



ANNUAL REPORT 2020



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia



MISSION STATEMENT

To promote a commercially viable, consumer-oriented and resilient civil aviation industry which supports the nation's economic growth.

MAVCOM'S FUNCTIONS

The Malaysian Aviation Commission Act 2015 [Act 771] is an Act to establish the Malaysian Aviation Commission to regulate economic matters relating to the civil aviation industry and to provide for its functions and powers and related matters. MAVCOM's functions as envisaged in Act 771 include, but are not limited to the following:

MAVCOM's functions as stipulated in Act 771

ESTABLISH A COMPETITIVE FRAMEWORK WHICH PROMOTES A HEALTHY, STABLE AND SUSTAINABLE COMMERCIAL ENVIRONMENT

Oversee and encourage **effective competition matters** in the aviation industry

Promote timely **investments** in the civil aviation industry

Maximise the economic **value of any financial support** by the Federal Government to the civil aviation industry

Provide a mechanism for **dispute resolution** between aviation service providers

DRIVE AWARENESS OF CONSUMER RIGHTS AND PROVIDE A PLATFORM FOR COMPLAINTS RESOLUTION

Provide a **mechanism for the resolution of consumer complaints**

Consult the **industry, government and other consumer groups** on matters of interest to consumers

Promote an environment which allows **aviation consumers to have access and information in a transparent manner** to choices of products and services of high quality and at fair prices

Receive and disseminate information on matters of interest to consumers or services provided by licencees and permit holders

TO PROMOTE DOMESTIC AND INTERNATIONAL CONNECTIVITY TO DRIVE ECONOMIC GROWTH AND NATION BUILDING

Improve Malaysia's **connectivity, both globally and locally** as well as to promote economic ties, integration, growth, trade, investment and tourism

Facilitate and coordinate **matters of interest to the Malaysian civil aviation industry** between the service providers of aviation services and government agencies, locally and internationally

Advise the government, administer and manage **routes under public service obligations** (such as Rural Air Services in East Malaysia)

Administer, allocate and manage **Air Traffic Rights**

Monitor slot allocation for airlines or other aircraft operators

To perform **any other functions** that are incidental or consequential to the functions under Act 771

The role of MAVCOM differs from those of the Ministry of Transport (MOT) and the Civil Aviation Authority of Malaysia (CAAM). The MOT is responsible for industry policy-making and government-to-government discussions (including to spearhead bilateral or multilateral negotiations on Air Traffic Rights), while the CAAM regulates technical and safety matters for Malaysia's civil aviation industry.

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MINISTER OF TRANSPORT'S FOREWORD

A sustainable aviation sector that protects passengers' rights is imperative to the nation given the important role the sector plays. Indeed, air travel has long facilitated the economic and social growth of our nation with its positive multiplier effect, from providing various job opportunities, creating new segments of business, spurring trade and tourism activities, as well as providing critical domestic and international connectivity.

The year 2020 witnessed the aviation sector braving turbulent skies as the COVID-19 pandemic dealt a severe blow to the global aviation industry. Due to travel restrictions and border closures imposed to curb the spread of the virus, the industry was forced to ground almost all flights, affecting millions of passengers. Airlines had to absorb the additional operational costs involved in flight cancellations and fleet management, leading to their revenues plummeting. This also had a detrimental effect on connected industries, particularly tourism.

Even before the pandemic, the Malaysian Aviation Commission (MAVCOM) saw the need for the Malaysian aviation industry to adapt to rapidly changing global aviation trends, particularly in terms of embracing digitalisation and innovation as well as accelerating improved efficiencies. The pandemic has accelerated the need for the aviation industry to adapt to the changing world.

In reviving the battered industry and rebuilding the economy, I trust that MAVCOM will continue to support the aviation sector in its role as the industry's economic regulator. I am heartened by the Commission's various initiatives throughout 2020, despite the challenging circumstances.

In 2020, MAVCOM undertook proactive measures to cushion the impact of the pandemic by easing the Malaysian Aviation Consumer Protection Code 2016 (MACPC) requirements for airlines. The Commission extended the timeline to resolve complaints received from aviation consumers and remittance of refunds to 60 days from the original 30 days.

In addition, MAVCOM eased its conditions in the allocation of new and existing Air Traffic Rights (ATR) which would have automatically revoked unutilised ATRs within six months from the date of the ATR approval or from the date of last use till further notice. This proactive step was implemented to ease the airlines' administrative and regulatory challenges, as well as enabling them to keep their current ATR portfolio active in preparation for the resumption of domestic and international travel.

Furthermore, MAVCOM also eased the ATR evaluation process for domestic routes effective from October 2020 to enable continued domestic connectivity and to give airlines avenues to create new domestic routes.

Moving into 2021, the aviation industry is looking to face another year of challenges as conditions continue to be uncertain. According to the International Air Transport Association (IATA), it will take a minimum of three years for the global airline industry to recover to 2019 passenger levels. Factors including the rollout of the National COVID-19 Immunisation Programme and possible implementation of travel bubbles, as well as travel passes provide a ray of hope for the industry to take off and soar higher in the near future.

I hope that we see reasonable flight prices once flights resume, so that air travellers are not unduly burdened. The Ministry of Transport (MOT) alongside MAVCOM as the economic regulator and with the Civil Aviation Authority of Malaysia (CAAM) as the technical regulator will continue our combined efforts and commitment to support the aviation sector through the implementation of effective initiatives and solutions as the industry head towards a gradual recovery.



YB DATUK SERI IR. DR. WEE KA SIONG
MINISTER OF TRANSPORT

EXECUTIVE CHAIRMAN'S MESSAGE



My first year as the Executive Chairman of the Malaysian Aviation Commission (MAVCOM) was indeed nothing short of a challenge as the COVID-19 pandemic debilitated the aviation industry. The sector had its wings clipped, faced abrupt flight cancellations, grounded aircraft and halted tourism activities due to the closure of international borders and nationwide travel restrictions. This resulted in a decline in passenger traffic throughout the year and airlines having to undergo restructuring exercises to ensure business continuity.

Faced with this stark reality, I was determined to fulfil the Commission's responsibilities in ensuring the continuity of the industry amidst these turbulent conditions.

2020 - A year in review

As the regulator of economic and commercial matters for civil aviation in Malaysia, MAVCOM is conscious of the extraordinary circumstances and tough challenges faced by industry players as well as consumers in 2020.

Demonstrating our unwavering support towards the recovery of the aviation sector, the Commission initiated various supportive measures to act as the facilitator for aviation industry players and consumers.

For the airline operators, one of the key initiatives the Commission implemented was the easing of several conditions including Condition 6 of Air Traffic Rights (ATR), which would have automatically revoked unutilised ATR within six months from the date of approval or from the date of last use. In addition, the Commission also eased the ATR evaluation process for domestic routes for a period of 12 months.

With aviation activities at a near standstill, many airline operators had to review their operations from a profitability perspective. In view of this, the Commission eased the evaluation process for licence and permit renewal applications which included airlines and ground handlers undergoing restructuring exercises.

Nonetheless, the air cargo sector added a note of encouraging growth for the industry, a trend which was observed worldwide. MAVCOM allocated 37 ATRs to Malaysian Air Service Licence (ASL) holders for both domestic and international scheduled cargo operations, which was 47 per cent of the total allocated for the year. These allocations increased by 131 per cent compared to the previous year of only 16 ATRs and 9 per cent of the total ATRs allocated for scheduled cargo operations. Thus, it is fair to say that air transportation continues to play a critical and an increasingly important role in today's global distribution network.

The Commission acknowledge the need to support the Government of Malaysia and the Ministry of Transport (MOT) in assisting the recovery of the aviation sector. Hence, MAVCOM had published two commentaries, "The Commentary on Government Assistance to the Aviation Industry" and the "Second Commentary on Government Assistance to the Aviation Industry" that served as advisories for the Government to effectively navigate through these challenging times.

Pursuant to our role in championing and safeguarding the rights of aviation consumers, particularly during the COVID-19 pandemic, MAVCOM also implemented consumer-centric initiatives to ensure consumers' interests were well prioritised and taken care of.

During the year under review, passenger traffic in the country plummeted following worldwide international border closures as well as interstate travel restrictions imposed as part of the Movement Control Order (MCO). With their travel plans cancelled indefinitely, the Commission saw several hundred consumer complaints involving refunds, flight cancellations and rescheduling of flights. In view of the heightened number of refund requests, MAVCOM continued to closely monitor and resolve complaints and requests throughout the year.

Leveraging on MAVCOM's FlySmart initiative, the Commission continued to provide consumers with multiple options to access the latest information pertaining to air travel particularly, COVID-19 related updates, through our website, mobile application and social media platforms including Facebook and Instagram.

MAVCOM established a dedicated COVID-19 Frequently Asked Questions (FAQ) web page, providing a comprehensive list of answers to common consumer questions and concerns as well as detailed guidelines pertaining to matters such as refund requests. To provide further convenience to consumers, the Commission also provided a list of links directing consumers to their local carriers to resolve their complaints and requests.

MAVCOM remain dedicated as ever to deepening our understanding of consumer concerns. To this end, the Commission has continued to publish its biannual Consumer Report, which lays out a holistic analysis of the complaints and feedback made by consumers. With these reports in hand, the Commission aims to facilitate aviation service providers in implementing effective solutions as well as enhancing their services to accommodate consumers' evolving needs.

Outlook for 2021

Given the strategically important role that aviation will play in Malaysia's recovery from the pandemic, MAVCOM is committed to steering the industry's survival and future growth.

