



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

NO. 1 OF 2024

**DIRECTIVE RELATING TO THE IMPLEMENTATION OF THE FOURTH
PHASE OF THE QUALITY OF SERVICE FRAMEWORK AT KL
INTERNATIONAL AIRPORT TERMINAL 1 AND 2**

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 fourth phase of the QoS Framework at KL International Airport Terminal 1 ("**KLIA T1**") and KL International Airport Terminal 2 ("**KLIA T2**").

1.3 For purposes of all paragraphs in this Directive, the following names shall be one

and the same:

- (a) “KLIA T1” and “KL International Airport”; and
- (b) “KLIA T2” and “KL International Airport 2”.

Application

2. This Directive applies to the person who is licensed or authorised under the Act to operate KLIA T1 and KLIA T2 (“**Aerodrome Operator**”) and shall be read in conjunction with the Directives relating to the Implementation of the Quality of Service Framework at KL International Airport and KL International Airport 2 No. 1 of 2018 dated 30 August 2018, No. 2 of 2018 dated 12 December 2018, and No. 1 of 2019 dated 1 July 2019.

Airports Quality of Service 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 queuing times which is divided into the following specific service quality elements:

- (a) passenger security search for gate and/or centralized screening;
- (b) transfer immigration queuing (manned counter);
- (c) outbound immigration (manned counter);
- (d) outbound customs;
- (e) inbound immigration (manned counter); and
- (f) inbound customs.

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 and Schedule 2 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 and Schedule 2.

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

4.1 In the event of any non-compliance with 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 and Schedule 2.

4.2 The financial penalty shall be computed respectively for KLIA T1 and KLIA T2 on a monthly basis.

4.3 The amount of financial penalty for each non-compliance is calculated from the monthly 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 KL International Airport dated 18 March 2024 between the Government of Malaysia, Malaysia Airports Holdings Berhad and Malaysia Airports (Sepang) Sdn. Bhd.

Payment of financial penalty for non-compliance of QoS Framework

5.1 In the event the Aerodrome Operator fails 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 fails to comply with this Directive.

Date of commencement

- 8. This Directive comes into operation on 2 May 2024.

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

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Outbound immigration (manned counter)		85% – passenger queues not more than 20 minutes	purposes only
		Outbound customs		95% – passenger queues not more than 10 minutes	
		Inbound immigration (manned counter)		85% – passenger queues not more than 25 minutes	
		Inbound customs		95% – passenger queues not more than 10 minutes	
					Total
Grand Total					0.52

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
		Transfer immigration queuing (manned counter)		90% – passenger queues not more than 10 minutes	Results are for notification and publication purposes only
		Outbound immigration (manned counter)		85% – passenger queues not more than 20 minutes	
		Outbound customs		95% – passenger queues not more than 10 minutes	

(1) No.	(2) Service quality category	(3) Service quality element	(4) Measurement mechanism (monthly)	(5) Target	(6) Revenue at risk (%)
		Inbound immigration (manned counter)		85% – passenger queues not more than 25 minutes	
		Inbound customs		95% – passenger queues not more than 10 minutes	
				Total	0.52
				Grand Total	0.52

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