



January to June
2025

Consumer Report

Civil Aviation Authority of Malaysia





Disclaimer

This Consumer Report is issued by the Civil Aviation Authority of Malaysia (CAAM) pursuant to the Malaysian Aviation Commission (Dissolution) Act 2024 [Act 856], which came into force on 1 August 2025. The report incorporates data, activities and regulatory functions undertaken by the former Malaysian Aviation Commission (MAVCOM) for the period of January to June 2025, prior to the transfer of consumer-protection, compliance, enforcement and service-quality oversight responsibilities to CAAM. All such functions referenced in this report are, effective 1 August 2025, administered and enforced by CAAM under the powers conferred by Act 856 and the Civil Aviation Authority of Malaysia Act 2017 [Act 788].

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Executive Summary

The first half of 2025 recorded a substantial increase in consumer engagement with the Civil Aviation Authority of Malaysia (CAAM), with 5,876 submissions received compared with 3,347 in the same period of 2024. Complaints increased to 4,531, while requests rose to 1,330, reflecting higher utilization of formal consumer-protection channels and stronger public awareness of consumer rights. Submission quality also improved, with 83.8 percent classified as actionable compared with 73.0 percent last year, indicating improved case accuracy and clearer understanding of regulatory requirements.

Airline-related matters continued to form the majority of consumer concerns. The largest complaint categories were cancellations (851), delays (612) and refund issues (553). AirAsia (1,272 cases), Batik Air (1,108 cases) and Malaysia Airlines (806 cases) collectively accounted for 84% of airline-related complaints, alongside lower volumes recorded for AirAsia X (276), Firefly (210) and MASwings (17). Complaint ratio analysis highlighted performance variations across Malaysian carriers, with Batik Air recording 564 complaints per million passengers, followed by Firefly (371), AirAsia X (284), Malaysia Airlines (204), AirAsia (178) and MASwings (79). In addition to cases escalated to CAAM, airlines reported internally managed complaints for the same period, including 13,383 cases by Malaysia Airlines, 10,907 by AirAsia, 3,104 by AirAsia X, 1,266 by Firefly, 1,042 by Batik Air and 67 by MASwings, indicating the volume of issues handled through internal airline channels prior to escalation.

Airport-related complaints remained comparatively low at 60 cases nationwide, with KLIA Terminal 1 and Terminal 2 accounting for 36 of these. Operator-submitted data also showed that Malaysia Airports Holdings Berhad reported 1,481 internally managed complaints and Senai Airport Terminal Services Sdn. Bhd. reported 23, indicating the volume of issues handled directly by airport operators through their internal customer service channels.

Case-resolution timeliness remained consistent with regulatory expectations. 97% of actionable complaints were resolved within the 30-day period, supported by timely responses from airlines and airports. The volume of internally managed cases reported by operators further reflects the functioning of first-tier mechanisms for addressing consumer issues.

Operational performance showed measured improvement. Malaysian carriers recorded an average 79.2 percent on-time performance (OTP) for departures from Malaysian airports, a 2.5-percentage-point improvement over the second half of 2024. Cancellation rates remained largely stable and below the 20 percent regulatory threshold. At KLIA Terminal 1 and Terminal 2, Malaysian carriers recorded 71.6 percent OTP and 88.9 percent of scheduled flights operated, compared with foreign carriers at 75.0 percent OTP and 95.2 percent flights operated. These results indicate improving operational reliability among Malaysian carriers, though further enhancement in punctuality and schedule consistency remains necessary when benchmarked against foreign-carrier performance.

Implementation of the Airport Quality of Service (QoS) Framework progressed steadily. By June 2025, 27 of 28 service-quality elements were implemented at KLIA Terminal 1 and Terminal 2. These elements are structured across four service pillars and monitored through automated sensors, independent inspections and passenger-survey mechanisms. The national rollout remained on schedule, with major airports such as Kota Kinabalu International Airport, Langkawi International Airport, Kuching International Airport, Senai International Airport and Miri Airport continuing the structured adoption of the Framework.

Compliance and enforcement activities remained active. Since 2018, cumulative penalties collected under the MACPC totaled RM4.85 million, while penalties collected under the QoS Directives reached RM4.50 million. These outcomes reflect confirmed instances of non-compliance and demonstrate CAAM's continued regulatory oversight supported by operator cooperation in implementing corrective actions.

Consumer-awareness and outreach efforts expanded significantly, encompassing digital platforms, broadcast media, print channels, community events, educational sessions and industry-partner engagements. These efforts strengthened frontline readiness, improved message consistency and broadened public understanding of consumer rights and redress pathways. The combined initiatives contributed to a more informed and empowered travelling public.

Looking ahead, CAAM's priorities emphasise stronger integration of complaint analytics, operational performance data and QoS results to enable earlier detection of emerging issues and more evidence-based regulatory intervention. Planned initiatives for 2026 include upgrading data systems, refining enforcement practices and expanding collaboration with airlines, airports and government agencies. Together with high closure rates, stable QoS implementation and strong internal handling by operators, these priorities are aimed at strengthening accountability and advancing a more reliable, transparent and consumer-focused aviation environment.

Overall, the first half of 2025 reflects a maturing consumer-protection ecosystem. Rising submission volumes, improved actionable case quality, strong complaint-closure performance, stabilising operational indicators and continued QoS implementation collectively demonstrate a more resilient and responsive regulatory environment. These developments establish a solid foundation for CAAM's expanded mandate under Act 856 and support continued progress toward a consistent, accountable and consumer centered aviation sector.

Section 1: Overview of Consumer Cases

1.1 Total Cases Received

The number of consumer cases received by CAAM increased significantly in the first half of 2025. A total of 5,876 cases were recorded between January and June 2025, an increase from 3,347 in the same period in 2024, representing a 76% rise in submissions. This reflects higher travel activity as well as rising public awareness of consumer rights under the Malaysian Aviation Consumer Protection Code 2016.

Complaints remained the dominant submission type. CAAM received 4,531 complaints in 1H 2025 compared with 2,851 in 1H 2024. Requests for assistance increased to 1,330 cases, up from 476 previously, indicating greater consumer understanding of CAAM’s role in facilitating issue resolution with airlines and airport operators. Enquiries and feedback declined slightly from 20 to 15 cases, suggesting that consumers are better able to determine when a formal submission is required.

Overall, the shift in case distribution demonstrates that consumers are increasingly familiar with CAAM’s formal channels and are more accurately directing their concerns through the appropriate submission pathways. The rise in total submissions also signals improved accessibility and growing reliance on CAAM’s regulatory mechanisms.

Figure 1.1 Total Cases Received by CAAM 1H 2025

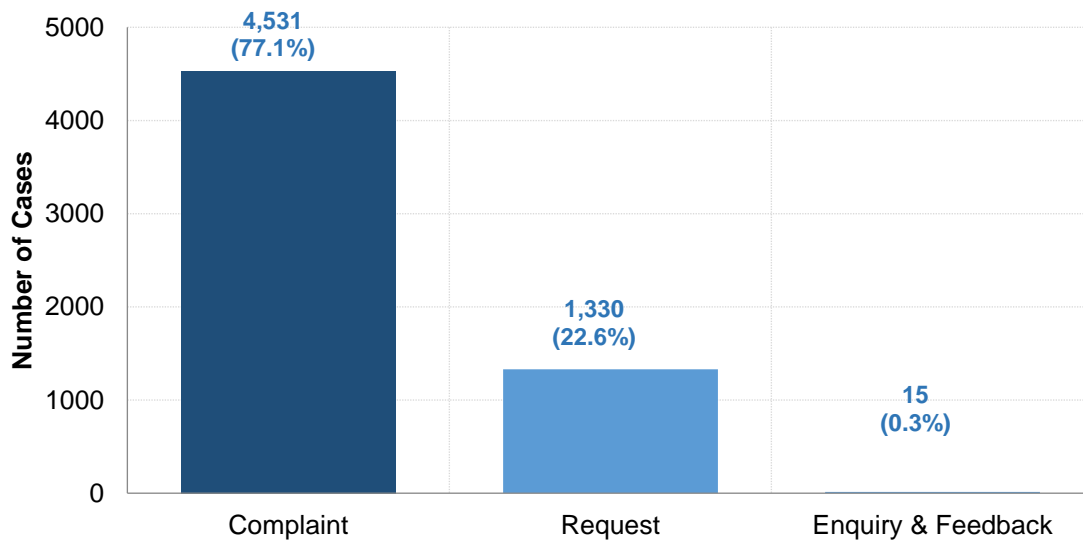


Table 1.1 Comparison of Consumer Case Types in 1H 2024 and 1H 2025

| Case Type | 1H 2024 | 1H 2025 | % Change |
|-------------------------------|---------|---------|----------|
| Complaint | 2,851 | 4,531 | +59% |
| Request | 476 | 1,330 | +179% |
| Enquiry & Feedback | 20 | 15 | -25% |

1.2 Actionable and Unactionable Cases

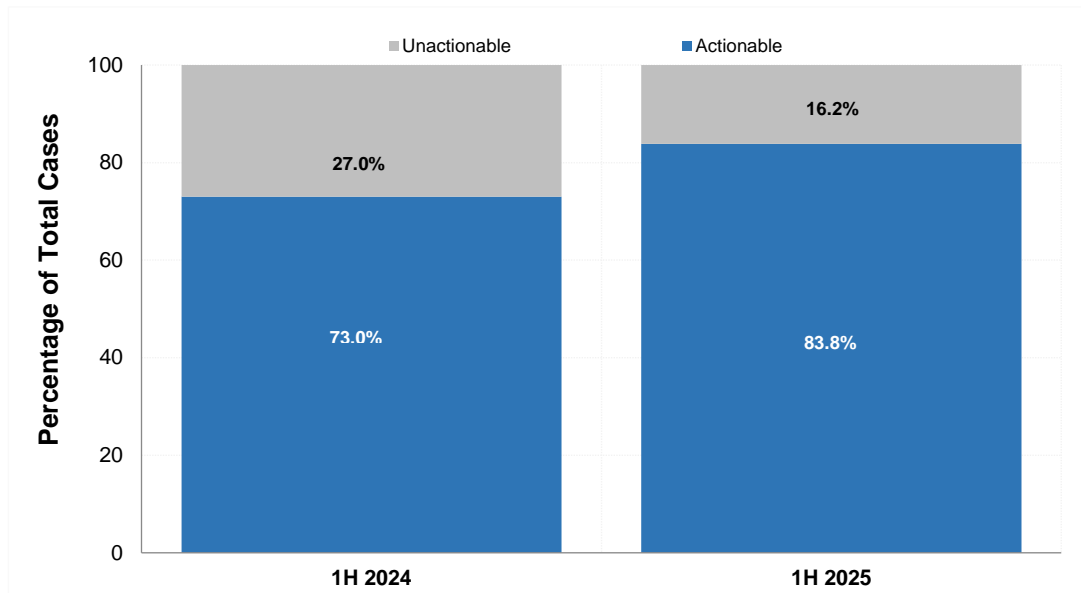
The proportion of actionable cases improved substantially between 1H 2024 and 1H 2025. In 1H 2024, 73 percent of all cases were classified as actionable, while the remaining 27 percent could not proceed because of incomplete documentation, matters outside CAAM’s jurisdiction or cases where airlines or airports had already complied with the Malaysian Aviation Consumer Protection Code. By 1H 2025, the proportion of actionable cases had increased to 83.8 percent, while unactionable cases declined to 16.2 percent.

Several factors contributed to this improvement. Enhancements to the Complaint Management System introduced clearer submission requirements, better case categorisation, and a more structured process for consumers to provide relevant documents. Increased public awareness, supported by CAAM’s outreach efforts and the FlySmart platform, also helped consumers better understand the information required for regulatory assessment.

The increase in actionable cases reflects better case accuracy and improved consumer understanding of CAAM’s mandate. The decline in unactionable cases suggests that fewer consumers are submitting incomplete or out-of-scope complaints, strengthening the overall effectiveness of case management.

These developments demonstrate a more mature and informed consumer environment, with higher-quality submissions enabling faster processing and more accurate regulatory outcomes.

Figure 1.2 Proportion of Actionable and Unactionable Cases in 1H 2024 and 1H 2025



1.3 Summary of Observations

Consumer case trends for the first half of 2025 highlight continued strengthening of Malaysia’s aviation consumer protection landscape. Case volumes increased substantially, reflecting growing utilisation of CAAM’s formal channels and higher awareness of air travel rights among consumers. The rise in actionable cases and reduction in unactionable submissions indicate notable improvements in submission quality and alignment with CAAM’s regulatory criteria.

At the same time, the data shows that consumers are engaging more confidently and consistently with CAAM’s services, supported by clearer guidance, enhanced system processes and broader public outreach. These factors collectively contribute to a more informed, accessible and responsive consumer regulatory ecosystem.

Section 2: Complaints under CAAM Jurisdiction

2.1 Regulatory Context and Scope of Analysis

CAAM continued to reinforce its role as the national aviation consumer regulator during the first half of 2025. Complaints serve as a primary indicator of the extent to which service providers meet their obligations under the Malaysian Aviation Consumer Protection Code. Although the Complaint Management System captures various types of submissions, this section focuses specifically on complaints as they provide direct reflection of potential non-compliance with consumer protection requirements and warrant direct regulatory intervention by CAAM.

Requests for assistance also fall within CAAM's oversight, as they frequently involve matters that require engagement with airlines or airports. However, the primary emphasis of this section remains on complaints due to the regulatory significance. Enquiries and feedback are not included in this analysis as they do not trigger formal investigation, although they offer supplementary insight into general consumer sentiment. This review covers complaints involving both Malaysian and foreign airlines, as well as airports registered with CAAM. Complaint ratios are calculated only for Malaysian carriers as passenger carried data for foreign airlines are not available.

While this section focuses on complaints due to their regulatory significance, it also recognises developments in the industry. Airlines and airports demonstrated improved responsiveness through internal complaint handling mechanisms, contributing to higher resolution rates and more complete submissions in CAAM's Complaint Management System. These improvements, alongside enhanced public awareness efforts, resulted in more accurate case submissions and clearer categorisation of consumer issues.

This balanced approach allows CAAM to understand areas requiring regulatory attention and areas where industry performance has strengthened, providing a more complete view of Malaysia's consumer protection environment.

