



12 Oktober 2023
12 October 2023
P.U. (A) 310

WARTA KERAJAAN PERSEKUTUAN

*FEDERAL GOVERNMENT
GAZETTE*

PERATURAN-PERATURAN PENGANGKUTAN AWAM
DARAT (TANDA TALIAN PENTING ADUAN) 2023

*LAND PUBLIC TRANSPORT (COMPLAINT HOTLINE
MARKING) REGULATIONS 2023*

DISIARKAN OLEH/
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JABATAN PEGUAM NEGARA/
ATTORNEY GENERAL'S CHAMBERS

AKTA PENGANGKUTAN AWAM DARAT 2010

PERATURAN-PERATURAN PENGANGKUTAN AWAM DARAT
(TANDA TALIAN PENTING ADUAN) 2023

PADA menjalankan kuasa yang diberikan oleh perenggan 252(1)(*tac*) Akta Pengangkutan Awam Darat 2010 [*Akta 715*], Menteri membuat peraturan-peraturan yang berikut:

Nama dan permulaan kuat kuasa

1. (1) Peraturan-peraturan ini bolehlah dinamakan **Peraturan-Peraturan Pengangkutan Awam Darat (Tanda Talian Penting Aduan) 2023**.

(2) Peraturan-Peraturan ini mula berkuat kuasa pada 15 Oktober 2023.

Ketidakpakaian

2. Peraturan-Peraturan ini tidak terpakai bagi kenderaan yang berikut:

- (a) kenderaan yang dilesenkan di bawah lesen perniagaan pengantaraan;
- (b) kereta sewa dan pandu di bawah kelas kenderaan perkhidmatan awam; dan
- (c) kereta sewa dan pandu bagi pelancong di bawah kelas kenderaan pelancongan.

Kewajipan mempamerkan tanda

3. (1) Mana-mana pengendali berlesen yang mengendalikan perkhidmatan kenderaan perkhidmatan awam atau perkhidmatan kenderaan barangan, atau mana-mana pemegang lesen yang menjalankan perkhidmatan kenderaan pelancongan, hendaklah memastikan kenderaan perkhidmatan awam, kenderaan barangan dan kenderaan pelancongan sebagaimana yang dinyatakan dalam ruang (1) Jadual Pertama mempamerkan tanda mengikut spesifikasi sebagaimana yang dinyatakan dalam ruang (2) dan mengikut cara sebagaimana yang dinyatakan dalam ruang (3).

(2) Tanda yang dipamerkan di bawah subperaturan (1) hendaklah mengandungi kod QR yang jelas dan boleh diimbis sebagaimana yang dinyatakan dalam Jadual Kedua.

Penalti

4. Mana-mana pengendali berlesen atau pemegang lesen yang gagal mematuhi peraturan 3 melakukan suatu kesalahan dan boleh, apabila disabitkan, didenda tidak melebihi satu ribu ringgit atau dipenjarakan selama tempoh tidak melebihi tiga bulan atau kedua-duanya.

Peralihan

5. Mana-mana pengendali berlesen yang mengendalikan perkhidmatan kenderaan perkhidmatan awam atau perkhidmatan kenderaan barangan, atau mana-mana pemegang lesen yang menjalankan perkhidmatan kenderaan pelancongan, hendaklah dalam tempoh satu tahun dari tarikh permulaan kuat kuasa Peraturan-Peraturan ini, mempamerkan tanda sebagaimana yang dinyatakan dalam peraturan 3 Peraturan-Peraturan ini.

JADUAL PERTAMA
[Subperaturan 2(1)]

SPESIFIKASI TANDA TALIAN PENTING ADUAN

Bil.	(1) Jenis Kenderaan	(2) Spesifikasi Tanda	(3) Bahagian Kenderaan	(4) Tanda
1.	Kenderaan barangan	<u>Tanda Luar</u> (a) Jenis tulisan: <i>Impact</i> (b) Saiz tulisan (i) TALIAN ADUAN MOT: 1.5 cm/52 pt (ii) Nombor 1-800-88-7723: 3.5 cm/120 pt (iii) Nombor <i>Whatsapp</i>: 2.5 cm / 86 pt (c) Saiz kod QR: 6.5 cm x 6.5 cm (d) Warna latar: Putih (pantul cahaya) (e) Warna tulisan: Hitam (f) Saiz tanda: 40 cm x 13 cm (g) Saiz rangka: 38 cm x 11 cm	<u>Bahagian Luar</u> Tanda hendaklah dipamerkan di luar belakang sebelah kanan badan kenderaan. Jika terdapat halangan atau ketidaksesuaian menampal tanda di bahagian luar belakang sebelah kanan badan kenderaan, tanda itu hendaklah ditampal di mana-mana bahagian luar belakang badan kenderaan yang sesuai dan boleh dilihat sepenuhnya	

