I took Air Asia flight AK5846 from Johor Bahru to Kuching on 14 February 2010. When I was in the departure gate, at about 30 minutes before departure gate, one Air Asia ground staff announced that "Air Asia will strictly implement the one baggage per passenger policy from year 2010, and the baggage cannot exceed 7kg. Any passenger violates this policy will be denied boarding".
I understood that there is such policy implemented in Air Asia, but my previous Air Asia experience (4 days ago from Penang to Johor Bahru) showed that Air Asia ground staff did not implement the policy. During Feb 14, I was carrying a standard normal size backpack to carry my laptop, a standard small size rolling luggage and one small paper bag carrying a new year pork meat product.

The pork meat product is very fragile in shape, so I could not put it into my backpack or luggage. When I am going to queue, one Indian lady Air Asia ground staff stopped me and directed me to weigh my rolling luggage. My rolling luggage weigh 10kg, so the staff forced my luggage to be put into the cargo cabin, she said one person is allowed for 7kg. Extra 1kg is RM15 and she wanted to charge me whole 10kg total of RM150 and denied me of the 7kg that I should have.

However, I observed all Air Asia ground staffs at the departure gate, and found out no other luggage is directed to be weighed as mine. I noticed that several passengers hand-carry very large size luggage, but they are allow to board the flight with the large size luggage without weighing.

Also, there are several passengers carried more than one hand luggage, but also allow to board the flight without weighing. I am wondering why I am the only one passenger forced to weigh my luggage and pay the extra charge, while obviously there are many several others did the same or more than mine.

Is that because I am Chinese? Is that because I carry a Coach swing bag, which make the Air Asia ground staff has opinion that I am rich and deserved to pay more than other passenger? Is that because I am small size lady, which is easy to deal with? Is that because I am travelling with my spouse, make the Air Asia ground staff that worked on Valentine Day feel jealous? Is that because I carry pork meat product, which makes the Air Asia ground staff dislike me? I did not object the Air Asia baggage policy. However, if they cannot implement the policy fairly, they should not implement it. I felt that I am treated in unfair manner by Air Asia.

So I am here to lodge 2 very severe complaints on AirAsia policy. The first severe complaint is the policy management unfairness where they just randomly pick a person to force he/she to pay extra weight while many more passengers with extra weight and luggages are not penalties for. Is this so called 'strict policy' as they mentioned? The second severe complaint is that AirAsia charged the whole bag of 10kg payment instead of the 3kg extra, which denies me of the 7kg that I am allowed to carry.

Due to the very unfair and unreasonable action the AirAsia ground staff has treated me, I demand for AirAsia full justification on their terrible services and I demand for compensation due to the severe mistreat especially by the AirAsia ground staff. And I hope to receive good reasonable justification/apology from AirAsia a.s.a.p.

NCCC Advise : We sincerely hope the airline industry will come up with a better system to resolve problem raised, we realized that numerous complaints received&#65533; against airline industries.