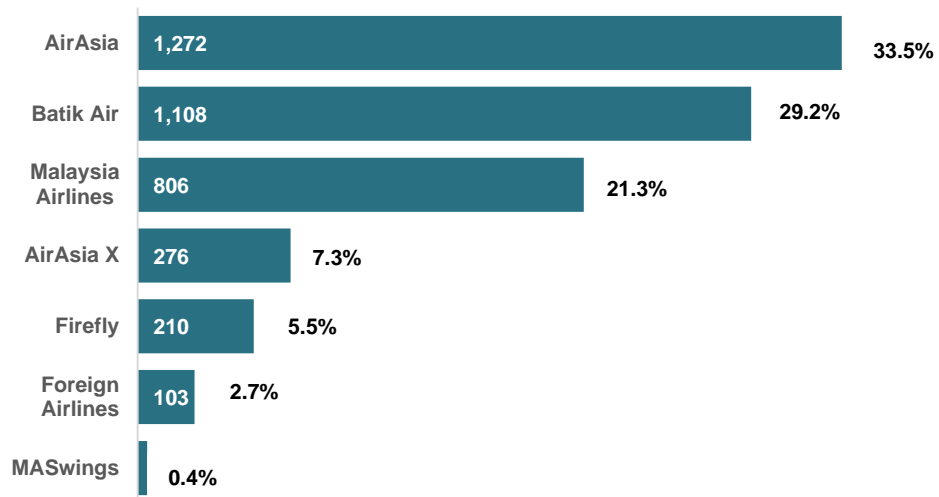
2.2 Airline Related Complaints

2.2.1 Complaints by Airline

A total of 3,792 actionable complaints against airlines were recorded in the first half of 2025. AirAsia received 1,272 complaints, Batik Air received 1,108, and Malaysia Airlines recorded 806. Together, these three airlines accounted for 84 percent of all airline-related complaints. AirAsia X recorded 276 complaints, Firefly recorded 210, and MASwings recorded 17. Foreign airlines collectively received 103 complaints during this period. The concentration of complaints among the largest carriers reflects their higher passenger volumes and operational exposure, as well as continued confidence among consumers in CAAM's formal complaint channels.

While complaint volumes rose, airlines continued to demonstrate strong engagement with CAAM’s processes through timely submissions, structured responses and adherence to the 30-day resolution requirement. This continued cooperation supported CAAM’s regulatory oversight and contributed to the high case resolution performance recorded during the period.

Figure 2.1 Complaints by Airline in 1H 2025

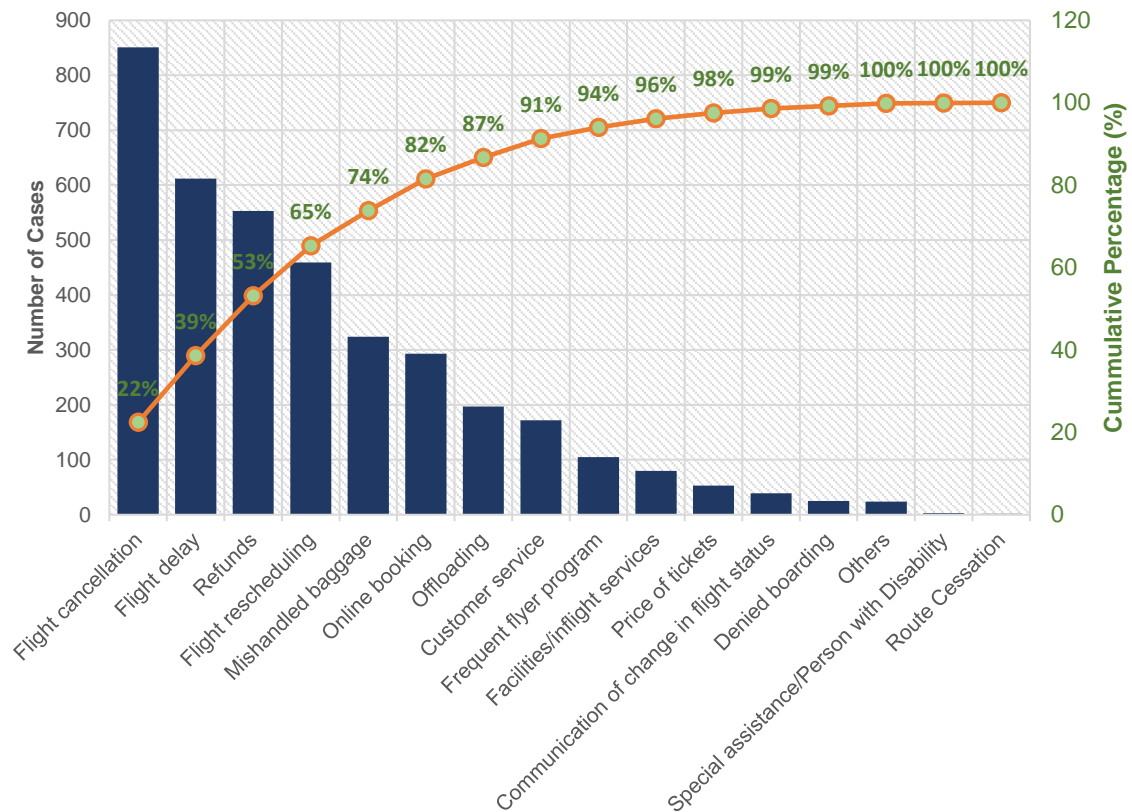


2.2.2 Complaints by Category

The analysis shows that operational disruptions continued to be the primary source of dissatisfaction among consumers. Flight cancellations remained the largest complaint category with 851 cases, followed by flight delays with 612 cases, and refund cases with 553. Together, these categories made up 53 percent of all airline-related complaints. Additional categories included flight rescheduling with 459 cases, mishandled baggage with 324 cases, and online booking issues with 293 cases.

At the same time, the decline in certain categories such as frequent flyer issues and customer service complaints suggests improvements in front end service delivery and better communication practices by several carriers. Airlines also continued to refine their internal processes, which helped reduce complaint escalation in some non-operational categories.

Figure 2.2 Complaints by Category in 1H 2025

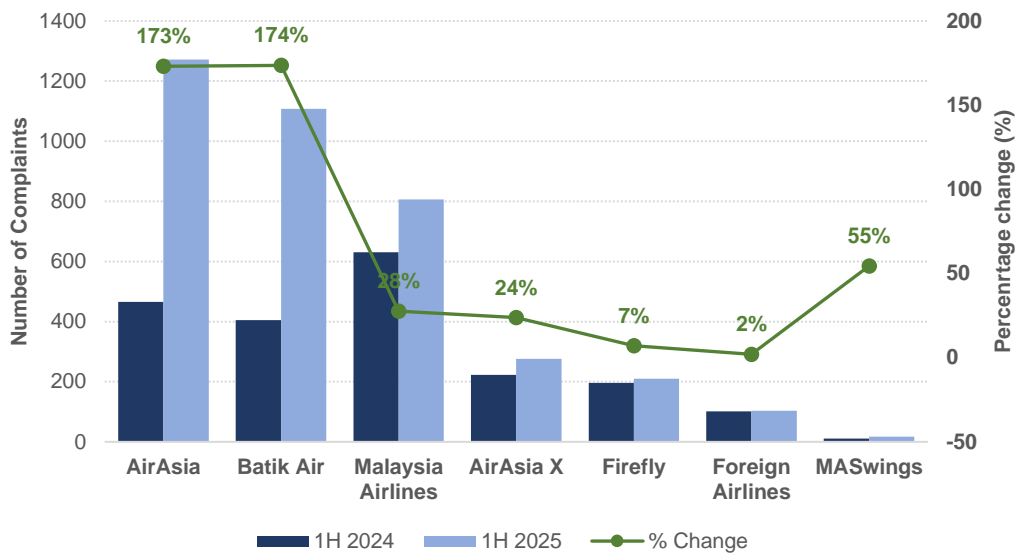


2.2.3 Year on Year Comparison

The total number of airline-related actionable complaints increased in the first half of 2025 compared with the same period in 2024. AirAsia recorded a 173% increase, rising from 466 to 1,272 complaints, while Batik Air increased by 174%, from 404 to 1,108 complaints. Malaysia Airlines rose from 631 to 806 cases (28%), and AirAsia X from 219 to 271 (24%). Firefly moved from 198 to 212 complaints (7%), and MASwings from 11 to 17 (55%). Foreign airlines showed a small change, increasing from 101 to 103 complaints (2%).

Overall, all airlines recorded higher complaint numbers than the previous year, although the magnitude of change differed across carriers. The increase in submissions reflects broader use of CAAM’s formal channels for filing complaints, resulting in a wider range of cases being lodged. Airlines continued to provide the information required under CAAM’s case-handling procedures, supporting the completion of assessments within the established timelines.

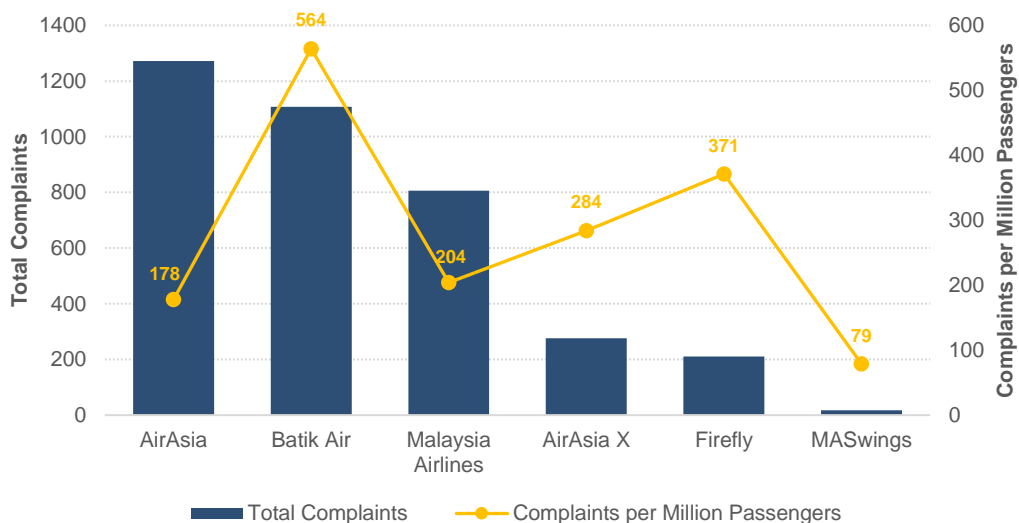
Figure 2.3 Airline Complaints Year on Year Comparison



2.2.4 Complaints Ratio per Million Passengers

Complaint ratios, calculated using total complaints and passengers carried, provide a consistent basis for comparing service performance across Malaysian carriers. Batik Air recorded the highest ratio at 564 complaints per million passengers, followed by Firefly at 371, AirAsia X at 284, Malaysia Airlines at 204, AirAsia at 178, and MASwings at 79. The differences in ratios show that complaint levels are not directly proportional to passenger volumes. The results reflect variations in operating conditions such as route structures, network characteristics and the specific environments in which each carrier operates. These ratios support CAAM in identifying carriers that may require closer review of operational processes or consumer-handling practices.

Figure 2.4 Complaint Ratio per Million Passengers (Malaysian Carriers)



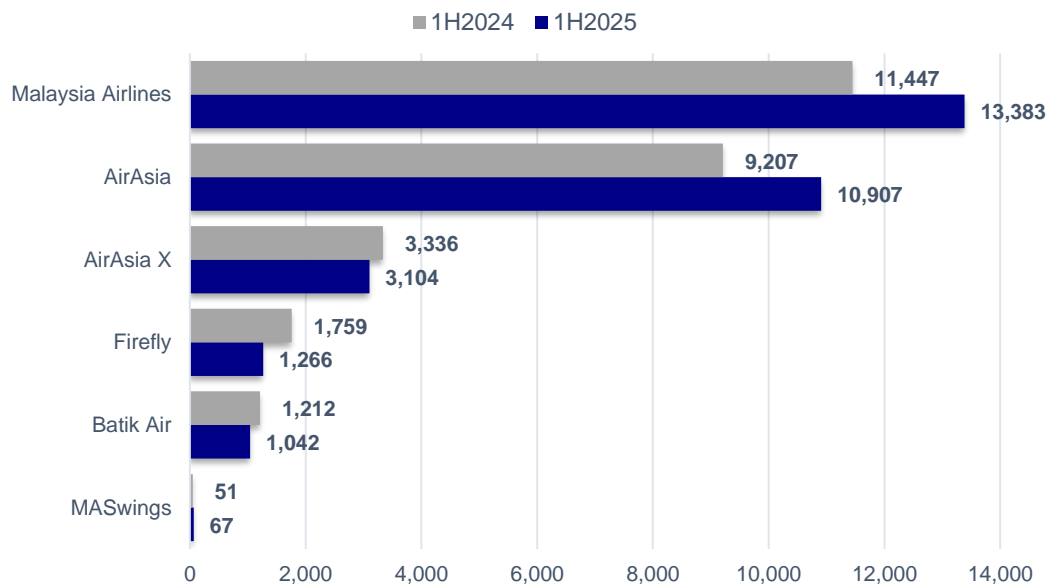
2.2.5 Complaints Managed Internally by Airlines

Under the Malaysian Aviation Consumer Protection Code, airlines are required to report all complaints managed at the airline level. This reporting allows the CAAM to monitor the volume of cases handled directly by airlines and to maintain visibility over internal complaint-handling activity.

In the first half of 2025, Malaysia Airlines recorded 13,383 internally managed complaints, an increase of 17 percent compared with 11,447 cases in 1H 2024. AirAsia reported 10,907 cases, up 18 percent from 9,207 in the previous year. AirAsia X recorded 3,104 complaints, a decrease of 7 percent from 3,336 in 1H 2024. Firefly registered 1,266 cases, down 28 percent from 1,759 previously. Batik Air reported 1,042 cases, a 14 percent decrease compared with 1,212 a year earlier. MASwings recorded 67 cases, an increase of 31 percent from 51 in 1H 2024.

These year-on-year movements show numerical increases for some airlines and reductions for others, reflecting differences in the volume and type of matters handled at the airline level. All airlines continued to submit the data required under the MACPC reporting framework, providing CAAM with a complete record of internally resolved cases for the period.