Bil.	(1) Jenis Kenderaan	(2) Spesifikasi Tanda	(3) Bahagian Kenderaan	(4) Tanda
2.	(a) Kenderaan perkhidmatan awam- kelas bas (muatan tempat duduk 24 orang dan ke atas) (i) bas berhenti-henti (ii) bas carter (iii) bas ekspres (iv) bas mini (v) bas pekerja (vi) bas pengantara (vii) bas sekolah (b) Kenderaan pelancongan- kelas bas persiaran (muatan tempat duduk 24 orang dan ke atas)	<u>Tanda Luar</u> (a) Jenis tulisan: <i>Impact</i> (b) Saiz tulisan (i) TALIAN ADUAN MOT: 1.5 cm/52 pt (ii) Nombor 1-800-88-7723: 3.5 cm/120 pt (iii) Nombor <i>Whatsapp</i>: 2.5 cm/86 pt (c) Saiz kod QR: 6.5 cm x 6.5 cm (d) Warna latar: Putih (pantul cahaya) (e) Warna tulisan: Hitam (f) Saiz tanda: 40 cm x 13 cm (g) Saiz rangka: 38 cm x 11 cm <u>Tanda Dalam</u> (a) Jenis tulisan: <i>Impact</i> (b) Saiz tulisan (i) TALIAN ADUAN MOT: 1.3 cm/44 pt (ii) Nombor 1-800-88-7723: 3.0 cm/102 pt	<u>Bahagian Luar</u> Tanda hendaklah dipamerkan di luar belakang sebelah kanan badan kenderaan. Jika terdapat halangan atau ketidaksesuaian menampal tanda di bahagian luar belakang sebelah kanan badan kenderaan, tanda itu hendaklah ditampal di mana-mana bahagian luar belakang badan kenderaan yang sesuai dan boleh dilihat sepenuhnya <u>Bahagian Dalam</u> Tanda hendaklah dipamerkan di bahagian dalam kenderaan di bahagian tempat meletak bagasi di sebelah kiri atau kanan atau di bahagian belakang tempat	 

Bil.	(1) Jenis Kenderaan	(2) Spesifikasi Tanda	(3) Bahagian Kenderaan	(4) Tanda
		(iii) Nombor <i>Whatsapp</i> : 2.1 cm/73 pt (c) Saiz kod QR: 5.5 cm x 5.5 cm (d) Warna latar: Putih (pantul cahaya) (e) Warna tulisan: Hitam (f) Saiz tanda: 35 cm x 11 cm (g) Saiz rangka: 33 cm x 9 cm	duduk pemandu yang mudah dilihat oleh penumpang	
3.	(a) Kelas kenderaan perkhidmatan awam- kelas teksi (i) teksi (ii) teksi lapangan terbang (iii) teksi mewah (iv) kereta sewa	<u>Tanda Luar</u> (a) Jenis tulisan: <i>Impact</i> (b) Saiz tulisan (i) TALIAN ADUAN MOT: 1.0 cm/36 pt (ii) Nombor 1-800-88-7723: 2.4 cm/83 pt (iii) Nombor <i>Whatsapp</i> : 1.7 cm/59 pt (c) Saiz kod QR: 4.5 cm x 4.5 cm (d) Warna latar: Putih (pantul cahaya) (e) Warna tulisan: Hitam (f) Saiz tanda: 28 cm x 9 cm (g) Saiz rangka: 26.5 cm x 8.5 cm	<u>Bahagian Luar</u> Tanda hendaklah dipamerkan di bahagian luar belakang sebelah kanan badan kenderaan	