The Commission expects 2021 passenger traffic in Malaysia to contract between 77.0 per cent and 80.2 per cent year-on-year to 5.3 to 6.1 million passengers following the resurgence of COVID-19 cases in the fourth quarter of 2020 into the first quarter of 2021. While far from ideal, MAVCOM believes that the recovery of the sector can be further supported by the positive developments in Malaysia and across the globe with the commencement of vaccination programmes.

The Commission is also seeing increased confidence in the adoption of digital COVID-19 health passes by the International Air Transport Association (IATA) to facilitate post-COVID-19 travel across the world. The IATA Travel Pass, which provides travellers with the ability to share their test and vaccination results securely is a promising development.

Furthermore, in line with the Government's encouragement for enhanced digitalisation in the sector, the Commission is on track to launch AeroLicence, a one-of-a-kind e-licensing platform for aviation licensing processes for all air licences and permits issued by MAVCOM.

AeroLicence is designed to progressively transform and expedite licensing processes by eliminating the need to physically submit financial and operational data.

For the year ahead, MAVCOM will continue to carry out its role as the nation's economic regulator for the civil aviation industry, observe and proactively react to the sector's developments as well as amplify our efforts in supporting the recovery of the nation's aviation sector to pre-pandemic times and beyond.



DATUK SERI HJ. SARIPUDDIN HJ. KASIM
EXECUTIVE CHAIRMAN

MAVCOM's responsibilities in the regulation of economic and commercial matters within the civil aviation sector extends to the issuance of various forms of aviation licences. Apart from licensing matters, the Commission is responsible for the administration and allocation of Air Traffic Rights (ATR) to airlines. MAVCOM also approves filing of flight permit applications for scheduled and non-scheduled operations on a commercial basis.

Through its regulation of ATRs and licences, the Commission looks to play its part in improving air connectivity, advocating healthy competition and promoting efficient operations.

1.1 Air Traffic Rights (ATR)

Holding an ATR is a prerequisite for any carrier that looks to undertake scheduled flights, be it to transport passengers, mail or cargo, of which at least one travel point falls within Malaysia. The Commission publishes its ATR Report on a monthly basis, while summary updates on ATRs allocated by MAVCOM are released on a quarterly basis.

The allotment of ATRs is primarily based on a range of conditions which consist of public demand, the interest of air transport users, economic viability of the proposed flights, competition levels on domestic and international routes as well as the overall impact on Malaysia's airports and aviation industry.

In 2020, the COVID-19 pandemic severely curtailed airlines' expansion plans as borders closed and movement restrictions took hold. Nonetheless, MAVCOM still received a total of 86 ATR applications, of which 79 were approved. This marked a 54.3 per cent decline in ATR applications compared to the 175 applied for and 173 approved in 2019. The majority of approved ATR applications for 2020 were for scheduled cargo operations, illustrating the growing importance of air cargo in a post-COVID-19 environment.

Of the 79 ATRs approved, 35 were for domestic routes while the remaining 44 were for international routes. The ASEAN region and China recorded the highest number of approvals with 13 and 11 ATRs respectively.

MAVCOM awarded a total of 17 ATRs to MABKargo and 16 ATRs to AirAsia. In addition, both local air cargo players, Raya Airways and My Jet Xpress Airlines received 10 ATRs each.

As published in MAVCOM's June and December 2020 *Waypoint* reports, Malaysia's air cargo capacity by measure of Freight Tonne Kilometres (FTKs) recovered by 49 per cent quarter-on-quarter in the third quarter of 2020 to 3.9 million FTKs. For the trailing four quarters between fourth quarter of 2019 to third quarter of 2020, Malaysia's FTKs only decreased by 19.1 per cent to 16.5 million FTKs, in comparison to 20.4 million FTKs available between fourth quarter of 2018 to third quarter of 2019. This compares favourably against the drastic declines observed from near standstill scheduled passenger operations in the same period.

Table 1.1

Number of ATR Approvals for Domestic and International Sectors for 2020

Airlines	Countries/Region	Europe	Americas	ASEAN	Rest of Asia	Australasia	China	India	Middle East	Domestic	TOTAL
AirAsia (AK)		-	-	4	1	-	1	-	-	10	16
AirAsia X (D7)		1	-	-	1	-	3	1	-	-	6
FireFly (FY)		-	-	-	-	-	-	-	-	5	5
MABKargo (MH)		2	-	3	3	-	4	3	-	2	17
Malaysia Airlines (MH)		-	-	2	-	-	-	-	-	6	8
Malindo Air (OD)		-	-	1	1	1	1	1	1	1	7
MASwings (MW)		-	-	-	-	-	-	-	-	-	0
Raya Airways (TH)		-	-	1	3	-	-	-	-	6	10
My Jet Xpress Airlines (N7)		-	-	2	1	-	2	-	-	5	10
TOTAL		3	0	13	10	1	11	5	1	35	79

Source : MAVCOM

In terms of commercial flight permit filing applications, 5,597 filings were received by the Commission in 2020, an increase from 2,685 filings in 2019. Out of 5,597 applications, 5,383 were approved by the Commission.

Table 1.2

Types of Approved Filing Applications as at 31 December 2020

Type of Approved Filings for FY2020

Commercial Scheduled	1,766
Commercial Scheduled – Extra Flights	670
Commercial Non-Scheduled (Charter)	1,288
Ad-Hoc	1,659
TOTAL	5,383

Source : MAVCOM

1.2 Licensing

For the year under review, the Commission granted 35 commercial licences to scheduled carriers, non-scheduled carriers as well as airport operators and ground handlers, while two commercial entities have had their Conditional Approvals (CA) extended as the Movement Control Order (MCO) took hold.

Bearing this in mind, the Commission recognises its role in mitigating the impact of COVID-19, easing the burden of industry players and consumers as well as priming the industry for recovery and growth in the near future.

Testament to our support towards the recovery of the sector in 2020, the Commission decided to ease some conditions for industry players in order to alleviate administrative and regulatory challenges. Effective 5 June 2020, MAVCOM eased Condition 6 attached to each ATR approval, which would have automatically revoked unutilised ATRs within six months from the date of the ATR approval or from the date of last use. This continues to be in effect until further notice. Effective 1 October 2020, MAVCOM also eased the ATR evaluation process for domestic routes for a period of 12 months.

Coupled with this, the Commission continued to be cognisant of the various challenges faced by airlines including financial difficulties and restructuring. To this end, we eased the evaluation process for licence and permit renewal applications. To ensure the continuity of airlines during their restructuring exercise, MAVCOM granted a 12-month renewal for the Air Service Licence (ASL) of Malaysia Airlines Berhad, FlyFirefly Sdn. Bhd. and Malindo Airways Sdn. Bhd. as well as the Ground Handling Licence (GHL) of Malindo Airways Sdn. Bhd. At the same time, the Commission is firm that licence renewal is subjected to the licence holders' submission of quarterly reports to the Commission, detailing their financial results including funding plans and the status of their restructuring exercise.

In 2020, the Commission was in the midst of finalising and testing AeroLicence, a one-of-a-kind e-licensing platform for the aviation industry in the region. In addition to easing the licensing process for new and existing licence holders, the platform promotes transparency and

efficiency for the industry. AeroLicence is on track for a formal launch in 2021. This is also in line with the government's efforts in digitalisation and the National Transport Policy 2019-2030.

Table 1.3

List of Air Service Licence (ASL) Holders with MAVCOM as at 31 December 2020

NO	ASL HOLDER
1	AirAsia Berhad
2	AirAsia X Berhad
3	FlyFirefly Sdn. Bhd.
4	Malaysia Airlines Berhad
5	Malindo Airways Sdn. Bhd.
6	MASwings Sdn. Bhd.
7	My Jet Xpress Airlines Sdn. Bhd.
8	Raya Airways Sdn. Bhd.

Source : MAVCOM

Table 1.4

List of Air Service Permit (ASP) Holders with MAVCOM as at 31 December 2020

NO	ASP HOLDER
1	Afjets Sdn. Bhd.
2	Asia Jet Partners Malaysia Sdn. Bhd.
3	Berjaya Air Sdn. Bhd.
4	Cempaka Helicopter Corporation Sdn. Bhd.
5	Helistar Resources Sdn. Bhd.
6	Hevilift (M) Sdn. Bhd.
7	Hornbill Skyways Sdn. Bhd.
8	Jet Premier One (M) Sdn. Bhd.
9	Layang Layang Aerospace Sdn. Bhd.
10	M Jets International Sdn. Bhd.
11	MHS Aviation Berhad
12	Myballoon Adventure Sdn. Bhd.
13	Plus Helicopter Services Sdn. Bhd.
14	Pos Asia Cargo Express Sdn. Bhd.
15	Prima Air Sdn. Bhd.
16	Sabah Air Aviation Sdn. Bhd.
17	Sazma Aviation Sdn. Bhd.
18	Systematic Aviation Services Sdn. Bhd.
19	Weststar Aviation Services Sdn. Bhd.

Source : MAVCOM

Table 1.5

List of Aerodrome Operator Licence (AOL) Holders with MAVCOM as at 31 December 2020

NO	AOL HOLDER
1	Malaysia Airports Sdn. Bhd.
2	Malaysia Airports (Sepang) Sdn. Bhd.
3	Senai Airport Terminal Services Sdn. Bhd.
4	Tanjung Manis Development Sdn. Bhd.

