

KUALA LUMPUR (April 27): E-hailing operators are still awaiting a decision from the government on whether to classify their services as private or commercial, said Grab Malaysia country head Sean Goh.

"The government via the Land Public Transport Commission (SPAD) has yet to decide on the tier of services that ride hailing companies are offering," said Goh.

"We will be waiting for the government to make the relevant announcement," he told reporters after launching Grab's first ride-hailing passenger loyalty programme in Subang Jaya today.

The need to distinguish the type of services that e-hailing operators are offering is "technically important", said Goh, as it will provide clarity to not just the transport industry but also to other spillover sectors such as insurance.

(source the edgemarkets) April 27.

Comment:

NCCC received less than 5 complaints against ride share services in 2016 which are mostly related to security and fare disputes. All complaints were referred to SPAD. NCCC also receives complaints against taxi services which are often many (many) times more than ride share services often 20-30 a year. Most of the complaints are related to haggling, price dispute, bad taxi condition (often cigarette smoke smell) and refusal to provide service to customers during peak hours. We hope that policies to regulate public transport has consumer welfare in mind and not to fulfill the interests of a particular stakeholder. The UN SDG no. 11 focuses on safe and affordable mobility for people and we hope this is integrated into our public transport policies.