   Dear Sir, &#65533; Reffering to the matter above, I would like bring to your immediate attention regarding our public transport services. &#65533; FRUSTRATED, DISSAPPOINTED AND IRRITATED&#65533;were the feeling that I had to&#65533;endure when I took the bus from Kuala Lumpur (Puduraya) to Ipoh on 11th April 2009. The&#65533;departure time was suppose to be at 9.15am&#65533;BUT&#65533;the bus arrived at the bus terminal&#65533;9.45am&#65533;and departed only at 10.30am. &#65533; &#65533; The were no notification&#65533;or apologies by the company (KONSORTIUM BERHAD)&#65533;about the delay and this has caused tremendous stress and anxiety among all the passengers&#65533;who have waited for the bus since 9 am.&#65533; &#65533; However, most horrifying experience was the fact when the driver was messaging while driving and he was driving reckless and speeding. The driver's conduct totally ignored&#65533;passengers' safety and apparently the management of the bus company allows such drivers to continue on driving the buses.&#65533; &#65533; Thus, I hope severe action will be taken&#65533;against the driver and the&#65533;particular bus company for allowing these dangerous and selfish&#65533;drivers to be employed.&#65533; &#65533; I hope the NCCC team will look into the matter and resolve my&#65533;complaint because this is not the first time such incident has happened to me and in particular by the same bus company.&#65533; &#65533; Warmest regards from, S Devi
13/04/2009 Additinal info: All the tickets were collected from all the passangers so no proof of the bus trip is available for official report to the authority.