

Ministry to mediate MAHB - AIRASIA fee dispute

SEPANG: The Transport Ministry is prepared to be the mediator in the passenger service charge (PSC) dispute between Malaysia Airports Holdings Bhd (MAHB) and the AirAsia group to reduce tensions, said its minister, Anthony Loke. "I want both sides to sit down and thrash it out. Yes, we will mediate it. We hope a harmonious solution will arise," he said. Loke said this after launching the "Happy Guests, Caring Hosts" Service Culture Transformation Programme, as well as senior citizen- and family-friendly facilities at klia2 here yesterday. MAHB has filed a RM36.11 million suit against AirAsia Group Bhd and AirAsia X Bhd for outstanding airport taxes. MAHB was reported to have sent legal letters to AirAsia Group and AirAsia X, demanding both airlines remit outstanding airport taxes or PSCs for international departures from July 1 onwards. Departing passengers pay PSC and it is collected by airlines upon purchase of tickets, which is passed on to MAHB upon completion of the flight. Despite PSC being set at RM73 per passenger on Jan 1 this year, both airlines have been collecting only RM50 per passenger and MAHB wanted the airlines to pay up the RM23 difference per passenger from July onwards. Loke stressed on the need to provide the best services and facilities when an airport was being expanded. "I believe it is important to equip airports with facilities that are senior citizen- and familyfriendly, such as buggy services, strollers and wheelchairs." Acting MAHB chief executive officer Raja Azmi Raja Nazuddin said starting yesterday, wheelchairs and strollers could be obtained from 10 locations at klia2. He said MAHB, for starters, would provide 100 wheelchairs and 50 strollers, and by next month the public would have access to 150 wheelchairs and 150 strollers at 10 additional stations. He said the buggy service would be provided every 10 minutes with 15 buggies to be operated from eight stations and six pick-up spots.

SOURCE: NEW STRAITS TIMES | PAGE: 6 | 14 DISEMBER 2018