Figure 2.5 Complaints Managed Internally by Airlines



2.2.6 Complaints by Foreign Carriers

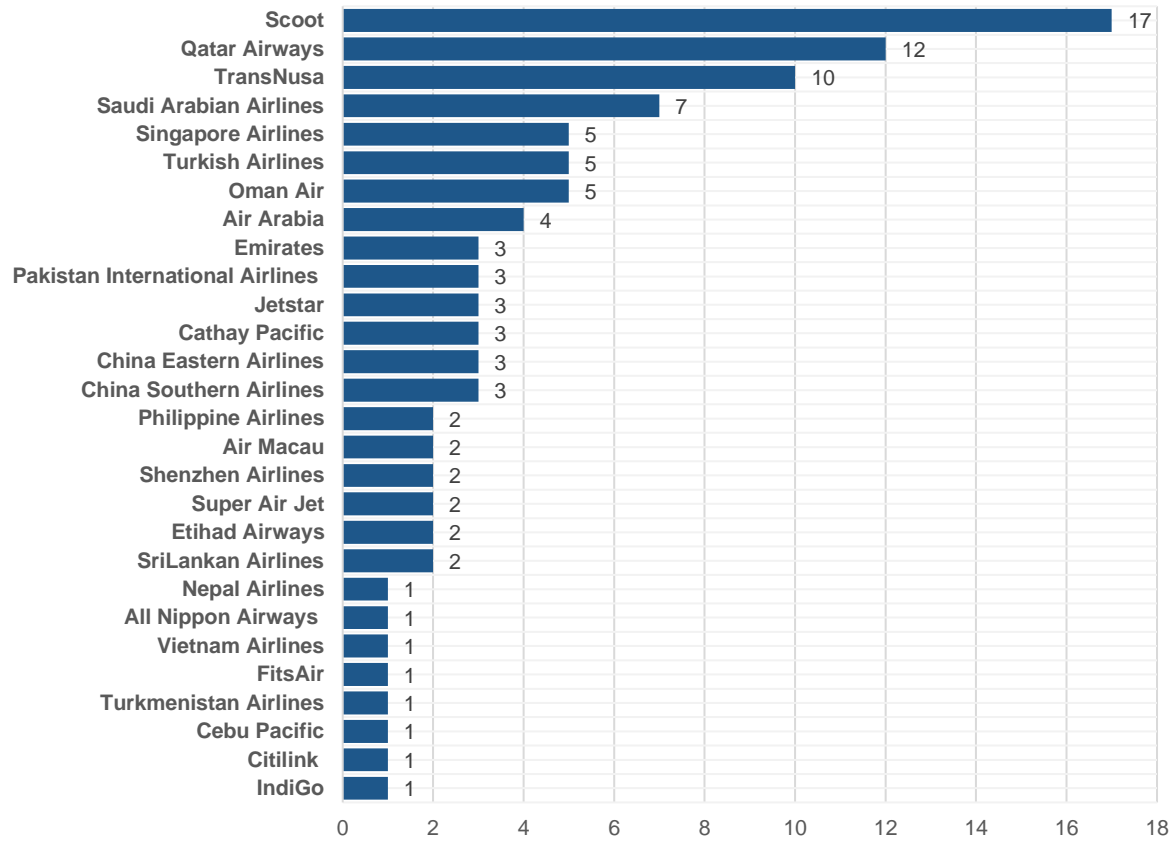
Foreign carriers operating into Malaysia form part of CAAM's consumer protection oversight, as consumers on international routes are entitled to the same protections under the Malaysian Aviation Consumer Protection Code. Although complaint volumes for foreign carriers are lower than those recorded for Malaysian carriers, the data supports visibility of consumer experience on international services and helps identify airlines that may require further review.

In the first half of 2025, CAAM received complaints involving 31 foreign carriers, with volumes ranging from 1 to 17 cases per airline. Scoot recorded the highest number with 17 complaints, followed by Qatar Airways with 12 and TransNusa with 10. Saudi Arabian Airlines, Singapore Airlines, Turkish Airlines and Oman Air recorded between 5 and 7 complaints each. Several carriers recorded three complaints, including Emirates, Pakistan International Airlines, Jetstar, Cathay Pacific, China Eastern Airlines and China Southern Airlines. A large number of carriers recorded one or two complaints, including Philippine Airlines, Air Macau, Shenzhen Airlines, Etihad Airways and SriLankan Airlines.

More than half of the foreign carriers recorded one or two submissions only, reflecting low complaint counts relative to their operational footprint in Malaysia. The results also show variation across carriers, consistent with differences in route networks, frequencies and passenger volumes.

While overall complaint numbers involving foreign carriers remain small, the data enables CAAM to identify airlines with comparatively higher submissions and to initiate follow-up where required on matters relating to service reliability, communication, or handling of delays and refunds. This supports CAAM's objective of ensuring that MACPC requirements are applied consistently to both Malaysian and foreign carriers operating in Malaysia.

Figure 2.6 Complaints by Foreign Carriers in 1H 2025



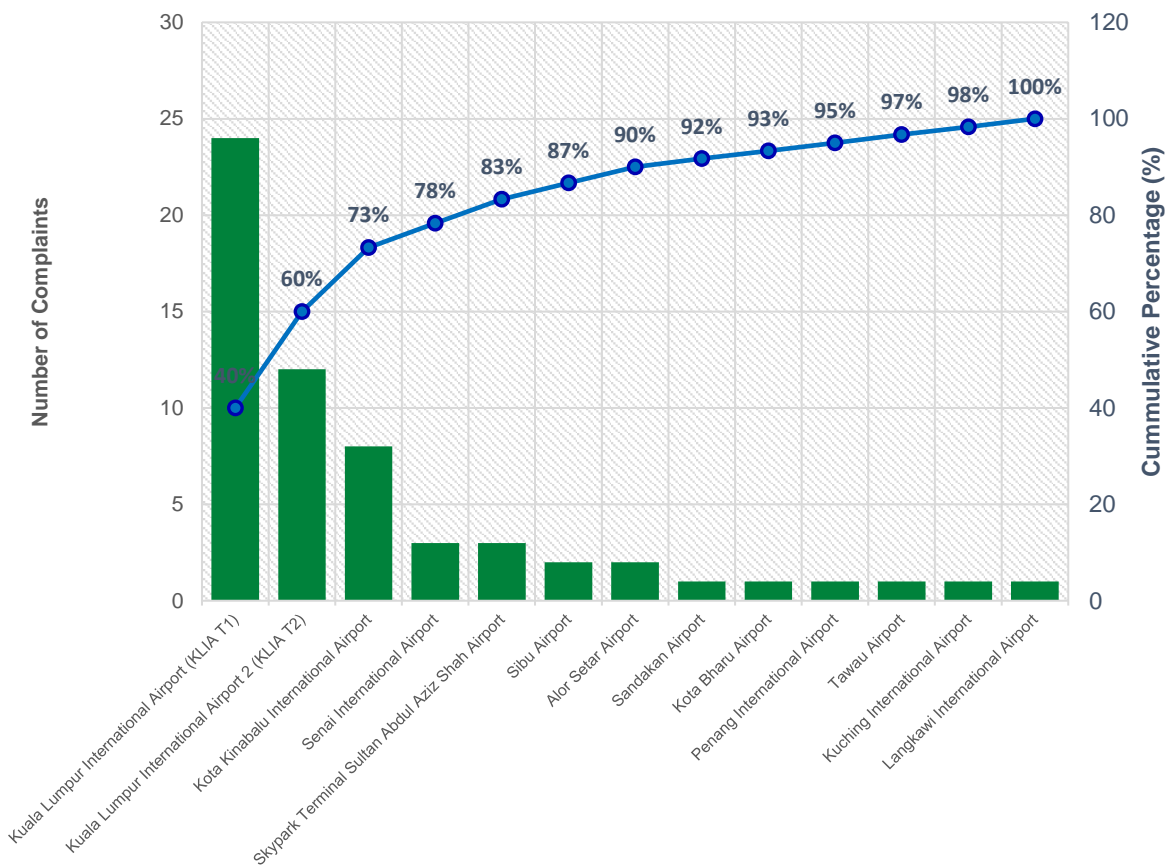
2.3 Airport Related Complaints

2.3.1 Complaints by Airport

A total of 60 airport-related complaints were received in the first half of 2025. KLIA Terminal 1 and Terminal 2 together accounted for 36 cases, representing 60 percent of all airport-related complaints. Kota Kinabalu International Airport recorded 8 cases. Senai, Skypark Subang, Sibul and Alor Setar each recorded between 2 and 3 complaints. Several other airports including Kota Bharu, Sandakan, Penang, Tawau, Kuching, and Langkawi each recorded a single complaint. The concentration of complaints at high traffic airports reflects their larger operations and higher passenger volumes compared with smaller airports.

The relatively low complaint volumes across most airports demonstrate stable airport service delivery and reflect the positive effects of ongoing Quality of Service (QoS) monitoring.

Figure 2.7 Complaints by Airport in 1H 2025

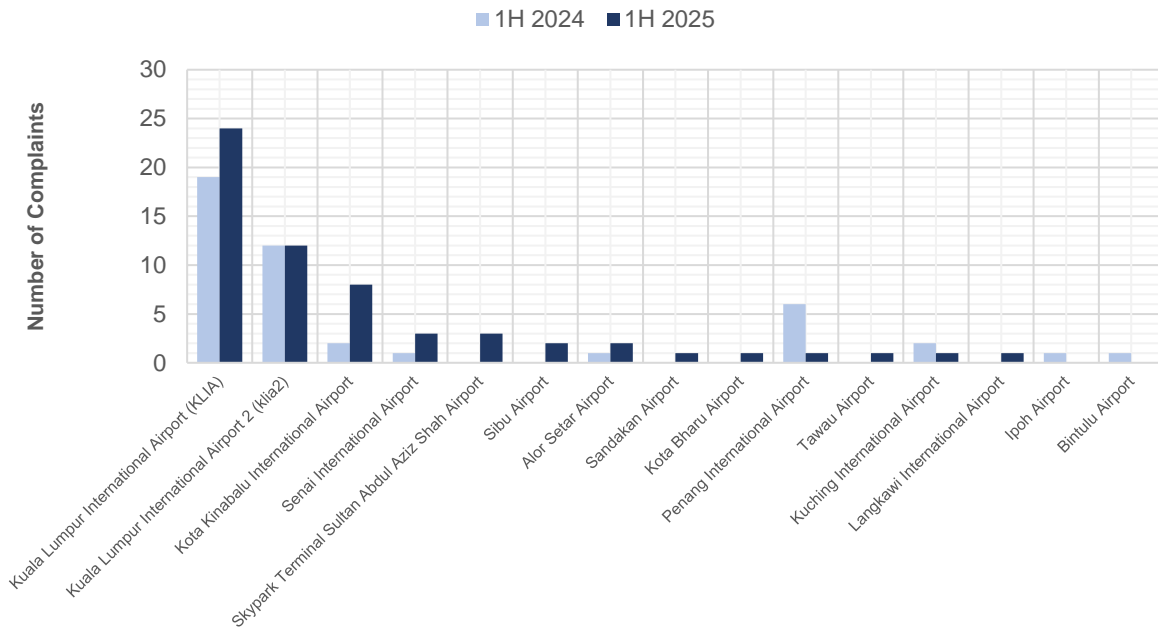


2.3.2 Year on Year Comparison

Airport-related complaints increased from 45 cases in the first half of 2024 to 60 cases in 1H 2025, representing a 33 percent increase. KLIA Terminal 1 recorded an increase from 19 to 24 cases. KLIA Terminal 2 remained stable at 12 cases. Kota Kinabalu International Airport saw an increase from 2 to 8 cases. Some smaller airports recorded minor increases, while Penang International Airport saw a decrease in complaints from 6 cases to 1. The trends mirror passenger movement patterns and operational complexity across major and secondary airports.

While this reflects increased travel activity and greater consumer familiarity with CAAM’s channels, it also reflects ongoing efforts by airports to maintain service quality amid rising passenger numbers. Several airports including KLIA Terminal 2 recorded stable complaint levels despite higher footfall, demonstrating consistency in operations during the review period.

Figure 2.8 Airport Complaints Year on Year Comparison

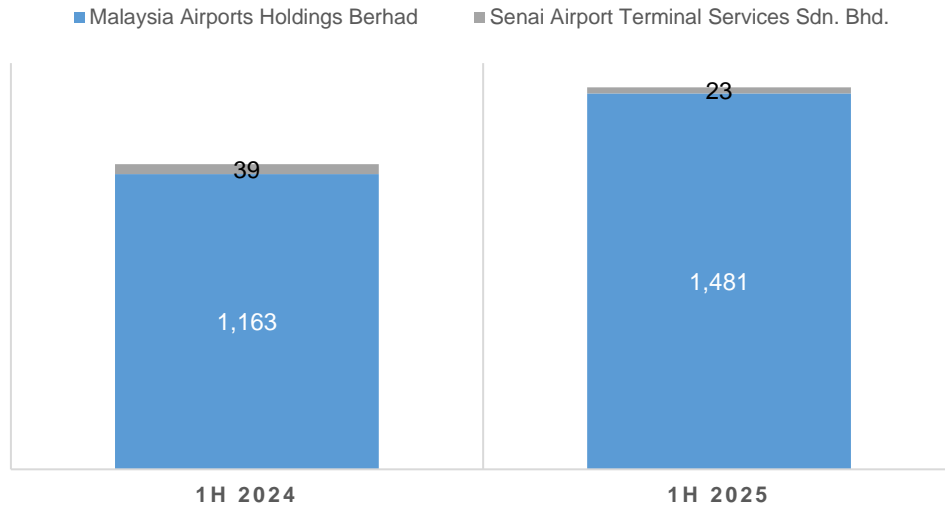


2.3.3 Complaints Managed Internally by Airports

Airport operators are required to report consumer complaints that they manage internally, and this information enables the CAAM to monitor how airports address service quality issues at the first point of contact. The data shows that Malaysia Airports Holdings Berhad managed 1,163 complaints in the first half of 2024 and 1,481 complaints in the first half of 2025. Senai Airport Terminal Services Sdn. Bhd. managed 39 complaints in the first half of 2024 and 23 complaints in the first half of 2025.

These submissions allow CAAM to assess the responsiveness of airport operators and ensure ongoing compliance with service quality obligations. This data indicates both higher engagement and greater capacity to resolve issues promptly.

Figure 2.9 Complaints Managed Internally by Airport Operators



2.4 Case Resolution Timeliness

A total of 97 percent of actionable complaints were resolved within the 30-day regulatory timeline in the first half of 2025. Most Malaysian carriers recorded closure rates of 97 percent to 100 percent, while foreign airlines recorded a lower rate of 49 percent. Airports recorded an 88 percent closure rate, and MASwings achieved full compliance with all cases closed within 30 days. These results show clear variations in timeliness across operators, with the majority meeting or exceeding the regulatory requirement.

The distribution of closure periods also indicates that most cases for Malaysian carriers were resolved within the 0–14 day range, with smaller proportions extending into the 15–21 day and 22–30 day bands. A higher share of foreign airline cases fell beyond the 22–30 day range, contributing to the lower overall compliance rate for that group. Airports recorded a more balanced distribution across the 0–30 day bands, reflecting a wider range of operational and coordination requirements in airport-related cases.

The results show that airlines and airports continued to meet their obligations under CAAM’s case-handling framework by submitting the information required to facilitate timely assessments. The timeliness achieved across most operators supports CAAM’s objective of ensuring that complaint resolution processes remain within the established regulatory standards, providing consumers with clearer and more predictable outcomes.

