



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2023

DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE QUALITY OF SERVICE FRAMEWORK AT KOTA KINABALU INTERNATIONAL AIRPORT

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 The Commission has developed an Airports Quality of Service ("**QoS**") Framework to improve passenger comfort at airports, ensure the aerodrome operators give priority to consumer service levels and facilitate better airport user experience for airlines, ground handling operators and other users of airports in Malaysia.

1.2 The objective of this Directive is to implement the service quality elements of the QoS Framework at Kota Kinabalu International Airport ("**BKI**").

Application

2. This Directive applies to the person who is licensed or authorised under the Act to operate BKI ("**Aerodrome Operator**").

Airports Quality of Service Framework (QoS Framework)

3.1 The QoS Framework comprises five components:

- (a) service quality category;
- (b) service quality element;
- (c) monthly measurement mechanism;
- (d) target; and
- (e) revenue at risk.

3.2 The service quality category for this Directive comprises the operator and staff facilities and the passenger flow. Each of these service quality categories is divided into the following specific service quality elements:

- (a) Operator and staff facilities
 - (i) availability of aerobridge;
 - (ii) availability of aerobridge operator; and
 - (iii) availability of Visual Docking Guidance System (“**VDGS**”).
- (b) Passenger flow
 - (i) availability of lifts, escalators and walkalators.

3.3 Each service quality element is measured with a specific measurement mechanism to ensure that these service quality elements are measured in a clear and precise manner.

3.4 The Aerodrome Operator has to achieve the target allocated to each service quality element. Failure to achieve any of the targets as specified in column (5) of Schedule 1 of this Directive is a non-compliance and the Commission may impose a financial penalty on the Aerodrome Operator based on the percentage of the revenue at risk assigned to each service quality element.

3.5 The details of the QoS Framework are as specified in Schedule 1.

Computation of financial penalty for non-compliance of the QoS Framework

4.1 In the event of any non-compliance of the QoS Framework, the computation of financial penalty shall be based on the percentage of the revenue at risk as per column (6) of Schedule 1.

4.2 The financial penalty shall be computed on a quarterly basis.

4.3 The amount of financial penalty for each non-compliance is calculated from the quarterly accrued regulated aeronautical revenue of the Aerodrome Operator based on the percentage of the revenue at risk.

4.4 The financial penalty to be imposed pursuant to paragraph 4.3 shall not exceed five per cent of the annual turnover of the Aerodrome Operator from the preceding financial year.

4.5 The accrued regulated aeronautical revenue shall not include the User Fee paid by the Aerodrome Operator to the Government.

4.6 For the purpose of this paragraph –

“accrued regulated aeronautical revenue” means –

- (a) Passenger Service Charges and Security Charges;
- (b) Landing Charges; and
- (c) Parking Charges.

“User Fee” has the meaning assigned to it in the Operating Agreement for Designated Airports dated 12 February 2009 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports Sdn. Bhd.

Payment of financial penalty for non-compliance of QoS Framework

5.1 In the event the Aerodrome Operator fail to comply with the QoS Framework, the Commission shall issue the notice of financial penalty on a quarterly basis for each calendar year.

5.2 The Aerodrome Operator shall pay the financial penalty to the Commission within thirty days from the date the Commission issues the notice of financial penalty pursuant to paragraph 5.1.

Commission to require information or document

6.1 The Commission may, for the purpose of implementing this Directive, require the Aerodrome Operator to provide any information or document and the Aerodrome Operator shall provide such information or document to the Commission in accordance with any timeline as specified by the Commission.

6.2 The Aerodrome Operator shall disclose relevant information or document to the Commission and shall ensure that such information or document are not false or misleading in nature.

Compliance of the Directive by Aerodrome Operator

7.1 The Aerodrome Operator shall comply with this Directive.

7.2 Subparagraph 98A(3)(b) of the Act shall apply in the event the Aerodrome Operator fail to comply with this Directive.

Date of commencement

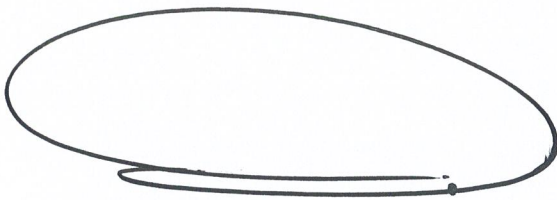
8. This Directive comes into operation on 1 May 2023.

SCHEDULE 1

Quality of Service Framework

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
1.	Operator and staff facilities	Availability of aerobridge	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.50
		Availability of aerobridge operator	The percentage of arrival flights where the aerobridge operator was available 10 minutes before on- chock time based on the reports submitted by the Aerodrome Operator	95% of arrivals	0.25
			The percentage of arrival flights where the aerobridge operator was available 5 minutes before on-chock time based on the reports submitted by the Aerodrome Operator	99% of arrivals	0.25
		Availability of VDGS	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	99.5%	0.33
		Total			1.33

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
2.	Passenger flow	Availability of lifts, escalators and walkalators	The Equipment Service Availability based on reports submitted by the Aerodrome Operator	Availability of lifts, escalators and walkalators for at least 99.5% of the duration of time the lifts, escalators and walkalators are in service	0.74
Total					0.74
Grand Total					2.07



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