Source : MAVCOM

Table 1.6

List of Ground Handling Licence (GHL) Holders with MAVCOM as at 31 December 2020

NO	GHL HOLDER
1	Aerodarat Services Sdn. Bhd.
2	Aerohandlers Sdn. Bhd.
3	BCS Contract & Supply Services Sdn. Bhd.
4	Brahim's SATS Food Services Sdn. Bhd.
5	Bukit Wang Resources (M) Sdn. Bhd.
6	Cloudera Aviation Services Sdn. Bhd.
7	Conor Engineering & Services Sdn. Bhd.
8	Dviation Technics Sdn. Bhd.
9	Execujet Handling Services Sdn. Bhd.
10	Ground Team Red Sdn. Bhd.
11	Hasrat Asia (M) Sdn. Bhd.
12	Helitech Aviation Services Sdn. Bhd.
13	Jet Fuels Sdn. Bhd.
14	KLM Line Maintenance Sdn. Bhd.
15	MAB Kargo Sdn. Bhd. (MASKargo)
16	Malindo Airways Sdn. Bhd.
17	Mas Awana Services Sdn. Bhd.
18	MNM Aviation Services Sdn. Bhd.
19	Nusantara Aviation Services Sdn. Bhd.
20	Petron Malaysia Refining & Marketing Berhad
21	Petronas Dagangan Berhad
22	POS Aviation Sdn. Bhd.
23	Prosky Services Sdn. Bhd.
24	Raya Airways Sdn. Bhd.
25	Sabah Air Aviation Sdn. Bhd.
26	Safeair Technical Sdn. Bhd.
27	Select Inflight Services Sdn. Bhd. (formerly known as Select Fine Foods)
28	Senai Airport Terminal Services Sdn. Bhd.
29	Shell Malaysia Trading Sdn. Bhd.
30	Shell Timur Sdn. Bhd.
31	Skypark FBO Malaysia Sdn. Bhd.
32	Smooth Route Sdn. Bhd.

Source : MAVCOM

Table 1.7

List of Conditional Air Service Licence (ASL) Holder with MAVCOM as at 31 December 2020

NO	CONDITIONAL ASL HOLDER
1	SKS Airways Sdn. Bhd.

Source : MAVCOM

Table 1.8

List of Conditional Air Service Permit (ASP) Holders with MAVCOM as at 31 December 2020

NO	CONDITIONAL ASP HOLDER
1	APFT Services Sdn. Bhd.
2	Jatova Aero Limited

Source : MAVCOM

Table 1.9

List of Conditional Ground Handling Licence (GHL) Holders with MAVCOM as at 31 December 2020

NO	CONDITIONAL GHL HOLDER
1	Hornbill Skyways Sdn. Bhd.
2	Layang Layang Aerospace Sdn. Bhd.

Source : MAVCOM

Table 1.10

Number of Licences and Permits issued by MAVCOM as at 31 December 2020

Licence	Conditional Approval (CA) Extension	Full	Others	TOTAL
ASL	1	4	1 (extend conditions)	6
ASP	-	14	2 (shareholder change)	16
GHL	1	16	-	17
AOL	-	1	-	1
TOTAL	2	35	3	40

Source : MAVCOM

The year under review witnessed an unprecedented shift in how businesses across the globe operate, following the unexpected COVID-19 pandemic. Border closures and travel restrictions made a colossal impact on air transportation and the aviation industry including consumers have to deal with the aftermath of the pandemic.

Demonstrating MAVCOM's commitment and in line with our mandate as per the Malaysian Aviation Commission Act 2015 [Act 771] as well as reflecting the intention of the Malaysian Aviation Consumer Protection Code 2016 (MACPC), we introduced several initiatives aimed at supporting aviation consumers nationwide.

2.1. Consumer Reports

As a regulator which is entrusted to protect and empower consumer rights, we recognise the importance of ensuring that our findings related to the sector are publicly available. We continued to publish our biannual consumer reports during the year, which presented a detailed overview and analysis on complaints reported to MAVCOM.

The report provided insights on consumer concerns and grievances that were derived from MAVCOM's Complaints Management System (CMS), which analyses consumer complaints received through various channels including in writing, walk-in, by telephone, e-mail, website enquiries, social media or the FlySmart mobile application.

In 2020, as governments worldwide announced international border closures and travel restrictions to curb the spread of the pandemic, this has led to a significant decline in passenger traffic.

The aviation industry faced unexpected and extraordinary challenges as a result. Mass flight cancellations directly impacted consumers and airlines needed to provide affected consumers with alternatives while having the difficult task of managing their resources and cash flow.

As borders remain closed, a myriad of flexible recovery initiatives was undertaken by the airlines to address issues pertaining to flight cancellations due to COVID-19. These options included travel vouchers and credit accounts that could be utilised at a future date. Subject to the terms and conditions of their tickets, consumers were also entitled to refunds.

MAVCOM handled 812 total number of consumer complaints in 2020, a decrease of 49 per cent compared with the previous fiscal year 2019. This was expected given the reduced air traffic recorded during the year. The top three categories of consumer complaints involved refunds, flight cancellations and mishandled baggage.

Apart from the 812 consumer complaints that were filed during the year, MAVCOM also received 1,049 complaints,

- 760 complaints were related to incomplete document submission by consumers, which resulted in MAVCOM's inability to accurately and fairly evaluate the complaints, despite MAVCOM's follow-up;
- 103 complaints, whereby MAVCOM's immediate assessment established that the airline or airport concerned had fulfilled the obligations under the MACPC and therefore, no further action was required;
- 57 complaints were related to bookings made through travel agents and the consumers have approached MAVCOM for assistance;
- 45 complaints were beyond the scope of the MACPC;
- 43 complaints where consumers had requested to withdraw the complaints;
- 41 complaints were either:
 - more than 1 year from the date of the incident; or
 - not related to the aviation industry.

which are non-actionable due to the following reasons: While the number of complaints decreased, MAVCOM received a total of 3,743 number of COVID-19 cases from consumers.

MAVCOM was able to resolve 99.4 per cent of complaints for the year, demonstrating our concerted effort to ensure that consumer complaints are addressed, resolved and closed expeditiously in line with our mandate of protecting the interests of consumers.

Since our inception in 2016, MAVCOM has received a total of 6,868 complaints and we have maintained a consistent high rate of resolution averaging at 99.9 per cent.

Figure 2.1

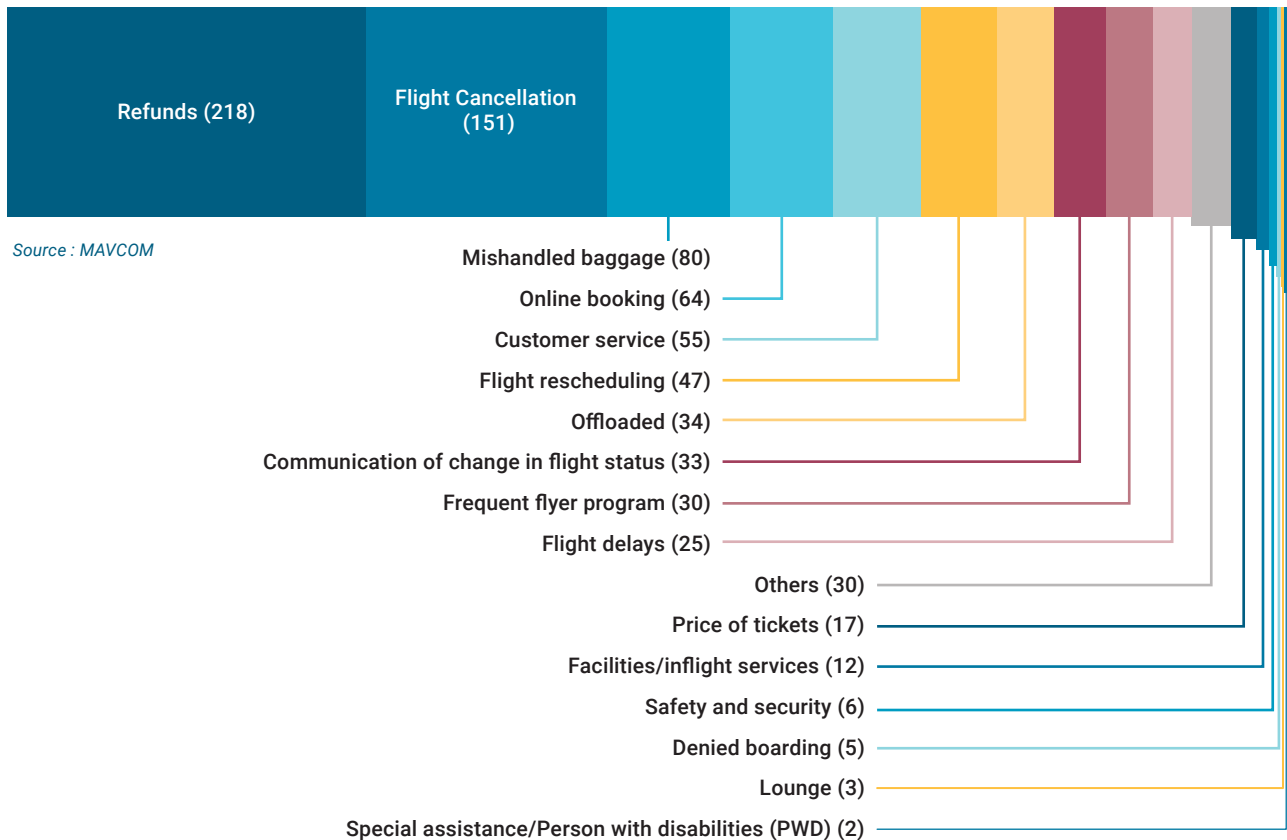
812**Complaints Received**
(1 January – 31 December 2020)**99.4%****Complaints Resolved**