Figure 2.10 Case Resolution Timeliness in 1H 2025

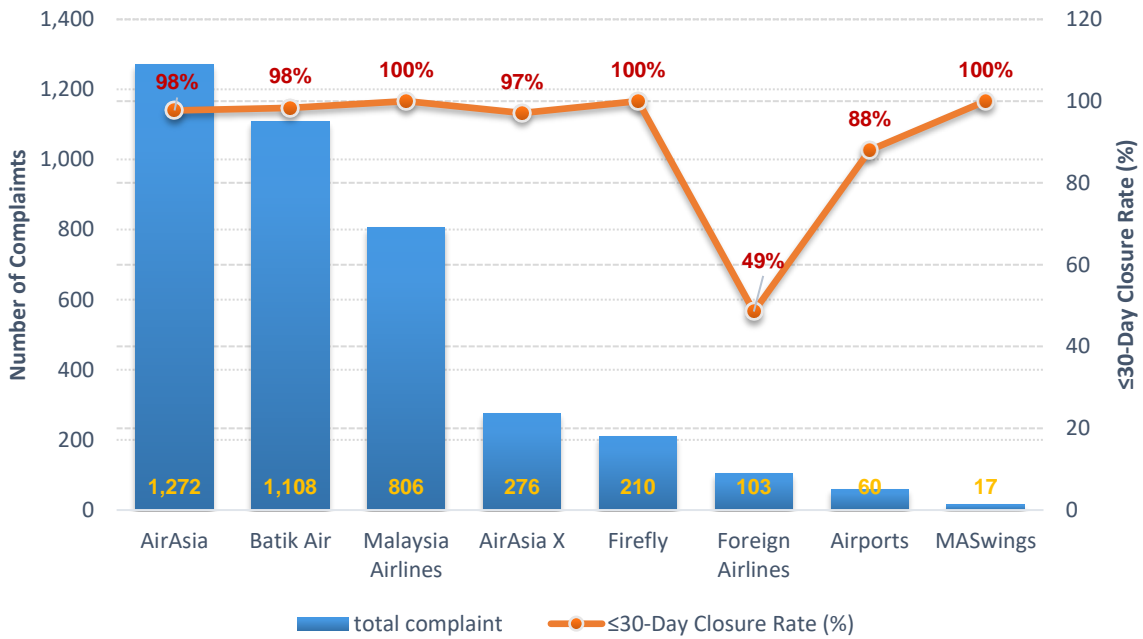
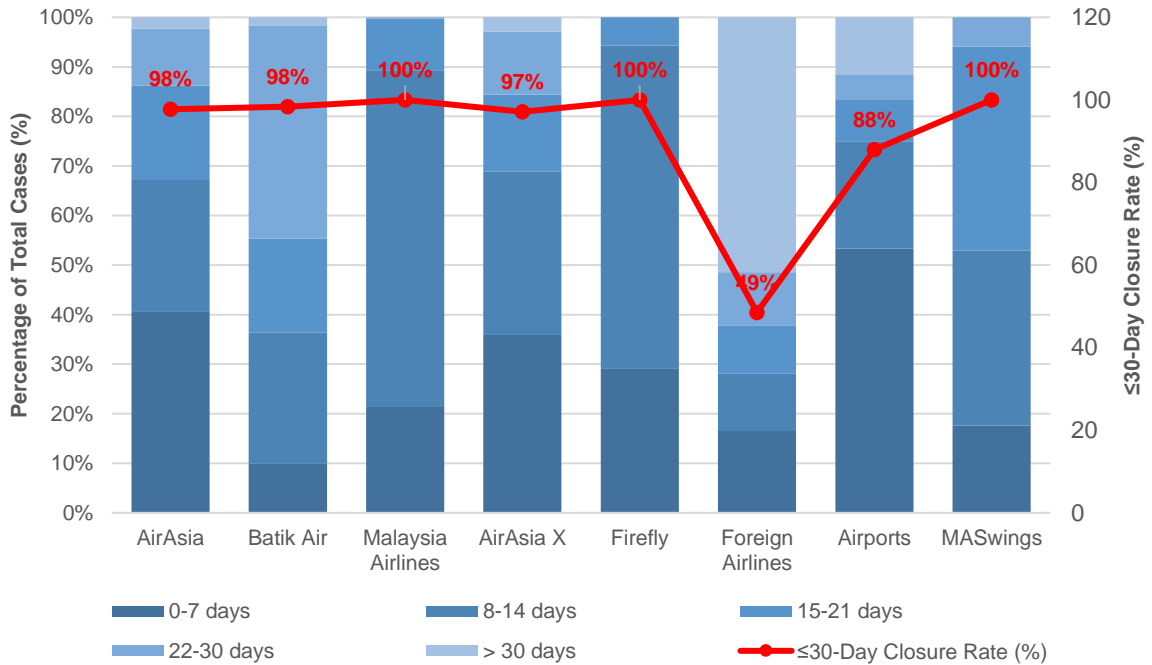


Figure 2.11 Case Resolution Timeliness



2.5 Summary of Observations

The first half of 2025 recorded higher volumes of complaints submitted to CAAM, together with a broader range of issues raised by consumers. Airline-related complaints remained concentrated among carriers with large passenger movements, reflecting their wider network coverage and operational scale. Airport-related complaints continued to be centred at major hubs such as KLIA Terminal 1 and Terminal 2, where higher traffic volumes correspond with a larger number of customer service interactions. Complaint ratio analysis identified carriers with comparatively higher levels of complaints per million passengers, supporting the identification of operators that may require further operational review. Internal complaint submissions from airlines and airports remained consistent with MACPC reporting requirements.

Several operational indicators also followed positive trajectories during the period. A higher proportion of submissions met the criteria for actionable classification, indicating clearer case information at the point of lodging. Case resolution timeliness remained high, with 97 percent of actionable complaints closed within the 30-day regulatory requirement. Airlines and airports continued to manage substantial volumes of issues through their internal channels, contributing to timely outcomes for consumers and supporting CAAM's oversight of the consumer protection process. Complaint levels at several major airports remained stable despite increases in passenger movements, consistent with the presence of structured consumer-handling processes at those locations.

Overall, the results indicate broader consumer utilisation of formal complaint channels and consistent adherence by airlines and airports to CAAM's consumer protection requirements.

Section 3: Airlines Operational Performance

3.1 Overview of Airline Operational Performance

Operational performance continued to influence the consumer experience during the first half of 2025. This section examines the punctuality and reliability of Malaysian and foreign carriers based on on-time performance and the proportion of flights operated as scheduled. These indicators reflect the ability of airlines to maintain published schedules and manage operational disruptions in line with the requirements of the Malaysian Aviation Consumer Protection Code.

The reporting scope covers all Malaysian carriers operating from domestic airports and foreign carriers operating from Kuala Lumpur International Airport. The assessment is based on monthly submissions from Air Service Licence holders and operational data provided by Malaysia Airports Holdings Berhad. Delay and cancellation categories are incorporated to provide a complete view of operational outcomes during the review period. The data shows variations in performance across carriers and across different operating environments, with changes observed relative to the previous reporting cycle.

Operational results were influenced by factors such as route structures, aircraft deployment and regional operating conditions. Both domestic and international services encountered operational challenges, including weather variations, air traffic control restrictions and scheduling constraints arising from aircraft utilisation. These factors contributed to differing performance patterns across routes and carriers.

Overall, the first half of 2025 indicates a stable operating environment for most airlines, supported by ongoing coordination between operators and airports within the established performance reporting framework.

3.2 Malaysian Carriers On Time Performance and Cancellations

Malaysian carriers recorded an average on-time performance of 79.2 percent in the first half of 2025. This marked an improvement of 2.5 percentage points compared with the second half of 2024. This improvement is supported by efforts to stabilize schedules, strengthen fleet rotations and enhance turnaround processes that have yield positive outcomes.

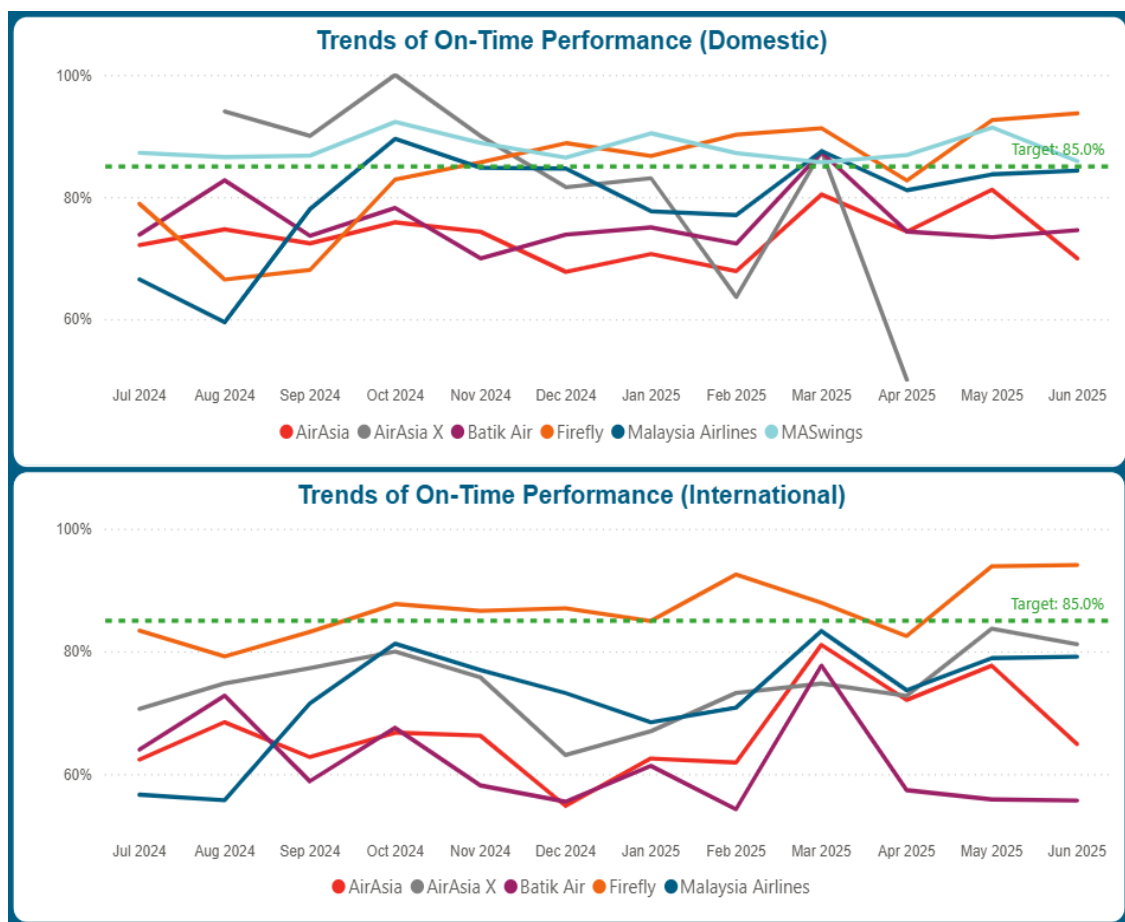
3.2.1 Domestic On Time Performance

Domestic on-time performance showed mixed but generally positive movement across Malaysian carriers. MASwings consistently exceeded the 85 percent on-time performance benchmark throughout the review period, demonstrating effective turboprop scheduling and operational planning across rural and regional routes.

Other carriers recorded month to month variations; however, several displayed pockets of improvement compared with late 2024. These positive movements were supported by more stable fleet utilisation, stronger aircraft availability and better alignment between airport ground operations and airline schedules at high-traffic airports. Although performance was not uniformly strong across all carriers and all months, the data indicates that domestic services remain comparatively more resilient than international operations.

These results highlight the continued improvement of domestic network reliability while allowing for targeted interventions where recurring fluctuations are observed.

Figure 3.1 Monthly On-Time Performance for Malaysian Carriers (Domestic)



3.2.2 International On Time Performance

International on-time performance averaged 73.1 percent in the first half of 2025, representing a 4.6 percent improvement over the preceding half year. While no Malaysian carrier consistently achieved the 85 percent benchmark across all months, several airlines demonstrated intermittent improvements, particularly on routes with stable aircraft rotations and predictable airport slot timings.

Performance variability was influenced by broader operational factors, including weather conditions, regional airspace constraints and the turnaround requirements of long-haul flights. These factors, while outside the full control of airlines, form an important backdrop for interpreting the fluctuations observed.

Despite these challenges, the overall improvement in international OTP suggests that carriers are progressively stabilising post pandemic widebody operations and refining planning processes for cross regional services.

3.2.3 Cancellations

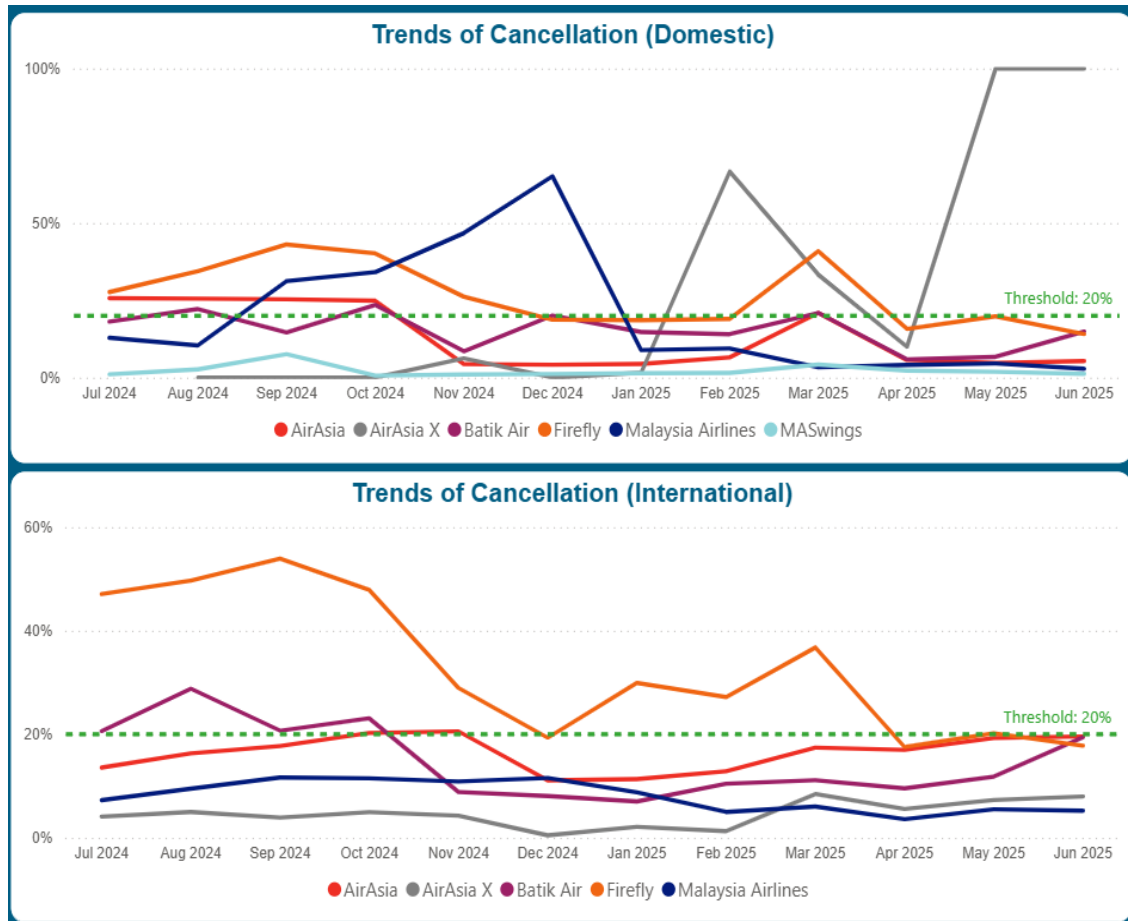
Cancellation rates for Malaysian carriers remained largely stable and below the 20 percent regulatory threshold throughout the first half of 2025. This reflects more consistent adherence to published schedules and improved network planning discipline.

