

4 June 2026

For immediate release

CAAM IMPOSES PENALTIES ON MALAYSIA AIRPORTS SDN. BHD. UNDER AIRPORTS QUALITY OF SERVICE FRAMEWORK FOR 2025

PUTRAJAYA – The Civil Aviation Authority of Malaysia (CAAM) has imposed financial penalties on Malaysia Airports Sdn. Bhd. (MASB) for non-compliance following an assessment of airport performance under the Airports Quality of Service (QoS) Framework for 2025 for Kota Kinabalu International Airport (BKI), Kuching International Airport (KCH) and Miri Airport (MYY).

MASB, a wholly-owned subsidiary of Malaysia Airports Holdings Berhad (MAHB), manages and operates airports across Malaysia excluding Kuala Lumpur International Airport (KLIA).

The CAAM Airports QoS Framework establishes service standards and Key Performance Indicators (KPIs) aimed at ensuring the delivery of quality airport services, enhancing passenger comfort, and improving the overall airport experience. Under the framework, airport operators are required to achieve prescribed service level targets across various operational and passenger-focused service elements.

For the 2025 assessment period, CAAM identified several instances of non-compliance involving passenger service and facility-related elements at airports operated by MASB, resulting in financial penalties totaling RM678,939.00.

The non-compliances were identified at Kota Kinabalu (BKI), Kuching (KCH) and Miri (MYY) airports, involving service elements relating to the cleanliness and availability of passenger washrooms, terminal ambience, wayfinding, and the operational reliability of the Flight Information Display System (FIDS). These elements are designed to ensure airport facilities and services continue to meet the standards expected by consumers and airport users.

Throughout the assessment process, CAAM engaged closely with MASB by sharing findings and facilitating the development of targeted improvement measures. MASB committed to implementing corrective action plans to address the identified gaps but were still assessed to be non-compliant. In furtherance of this, CAAM has taken action to impose the financial penalty and will continue to monitor progress to ensure sustained improvements.



CAAM is committed to ensuring airport operators maintain the service standards expected by passengers and airport users through the Airports QoS Framework, while supporting continuous enhancements to service quality and the overall passenger experience across Malaysia's airport network.

About Civil Aviation Authority of Malaysia

The Civil Aviation Authority of Malaysia (CAAM) is the national aviation regulator, entrusted with ensuring the safety, security, and efficiency of Malaysia's civil aviation sector. CAAM provides comprehensive safety and security oversight of flight operations, aviation personnel licensing, and is responsible for the provision of air navigation services and air traffic management across Malaysian airspace. Operating in accordance with international standards set by the International Civil Aviation Organization (ICAO), CAAM is committed to fostering a safe, sustainable, and forward-looking aviation ecosystem through regulatory excellence, innovation, and strategic collaboration.

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