

Complaint on KTMB Management

Written by Administrator

Thursday, 10 September 2009 15:25 -

<p align="justify">With reference to the above, I would like to lodge an official complaint against the management of KTM Berhad. I have boarded the train from Pasir Mas, Kelantan to KL Sentral, details as below:-
Train: Ekspres Wau (XW17)
Class: Economy Class
Origin: Pasir Mas
To: KL Sentral
Date: 09/02/2008
Coach: F1
Seat: 5C
◆</p><p align="justify">I would like to share my distress over the miss-management of KTM Berhad on a long journey coach like this. I have boarded the mentioned train at 6.59PM on 09/02/2008, and to my astonishment there were crowd standing in the coach and some even slept on the walkway due to lack of seats and they have not purchased any tickets unlike some of us who had a seat.</p><p align="justify">Later then, comes the ticket master whom have summoned these passengers without ticket and issued them a ticket each based on their destination requirement, but of course they were charged more than what they are suppose to pay for a ticket due to the summon imposed. These passengers became restless standing and started to sit on the arm rest of the passengers on the seat area, which caused lots of uneasiness and discomfort.</p><p align="justify">Well, I could truly understand the urge of the people to return home after the festive period but what KTMB did was truly unacceptable, by encouraging more and more people to board the train without ticket and then penalising them for not purchasing a ticket and the coach F1 was just like a sardine can, where people could hardly even stand and walk to the washroom. Furthermore, this is not a short journey where we could bare with the corwd just when boarding a LRT in KL during peak hours, but we are talking about a journey which lasted more than 12 hours.</p><p align="justify">◆Below are the items I would like to highlight:-</p><p align="justify">◆1) KTMB shouldn't have allowed the passengers without tickets to board the train</p><p align="justify">2) KTMB imposed penalties to those illegal boarders but allowing them to still go on the train despite taking into consideration the space available at these coaches and the inconveniences caused to other passengers whom had a proper boarding ticket.</p><p align="justify">3) KTMB should in the first place have ticket masters at the boarding area that will help them illuminate people without tickets since there's limited seats and coach</p><p align="justify">4) KTMB should have had at least 2 different coaches at different timing to accommodate these additional crowd, furthermore it's a festive season </p><p align="justify">Why should anyone go almost a month earlier to purchase a ticket for the planned journey but KTMB doesn't bother about the passengers convenience and just issue tickets blindly to those illegal boarders. KTMB were merely increasing their profit for the day without taking all of the above into consideration. Being a Malaysian and staying in a developed/developing country like Malaysia, we do not expect a 3rd class treatment to all, it's sad that KTMB the earliest transportation of Malaya have failed tremendously in managing their fleet and serving the public. I'm sure the foreigners whom boarded the coach would have had a bad impression of our public transport and it's management.</p><p align="justify">I really hope that you would sincerely look into this matter and convey this message to the relevant parties as well as copy to the transport ministry. We are looking forward to a better KTMB in the near future and just not a profit making management.</p><p align="justify">◆Thank you.
Yours sincerely,
Complainants perticulars withheld
NCCC
◆
12 February 2008
◆</p>