Most carriers maintained low and contained cancellation levels for both domestic and international flights. AirAsia, AirAsia X, Batik Air, Firefly and Malaysia Airlines demonstrated strong schedule reliability, with no prolonged or systemic spikes in cancellation patterns. The results show an encouraging stabilisation of fleet and crew deployment following the volatility experienced in earlier operating periods.

MASwings was the primary outlier, recording notable spikes in February, May and June 2025. These movements reflect the unique operational environment of turboprop services, which are more sensitive to weather conditions and aircraft maintenance cycles at secondary airports. Ongoing monitoring will ensure that recurring issues are effectively addressed through targeted interventions and operator specific support.

Overall, Malaysian carriers demonstrated a stronger level of schedule reliability compared with late 2024, supported by more stable fleet availability and smoothing of seasonal variations.

Figure 3.2 Monthly Cancellation Rates for Malaysian Carriers



3.2.4 Flight Delay Categories by Airline

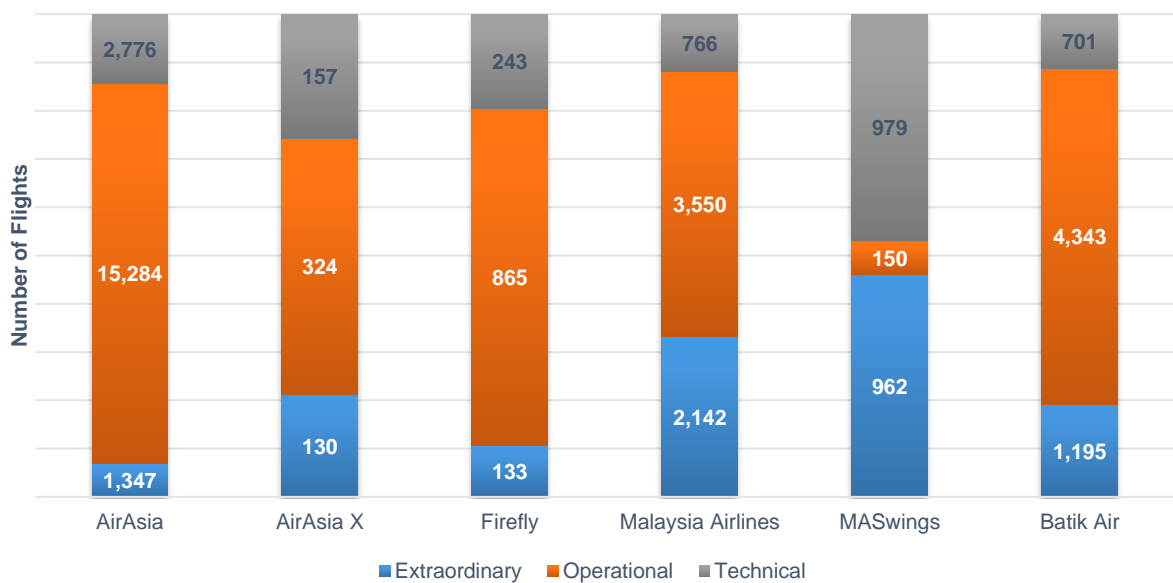
Delay cause analysis provides deeper insight into the operational context behind airline performance. Delays were classified into operational, technical and extraordinary causes in line with required reporting standards. Operational delays remained the primary contributor across most carriers. These included late inbound aircraft arrival, tight turnaround schedules, crew rotation and ground handling constraints. AirAsia and Batik Air recorded the highest number of operational delays, consistent with their high frequency short haul networks. Firefly and Malaysia Airlines also recorded a notable number of operational delays during peak periods.

Technical delays were more prominent for MASwings due to the higher sensitivity of turboprop aircraft to maintenance and weather-related requirements. These patterns reflect the environmental and operational realities of services to rural and remote airports.

Extraordinary delays represented the smallest proportion and were largely associated with weather disruptions and air traffic control conditions.

While operational causes remained the dominant factor behind delays, the relative improvement in several carriers' turnaround processes during specific months signals positive progress in addressing bottlenecks. The overall pattern indicates that operational efficiency remains a central determinant of punctuality among Malaysian carriers.

Figure 3.3 Delay Categories by Airline

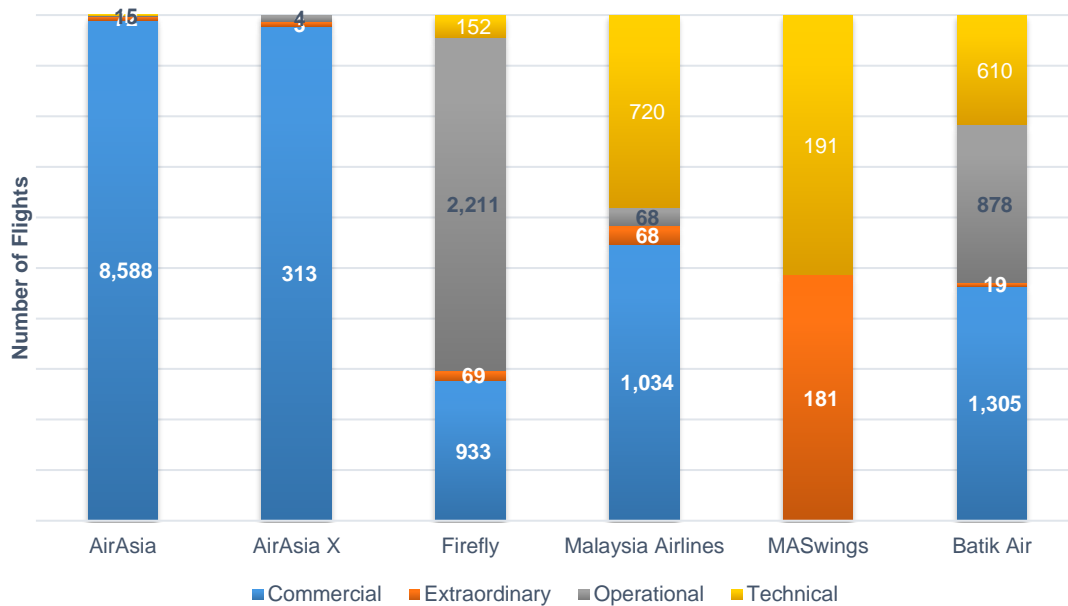


3.2.5 Flight Cancellation Categories by Airline

Flight cancellations were classified into four prescribed categories: commercial, operational, technical and extraordinary. Commercial cancellations formed the largest share for several carriers, notably AirAsia and AirAsia X. These outcomes reflected scheduled adjustments undertaken to align capacity with seasonal demand, optimise network efficiency and ensure the commercial viability of specific routes. The structured use of commercial cancellations shows that carriers are actively managing their networks to maintain stable operations and sustainable load factors.

Operational cancellations were more prevalent for Firefly and Batik Air. These cases were primarily linked to crew availability, ground handling limitations and aircraft rotation constraints. Technical and extraordinary cancellations occurred less frequently across all carriers. While smaller in volume, these categories continued to affect flight schedules when they occurred and were managed in accordance with the required safety and operational procedures.

Figure 3.4 Cancellation Categories by Airline



3.3 Foreign Carriers On Time Performance and Cancellations

Foreign carriers operating at KLIA Terminal 1 and Terminal 2 were assessed for on-time performance and cancellation rates based on data supplied by Malaysia Airports Holdings Berhad.

3.3.1 On Time Performance

Foreign carrier performance offered a positive benchmark for comparison during the first half of 2025. Of the 64 carriers monitored, 17 or 27 percent consistently achieved the 85 percent on-time performance target. The majority did not meet the target. Stronger performers were observed particularly among carriers in the ASEAN and North Asia regions, several of which maintained OTP above 90 percent. Some Middle Eastern and long-haul operators also demonstrated solid performance, although results across this group were more varied.

These results demonstrate strong reliability across a subset of airlines operating at KLIA and provide a constructive reference point for improving industry performance. At the same time, a significant number of carriers did not meet the benchmark, reflecting the diversity of route structures, operational environments and long haul operating conditions among international airlines.

| Region | Carriers Meeting \geq 85% OTP |
|-------------------------------|---|
| ASEAN | Royal Brunei Airlines (97.4%), Cambodia Airways (95.9%), Garuda Indonesia (91.7%), Jetstar Asia (86.9%), AirAsia Cambodia (85.4%) |
| China & North Asia | Hainan Airlines (94.1%), STARLUX Airlines (93.8%), Japan Airlines (92.8%), All Nippon Airways (92.5%), Sichuan Airlines (92.3%), Cathay Pacific (86.9%) |
| Middle East | Ethiopian Airlines (97.1%), Saudi Arabian Airlines (88.3%), Air Mauritius (87.9%), Iraqi Airways (87.5%) |
| South Asia | Air India (97.3%) |
| US, UK & Europe | British Airways (87.4%) |

Figure 3.5 On Time Performance of Foreign Carriers

Region: ASEAN

| Airline Name | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|
| AirAsia Cambodia | 75.0% | 76.7% | 87.3% | 81.5% | 97.1% | 91.9% |
| Bangkok Airways | ! | ! | ! | ! | 100.0% | ! |
| Batik Air Indonesia | 64.5% | 51.7% | 54.8% | 39.3% | 63.3% | 64.3% |
| Cambodia Airways | 92.3% | 83.3% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cebu Pacific Air | 25.8% | 37.0% | 48.0% | 56.7% | 54.8% | 54.2% |
| Citilink | 54.8% | 64.3% | 71.0% | 61.5% | 100.0% | ! |
| Garuda Indonesia | 90.3% | 85.7% | 96.8% | 93.3% | 93.5% | 90.0% |
| Indonesia AirAsia | 51.2% | 56.6% | 75.5% | 77.1% | 78.2% | 57.9% |
| Jetstar Asia | 81.1% | 86.6% | 88.2% | 93.4% | 91.4% | 79.4% |
| Myanmar Airways International | 76.7% | 78.1% | 94.4% | 87.8% | 78.1% | 88.6% |
| Philippine Airlines | 83.3% | 80.6% | 87.2% | 69.2% | 59.1% | 83.3% |
| Royal Brunei Airlines | 100.0% | 95.0% | 100.0% | 95.7% | 98.0% | 95.8% |
| Scoot | 64.4% | 69.2% | 77.6% | 78.2% | 79.3% | 79.4% |
| Singapore Airlines | 66.7% | 74.4% | 82.8% | 82.2% | 85.8% | 79.7% |
| Super Air Jet | 69.6% | 41.1% | 82.7% | 49.0% | 89.1% | 94.5% |
| Thai AirAsia | 62.9% | 75.0% | 83.9% | 62.3% | 68.6% | 70.0% |
| Thai Airways International | 71.0% | 73.2% | 87.1% | 74.1% | 88.7% | 88.3% |
| TransNusa | 38.2% | 50.6% | 55.2% | 26.4% | 46.4% | 28.7% |
| Vietjet Air | 67.7% | 82.1% | 87.1% | 61.7% | 82.3% | 65.6% |
| Vietnam Airlines | 67.7% | 60.7% | 90.3% | 53.5% | 68.9% | 73.8% |

Region: China and North Asia

| Airline Name | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|-------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air China | 75.8% | 81.8% | 87.1% | 83.3% | 85.5% | 85.2% |
| Air Macau | 42.9% | 75.0% | 90.9% | 61.5% | 66.7% | 58.3% |
| All Nippon Airways | 90.3% | 89.3% | 95.2% | 88.3% | 95.2% | 96.7% |
| Cathay Pacific | 90.2% | 85.5% | 90.3% | 88.4% | 84.9% | 81.5% |
| China Airlines | 51.6% | 53.6% | 61.3% | 66.7% | 77.4% | 56.7% |
| China Eastern Airlines | 81.8% | 78.9% | 79.5% | 80.4% | 82.6% | 83.3% |
| China Southern Airlines | 70.2% | 69.2% | 73.0% | 88.0% | 79.9% | 79.0% |
| EVA Air | 90.3% | 67.9% | 87.1% | 77.4% | 61.3% | 80.0% |
| Hainan Airlines | ! | ! | 100.0% | ! | 100.0% | 93.3% |
| Japan Airlines | 93.5% | 85.7% | 96.8% | 90.0% | 93.5% | 96.7% |
| Korean Air | 58.1% | 64.3% | 83.9% | 26.7% | 9.7% | 46.7% |
| Loong Air | 20.0% | 0.0% | ! | ! | ! | ! |
| Lucky Air | 57.1% | 75.0% | 100.0% | 62.5% | 100.0% | ! |
| Qingdao Airlines | 88.5% | 100.0% | 91.7% | 71.4% | 37.9% | 50.0% |
| Shanghai Airlines | 60.4% | 59.8% | 60.6% | 62.7% | 68.6% | 66.0% |
| Shenzhen Airlines | 87.1% | 96.4% | 90.5% | 83.3% | 71.0% | 54.1% |
| Sichuan Airlines | 93.5% | 92.9% | 96.8% | 86.7% | 96.8% | 86.7% |
| STARLUX Airlines | 95.2% | 95.0% | 90.9% | 95.2% | 90.9% | 95.5% |
| Xiamen Airlines | 80.2% | 80.2% | 86.9% | 87.5% | 84.2% | 79.0% |

Region: Middle East and UK, US & Europe

| Airline Name | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|--------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air Arabia | 6.5% | 7.1% | 35.5% | 56.7% | 51.6% | 26.7% |
| Air Mauritius | 54.5% | 100.0% | 100.0% | 84.6% | 100.0% | 100.0% |
| British Airways | ! | ! | ! | 82.1% | 93.5% | 85.7% |
| Emirates | 73.4% | 79.8% | 92.1% | 86.7% | 93.3% | 82.0% |
| Ethiopian Airlines | 94.4% | 100.0% | 100.0% | 100.0% | 94.4% | 94.1% |
| Etihad Airways | 54.8% | 69.6% | 80.6% | 75.0% | 72.6% | 56.7% |
| Iraqi Airways | 75.0% | 100.0% | 100.0% | 75.0% | 100.0% | 75.0% |
| KLM Royal Dutch Airlines | 75.0% | 80.9% | 88.2% | 76.3% | 85.7% | 90.9% |
| Oman Air | 43.6% | 52.8% | 82.9% | 90.7% | 93.0% | 81.3% |
| Qatar Airways | 72.6% | 89.3% | 91.3% | 70.0% | 83.9% | 68.3% |
| Saudi Arabian Airlines | 80.9% | 87.5% | 91.3% | 90.0% | 97.6% | 88.9% |
| Turkish Airlines | 62.5% | 79.2% | 90.0% | 70.1% | 76.3% | 66.3% |

Region: South and Central Asia

| Airline Name | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|---------------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air India | 96.9% | 96.4% | 100.0% | 100.0% | 100.0% | 90.0% |
| Bhutan Air | 0.0% | ! | 100.0% | ! | ! | 100.0% |
| Biman Bangladesh Airlines | 43.9% | 61.1% | 69.2% | 78.9% | 87.1% | 84.4% |
| FitsAir | ! | ! | ! | 62.5% | 87.5% | 73.3% |
| Himalaya Airline | 66.7% | 20.0% | 42.9% | 36.4% | 40.0% | 30.8% |
| IndiGo | 87.1% | 91.2% | 85.7% | 78.7% | 75.8% | 63.3% |
| Maldivian Airlines | ! | ! | ! | 0.0% | ! | ! |
| Pakistan International Airlines | 7.7% | 58.3% | 71.4% | 58.3% | 53.8% | 53.8% |
| Royal Nepal Airlines | 78.6% | 41.7% | 64.3% | 7.7% | 23.1% | 50.0% |
| SriLankan Airlines | 66.7% | 72.2% | 82.5% | 75.0% | 75.0% | 70.2% |
| Turkmenistan Airlines | 33.3% | 25.0% | 75.0% | 55.6% | 77.8% | 87.5% |
| US-Bangla Airlines | 32.4% | 25.0% | 70.0% | 61.1% | 41.5% | 57.9% |
| Uzbekistan Airways | 90.9% | 75.0% | 100.0% | 62.5% | 66.7% | 55.6% |

3.3.2 Cancellations

Foreign carriers recorded strong schedule reliability, with 93.8 percent operating at least 80 percent of scheduled flights. Only four airlines fell below this threshold, Batik Air Indonesia at 74.2 percent, Jetstar Asia at 72.0 percent, Royal Nepal Airlines at 44.2 percent and Himalaya Airlines at 66.7 percent.