Bil.	(1) Jenis Kenderaan	(2) Spesifikasi Tanda	(3) Bahagian Kenderaan	(4) Tanda
	(b) Kenderaan perkhidmatan awam- kelas bas (muatan tempat duduk tidak melebihi 23 orang) (i) bas berhenti-henti (ii) bas carter (iii) bas ekspres (iv) bas mini (v) bas pekerja (vi) bas pengantara (vii) bas sekolah (c) Kenderaan pelancongan- kelas bas persiaran (muatan tempat duduk tidak melebihi 23 orang)	<u>Tanda Dalam</u> (a) Jenis tulisan: <i>Impact</i> (b) Saiz tulisan (i) TALIAN ADUAN MOT: 0.6 cm/21 pt (ii) Nombor 1-800-88-7723: 1.5 cm/21 pt (iii) Nombor <i>Whatsapp</i>: 1.1 cm/38 pt (c) Saiz kod QR: 2.75 cm x 2.75 cm (d) Warna latar: Putih (pantul cahaya) (e) Warna tulisan: Hitam (f) Saiz tanda: 16.5 cm x 5.5 cm (g) Saiz rangka: 15 cm x 4 cm	<u>Bahagian Dalam</u> Tanda hendaklah dipamerkan di bawah cermin bahagian dalam pintu hadapan sebelah penumpang. Tanda juga hendaklah dipamerkan di bawah cermin bahagian dalam pintu belakang bagi teksi dan bahagian belakang bagi van, sebelah kiri dan kanan kenderaan	

JADUAL KEDUA
[Subperaturan 2(2)]

**KOD QR NOMBOR TALIAN PENTING ADUAN
(Pusat Panggilan Kementerian Pengangkutan)**



Dibuat 6 Oktober 2023
[KP/BD/PJ/0.109]ld.45 (22); PN(PU2)692/]ld. 32]

Loke Siew Fook
Menteri Pengangkutan

LAND PUBLIC TRANSPORT ACT 2010

LAND PUBLIC TRANSPORT (COMPLAINT HOTLINE MARKING) REGULATIONS 2023

IN exercise of the powers conferred by paragraph 252(1)(*tac*) of the Land Public Transport Act 2010 [*Act 715*], the Minister makes the following regulations:

Citation and commencement

1. (1) These regulations may be cited as **Land Public Transport (Complaint Hotline Marking) Regulations 2023**.

(2) These Regulations come into operation on 15 October 2023.

Non-application

2. These Regulations shall not apply to the following vehicles:

(a) vehicles licensed under the intermediation business license;

(b) hire and drive car under the classes of public service vehicles; and

(c) hire and drive car for tourists under the classes of tourism vehicles.

Duty to display marking

3. (1) Any licensed operator who operates public service vehicle services or goods vehicle services, or any licensee who carries on tourism vehicle services, shall ensure that the public service vehicle, goods vehicle and tourism vehicle as specified in column (1) of the First Schedule display the marking in accordance with the specifications as specified in column (2) and in the manner as specified in column (3).

(2) The marking displayed under subregulation (1) shall contain a clear and scannable QR code as specified in the Second Schedule.

Penalty

4. Any licensed operator or licensee who fails to comply with regulation 3 commits an offence and shall, on conviction, be liable to a fine not exceeding one thousand ringgit or to imprisonment for a term not exceeding three months or to both.

Transitional

5. Any licensed operator who operates public service vehicle services or goods vehicle services, or any licensee who carries on tourism vehicle services, shall within one year from the date of the coming into operation of these Regulations, display the marking as specified in regulation 3 of these Regulations.

FIRST SCHEDULE
[Subregulation 2(1)]

COMPLAINT HOTLINE MARKING SPECIFICATION

No.	(1) Type of Vehicle	(2) Marking Specification	(3) Part of the Vehicle	(4) Marking
1.	Goods vehicle	<u>Outside Marking</u> (a) Font type: Impact (b) Font size (i) 'TALIAN ADUAN MOT': 1.5 cm/52 pt (ii) 1-800-88-7723 number: 3.5 cm/120 pt (iii) Whatsapp number: 2.5 cm / 86 pt (c) QR code size: 6.5 cm x 6.5 cm (d) Background colour: White (light reflective) (e) Text colour: Black (f) Marking size: 40 cm x 13 cm (g) Outline size: 38 cm x 11 cm	<u>Outside Part</u> Marking shall be displayed outside on the rear right side of the vehicle body. If there is an obstacle or inappropriateness of placing the marking on the outside of the rear right side of the vehicle body, the marking shall be placed anywhere on the outside of the rear of the vehicle body that is suitable and fully visible	

