



CUSTOMER CHARTER KTM KOMUTER

We pledge to provide efficient, safe and reliable commuter services for our customers. We are committed to ensure the utmost comfort of our customers by providing service according to this set of standards:-

- ❖ tickets will be issued to customers at the counter within 30 seconds upon order;
- ❖ complaints, enquiries and requests via telephone, letter, email, internet or walk-in shall be attended to within three working days;
- ❖ any changes in train timetable or introduction of additional services will be announced in the media, at stations and on KTMB website at least three working days prior to the changes; and
- ❖ under normal circumstances, a train must not be delayed for more than five minutes at each station.

We also pledge to:-

- ❖ ensure an average punctuality of 90%;
- ❖ ensure stations, trains and facilities are in good condition;
- ❖ ensure staff presence at all stations during peak hours to assist customers; and

- ❖ ensure that our frontliners are helpful and courteous.

However, in the event of service disruption, we will:-

- ❖ immediately notify and update passengers of the current situation. Where necessary, we will advise passengers on all available options for their travel needs;
- ❖ minimise delay as much as possible;
- ❖ assist and transfer passengers on to the next available train or at our discretion, on board alternative transportation, within two hours;
- ❖ under certain circumstances offer passengers an option of refund or journey replacement; and
- ❖ not compromise on our passengers' safety.

Please help us to help you by:-

- ❖ giving us constant feedback via any of our feedback channels;
- ❖ observing all our regulations;
- ❖ keeping public facilities in good condition; and
- ❖ being considerate to your fellow passengers.

Customer satisfaction is our priority. We will try our best to understand your needs and strive to fulfil your expectations.

For information and assistance, please contact:

KTM Komuter

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