The improvement of 1.2 percent over the second half of 2024 underscores strengthening operational stability among international operators.

These results highlight that most foreign carriers maintained predictable and reliable schedules at KLIA, contributing positively to consumer experience and supporting airport operational flow.

Figure 3.6 Cancellation Performance of Foreign Carriers

Region: ASEAN

| AIRLINE NAMES | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|-------------------------------|--------------|---------------|------------|------------|----------|-----------|
| AirAsia Cambodia | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Bangkok Airways | ! | ! | ! | ! | 100.0% | ! |
| Batik Air Indonesia | 49.2% | 51.8% | 86.1% | 93.3% | 96.8% | 93.3% |
| Cambodia Airways | 100.0% | 100.0% | 100.0% | 92.3% | 92.3% | 84.6% |
| Cebu Pacific Air | 96.9% | 96.4% | 80.6% | 100.0% | 100.0% | 80.0% |
| Citilink | 100.0% | 100.0% | 100.0% | 50.0% | 100.0% | ! |
| Garuda Indonesia | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Indonesia AirAsia | 99.8% | 99.8% | 99.8% | 99.5% | 98.7% | 97.1% |
| Jetstar Asia | 100.0% | 100.0% | 97.9% | 98.9% | 100.0% | 75.6% |
| Myanmar Airways International | 93.5% | 94.1% | 87.8% | 89.1% | 72.7% | 81.4% |
| Philippine Airlines | 87.5% | 81.8% | 76.5% | 84.8% | 88.0% | 77.8% |
| Royal Brunei Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Scoot | 96.1% | 87.6% | 95.5% | 99.3% | 90.6% | 96.6% |
| Singapore Airlines | 100.0% | 100.0% | 100.0% | 99.1% | 100.0% | 99.6% |
| Super Air Jet | 71.9% | 84.1% | 75.4% | 73.3% | 70.2% | 71.7% |
| Thai AirAsia | 97.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Thai Airways International | 100.0% | 100.0% | 100.0% | 96.7% | 100.0% | 100.0% |
| TransNusa | 95.7% | 96.4% | 69.1% | 93.5% | 85.7% | 90.6% |
| Vietjet Air | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Vietnam Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Region: China & North Asia

| AIRLINE NAMES | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|-------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air China | 100.0% | 98.2% | 100.0% | 100.0% | 100.0% | 100.0% |
| Air Macau | 93.3% | 80.0% | 84.6% | 100.0% | 85.7% | 100.0% |
| All Nippon Airways | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Cathay Pacific | 98.9% | 98.8% | 100.0% | 95.6% | 91.5% | 90.0% |
| China Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| China Eastern Airlines | 89.0% | 94.9% | 88.5% | 84.6% | 84.2% | 91.5% |
| China Southern Airlines | 96.8% | 92.9% | 92.4% | 98.4% | 95.0% | 95.4% |
| EVA Air | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Hainan Airlines | ! | ! | 100.0% | ! | 50.0% | 88.2% |
| Japan Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Korean Air | 100.0% | 100.0% | 100.0% | 96.8% | 100.0% | 100.0% |
| Loong Air | 100.0% | 71.4% | ! | ! | ! | ! |
| Lucky Air | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | ! |
| Qingdao Airlines | 100.0% | 91.7% | 92.3% | 100.0% | 90.6% | 100.0% |
| Shanghai Airlines | 99.1% | 95.8% | 88.7% | 99.0% | 99.1% | 100.0% |
| Shenzhen Airlines | 98.4% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Sichuan Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| STARLUX Airlines | 67.7% | 71.4% | 71.0% | 87.5% | 100.0% | 100.0% |
| Xiamen Airlines | 97.7% | 100.0% | 98.4% | 100.0% | 96.8% | 98.3% |

Region: Middle East and UK, US & Europe

| AIRLINE NAMES | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|--------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air Arabia | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Air Mauritius | 100.0% | 100.0% | 100.0% | 92.9% | 100.0% | 100.0% |
| British Airways | ! | ! | 0.0% | 96.6% | 96.9% | 93.3% |
| Emirates | 100.0% | 100.0% | 95.7% | 100.0% | 96.8% | 98.9% |
| Ethiopian Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Etihad Airways | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Iraqi Airways | 100.0% | 100.0% | 60.0% | 100.0% | 100.0% | 80.0% |
| KLM Royal Dutch Airlines | 100.0% | 97.9% | 94.4% | 90.5% | 95.5% | 100.0% |
| Kuwait Airways | ! | 0.0% | ! | ! | ! | ! |
| Oman Air | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Qatar Airways | 100.0% | 98.2% | 100.0% | 100.0% | 100.0% | 100.0% |
| Saudi Arabian Airlines | 100.0% | 100.0% | 90.9% | 100.0% | 87.5% | 83.7% |
| Turkish Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

Region: South and Central Asia

| AIRLINE NAMES | January 2025 | February 2025 | March 2025 | April 2025 | May 2025 | June 2025 |
|---------------------------------|--------------|---------------|------------|------------|----------|-----------|
| Air India | 100.0% | 100.0% | 100.0% | 93.8% | 100.0% | 100.0% |
| Bhutan Air | 100.0% | ! | 100.0% | ! | ! | 100.0% |
| Biman Bangladesh Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| FitsAir | ! | ! | ! | 94.1% | 94.1% | 83.3% |
| Himalaya Airline | 100.0% | 83.3% | 87.5% | 36.7% | 76.9% | 86.7% |
| IndiGo | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Maldivian Airlines | ! | ! | ! | 100.0% | ! | ! |
| Pakistan International Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 76.5% | 92.9% |
| Royal Nepal Airlines | 45.2% | 42.9% | 45.2% | 43.3% | 41.9% | 46.7% |
| SriLankan Airlines | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| Turkmenistan Airlines | 90.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |
| US-Bangla Airlines | 100.0% | 100.0% | 95.2% | 100.0% | 100.0% | 97.4% |
| Uzbekistan Airways | 91.7% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% |

| Region | Underperforming Carriers | Performance Rate |
|---------------------------------|---|------------------|
| ASEAN | Batik Air Indonesia, Jetstar Asia | 74.2%, 72.0% |
| South & Central Asia | Royal Nepal Airlines, Himalaya Airlines | 44.2%, 66.7% |

3.4 Comparative Analysis: Malaysian and Foreign Carriers

Foreign carriers recorded marginally stronger results than Malaysian airlines in both on-time performance and flight completion rates. Their average on-time performance for departure from Terminal 1 and 2 was 75.0 percent, compared with 71.6 percent among Malaysian carriers. Foreign airlines also operated a higher proportion of their scheduled flights, with 95.2 percent completed flights compared with 88.9 percent for Malaysian carriers. However, Malaysian carriers demonstrated clear improvements from their own previous performance cycle, showing positive forward momentum.

This balanced comparison provides useful context: while Malaysian carriers continue to refine operational processes, foreign carriers offer a practical benchmark for targeted improvement initiatives and collaborative learning.

Table 3.1 Comparative Operational Performance of Malaysian and Foreign Carriers

| Category | Malaysian Carriers (Avg 1H 2025) | Foreign Carriers (Avg 1H 2025) |
|--|-------------------------------------|-----------------------------------|
| On-Time Performance (OTP) (KLIA Terminal 1 & 2) | 71.6% | 75.0% |
| Flights Operated as Scheduled | 88.9% | 95.2% |

3.5 Summary of Observations

Operational performance in the first half of 2025 indicates a more stable and improving environment across Malaysian carriers. Overall cancellation levels declined compared with late 2024, supported by more structured network planning and clearer operational coordination. On-time performance showed mixed outcomes, with several carriers recording incremental improvements, although performance across international routes continued to fluctuate more noticeably than domestic operations.

Domestic operations demonstrated comparatively steadier performance, with MASwings maintaining consistent punctuality throughout the period. International services, while showing periods of improvement, continued to reflect the operational complexities inherent in long-haul and cross-border operations. Foreign carriers generally achieved higher on-time performance and stronger flight completion rates, offering useful benchmarks for evaluating industry-wide trends.

The combined observations suggest that operational reliability among Malaysian carriers is strengthening, supported by more disciplined scheduling decisions, improved cancellation management and ongoing coordination with airport operators. At the same time, the variability in international OTP and differences in performance across carriers highlight areas where continued monitoring and targeted operational refinement remain necessary. Overall, the trends point toward a progressively more resilient and structured operational landscape within Malaysia’s aviation sector.

Section 4: Implementation of Airport Quality of Service (QoS)

4.1 Overview of the QoS Framework

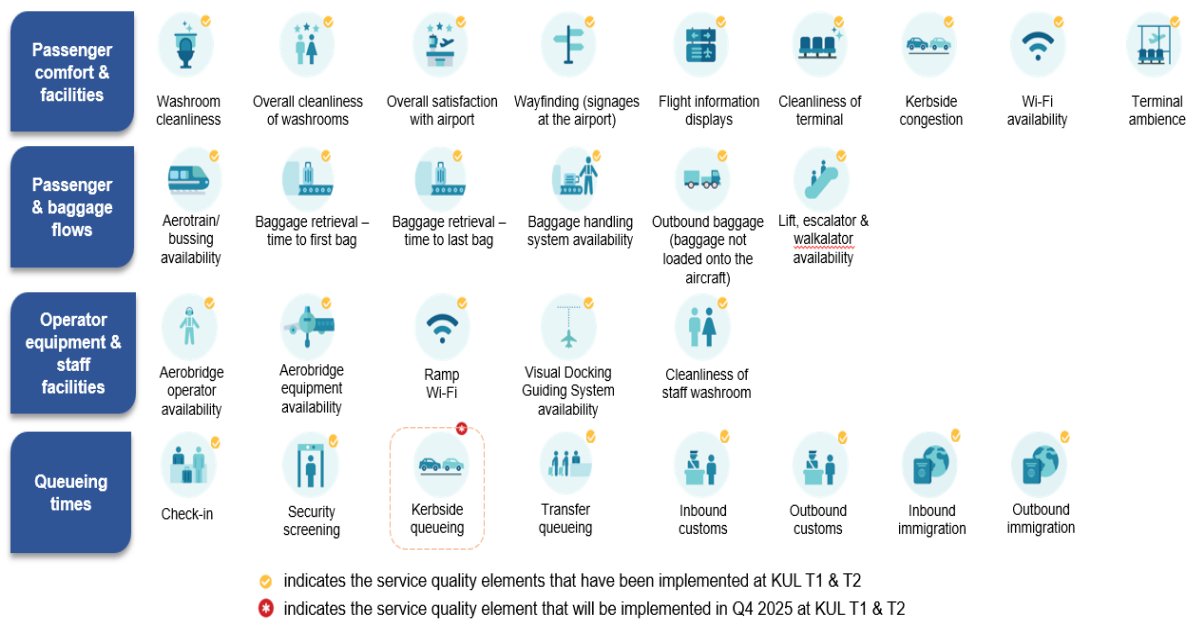
The Airport Quality of Service (QoS) Framework forms a key component of CAAM's mandate to enhance service standards and strengthen passenger protection across Malaysia's airports. The QoS framework was developed to ensure that airport operators maintain measurable and transparent performance standards aligned with international benchmarks. Its implementation also complements the Malaysian Aviation Consumer Protection Code (MACPC) by focusing on key airport service elements that directly affect travelers.

4.2 Implementation Status at KLIA Terminal 1 and Terminal 2

As of 30 June 2025, KLIA Terminal 1 and Terminal 2 have successfully implemented 27 out of 28 service-quality elements under the QoS framework. These elements are structured across four service quality pillars, which include passenger comfort and facilities, passenger and baggage flows, operator equipment and staff facilities and queueing times. Each pillar is monitored through a combination of automated sensors, independent inspections and passenger surveys to ensure consistent performance.

The only remaining element, kerbside queueing times, is scheduled for implementation in the fourth quarter of 2025. This structured rollout ensures that supporting systems and on ground processes are properly aligned before full implementation. Upon completion, both terminals will achieve compliance with all 28 QoS elements. Continuous assessments and audits are carried out to maintain compliance and support operational resilience at Malaysia's busiest terminals.

Figure 4.1 QoS Implementation Status at KLIA Terminal 1 and 2



4.3 National Expansion Timeline

The expansion of QoS Framework is progressing in line with the planned three-phase national rollout from 2018 to 2027. Phase 1, implemented between 2018 and 2022, focused on KLIA Terminal 1 and Terminal 2, where the framework was piloted, performance thresholds were refined, and data collection processes were standardised. This initial phase established the baseline methodology required for broader national implementation.

Phase 2, covering the period from 2023 to 2025, extended the framework to major airports such as Kota Kinabalu, Langkawi, Kuching, Senai and Miri. These airports demonstrated higher readiness for implementation due to their established operational structures, larger passenger volumes and more mature monitoring capabilities. The progressive rollout at these airports helped strengthen consistency in service quality performance across key aviation hubs.

Phase 3, scheduled for 2026 to 2027, will expand the framework to the remaining domestic airports, enabling full nationwide adoption of the QoS standards. This final phase supports a gradual integration of airports with differing operational capacities, allowing each location to adapt based on its infrastructure and resource levels.

The phased approach enables CAAM to align implementation priorities with airport size, traffic demand and service performance. It also supports consistent application of service-quality standards nationwide, contributing to a more uniform and reliable passenger experience across Malaysia’s airport network.