Source : MAVCOM

Figure 2.2

Breakdown of Complaints by Category (1 January – 31 December 2020)

812 Total Number of Complaints

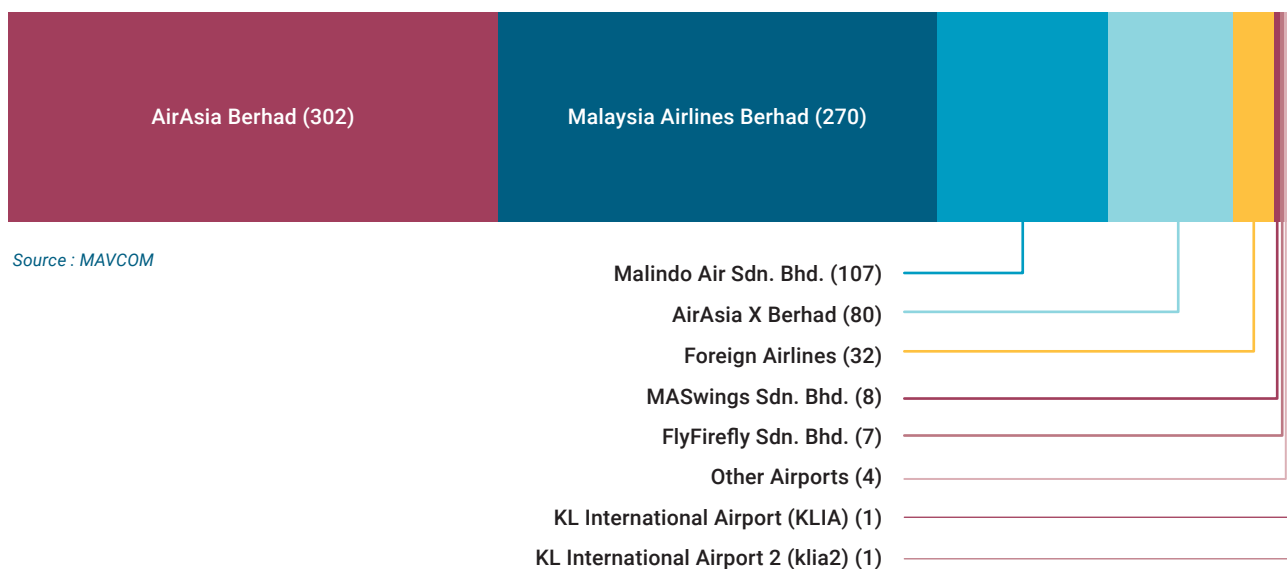


Source : MAVCOM

Figure 2.3

Breakdown of Complaints by Airlines and Airports (1 January – 31 December 2020)

812 Total Number of Complaints



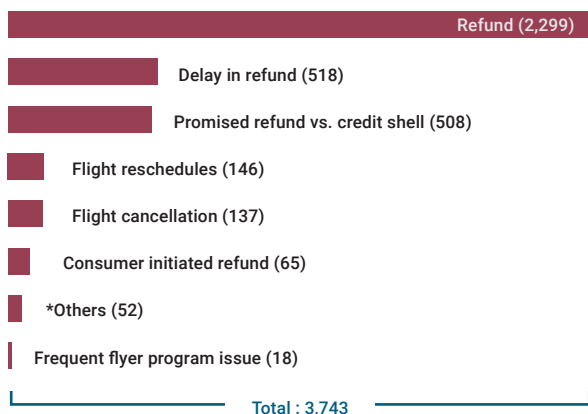
Source : MAVCOM

2.2. COVID-19 Related Cases

Travel restrictions imposed as a result of the COVID-19 pandemic have led to flight cancellations, which has affected consumers as they were not able to travel and utilise the purchased tickets. As the flight cancellations during the pandemic were due to government restrictions, these cases were categorised under extraordinary circumstances. MAVCOM registered 3,743 COVID-19 related cases in 2020. 92.3 per cent (3,455) out of 3,743 COVID-19 related cases have been resolved.

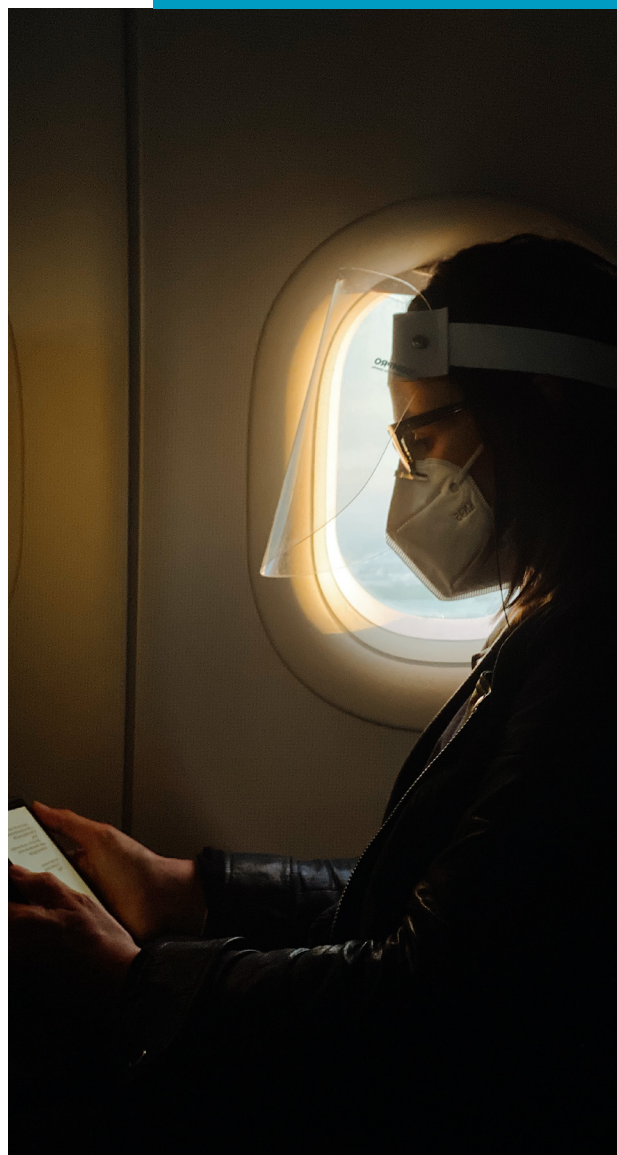
Figure 2.4

Breakdown of COVID-19 Related Cases in 2020



Note: *Others includes consumer requesting to extend the travel voucher validity, unhappy with the terms of the travel voucher offered by the airline

Source : MAVCOM



2.3. FlySmart

To ensure consumers are well informed and protected during these challenging times, MAVCOM implemented various initiatives aimed at protecting and empowering consumers through its sub-brand, FlySmart. This includes sharing of accurate information regarding flight disruptions during COVID-19 through Frequently Asked Questions (FAQs) that is available on the FlySmart website.

MAVCOM has published information related to travel rights, COVID-19 FAQs on the FlySmart social pages such as Facebook and Instagram. This will enable consumers to share the information with their families and friends by the push of a button. Consumers can also engage with the FlySmart team for any of their travel related queries on the social media platforms. Besides receiving information relating to travel rights and COVID-19, the FlySmart mobile app empowers consumers to lodge complaints at their convenience on their mobile devices.

The Commission is also working towards providing consumers with a one-stop travel information platform as a guide on travel restrictions for countries globally. This

will allow consumers to keep abreast on the current travel restrictions such as COVID-19 test requirements, vaccination requirements and more.

Available on the Google play App Store DOWNLOAD the NEW FlySmart APP

Make a complaint about your flight issue anywhere, anytime.

Where and when would you?

Make a Complaint
Upload document image
TAKE A PICTURE
Attach an image/document

Download the FlySmart APP
Submit your complaint
Track your issue

FlySmart
www.flysmart.my

An Initiative by the Malaysian Aviation Commission (MAVCOM)

Source : FlySmart

2.4. Malaysian Aviation Consumer Protection Code (MACPC)

As the first consumer protection code specifically intended for Malaysia's aviation industry, the MACPC ultimately provides for more transparency on the obligations of aviation service providers towards consumers as well as clearer guidance for consumers on their rights and interests as air travellers. The Code was further strengthened in 2019.

Aligned with our commitment to champion consumer rights as well as facilitate in the revival of the aviation industry, we undertook proactive measures to provide strategic COVID-19 related solutions for aviation consumers and industry players.

Recognising the unprecedented and extraordinary challenges faced by airlines since the onset of the pandemic and the exceedingly high volume of passenger refund requests, MAVCOM granted an allowance for airlines to resolve consumer complaints within 60 days instead of the original 30 days. This leeway commenced in February 2020 and will be applicable until December 2021.

At the same time to ensure that consumer interests continued to be protected, we required airlines to resolve complaints and refund requests as timely as possible. MAVCOM continued to monitor the airlines' performance during the year and observed that airlines have been accommodating consumers' requests for refund.

In line with MAVCOM's role in protecting consumers and encouraging a more transparent and fair aviation industry that safeguards the welfare of travellers, airline service providers are required to disclose final price of airfare comprising base fare, government-imposed fees and taxes, fees and charges prescribed under any written law, fuel surcharge and charges for optional services purchased.

In 2020, MAVCOM undertook action against AirAsia and AirAsia X for violating the MACPC by charging credit card, debit card, and online banking processing fees separate from their base fares.