No.	(1) Type of Vehicle	(2) Marking Specification	(3) Part of the Vehicle	(4) Marking
2.	(a) Public service vehicle-bus class (seating capacity of 24 persons and above) (i) stage bus (ii) charter bus (iii) express bus (iv) mini bus (v) employee bus (vi) feeder bus (vii) school bus (b) Tourism vehicle- excursion bus class (seating capacity of 24 persons and above)	<u>Outside Marking</u> (a) Font type: Impact (b) Font size (i) 'TALIAN ADUAN MOT': 1.5 cm/52 pt (ii) 1-800-88-7723 number: 3.5 cm/120 pt (iii) Whatsapp number: 2.5 cm/86 pt (c) QR code size: 6.5 cm x 6.5 cm (d) Background colour: White (light reflective) (e) Text colour: Black (f) Marking size: 40 cm x 13 cm (g) Outline size: 38 cm x 11 cm <u>Inside Marking</u> (a) Font type: Impact (b) Font size (i) 'TALIAN ADUAN MOT': 1.3 cm/44 pt	<u>Outside Part</u> Marking shall be displayed outside on the rear right side of the vehicle body. If there is an obstacle or inappropriateness of placing the marking on the outside of the rear right side of the vehicle body, the marking shall be placed anywhere on the outside of the rear of the vehicle body that is suitable and fully visible <u>Inside Part</u> Marking shall be displayed inside the vehicle on the left or right side of the luggage compartment or behind the driver seat where it is easily visible to passengers	 

No.	(1) Type of Vehicle	(2) Marking Specification	(3) Part of the Vehicle	(4) Marking
		(ii) 1-800-88-7723 number: 3.0 cm/ 102 pt (iii) Whatsapp number: 2.1 cm/73 pt (c) QR code size: 5.5 cm x 5.5 cm (d) Background colour: White (light reflective) (e) Text colour: Black (f) Marking size: 35 cm x 11 cm (g) Outline size: 33 cm x 9 cm		
3.	(a) Public service vehicle- taxi class (i) taxi cab (ii) airport taxi cab (iii) limousine taxi cab (iv) hire car	<u>Outside Marking</u> (a) Font type: Impact (b) Font size (i) 'TALIAN ADUAN MOT': 1.0 cm/36 pt (ii) 1-800-88-7723 number: 2.4 cm/ 83 pt (iii) Whatsapp number: 1.7 cm/59 pt (c) QR code size: 4.5 cm x 4.5 cm	<u>Outside Part</u> Marking shall be displayed outside on the rear right side of the vehicle body	

No.	(1) Type of Vehicle	(2) Marking Specification	(3) Part of the Vehicle	(4) Marking
	(b) Public service vehicle-bus class (seating capacity of not more than 23 persons)	(d) Background colour: White (light reflective) (e) Text colour: Black (f) Marking size: 28 cm x 9 cm (g) Outline size: 26.5 cm x 8.5 cm		
	(i) stage bus (ii) charter bus (iii) express bus (iv) mini bus (v) employee bus (vi) feeder bus (vii) school bus (c) Tourism vehicle- excursion bus class (seating capacity of not more than 23 persons)	<u>Inside Marking</u> (a) Font type: Impact (b) Font size (i) 'TALIAN ADUAN MOT': 0.6 cm/21 pt (ii) 1-800-88-7723 number: 1.5 cm/21 pt (iii) Whatsapp number: 1.1 cm/38 pt (c) QR code size: 2.75 cm x 2.75 cm (d) Background colour: White (light reflective) (e) Text colour: Black (f) Marking size: 16.5 cm x 5.5 cm (g) Outline size: 15 cm x 4 cm	<u>Inside Part</u> Marking shall be displayed under the window inside of the front passenger side door. Marking shall also be displayed under the window inside of the rear door for taxi and inside of the rear for van, on the left and right side of the vehicle	

SECOND SCHEDULE
[Subregulation 2(2)]

**COMPLAINT HOTLINE NUMBER QR CODE
(Ministry of Transport Call Centre)**



Made 6 October 2023
[KP/BD/PJ/0.109]ld.45 (22); PN(PU2)692/]ld. 32]

Loke Siew Fook
Minister of Transport