



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2018

**AMENDMENT TO THE DIRECTIVE RELATING TO THE
IMPLEMENTATION OF THE QUALITY OF SERVICE FRAMEWORK AT
KL INTERNATIONAL AIRPORT AND KL INTERNATIONAL AIRPORT 2
(2024)**

This Directive is issued by the Malaysian Aviation Commission (“**Commission**”) pursuant to section 98A of the Malaysian Aviation Commission Act 2015 [*Act 771*].

Objective

1.1 This directive may be cited as the Amendment to the Directive Relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018 (2024).

1.2 This Directive comes into operation on 2 May 2024.

Amendment of subparagraph 3.2(c)

2. Subparagraph 3.2(c) of the Directive Relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018, which is referred to as the “principal Directive” in this Directive is amended–

(a) by substituting subparagraph (i) for the following subparagraph:

“(i) availability of bussing services”; and

(b) by inserting after subparagraph (i) the following subparagraph:

“(iA) punctuality of bussing services; and”

Amendment of paragraph 4.6

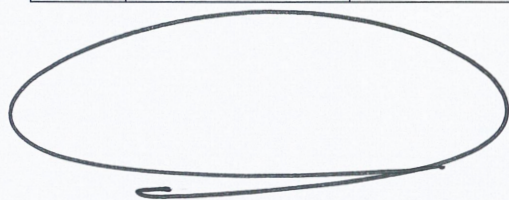
3. Paragraph 4.6 of the principal Directive is amended by substituting for the definition of “User Fee” the following definition:

‘ “User Fee” has the meaning assigned to it in the Operating Agreement for KL International Airport dated 18 March 2024 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports (Sepang) Sdn. Bhd.’

Amendment of Schedule 1

4. In relation to item No. 3 Passenger flow, the principal Directive is amended by substituting the particulars of column (3) Service quality element of Availability of 2 Aerotrain TTS (KLIA only) and Availability of 1 Aerotrain TTS (KLIA only), together with columns (4) Measurement mechanism (monthly) and (5) Target the following:

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
3.	Passenger flow	Bussing services availability (KLIA only)	GPS-enabled tracking system on busses	99% - availability of bus	0.25
		Bussing services punctuality (KLIA only)	GPS-enabled tracking system on busses	99% - punctuality of bus based on a 4- minute interval	0.25



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