Figure 2.5

Key Compensation and Care Enlisted in the MACPC

Full Disclosure of Air Fare



When buying flight tickets, consumers should be informed of the full cost of the ticket at the point of purchase, which includes base fare, government imposed taxes and fees, fees and charges, and charges for optional services.

Claims and Compensation



If a baggage or mobility equipment does not arrive on the same flight or is lost or damaged, passengers may claim compensation from the airline.

Flight Delay and Cancellation



Passengers should be provided care and compensation for a delay of more than 2 hours. If the flight is cancelled, an airline is required to provide a refund or reroute passengers with comparable transport conditions.

Denied Boarding



Passengers are entitled to receive compensation if they are denied from boarding their flight.

Persons with Disability



The airline must provide assistance from the time passengers arrive at the airport to departure. Consumers with an OKU card are entitled to free wheelchair service.

OKU: Orang Kurang Upaya or Persons with Disability
Source : MAVCOM



PART 3 SNAPSHOT ON AIRPORTS

3.1. Airports Quality of Service (QoS) Framework

The Airports QoS Framework was first introduced in October 2016 as an ongoing effort to improve passenger comfort at airports as well as to facilitate better airport user experience for airlines, ground handling operators and other users of airports in Malaysia.

The Airports QoS Framework essentially serves as a directive for airport operators to evaluate, monitor, maintain and enhance their services based on the standards and key performance indicators outlined within the Framework.

Given the fact that the aviation industry has been one of the hardest-hit by the COVID-19 pandemic, airports have unavoidably registered losses in revenue and business due to the decline in air travel resulting from global travel restrictions.

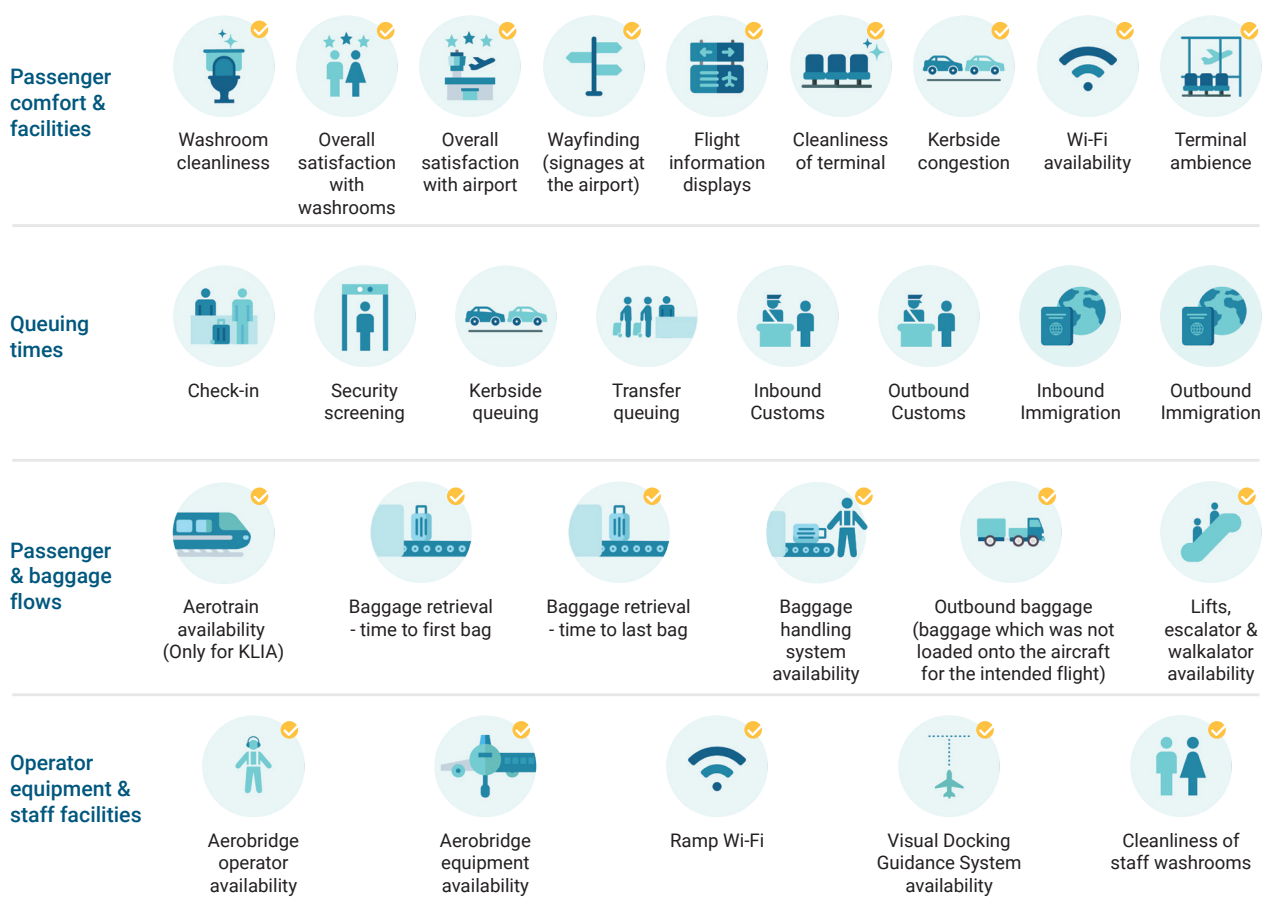
The industry also saw a great shift in its operating landscape with new regulatory measures particularly health-related requirements being introduced to resume and maintain operations at airports.

Due to the pandemic and the subsequent imposition of travel restrictions, the enforcement of the Airports QoS Framework at the KL International Airport (KLIA) and KL International Airport 2 (klia2) was halted from 1 February 2020 until 31 December 2020.

The Airports QoS Framework comprises of four key service quality categories, which are passenger comfort and facilities, queuing times, passenger and baggage flows, as well as operator equipment and staff facilities. These four pillars are further categorised into 28 service quality elements such as cleanliness of washrooms, wayfinding and timeliness of baggage handling, amongst others.

Figure 3.1

Airports QoS Framework in KUL Terminals (KLIA and klia2)



✓ Indicates the operationalised service quality elements in 2020

Note: The Airports QoS Framework is only applicable at airports within Malaysia and does not include short take-off and landing ports (STOLports)

KLIA: KL International Airport

Source : MAVCOM

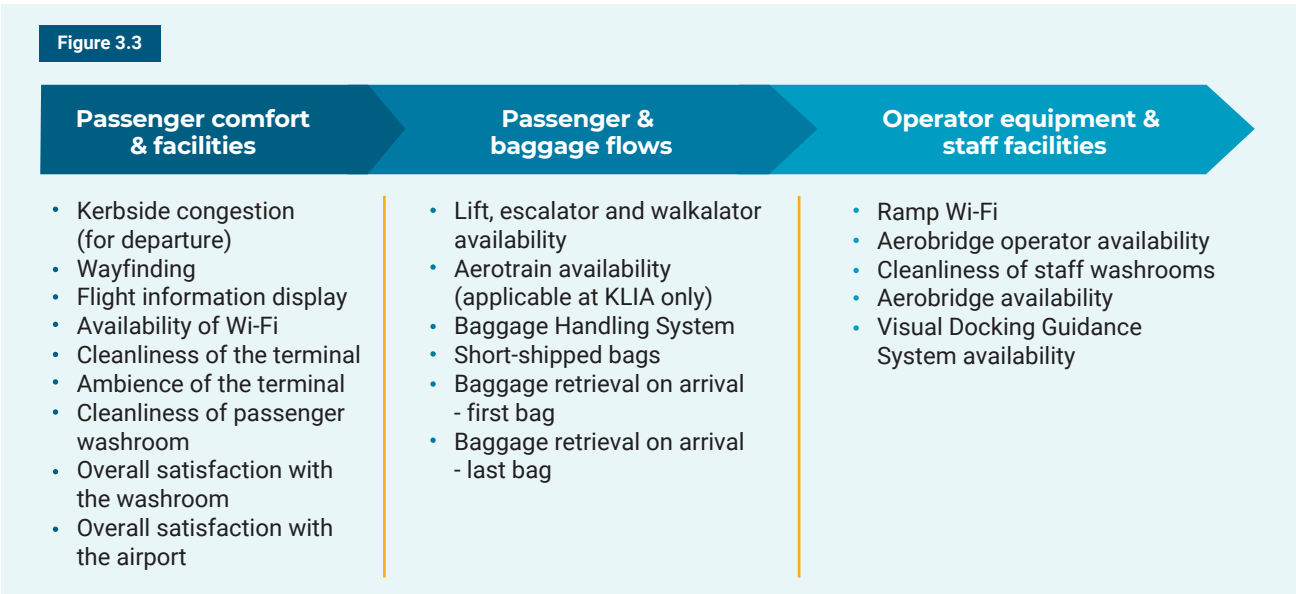
Assessment for each service quality element is based on a specific measurement mechanism. Airports that fail to pass the benchmark could be fined up to five per cent of the airports’ monthly accrued regulated revenue. This is to ensure the highest quality of service at airports.

QoS implementation in airports in Malaysia will be rolled-out in stages as suggested below:



MAVCOM has been working closely with various industry stakeholders to implement the Airports QoS Framework across all airports in Malaysia.

The QoS Framework was first enforced at KLIA and klia2 in September 2018. At the close of the year 2020 under review, a total of 20 out of 28 service quality elements have been implemented at both terminals, as follows:



However, the implementation of the remaining service quality service elements, which involve queueing times for example immigration queue, check-in queue, customs queue and kerbside queue at both terminals were disrupted due to the Government’s imposition of the Movement Control Order (MCO) since March 2020. The full operationalisation of all 28 service quality elements at KLIA and klia2 is targeted to be completed in 2022.

