

<p>Dear Sir/Madam, I am a Star LRT user, I understand LRT station at Masjid Jamek under renovation process.

Even it♦s under renovation but still passengers are using your service and to provide good service is your responsibility. Last Tuesday was heavy rain and when I came to Masjid Jamek LRT station I saw all the passengers (including myself) who wanted to use your LRT service wet in the rain. How is it possible even we stand inside the station to buy ticket at the ticket counter? </p> <p>The rain water also flows from one of your ticket counter (see the images below) which caused that counter cannot be operated and ended up long queue to buy ticket.</p> <p>

I snapped a few photos for your knowledge and let me explain to you what caused the rain water enter into the premise. Kindly (see the images below) you can see some of the glasses missing from the frame and cover up with normal plastic cover.</p> <p>

I♦m sure when you build the thing, all the frame fixed with glasses and now where the glasses missed? Even the glasses missed I♦m sure RapidKL can replace it and it won♦t cost too much if you concern your passengers safety.

Let me bring you to a photo gallery tour now (look at the images below) that♦s the walkway to get LRT. How it can be wet as I know your LRT station is not an open air station? Where the rain water come from? If anyone falls down because of this, can Rapid KL compensate them? How long your passengers have to suffer this? Please don♦t answer you are under renovation.</p> <p>

Even you are under renovation you have to take care of your passengers. If you just replace the glasses which missed from the frame the entire problem will be settled.♦ And rectify the defects especially your walkway so that no rain water will be flow in.

I sincerely hope Rapid KL will take action as soon as possible before anything bad happen.

Thank you.

Miss D

After NCCC♦s Action

Dear Miss D,

We would like to thank you for writing to us on above matter.

Following your feedback, our team has carried out the rectification works to mitigate the problems of rainwater spillage due to the renovation works at Masjid Jamek Station.

The exposed areas have been covered and secured with appropriate canvas. The canvas will be able to mitigate the spillage (rain water) to the exposed work area. Besides, this is a replacement to the torn covering which was used previously.♦♦
To ensure the comfort our commuters while using the LRT service, we shall continuously monitor the situation and ensuring that it will not occur again.

Contact Centre Unit
Customer Experience Management Dept
Transport Policy and Commercial Development Division
Sykt Prasarana Negara Berhad (Prasarana)

National Consumer Complaints Centre (NCCC)
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