

## Complaint on Shell

Written by Administrator

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I want to seek clarification on the recent Fuel Price increase. The Gov had announced increase of extra 0.78cents to the Regular Unleaded Petrol of MYR1.92. So it should be now MYR2.70. Why is the Petrol Stations charging MYR2.704 ?? Isn't it supposed to be flat MYR2.70?

I pumped the petrol at Shell Station (D'ROSH SERVE CARE) 000911890-K PREMIS. KM 2 FED HIGHWAY SEK 1, 40450 SHAH ALAM. SELANGOR. today at 4.09PM

Will appreciate if you could revert back to me. Thank You Regards

**NCCC** :  
Complaint was forwarded to the Ministry of Domestic Trade and Consumer Affairs for investigation and the below is the reply received.

Tuan, Aduan telah disiasat. Pihak Shell telah dihubungi dan telah mengambil tindakan serta merta. Pihak Shell memaklumkan mana-mana pembeli yang dikenakan harga RM2.704 seliter boleh mendapatkan wang mereka kembali bagi amaun yang telah terlebih cas dengan menelefon talian tol free Shell.

Respond by  
**Complainant** after reading the reply

Dear Mr Darshan,

Thanks for the feedback and follow-up on my inquiry. Anyway, I think it's kind of ridiculous for the Shell simply to say that they can refund back the money. I guess they are make a joke out of this. That day I poured 28.11 liters of petrol at 2.704 which was charged at MYR76.00 (rounded up). If it was at 2.700 then the price would have been MYR 75.897. So are they going to refund 0.103?

Anyway, the gov should take more action rather than just informing Shell about the irregularities of the price. In fact couple of my colleagues also was charge at 2.704, and not sure, how many more thousand of other car users who have had ben charged at this price and not sure for how many days this was going on till the change was done. Maybe the Gov should do better by imposing hefty fine to this Petrol Company and channel the fund to the enviroment or needy people. After all, with all the money the Petrol company raking in even a million dollar fine would also won't do a scratch to them.

I appreciate your follow-up and feedback on this. Thank you so much. Regards

**NCCC**  
Director: The complaint makes perfect sense here. Shell, instead of appologizing, has actually made a joke out of the whole issue. Ministry should take stern action against companies like this. How much money would have been made by Shell from this? Your guess is as good as mine.

Darshan Singh  
Director-NCCC

"Treat Others The Way You Want Others To Treat You"