In 2020, MAVCOM took action against Malaysia Airports Holdings Berhad for not meeting the QoS standards imposed at KLIA and klia2.

3.2. Other Airports in Malaysia

MAVCOM commenced the QoS development stage for three other airports, which are Subang (SZB), Langkawi (LGK) and Kota Kinabalu (BKI) in the fourth quarter of 2018 and has completed the development works in December 2019. However, the implementation phase for these three airports planned in 2020 has been put on-hold due to the low passenger traffic volume amidst the COVID-19 pandemic, which has also affected the overall development and implementation of the Airports QoS Framework at other airports in Malaysia.

Through the Airports QoS Framework, MAVCOM hopes to develop, enhance and maintain the quality and service standards of our airports so that we are better prepared to compete in what will certainly be a much more competitive global aviation sector.

4.1. Policy Advisory

The Commission provides the Government of Malaysia with recommendations from an economic perspective for policy matters relating to civil aviation.

To this end, in 2020, the Commission prepared two commentaries that served as an advisory to the Government of Malaysia in navigating the unprecedented COVID-19 health crisis.

The Commentary on Government Assistance to the Aviation Industry and the Second Commentary on Government Assistance to the Aviation Industry were published in March and July of the year, respectively.

In the first Commentary, MAVCOM provided preliminary views on the position of the Government and its prospective future assistance to the aviation industry. The Commission laid out four core points for consideration.

Given the enormous pressures on the Government's fiscal resources, the Commission recommended for industry operators to exhaust all options before urging the Government for relief, including seeking assistance from their shareholders.

MAVCOM also provided a perspective on the governance risks involved in assisting industry players. The Commission advised the Government to cautiously structure all assistance measures in order to ensure that these measures are in line with policy objectives of protecting aviation sector employees and consumers as well as sustaining essential air transport services in the country.

The Commission recommended for the Government to consider non-fiscal policies and regulatory responses. Considerations included looking at the option of clarifying and relaxing ownership rules to provide industry players with the option of accessing a wider range of funding sources from domestic and international capital markets. The Commission emphasised that this relaxation should also be coupled with an effective implementation of regulatory oversight to prevent the abuse of said rights.

MAVCOM also called attention to the fact that any industry consolidation via mergers must be implemented according to the merger control provisions as per the Malaysian Aviation Commission Act 2015 [Act 771]. This was to safeguard the interests of the industry and consumers with a view to ensure the sustainability of the aviation sector.

As industry players continued to face significant decline in revenue, the second Commentary addressed additional points and reviewed a non-exhaustive list of financial provisions including waiver or deferment of aviation-related fees and taxes, subsidies, equity-related instruments, debt instruments, route support and general aid not specific to aviation companies.

The Commission emphasised the fact that any assistance to the industry must be premised on a framework consisting of identified principles and moreover that it should only be provided as a last resort. The principles highlighted by the Commission included equal and non-discriminatory assistance as well as clear objectives encompassing employment preservation, loss minimisation and connectivity support. The Commission also underscored the need for well-defined targets as well as accountability and transparency.

Apart from these commentaries, the Commission also monitored the airfares for all domestic routes in Malaysia. Previously, this monitoring exercise was to analyse and observe the price movements of domestic airfares during peak and holiday seasons. However, during the year under review, this monitoring exercise was expanded to observe the effects of the Movement Control Order (MCO) on the price movement of domestic airfares. Subsequently, the Ministry of Transport (MOT) was updated on these updates on a bi-monthly basis.

Finally, the Commission also worked on forecasting Malaysia's air passenger traffic for the year, which was then published in its March, June and December Waypoint reports. The passenger traffic in 2020 was 26.7 million, which was within MAVCOM's 2020 base case scenario forecast of 26.6 – 29.7 million annual passengers.



4.2. Monitoring of Domestic Airfares

The Commission also monitored the airfares for all domestic routes in Malaysia. Previously, this monitoring exercise was to analyse and observe the price movements of domestic airfares during peak and holiday seasons. However, during the year under review, this monitoring exercise was expanded to observe the effects of the MCO on the price movement of domestic airfares.

In the second quarter of 2020, the Commission observed that the domestic airfares had increased up to 5.2 times the average levels in 2019. The routes with the highest increase in airfares were mostly for the Peninsular – East Malaysia services, specifically on the Kuala Lumpur – Kota Kinabalu, Kuala Lumpur – Kuching, Kuala Lumpur – Miri, and Kuala Lumpur – Sibul routes. The significant increase in airfares was due to the traveling restrictions imposed during the MCO in which airlines had to reduce their available seats and frequencies. Subsequently, in the second half of the year, the average domestic airfares decreased and stabilised below or close to its 2019 average level as the government eased the domestic travel restrictions.

To date, the Commission continues to monitor the price of domestic airfares and updates the MOT on a bi-monthly basis.

4.3. Competition

Pursuant to our role in establishing a competitive framework that promotes a stable and sustainable commercial environment, we are committed to overseeing and encouraging healthy competition in the aviation industry.

During the year under review, MAVCOM assessed an individual exemption application for a metal-neutral joint business partnership between Malaysia Airlines Berhad and Singapore Airlines Limited. The proposed partnership would apply to all air passenger services between the two jurisdictions for services operated by Malaysian Airlines Berhad and its sister company, FlyFirefly Sdn. Bhd. together with Singapore Airlines Limited and its subsidiaries, SilkAir Private Limited and Scoot Tigerair Pte. Ltd. However, the airlines placed the application on hold following the COVID-19 pandemic and its impact on the sector in 2020. The application was subsequently closed by MAVCOM in July 2020.



5.1. Snapshot on Sabah and Sarawak

Aviation in Sabah and Sarawak is not just a means of travelling for business or leisure, it is an essential service. Given the criticality of aviation as a mode of transportation within these two states, and its importance in connecting East Malaysia and Peninsular Malaysia, the movement restrictions that were in place nationwide had a profound impact on Sabah and Sarawak in 2020. Air cargo represents the fastest way of getting vital perishable items from Peninsular Malaysia such as foodstuffs and pharmaceutical goods as well as allowing for the export of goods produced in East Malaysia to be sold in markets at home and abroad. The drastic reduction in capacity offered by scheduled passenger services directly led to an increase in Air Traffic Rights applications for air cargo services to/from East Malaysia.

This highlights the important role air transportation plays for the people and economies of East Malaysia.

Furthermore, travel restrictions and border closures imposed in Malaysia and across the globe impacted international flight services to and from Sabah and Sarawak. International connectivity has reduced drastically, with international tourism grounding to a halt as tourists mainly from North Asia were unable to visit as flights stopped and services suspended or terminated.

These factors led to a drop in passenger traffic in East Malaysia, marking a 73 per cent decline during the year compared to 21.3 million passengers recorded in 2019.

Figure 5.1 Total Passenger Traffic in Sabah and Sarawak in 2020

SABAH
2019 8.3 MIL DOMESTIC
 3.1 MIL INTERNATIONAL
2020 2.5 MIL DOMESTIC
 0.4 MIL INTERNATIONAL

SARAWAK
2019 9.3 MIL DOMESTIC
 0.6 MIL INTERNATIONAL
2020 2.8 MIL DOMESTIC
 0.1 MIL INTERNATIONAL

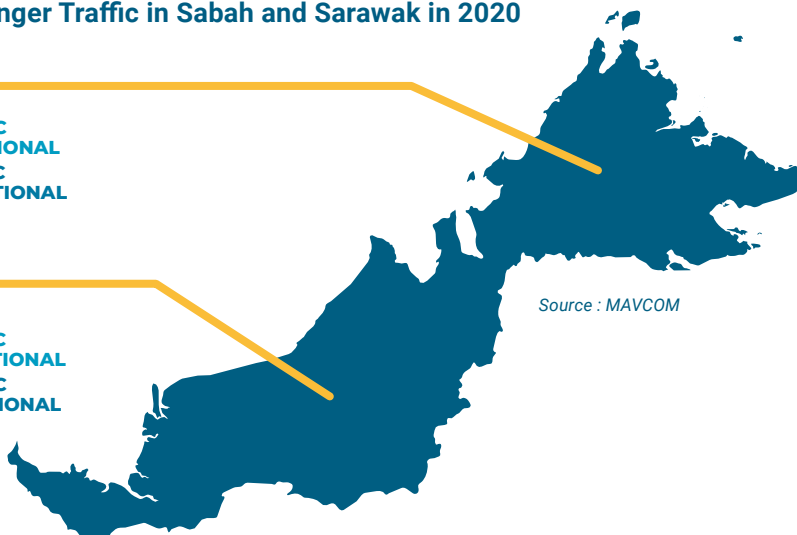


Table 5.1

Air Traffic Rights (ATRs) Awarded by MAVCOM to Local Carriers for Operations in Sabah and Sarawak from January to December 2020

Airlines	Sabah		Sarawak	
	Domestic	International	Domestic	International
AirAsia	1	-	4	2
AirAsia X	-	-	-	-
Firefly	1	-	1	-
Malaysia Airlines*	4	2	4	3
Malindo Air	-	-	-	-
MASwings	-	-	-	-
My Jet Xpress	3	3	1	-
Raya Airways	4	1	2	1
TOTAL	13	6	12	6
GRAND TOTAL	19		18	

*Note: Including MABkargo
 Source : MAVCOM

Table 5.2

List of Licence and Permit Holders Operating in Sabah and Sarawak

Licence Type	Sabah		Sarawak	
	2019	2020	2019	2020
Aerodrome Operator Licence (AOL)	-	-	1	1
Air Service Permit (ASP)	3	3	2	2
Ground Handling Licence (GHL)	1	1	3	3
TOTAL	4	4	6	6

Source : MAVCOM

5.2. Rural Air Services (RAS)

Pursuant to Section 68 of the Malaysian Aviation Commission Act 2015 [Act 771], the Commission oversees the Public Service Obligation (PSO) routes under the Rural Air Services (RAS) programme. Designed to spur the economic growth of Sabah and Sarawak, RAS provides essential air services for local communities in Sabah and Sarawak in terms of facilitating the procurement of basic necessities, empowering small business owners as well as enabling access to good education.