Figure 4.2 National Phased Expansion Timeline of the QoS Framework

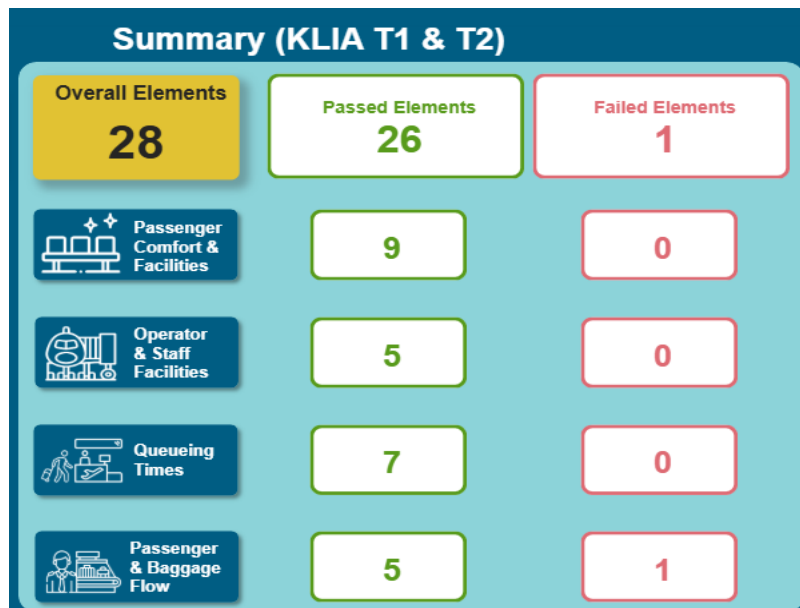
| PHASE 1 | PHASE 2 | | PHASE 3 |
|--|---|--|--|
| 2018 – 2022 | 2023 – 2025 | | 2026 – 2027 |
| <ul style="list-style-type: none"> • KL International Airport Terminal 1 (KUL T1) • KL International Airport Terminal 2 (KUL T2) | <ul style="list-style-type: none"> • Kota Kinabalu International Airport • Langkawi International Airport | <ul style="list-style-type: none"> • Kuching International Airport • Senai International Airport • Miri Airport | <ul style="list-style-type: none"> • Penang International Airport • Sultan Abdul Aziz Shah Airport, Subang • Tawau Airport • Sultan Ismail Petra Airport, Kota Bharu • Bintulu Airport • Sibu Airport <p style="text-align: center;">All remaining domestic airports</p> |
| | <p>The one remaining elements under Queueing Times will be implemented in 2025</p> | | |

4.4 Publication of Performance Results

The QoS Framework places strong emphasis on transparency, with CAAM ensuring the regular publication of airport performance results to enhance accountability among airport operators and provide passengers with clear, objective information on service quality, including terminal cleanliness, baggage delivery, queueing times and other key service elements.

Performance data are derived from independent inspections, passenger satisfaction surveys, operator self-assessments and equipment and operator availability. These results are published monthly on the CAAM website and currently cover KLIA Terminal 1 and Terminal 2, Kota Kinabalu International Airport, Langkawi International Airport, Kuching International Airport, Senai International Airport and Miri Airport.

Figure 4.3 Published QoS Performance Snapshot for KLIA Terminal 1 and Terminal 2



4.5 Impact on Service Standards and Consumer Confidence

The implementation of the QoS Framework has had a measurable impact on service consistency across KLIA Terminal 1 and Terminal 2. With 27 out of 28 elements operational, passengers benefit from more predictable service levels in areas such as washroom cleanliness, aerotrain reliability and baggage system performance. Consistent monitoring, independent verification and ongoing assessment of passenger feedback have contributed to a stronger service culture within airport operations.

The nationwide expansion of the QoS Framework is expected to elevate service standards across all major and secondary airports. As more airports adopt the framework, passengers can expect a more uniform service experience, with clearer visibility of airport performance. These improvements align with CAAM’s broader objective of promoting consumer confidence and ensuring a reliable airport environment throughout the entire aviation network.

Positive outcomes were observed in the form of more predictable passenger experiences and enhanced transparency of operational performance. At the same time, certain operational areas, particularly at regional airports, require ongoing monitoring and targeted corrective actions when shortfalls are identified. This balanced trend reflects a maturing service quality environment where strengths are acknowledged, and improvement opportunities are systematically addressed.

4.6 Summary of Observations

The first half of 2025 marked significant progress in the implementation and expansion of the Airport Quality of Service Framework. KLIA Terminal 1 and Terminal 2 achieved near full implementation, with only one element pending activation. With near full implementation at KLIA Terminal 1 and Terminal 2 and steady advancement across other major airports, the framework continues to elevate service standards across Malaysia.

Performance monitoring mechanisms, including automated sensors, independent inspections and passenger surveys, have strengthened operational consistency and service reliability. The phased national rollout remains on track and is expected to bring all major and secondary airports under the QoS Framework by 2027. The outcomes observed during this period demonstrate the effectiveness of structured service quality monitoring in driving continuous improvements and building consumer confidence in Malaysia's airport services.

Section 5: Compliance and Enforcement

5.1 Overview of Regulatory Compliance Framework

CAAM carries out compliance oversight under its statutory functions in Act 788. Its role is to enforce the Malaysian Aviation Consumer Protection Code and the Airports Quality of Service Directives, both of which are designed to safeguard consumer rights and ensure that airlines and airport operators maintain transparent and reliable service standards. Oversight activities covered monitoring, data validation, inspections, compliance reviews and enforcement follow through.

These regulatory instruments form the foundation of CAAM's consumer protection mandate and shape the aviation sector's overall service environment. Effective monitoring and enforcement help build public confidence and promote consistent adherence to consumer protection requirements across all operational areas. While the framework serves to detect and address service shortcomings, operators also demonstrated continued adherence to key regulatory obligations.

5.2 Airline Compliance with MACPC Obligations

CAAM monitored airline compliance with the Malaysian Aviation Consumer Protection Code throughout the first half of 2025 across areas such as flight delay management, refund practices, disclosure of information, and advertisement transparency. Airlines maintained ongoing compliance with the majority of provisions under the Malaysian Aviation Consumer Protection Code. Routine reporting obligations including delay and cancellation data, internal complaint statistics and refund related documentation were consistently fulfilled, supporting CAAM's ability to monitor trends and identify early service gaps.

As at the first half of 2025, cumulative penalties collected since 2018 totaled RM4.85 million, reflecting actions taken over breaches or issues with material impact on consumers. Enforcement outcomes helped reinforce consumer protections, but they were complemented by areas where operators demonstrated continued alignment with MACPC requirements. This underscores CAAM's continued enforcement efforts and its commitment to upholding regulatory standards within the aviation sector

5.3 Airport Compliance with QoS Directives

Airport operators are required to comply with the Airports Quality of Service Directives, which set minimum performance expectations across terminal cleanliness, baggage handling, equipment reliability, passenger comfort and queueing times. Airport operators continued to maintain broad compliance with the Quality of Service Directives. KLIA Terminal 1 and Terminal 2 remained generally stable across monitored service quality elements, with most elements showing consistent adherence to required standards.

Regional airports also demonstrated efforts to strengthen service delivery despite operational constraints. Although several shortfalls were detected resulting in formal warnings and subsequent improvement actions, operators responded by implementing remedial measures within the reporting period. These actions indicate increasing awareness of the importance of structured service quality compliance and willingness among operators to address gaps promptly.

Non-compliance can result in penalties of up to five percent of an airport's aeronautical revenue. The cumulative penalties imposed on airport operators since the introduction of the QoS framework stood at RM4.50 million. While this reflects enforcement for shortfalls in specific areas, the broader performance picture shows that the majority of airports continued to meet required standards across core service elements.

5.4 Monitoring, Enforcement Actions and Corrective Measures

CAAM applied a balanced compliance approach combining monitoring, early intervention and proportionate enforcement. Regular data submissions, inspections and complaint-pattern analysis enabled CAAM to identify emerging issues before they escalated into systemic service failures.

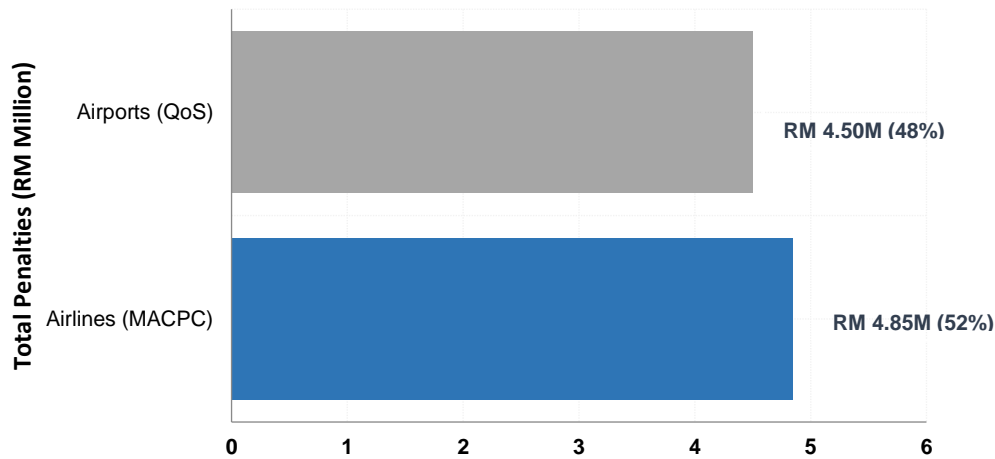
Monitoring activities include data reviews, inspections, operational audits and analysis of complaint patterns, which allow potential compliance gaps to be identified before they escalate into major service failures. Where non-compliance was identified, corrective action plans were required and monitored, ensuring that operators implemented measurable improvements. Many operators complied promptly with these requirements, demonstrating increasing maturity in regulatory readiness and internal governance.

Enforcement measures, including warning letters and financial penalties, are imposed when necessary to preserve regulatory integrity and discourage repeated breaches. Follow-up assessments and ongoing performance submissions are then used to ensure that corrective measures remain effective. This collaborative approach encourages voluntary compliance and supports consistent application of consumer protection standards across the aviation sector.

The distribution of penalties in the first half of 2025 reflects CAAM's active enforcement across both airline and airport operators. A total of RM4.85 million in penalties was imposed on airlines under the Malaysian Aviation Consumer Protection Code, representing 52 per cent of all enforcement actions, while airport operators accounted for RM4.50 million or 48 per cent through penalties issued under the Quality of Service Framework. Although enforcement represented the response to confirmed breaches, it also coexisted with substantive evidence of operator cooperation, including timely submission of corrective plans, improved documentation practices, and stronger closure of consumer facing issues.

Together, these developments reflect a compliance landscape that is becoming more responsive, with operators showing greater willingness to address issues before formal enforcement becomes necessary.

Figure 5.1 Cumulative Penalties Imposed on Airlines and Airport Operators



5.5 Summary of Observations

Compliance and enforcement activities during the first half of 2025 reflect continued commitment within the aviation sector to meeting regulatory obligations under both the Malaysian Aviation Consumer Protection Code and the Quality of Service Framework. Overall, compliance and enforcement outcomes illustrate a regulatory environment that is strengthening in both oversight and operator responsiveness. While enforcement actions were necessary to address confirmed gaps, operators demonstrated improved consistency in several areas, including reporting accuracy, adherence to service quality expectations and responsiveness to corrective measures.

The balanced outcomes comprising penalties where warranted and voluntary compliance in many other areas indicate a sector progressing toward higher transparency and a more reliable consumer protection culture. CAAM's combined approach of monitoring, preventive engagement and proportionate enforcement continues to support long term behavioural improvements and reinforces public confidence in Malaysia's aviation system. This approach supports broader regulatory objectives by fostering a culture of accountability, enhancing adherence to service quality standards and reinforcing public confidence in Malaysia's aviation system.

Section 6: Consumer Awareness, Education and Engagement

6.1 Overview of CAAM's Consumer Outreach and Engagement

The first half of 2025 saw a significant strengthening of CAAM's consumer awareness initiatives, supported by a broader and more coordinated outreach strategy. Multiple communication channels were leveraged to ensure that consumers received clear, consistent and accessible information on their rights. The period also demonstrated positive industry collaboration, where partners contributed to expanding the reach and effectiveness of consumer messaging. While the broadened engagement footprint increased public visibility and improved awareness levels, CAAM recognises that sustained reinforcement is required to maintain message consistency across diverse audiences.

6.2 Strategic Industry Engagements

CAAM's collaboration with industry partners played a vital role in strengthening service delivery and ensuring that operational improvements translated into better consumer experiences. Engagements with industry stakeholders contributed meaningfully to improving consumer experiences and operational preparedness. CAAM's session with the Immigration Department enhanced alignment on initiatives such as MyBorderPass and e-Gate expansion, which supports smoother passenger flow, an important complementary development that strengthens the overall travel experience beyond airline and airport operations.

Similarly, the briefing delivered to MAHB's Care Ambassadors ahead of peak travel seasons improved frontline readiness and consumer information accuracy. The train-the-trainer approach ensured consistent dissemination of MACPC related content within airport teams. While these engagements strengthened operational coordination, CAAM notes the importance of ongoing collaboration to ensure consistent application of consumer protection principles across large operational groups.

6.3 Media and Broadcast Engagements

Media and broadcast platforms played a critical role in amplifying consumer-rights messages. Appearances on Bernama TV and Bernama World provided national visibility and helped the public better understand enhancements to the MACPC and the importance of the QoS Framework. Radio segments on Astro Radio and BFM 89.9 reached diverse demographic groups, including commuters and frequent travellers.

Print and digital advertorials in Utusan Malaysia and Kosmo! offered more detailed explanations of consumer rights. These engagements ensured continuous public exposure to key consumer information themes. While reach and message clarity improved, CAAM acknowledges that sustained visibility and multiple content outreach are necessary to ensure that consumers continue to receive timely and accurate information on their rights.

6.4 Public and Educational Outreach

Public and educational outreach efforts created opportunities for direct engagement and deeper understanding of consumer rights. The UniKL MIAT session equipped aviation students' future industry professionals with practical knowledge of consumer entitlements.

Community engagement through the Jelajah Karnival KPDN 2025 enabled CAAM to address real-time consumer enquiries, gather feedback and provide on the spot clarifications. These engagements served as valuable touchpoints to understand consumer concerns while strengthening public trust. At the same time, feedback obtained highlighted valuable insights into consumer concerns, helping to refine future educational materials and efforts.

6.5 Nationwide Consumer Awareness Campaigns

CAAM's nationwide campaigns formed a major component of the awareness strategy in 1H 2025, leveraging digital, regional and inflight platforms to deliver clear and practical information on air travel consumer rights. A wide-reaching digital campaign across Meta, Google and TikTok provided simple explanations of key MACPC protections, reaching large audiences and maintaining consistent visibility of key consumer messages. Partnerships with travel focused influencers expanded the campaign's reach among younger, highly digitally engaged audiences.

To ensure equitable access, regional radio collaborations with CATS FM and TEA FM delivered language specific messaging to communities in East Malaysia. Visibility during the high demand Hari Raya travel period was further strengthened through inflight and airport publications, including placements in Batik Air Magazine and KL Lifestyle. These efforts ensured that consumers encountered timely and relevant information at key travel touchpoints. These combined efforts improved message penetration and accessibility. CAAM notes that continued monitoring of message effectiveness will support further refinement of communication strategies.

