支仍尚早，當前的即時回報率、整理及核實數據，才能準確計算實際節省金額。

“不過，我們相信成功將有助於緩解受管製柴油補貼系統（SKDS）及BUDI RONS95補貼計劃時一樣見解。”

他說，正是因為政府成功堵住補貼漏洞，才能節省下來的財政資源回饋民眾，包括把BUDI柴油價格由每公升2令15仙下調至2令10仙，以及將BUDI RONS95價格由每公升2令15仙調低至2令95仙。

他強調，補貼流失減少得越多，政府就越有能力把節省下來的資源重新投入真正需要援助的群體，而不是繼續讓不符合資格者享用國家補貼。

高需求油站設特快申請

阿末爾赫查表示，為協助民眾了解BUDI柴油補貼計劃及受管製柴油補貼系統（SKDS）的申請程序，財政部已與國內貿易及生活事務（KPDN）及各石油公司，在部分申請需求較高的油站設立服務台，並安排工作人員駐守，為公眾提供現場諮詢服務。

他說，工作人員將協助民眾查詢申請資格、講解申請流程，並指導有需要申請額外100公升柴油補貼配額。

“民眾也可透過掃描現場二維碼，或登入BUDI MADANI官方網站查詢。”

他指出，並非所有油站都會設立諮詢服務台，而是由石油公司根據各油站的人流及申請需求作出安排，以更有效運用資源，提升服務效率。

6月27日至全 全國逾33萬宗交易

另一方面，財政部在文中指出，BUDI柴油補貼計劃自6月27日開放提報使用以來，截至7月4日，全國累計達成超過33萬6000宗補貼柴油交易，共發出逾1260萬公升補貼柴油。政府承擔的補貼金額已超過2300萬令。

財政部表示，上述數據涵蓋兩個實施階段，即6月27日至30日提前期內每公升2令15仙的補貼價格，以及7月1日起全面實施每公升2令10仙的補貼價格。BUDI柴油補貼計劃採用MyKad作為回饋及資格認證機制，確保補貼發放予符合資格的馬來西亞公民；非公及不符合資格者，則須以市場價格購買柴油。

全國逾33萬宗交易

阿末爾赫查強調，針對性柴油補貼政策的核心目標，是確保國家補貼資源真正惠及符合資格的大馬民眾，同時保障國內補貼柴油供應，並有效遏止補貼濫用及柴油走私活動。

他說，BUDI柴油補貼計劃並非削減人民援助，而是透過更精準的補貼機制，將國家資源投放到真正有需要的群體，同時遏止每年導致國家蒙受數十億令虧損的補貼流失及柴油走私。

他表示，政府未來將持續監督BUDI柴油補貼計劃的落實成效，廣泛徵取民眾及業界意見，進一步優化補貼機制，確保補貼精準發放，並確保柴油供應穩定，並持續加強打擊補貼流失及走私活動。





KEMENTERIAN PERDAGANGAN DALAM NEGERI
DAN KOS SARA HIDUP

BERITA ONLINE

KPDN



UNIT KOMUNIKASI KORPORAT

BERITA ONLINE BERTARIKH 6 JULAI 2026

TARIKH	TAJUK	PAUTAN	MEDIA
6-Jul	Jip dan pikap syarikat kini layak subsidi diesel SKDS	https://www.utusan.com.my/nasional/2026/07/jip-dan-pikap-syarikat-kini-layak-subsidi-diesel-skds/	UTUSAN
6-Jul	Peniaga mikro, kecil boleh mohon subsidi diesel untuk jip dan pikap mulai hari ini	https://berita.rtm.gov.my/nasional/senarai-berita-nasional/senarai-artikel/peniaga-mikro-kecil-boleh-mohon-subsidi-diesel-untuk-jip-pikap-mulai-hari-ini/	RTM
6-Jul	Peniaga mikro, kecil boleh mohon subsidi diesel untuk jip dan pikap mulai hari ini	https://www.sinarharian.com.my/ampArticle/786210	SINAR HARIAN
6-Jul	Jip, pikap persendirian syarikat kini layak SKDS, permohonan dibuka bermula hari ini	https://sabahnews.com.my/jip-pikap-persendirian-syarikat-kini-layak-skds-permohonan-dibuka-bermula-hari-ini-armizan/	SABAH NEWS
6-Jul	Applications open today for diesel subsidy scheme for company jeeps, pickups; payments start July 15	https://www.malaymail.com/news/malaysia/2026/07/03/armizan-applications-open-today-for-dieselsubsidy-scheme-for-company-jeeps-pickups-payments-start-july-15/226194	MALAY MAIL
6-Jul	Jip dan pikap syarikat layak terima subsidi diesel	https://www.kosmo.com.my/2026/07/03/jip-dan-pikap-syarikat-layak-terima-subsidi-diesel/	KOSMO
6-Jul	Diesel subsidy extended to pickups and jeeps	https://www.businesstoday.com.my/2026/07/03/diesel-subsidy-extended-to-pickups-and-jeeps-2/?utm_source=rss&utm_medium=rss&utm_campaign=diesel-subsidy-extended-to-pickups-and-jeeps-2	BUSINESS TODAY