Given the significant impact of the nationwide Movement Control Order (MCO) throughout the year, MASwings scaled down their operations drastically. With the Ministry of Transport's approval, the airline put in place survival measures to weather the pandemic's impact including suspending several destinations temporarily and reducing flight frequencies to Sabah and Sarawak on an ad hoc basis.

Recognising the urgent need to curb the spread of the virus, the Sarawak State Disaster Management Committee

(SDMC) imposed temporary travel restrictions into Sarawak with all airlines needing to secure approval from the Committee to operate flight services in the state. Further to this, the Committee required all passengers and flight crew to adhere strictly to the Standard Operating Procedures (SOP) established by National Security Council (MKN) and SDMC.

Following the temporary travel restrictions, MASwings operated 24,234 flights, fulfilling only 64 per cent of its planned RAS services for the year. Due to COVID-19 and MCO, MASwings witnessed a 97 per cent cancellation rate with the remaining caused by operational disruptions. Passenger traffic also dropped by half with 423,791 passengers recorded for the year as compared to 861,292 in 2019.

In view of the continuous travel restrictions in East Malaysia, MAVCOM was unable to undertake its RAS consumer satisfaction survey in 2020.

Table 5.3

List of Routes under New RAS Agreement from January 2019 to December 2024

Routes	Aircraft	Frequency/week
SARAWAK (Internal)		
Miri – Mulu	ATR 72-500	14
Miri – Limbang	ATR 72-500	21
Miri – Bintulu	ATR 72-500	14
Miri – Sibu	ATR 72-500	28
Bintulu – Sibu	ATR 72-500	14
Kuching – Mulu	ATR 72-500	7
Kuching – Limbang	ATR 72-500	3
Miri – Lawas	Twin Otter	38
Limbang – Lawas	Twin Otter	2
Miri – Ba'kelalan	Twin Otter	3
Lawas – Ba'kelalan	Twin Otter	3
Miri – Bario	Twin Otter	14
Marudi – Bario	Twin Otter	7
Miri – Marudi	Twin Otter	24
Miri – Long Lellang	Twin Otter	3
Marudi – Long Lellang	Twin Otter	2
Miri – Long Akah	Twin Otter	2
Marudi – Long Akah	Twin Otter	2
Bario – Ba'kelalan	Twin Otter	1
Sibu – Mukah	Twin Otter	3
Mukah – Miri	Twin Otter	7
Mukah – Bintulu	Twin Otter	2
Mukah – Kuching	Twin Otter	28

Routes	Aircraft	Frequency/week
SARAWAK (Internal)		
Miri – Long Seridan	Twin Otter	2
Marudi – Long Seridan	Twin Otter	2
Miri – Long Banga	Twin Otter	2
Marudi – Long Banga	Twin Otter	2
Kuching – Tanjong Manis	Twin Otter	7
Bario – Long Seridan	Twin Otter	1
Bario – Long Lellang	Twin Otter	1
Additional service for cargo between Miri and Bario, Ba'kelalan, Long Seridan, Long Lellang, Long Akah and Long Banga		One per week for each route or as per demand by DHC
SABAH (Internal)		
Kota Kinabalu – Lahad Datu	ATR 72-500	35
Sandakan – Tawau	ATR 72-500	14
Kota Kinabalu – Labuan	ATR 72-500	28
Kota Kinabalu – Kudat	Twin Otter	2
Kudat – Sandakan	Twin Otter	2
Lahad Datu – Sandakan (Effective 1 May 2019)	ATR 72-500	14
SABAH/SARAWAK (Interstate)		
Miri – Labuan	ATR 72-500	35
Kota Kinabalu – Mulu	ATR 72-500	7
Kota Kinabalu – Limbang	Twin Otter	3
Kota Kinabalu – Lawas	Twin Otter	2

Source : MAVCOM

THE COMMISSION

GOVERNANCE – MEMBERSHIP OF THE COMMISSION

The Malaysian Aviation Commission Act 2015 [Act 771] provides that the membership of the Commission shall consist of the Executive Chairman who shall be appointed by the Prime Minister, two representatives of the Federal Government comprising of the Secretary General of the Ministry of Transport (MOT) and the Director General of the Economic Planning Unit of the Prime Minister's Department, and not less than four but not more than six other members who shall be appointed by the Minister of Transport upon consultation with the Prime Minister.

Members of the Commission are those, who in the opinion of the Minister of Transport, have experience or shown capacity and professionalism in matters relating to economics, finance, aviation, business, administration, law, and any other areas deemed relevant to the functions of MAVCOM.

THE COMMISSION AND ITS COMMITTEES

Act 771 requires a minimum of three Commission meetings to be held annually.

In 2020, the Commission convened a total of 11 meetings, the details of which are as follows:

Date	Meetings	Date	Meetings
14 January 2020	Commission Meeting 01/2020	13 August 2020	Commission Meeting 06/2020
13 February 2020	Commission Meeting 02/2020	10 September 2020	Commission Meeting 07/2020
12 March 2020	Commission Meeting 03/2020	5 November 2020	Commission Meeting 08/2020
4 June 2020	Commission Meeting 04/2020	3 December 2020	Commission Meeting 09/2020
9 July 2020	Commission Meeting 05/2020	19 December 2020	Special Commission Meeting 02/2020
16 July 2020	Special Commission Meeting 01/2020		

Details of the attendance of Commissioners at the 11 Commission meetings are listed below:

Commissioner	Total Attendance	Commissioner	Total Attendance
YBrs. Dr. Nungsari Ahmad Radhi ¹	3/3	YBhg. Datuk Seri Long See Wool	11/11
YBhg. Datuk Seri Hj. Saripuddin Hj. Kasim	8/8	YBhg. Dato' Fauziah Yaacob	11/11
YBhg. Datuk Isham Ishak	10/11	YBhg. Datuk Saiful Anuar Lebai Hussien ²	4/7
YBhg. Dato' Mah Weng Kwai	11/11		

In reference to Section 12(1) of Act 771, the Malaysian Aviation Commission may establish committees it considers necessary and expedient to assist in executing the Commission's functions. Section 20(1) of Act 771 authorises the Commission to delegate its functions and powers to a Commissioner or a Committee, and such delegated functions and powers shall be performed and exercised in the name and on behalf of the Commission.

¹ YBrs. Dr. Nungsari Ahmad Radhi vacated his office as MAVCOM's Executive Chairman on 10 April 2020 and was replaced by YBhg. Datuk Seri Saripuddin Hj. Kasim effective 4 May 2020.

² YBhg. Datuk Saiful Anuar Lebai Hussien was appointed as a member of the Commission on 11 June 2020.

The following table outlines the Committees formed by MAVCOM to-date and an overview of each Committee's functions:

Audit & Risk Committee (ARC)

Overview of the Committee's Functions	Oversees the Commission's financial reporting, financial management, budgeting, internal controls, risk management, regulatory compliance, internal audits and external audits on the Commission.
No. of Meetings held in 2020	4
Members & Attendance	YBhg. Dato' Fauziah Binti Yaacob (Chairman) – 4/4 YBhg. Datuk Mohd Nasir Bin Ahmad – 4/4 Encik Mohd Rashid Mohd Yusof ³ – 4/4

Licensing & Air Traffic Rights Committee (LATRC)

Overview of the Committee's Functions	Evaluates the Management's proposals pertaining to: - any application for air service licences, air service permits, ground handling licences and aerodrome operator licences prior to recommending to the Commission for final approval; and - the allocation of new and existing air traffic rights where there are insufficient rights and/or competitive bids for the said rights.
No. of Meetings held in 2020	9
Members & Attendance	YBhg. Datuk Seri Long See Wool (Chairman) – 9/9 YBhg. Dato' Fauziah Binti Yaacob – 9/9 Encik Wee Hock Kee – 9/9

Competition & Economics Committee (CEC)

Overview of the Committee's Functions	Provides strategic guidance and recommendation to the Commission on any economic matters related to the civil aviation industry, aviation service market reviews and competition guidelines. The Committee also oversees and evaluates the Management's recommendations on any matters carried out pursuant to the functions provided under Part VII (Competition) of Act 771, particularly those relating to investigations of or decisions on suspected infringement of prohibitions, applications for individual and block exemptions and applications regarding mergers or anticipated mergers.
No. of Meetings held in 2020	1
Members & Attendance	YBrs. Dr. Nungsari Ahmad Radhi (Chairman) ⁴ – 1/1 YBhg. Dato' Mah Weng Kwai – 1/1 YBhg. Datuk Seri Long See Wool – 1/1 YBrs. Dr. Cassey Lee Hong Kim – 1/1

³ Encik Mohd Rashid Mohd Yusof was appointed as a member of the ARC on 17 February 2020.

