

NO. 1 OF 2024

AMENDMENT TO THE DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE FOURTH PHASE OF THE QUALITY OF SERVICE FRAMEWORK AT KL INTERNATIONAL AIRPORT TERMINAL 1 AND 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].

- 1.1 This directive may be cited as the Amendment to the Directive Relating to the Implementation of the Fourth Phase of the Quality of Service Framework at KL International Airport Terminal 1 and 2 No. 1 of 2024 (2024).
- 1.2 This Directive comes into operation on 1 December 2024.

Amendment of subparagraph 3.2

- 2. Subparagraph 3.2 of the Directive Relating to the Implementation of the Fourth Phase of the Quality of Service Framework at KL International Airport Terminal 1 and 2 No. 1 of 2024, which is referred to as the "principal Directive" in this Directive is amended—
 - (a) by inserting after subparagraph (b) the following subparagraph:
 - "(ba) transfer immigration queueing (automatic gate);"

- (b) by inserting after subparagraph (c) the following subparagraph:
 - "(ca) outbound immigration (automatic gate);"
- (c) by deleting the word "and" for subparagraph (e);
 - (d) by inserting after subparagraph (e) the following subparagraph:
 - "(ea) inbound immigration (automatic gate);"
 - (e) by inserting after the word "inbound customs" the word "and" for subparagraph (f); and
 - (f) by inserting after subparagraph (f) the following subparagraph:
 - "(fa) check-in."

Amendment of Schedule 1

- 3. Schedule 1 of the principal Directive is amended by inserting in column (3) after the service quality element of—
 - (a) Transfer immigration queueing (manned counter), a new element –
 Transfer immigration queueing (automatic gate), and a new target for column (5) 95% passenger queues not more than 5 minutes;
 - (b) Outbound immigration (manned counter), a new element Outbound immigration (automatic gate), and a new target for column (5) 95%
 passenger queues not more than 5 minutes;
 - (c) Inbound immigration (manned counter), a new element Inbound immigration (automatic gate), and a new target for column (5) 95%
 passenger queues not more than 5 minutes; and
 - (d) Inbound customs, a new element Check-in, and a new target for column (5) 95% passenger queues not more than 15 minutes.

SCHEDULE 1

Quality of Service Framework for KLIA T1

(1) No.	(2) Service	(3) Service quality	(4) Measurement	(5) Target	(6) Revenue
	quality	element	mechanism		at risk
	category		(monthly)		(%)
1.	Queuing times	Passenger security search – Gate screening	Automated queue monitoring system	90% – passenger queues not more than 15 minutes	0.30
Sign Sign Sign Sign Sign Sign Sign Sign		Passenger security search – Centralized screening	installed at KLIA T1	95% – passenger queues not more than 10 minutes	0.22
		Transfer immigration queuing (manned counter)	To seem the sales	90% – passenger queues not more than 10 minutes	Results are for notification and publication
		Transfer	arright branch as	95% – passenger	purposes
	湖 村田	immigration queueing (automatic gate) Outbound immigration (manned counter)		queues not more than 5 minutes 85% — passenger queues not more than 20 minutes	only
		Outbound immigration (automatic gate)		95% – passenger queues not more than 5 minutes	
		Outbound customs		95% – passenger queues not more than 10 minutes	
		Inbound immigration (manned counter)		85% – passenger queues not more than 25 minutes	

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
**	lansla ten	Inbound immigration (automatic gate)		95% – passenger queues not more than 5 minutes	
		Inbound customs		95% – passenger queues not more than 10 minutes	
		Check-in	rentario referio re i vian odeoroti riti marci un eau	95% – passenger queues not more than 15 minutes	
in the	Tage of the same			Total Grand Total	0.52 0.52

Amendment of Schedule 2

- 4. Schedule 2 of the principal Directive is amended by inserting in column (3) after the service quality element of
 - (a) Transfer immigration queueing (manned counter), a new element –
 Transfer immigration queueing (automatic gate), and a new target for
 column (5) 95% passenger queues not more than 5 minutes;
 - (b) Outbound immigration (manned counter), a new element Outbound immigration (automatic gate) and a new target for column (5) 95% passenger queues not more than 5 minutes;
 - (c) Inbound immigration (manned counter), a new element Inbound immigration (automatic gate) and a new target for column (5) 95% passenger queues not more than 5 minutes; and
 - (d) Inbound customs, a new element Check-in and a new target for column (5) – 95% - passenger queues not more than 15 minutes.

SCHEDULE 2 Quality of Service Framework for KLIA T2

(1)	(2)	(3)	(4)	(5)	(6)
No.	(2) Service	Service quality	Measurement	Target	Revenue
NO.		element	mechanism	rangot	at risk
	quality category	element	(monthly)		(%)
1.	Queuing	Passenger	Automated	95% – passenger	0.52
	times	security search -	queue	queues not more	
	unes	Centralized	monitoring	than 10 minutes	
		screening	system		
		Sorooming	installed at		
		Transfer	KLIA T2	90% – passenger	Results
200	1000年	immigration		queues not more	are for
		queuing (manned		than 10 minutes	notification
		counter)			and
					publication
		Transfer	7048824	95% – passenger	purposes
		immigration		queues not more	only
		queueing		than 5 minutes	
		(automatic gate)			
		Outbound		85% – passenger	7.00
		immigration		queues not more	
		(manned counter)		than 20 minutes	
		Outbound		95% – passenger	or or a constant
		immigration		queues not more	
		(automatic gate)		than 5 minutes	
,		Outbound		95% – passenger	Service Control
		customs		queues not more	
				than 10 minutes	
		Inbound		85% – passenger	
		immigration		queues not more	
		(manned counter)		than 25 minutes	
		Inbound		95% – passenger	
		immigration		queues not more	
		(automatic gate)		than 5 minutes	

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Inbound customs		95% – passenger queues not more than 10 minutes	
		Check-in		95% – passenger queues not more than 15 minutes	
			Sim Services	Total	0.52
_	Grand Total			0.52	

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