

## MoT tells airlines to resolve technical issues quickly, keep passengers informed

By Noor Atiqah Sulaiman - May 10, 2022 @ 2:39pm



Its minister, Datuk Seri Dr Wee Ka Siong, said his ministry has also informed airlines to keep their passengers updated with the latest information involving their respective flights to reduce travellers inconvenience. - NSTP/MOHD FADLI HAMZAH (for illustration purposes only)

PUTRAJAYA: The Transport Ministry (MoT) has instructed airlines facing technical issues leading to the delay of flights to resolve it quickly.

Its minister, Datuk Seri Dr Wee Ka Siong, said his ministry has also informed airlines to keep their passengers updated with the latest information involving their respective flights to reduce travellers inconvenience.

"The ministry and agencies under it will continue to monitor each airline service to ensure maintenance procedures and technical issues are adhered to with no compromise.

"Authorities have also reprimanded relevant companies to ensure they comply with technical, economic and safety regulations and will not hesitate to take action against operators who fail to do so.

"It is important for airlines to improve communication channels between passengers and customers to ensure they receive information on the status of their flights," he said in a statement today.

Earlier, passengers of the low-cost airline, AirAsia, expressed their dissatisfaction on social media when the plane they were supposed to board arrived later than the scheduled time.

In fact, some passengers waited for an extended time at the airport because of AirAsia rescheduling not only once, but repeatedly for the same flight.

Wee said the government sympathises with the passenger's plight and is working to resolve the issue with the airline.

"Most of the complaints made were related to higher -than -usual passenger traffic during the festive season so that airlines had to make full use of their aircraft to meet demand.

"Aircraft facing technical problems have also been 'rested' from service for a more thorough maintenance," he said.

He added that to date, all complaints related to rescheduling and flight delays have been resolved.