6-Jul	Permohonan SKD Kenderaan Persendirian Syarikat Kategori Jip ,Pikap Mulai Hari Ini	https://www.bernama.com/misc/rss/news.php?id=2576125	BERNAMA
6-Jul	Permohonan pendaftaran SKDS sektor baharu dibuka hari ini	https://malaysiagazette.com/2026/07/03/permohonan-pendaftaran-skds-sektor-baharu-dibuka-hari-ini/	MALAYSIA GAZETTE
6-Jul	Permohonan pendaftaran SKDS sektor baharu dibuka hari ini - Armizan	https://www.bernama.com/misc/rss/news.php?id=2576125	BERNAMA
6-Jul	Permohonan SKDS untuk jip dan pikap syarikat dibuka hari ini	https://siakapkeli.my/articles/permohonan-skds-untuk-jip-pikap-syarikat-dibuka-hari-ini	SIAKAP KELI
6-Jul	Peniaga milikan tunggal, perkongsian layak nikmati diesel bersubsidi melalui SKDS	https://themalaysiapress.com/2026/07/03/peniaga-milikan-tunggal-perkongsian-layak-nikmati-diesel-bersubsidi-melalui-skds/	THE MALAYSIA PRESS
6-Jul	Subsidised diesel applications open for company jeeps and pickup trucks, says Armizan	https://www.thestar.com.my/news/nation/2026/07/03/subsidised-diesel-applications-open-for-company-jeeps-and-pickup-trucks-says-armizan	THE STAR
6-Jul	Applications open today for diesel subsidy scheme for company jeeps, pickups; payments start July 15	https://www.malaymail.com/news/malaysia/2026/07/03/armizan-applications-open-today-for-dieselsubsidy-scheme-for-company-jeeps-pickups-payments-start-july-15/226194	MALAYMAIL
6-Jul	Gagal pamer caj permainan, pengendali tapak hiburan dikompaun	https://www.borneodailybulletin.com/gagal-pamer-caj-permainan-pengendali-tapak-hiburan-dikompaun/	BORNEO DAILY
6-Jul	KPDN Labuan Compounds Fun Fair Operator For Failing To Display Game Charges	https://bernama.com/en/news.php//bfokus/general/news.php?id=2575701	BERNAMA

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6-Jul	Pengendali fun fair di Labuan dikompaun gagal pameran caj permainan	https:// sabahme- dia.com/2026/07/03/ pengendali-fun-fair-di- labuan-dikompaun-gagal-	SABAH MEDIA
6-Jul	Jualan Rahmah MADANI Bergerak dekati penduduk Kampung Jabai	https:// utusanarawak.com.my/ jualan-rahmah-madani- bergerak-dekati-penduduk-	UTUSAN SARAWAK
6-Jul	KPDN terus laksana Program Jualan Rahmah MADANI Bergerak	https:// www.utusanborneo.com.my/ /2026/07/05/kpdn-terus- laksana-program-jualan- rahmah-madani-bergerak	UTUSAN BORNEO
6-Jul	Kerajaan sedia teliti mekanisme kuota subsidi diesel di pedalaman Sabah – Amir Hamzah	https:// utusanmelayuplus.com/ kerajaan-sedia-teliti- mekanisme-kuota-subsidi- diesel-di-pedalaman-sabah-	UTUSAN MELAYU
6-Jul	Kerajaan sedia teliti mekanisme kuota subsidi diesel di pedalaman Sabah – Amir Hamzah	https:// www.utusan.com.my/ nasional/2026/07/kerajaan- sedia-teliti-mekanisme- kuota-subsidi-diesel-di- pedalaman-sabah-amir-	UTUSAN

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6-Jul	Kerajaan bersedia teliti mekanisme kuota subsidi diesel di pedalaman Sabah	https:// www.hmetro.com.my/ mutakhir/2026/07/1379697/ kerajaan-bersedia-teliti- mekanisme-kuota-subsidi- diesel-di-pedalaman-sabah	HARIAN METRO