



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

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 quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1.	Queuing times	Passenger security search – Gate screening	Automated queue monitoring system installed at KLIA T1	90% – passenger queues not more than 15 minutes	0.30
		Passenger security search – Centralized screening		95% – passenger queues not more than 10 minutes	0.22
		Transfer immigration queuing (manned counter)		90% – passenger queues not more than 10 minutes	Results are for notification and publication purposes only
		Transfer immigration queueing (automatic gate)		95% – passenger queues not more than 5 minutes	
		Outbound immigration (manned counter)		85% – passenger queues not more than 20 minutes	
		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 (%)
		Inbound immigration (automatic gate)		95% – passenger queues not more than 5 minutes	
		Inbound customs		95% – passenger queues not more than 10 minutes	
		Check-in		95% – passenger queues not more than 15 minutes	
				Total	0.52
				Grand Total	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) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1.	Queuing times	Passenger security search – Centralized screening	Automated queue monitoring system installed at KLIA T2	95% – passenger queues not more than 10 minutes	0.52 Results are for notification and publication purposes only
		Transfer immigration queuing (manned counter)		90% – passenger queues not more than 10 minutes	
		Transfer immigration queueing (automatic gate)		95% – passenger queues not more than 5 minutes	
		Outbound immigration (manned counter)		85% – passenger queues not more than 20 minutes	
		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	
		Inbound immigration (automatic gate)		95% – passenger queues not more 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	
Total					0.52
Grand Total					0.52

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