6.6 Outcomes and Impact Assessment

The integrated outreach approach delivered measurable improvements in public access to consumer rights information. Digital campaigns generated substantial reach and engagement, delivering more than 40 million views and exposure across digital, radio and print platform. Feedback from direct engagements indicated heightened awareness of consumer rights and greater familiarity with the provisions of the MACPC.

These positive developments complement CAAM's enforcement and operational monitoring efforts by encouraging proactive consumer engagement. At the same time, broader public reliance on CAAM's channels continues to grow, indicating the importance of strengthening internal capacity to meet rising information and engagement needs. Collectively, these outcomes indicate that CAAM's efforts are contributing to a more informed, empowered and confident travelling public.

6.7 Summary of Observations

Consumer awareness and engagement initiatives in the first half of 2025 supported clearer dissemination of consumer rights information and strengthened alignment between industry partners and CAAM on consumer-facing obligations. Activities across digital, broadcast, inflight, airport and community platforms broadened access to MACPC-related information and improved message consistency across multiple touchpoints.

Engagements with strategic partners, including the Immigration Department, MAHB Care Ambassadors and airport and airline teams, reinforced the application of MACPC requirements within frontline environments. These sessions supported operational preparedness during peak periods and improved coordination on processes such as MyBorderPass and e-Gate usage. Feedback from outreach events provided insight into recurring consumer concerns, helping guide adjustments to future educational materials.

Digital campaigns reached large audiences through Meta, Google and TikTok, supported by targeted influencer partnerships. Radio collaborations and multilingual broadcasts expanded accessibility, while inflight and airport publications ensured that consumers encountered key content at relevant stages of travel. These combined efforts enabled CAAM to reach millions of travellers and strengthened overall consumer protection in Malaysia.

Across these initiatives, airlines and airports continued to comply with information sharing obligations and supported coordinated outreach efforts. While indicators suggest broader public use of CAAM's channels and wider message visibility, continued monitoring and structured evaluation will help refine and sustain consumer awareness strategies moving forward.

Section 7: Forward Outlook and Strategic Priorities

7.1 Strengthening Consumer Protection and Oversight

The first half of 2025 represented a significant transition in Malaysia's consumer protection framework following the transfer of consumer-related regulatory functions to CAAM under the Malaysian Aviation Commission (Dissolution) Act 2024. Going forward, CAAM will strengthen its oversight role through more structured integration of complaint analytics, operational performance data and Quality of Service indicators. These enhancements aim to support earlier identification of potential issues and promote more evidence-driven engagement with industry partners.

Alongside areas requiring improvement, CAAM recognizes the positive developments observed during the reporting period. Higher actionable case accuracy improved internal handling by airlines and stable airport QoS performance provides a stronger starting point for future oversight improvements. These encouraging trends demonstrate increasing industry cooperation and maturing consumer regulatory behavior, which CAAM will continue to support through targeted regulatory guidance and proportionate compliance monitoring.

7.2 Key Initiatives Planned for 2026

The initiatives planned for 2026 seek to consolidate the progress made in 2025 and reinforce CAAM's ability to oversee consumer protection under its expanded mandate. Work will continue to improve the use of integrated data, linking complaint trends, operational performance outcomes and airport service quality results, to strengthen regulatory assessments.

While improvements remain necessary, several areas have shown positive momentum. Airlines maintained high resolution timeliness in 1H 2025, with 97 percent of actionable cases resolved within the regulatory 30-day period. Airport operators also continued to demonstrate strong compliance with the Quality of Service Framework. These complimentary developments will form the foundation for the next phase of regulatory strengthening, enabling CAAM to adopt more targeted interventions where performance gaps persist while acknowledging and reinforcing good industry practices that are already in place.

7.3 Collaborative Partnerships and Capacity Building

Collaboration remains central to CAAM's regulatory approach. Engagements with airport operators, airlines, border control agencies and other government partners in the first half of 2025 provide a strong platform for continued partnership. These engagements have already shown tangible, positive outcomes, such as improved frontline readiness during peak travel periods and strengthened alignment between airport operations and regulatory expectations.

Capacity-building initiatives will continue in 2026 to enhance regulatory understanding across the industry. These efforts will focus not only on addressing compliance gaps but also on amplifying areas where operators have demonstrated positive performance such as internal complaint management, timely case closure and improved operational stability among certain airline groups. This balanced approach aims to strengthen accountability while **recognizing** the industry's ongoing efforts to improve service delivery.

7.4 Future Focus Areas

CAAM's future focus areas will adopt a measured and progressive approach, reflecting both regulatory priorities and organisational capacity. Planned enhancements to complaint analytics and cross functional data integration will help identify emerging issues more effectively. At the same time, CAAM will continue refining enforcement practices with emphasis on clarity, proportionality and consistent application across operators.

The outlook also recognises positive developments that can be built upon. Improvements in cancellation control among Malaysian carriers, strong OTP performance by several foreign operators and near complete QoS implementation at KLIA Terminal 1 and 2 reflect a sector making progress. Highlighting these complimentary elements ensures that regulatory recommendations remain balanced, fair and constructive, reinforcing industry confidence in CAAM's oversight approach. These focus areas align with CAAM's long term objective of improving consumer experience while maintaining realistic expectations regarding the pace and scope of regulatory developments.

7.5 Summary of Observations

The forward outlook reflects CAAM's commitment to strengthening consumer protection oversight following the consolidation of regulatory functions in 2025. Planned enhancements in data integration, monitoring and stakeholder collaboration provide a structured foundation for continued regulatory development.

At the same time, this outlook acknowledges the positive outcomes observed in 1H 2025, including improved case submission quality, strong timeliness of complaint resolution, stable airport QoS implementation and greater public engagement through CAAM's outreach initiatives. These complimentary developments indicate a maturing regulatory environment and demonstrate that parts of the aviation sector are responding constructively to consumer-protection expectations.

Together, these priorities support CAAM's long term objective of promoting a more reliable, accountable and consumer-focused aviation ecosystem while progressing at a pace aligned with organisational capacity and national regulatory needs.

Annexes

A. Glossary of Terms and Acronyms

This annex provides definitions of key terms used in the report to ensure clarity and consistency for all readers.

Malaysian Aviation Commission (Dissolution) Act 2024 [Act 856]

Refers to the legislation that dissolved the Malaysian Aviation Commission and transferred its consumer protection, economic regulation and related statutory functions to the Civil Aviation Authority of Malaysia. The transfer took effect on 1 August 2025 and consolidated all aviation regulatory functions under CAAM to streamline oversight and strengthen regulatory coherence across the sector.

Civil Aviation Authority of Malaysia Act 2017 [Act 788]

Refers to the legislation that establishes the Civil Aviation Authority of Malaysia and sets out its statutory functions in regulating civil aviation safety, operations and oversight. The Act provides the legal foundation for CAAM's role as the national aviation regulator, and, following amendments effective 1 August 2025, also anchors the transfer of consumer-protection, economic regulation and related functions into CAAM's expanded mandate.

Civil Aviation Authority of Malaysia (CAAM)

Refers to the Civil Aviation Authority of Malaysia, the national aviation regulator established under the Civil Aviation Authority of Malaysia Act 2017 [Act 788]. CAAM is responsible for regulating civil aviation safety, operational oversight and the administration of aviation standards in Malaysia. Following the transfer of functions effective 1 August 2025, CAAM also undertakes economic regulation and consumer protection responsibilities as part of its expanded mandate.

Malaysian Aviation Consumer Protection Code (MACPC)

Refers to the Malaysian Aviation Consumer Protection Code 2016, which prescribes minimum rights for air consumers and sets out the obligations of airlines and airport operators in areas such as service delivery, transparency of information, refund practices and complaint handling. The Code forms the primary regulatory framework governing consumer protection within Malaysia's aviation sector.

Airport Quality of Service (QoS) Framework

Refers to the regulatory framework that establishes minimum service standards for airport operators. The Framework covers key aspects of passenger experience, including terminal comfort, baggage handling performance, equipment reliability and queueing times, and serves as the benchmark for assessing airport service delivery across Malaysia.

FlySmart

Refers to Malaysia's official aviation consumer information platform, developed to educate consumers on their rights and provide guidance on how to lodge complaints. The platform supports greater consumer awareness and serves as a central resource for information related to consumer travel rights.

Complaint Management System (CMS)

Refers to the Complaint Management System operated by CAAM to receive, categorise and manage complaints, requests, enquiries and feedback related to aviation services. The system supports structured case handling, monitoring of response timelines and analysis of consumer-related trends.

Consumer Case

Refers to any submission received by CAAM through its various channels, including complaints, requests, enquiries and feedback related to air travel. These submissions form the basis for assessing service issues and identifying potential areas of non-compliance within the aviation sector.

Unactionable Case

Refers to a submission that cannot be processed because the matter falls outside CAAM's jurisdiction, lacks sufficient information to proceed, or relates to an obligation already fulfilled in accordance with the Malaysian Aviation Consumer Protection Code.

On-Time Performance (OTP)

Refers to a punctuality indicator defined as a flight departing within fifteen minutes of its scheduled departure time. OTP is used to assess the operational reliability and timeliness of airline services.

Operational Delay or Cancellation

Refers to delays or cancellations arising from day-to-day operational factors within the airline's control, including late arrival of inbound aircraft, crew scheduling or rotation issues, ground-handling limitations and constraints encountered during aircraft turnaround activities. These causes relate to the real-time execution of scheduled flight operations.

Technical Delay or Cancellation

Refers to delays or cancellations resulting from aircraft maintenance requirements or technical defects that must be rectified before the aircraft can be safely released for service. These include planned or unplanned maintenance actions, engineering assessments or mechanical issues identified during preflight or post flight checks.

Extraordinary Delay or Cancellation

Refers to delays or cancellations caused by factors outside the airline's control, such as adverse weather conditions, airspace restrictions, airport closures, natural disasters, public emergencies or security-related incidents that prevent normal flight operations.

Commercial Cancellation

Refers to a flight that is withdrawn from the schedule due to business-driven considerations typically relate to factors such as low passenger demand, seasonal variations, route profitability or network optimisation, where operating the flight is not commercially viable within the airline's broader planning priorities.

Malaysia Airports Holdings Berhad (MAHB)

Refers to Malaysia Airports Holdings Berhad, the operator of the majority of commercial airports in Malaysia. MAHB is responsible for managing airport infrastructure, terminal facilities and the provision of airport services across its network of airports.

Aeronautical Revenue

Refers to revenue earned by airport operators from aviation-related activities, including landing fees, passenger service charges, aircraft parking charges and other services directly associated with aircraft movements and passenger processing.

B. List of Airlines and Airports Monitored

This annex lists the airlines and airports monitored by CAAM for the purpose of complaint analysis, operational performance measurement and Quality of Service monitoring.

Malaysian airlines monitored include AirAsia, AirAsia X, Batik Air, Malaysia Airlines, Firefly and MASwings.

Foreign airlines monitored include the 64 carriers operating at Kuala Lumpur International Airport Terminal 1 and Terminal 2 across ASEAN, North Asia, China, the Middle East, Europe, South Asia and selected long haul regions.

Airports monitored under CAAM include KLIA Terminal 1, KLIA Terminal 2, Kota Kinabalu International Airport, Penang International Airport, Senai International Airport, Langkawi International Airport, Kuching International Airport, Miri Airport, Skypark Terminal Subang and other domestic airports including Sibul, Tawau, Sandakan, Kota Bharu, Alor Setar and Ipoh.

C. Data Sources and Methodology

This annex explains the data sources and analytical methods applied in preparing the consumer report.

Three primary data sources form the basis of this analysis. The first is the Complaint Management System (CMS), which captures all complaints, requests, enquiries and feedback received by CAAM. The second source comprises the monthly operational performance reports submitted by Air Service License holders, covering on-time performance, cancellations and the underlying causes of delays and cancellations. The third source is the Airport Quality of Service (QoS) performance dataset provided by Malaysia Airports Holdings Berhad (MAHB), supported by independent inspections and passenger surveys. Operational performance data for foreign carriers, including OTP and cancellation results, is also obtained from MAHB to ensure that performance outcomes for all operators are measured using the same standards and can be fairly compared.

Consumer cases were categorised into actionable and unactionable cases based on internal guidelines. Actionable cases included complaint or request submissions under CAAM's jurisdiction with sufficient documentation. Unactionable cases included incomplete submissions, cases outside CAAM's mandate or cases where airlines or airports had already complied with the Malaysian Aviation Consumer Protection Code.

Complaint trends were analysed year-on-year using the first half of 2024 as the baseline. Complaints per one million passengers were used for Malaysian carriers based on airline-submitted passenger carried data. Ratio analysis was not performed for foreign carriers because passenger carried data was not available.

Operational performance indicators were measured using CAAM's prescribed definitions. On-time performance was defined as departures within fifteen minutes of schedule. Cancellations were assessed based on the requirement that airlines operate at least eighty percent of scheduled flights.

D. Contact and Feedback Channels

Consumers may submit complaints, requests for assistance, enquiries or feedback through the Complaint Management System, which is the primary platform used by CAAM to manage all aviation consumer cases. All submissions made through this system are recorded, assessed and processed in accordance with the Malaysian Aviation Consumer Protection Code to ensure that issues brought forward by consumers receive proper regulatory attention.

FlySmart functions as Malaysia's official aviation consumer information platform and is accessible via both website and mobile application. It provides consumers with clear guidance on their rights, entitlements relating to delays or refunds, and step-by-step instructions on how to lodge a complaint. The FlySmart mobile app can be downloaded through the Apple App Store and Google Play Store, while the website is accessible at www.flysmart.my. These channels offer consumers an accessible reference point for clarification or support before submitting a formal complaint.

Consumers who need further assistance after submitting a case, or who wish to provide additional documentation, may contact the Consumer Affairs Division through the official email address consumer@caam.gov.my. This channel facilitates follow-up communication, clarification of case details and other enquiries related to the handling of consumer cases.

A dedicated consumer hotline, 1-800-18-6966, is also available for consumers who require real-time assistance or guidance on the complaint submission process.

For matters requiring in-person support, consumers may walk into CAAM headquarters at Putrajaya. Walk-in enquiries are attended to during official working hours and provide an alternative channel for consumers who prefer face-to-face engagement. Appointments may also be made through the E-Temuja system available on the CAAM website.

These channels ensure that consumers have reliable and accessible avenues to seek help, obtain information and submit complaints relating to their rights and entitlements under the Malaysian Aviation Consumer Protection Code.

CAAM Headquarters Address

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Aras 1-4, Blok Podium, Presint 4,
62618 Wilayah Persekutuan Putrajaya,
Putrajaya, Malaysia.

Phone No. : +603-88714000

Consumer hotline:
1800-18-6966 (Within Malaysia)
+603-7651 2777 (Outside Malaysia)

Monday – Friday (except on public holidays)
8:30 AM – 5:30 PM

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