

Najib Wants KTMB To Solve Service Issues, Orders SPAD To Monitor Situation

KUALA LUMPUR, March 1 (Bernama) -- Prime Minister Datuk Seri Najib Tun Razak wants Keretapi Tanah Melayu Berhad (KTMB) to find immediate solutions to the various customer complaints about their services.

In his latest Facebook update, Najib said among the complaints and feedback given by the customers were about the Electric Train Service (ETS) and the online ticketing system.

"I have received many complaints and feedback about customers' dissatisfaction with the KTMB services, including the ETS and the online ticketing system, which were said to be pretty problematic, user-unfriendly and inaccessible sometimes.

"This is not too difficult to overcome, it should not have happened in this era of technology," he said.

Najib also ordered the Land Public Transport Commission to monitor the situation and to report to him (of any development) as soon as possible.

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