⁴ YBrs. Dr. Nungsari Ahmad Radhi vacated his office as MAVCOM's Executive Chairman and Chairman of the CEC on 10 April 2020. YBhg. Datuk Saiful Anwar Lebai Hussien was appointed as the Chairman of the CEC effective 9 July 2020 and chaired his first CEC meeting on 3 May 2021.

Consumer Protection Committee (CPC)

Overview of the Committee's Functions

Provides strategic guidance in relation to consumer protection in the aviation industry and monitors and reviews the nature of complaints received by the Commission through periodic reports furnished to the Committee. The Committee also:

- reviews, deliberates, and recommends changes to the Malaysian Aviation Consumer Protection Code 2016 (MACPC); and
- makes recommendations to the Commission on the appropriate financial penalty to be imposed on a provider of aviation service for non-compliance with the MACPC pursuant to section 69 of Act 771.

No. of Meetings held in 2020

4

Members & Attendance

YBhg. Datuk Seri Long See Wool (Chairman) – 4/4

YBrs. Dr. Ezlika Mohd Gazali – 3/4

YBhg. Emeritus Professor Dato' Dr. Sothi Rachagan⁵ – 3/4

Legal, Regulatory & Dispute Resolution Committee (LRDC)

Overview of the Committee's Functions

Provides strategic legal guidance and recommendations to the Commission on any legal matter. Apart from that, the Committee also reviews, deliberates, contributes and/or provides guidance on any proposed drafts of new laws, regulations, codes and guidelines or any other forms of subsidiary legislations. The Committee oversees the conduct and disposition of all material litigation and regulatory inquiries or proceedings involving the Commission.

No. of Meetings held in 2020

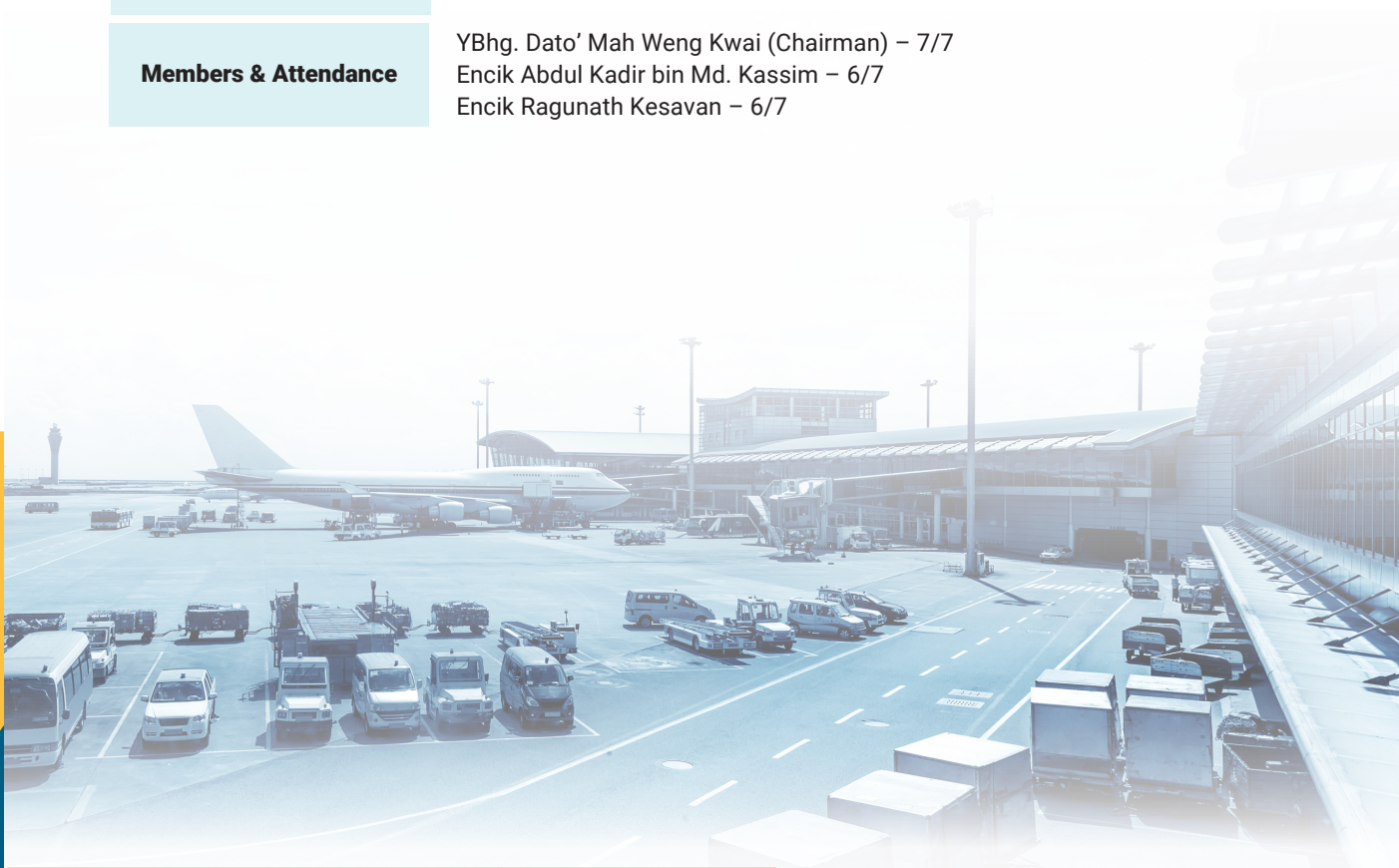
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Members & Attendance

YBhg. Dato' Mah Weng Kwai (Chairman) – 7/7

Encik Abdul Kadir bin Md. Kassim – 6/7

Encik Ragunath Kesavan – 6/7



⁵ YBhg. Emeritus Professor Dato' Dr. Sothi Rachagan was appointed as a member of the CPC on 19 December 2020.

COMMISSIONERS

DATUK SERI HJ. SARIPUDDIN HJ. KASIM

Effective from 4 May 2020



Datuk Seri Hj. Saripuddin Hj. Kasim is MAVCOM's Executive Chairman and was appointed on 4 May 2020. He was previously appointed as Commissioner of MAVCOM on 1 March 2016, while serving in his capacity as the Secretary-General of the Ministry of Transport (MOT) until 6 January 2019. He had also served as the Director-General of Legal Affairs in the Prime Minister's Department, Secretary-General of the Ministry of Domestic Trade and Consumer Affairs and Secretary-General of the Ministry of Human Resources. Prior to his retirement from the Malaysian Civil Service in November 2019, he served as the Secretary-General of the Ministry of Federal Territories.

Datuk Seri Hj. Saripuddin holds a Bachelor of Economics (Hons.) from the University of Malaya, Advanced Diploma in Public Management from the National Institute of Public Administration (INTAN) and a Master of Business Administration (MBA) degree in Corporate Finance from the University of Hartford, Connecticut, USA.

DATUK ISHAM ISHAK

Datuk Isham Ishak is the current Secretary-General of the Ministry of Transport (MOT). He was previously the Secretary-General of the Ministry of Tourism, Arts and Culture (MOTAC), as well as the Secretary-General [and prior to this, the Deputy Secretary-General (Trade)] of the Ministry of International Trade and Industry (MITI).

Datuk Isham's career in the government sector started in 1994 in MITI, where he served in several divisions related to international and regional aspects of trade and industry such as the World Trade Organisation (WTO), Asia-Pacific Economic Cooperation (APEC) and Association of Southeast Asian Nations (ASEAN). He also served as the Minister Counsellor at the MITI Washington D.C. Office for five years. Datuk Isham has also previously held the position of Deputy Chief Executive Officer (and prior to this, the Chief Operating Officer) of the Small and Medium Enterprise Corporation Malaysia (SME Corp. Malaysia).

Datuk Isham holds a Master of Arts (MA) degree in Strategic Management from Claremont Graduate University, USA and has also attended the Oxford Advanced Management and Leadership Programme at the Oxford University, United Kingdom, as well as the Harvard Advanced Management Programme at Harvard Business School, USA.



DATUK SAIFUL ANUAR LEBAI HUSSEN

Effective from 11 June 2020

Datuk Saiful Anuar Lebai Husen was appointed the Director General of the Economic Planning Unit (EPU) from the Prime Minister's Department (PMD) on 14 February 2020. Prior to this role, he served as the Secretary-General for the Ministry of Economic Affairs (MEA) on 22 October 2018, before the change in the Government administration and restructuring of ministries and agencies. Before his appointment as Secretary-General, he served as Deputy Director General (Policy) of the EPU, under the PMD from 21 August 2017 to 21 October 2018, before the EPU was dissolved following the establishment of the MEA. Datuk Saiful was also responsible for preparing the Mid-Term Review of the Eleventh Malaysia Plan, namely on the inclusive development and well-being, regional development and human capital.

Previously, Datuk Saiful served as the Deputy Secretary-General (Management) for the Ministry of Health from January 2015 to August 2017. He oversaw administrative, human resource and training matters related to public health service throughout Malaysia. He also was in the Public-Private Partnership Unit (UKAS), under the PMD as the Senior Director of the Policy and Development Section (April-December 2010) and the Director of the Corridor Development Section (2009-2010). Throughout his tenure in UKAS, he was responsible for formulating, implementing and monitoring the implementation of policies, strategies, programmes/projects of the Public-Private Partnership and the development of the five economic development regions/corridors.

Datuk Saiful graduated with a Bachelor's degree in Economics from the University of Malaya and a Master's degree in Economics from the National University of Malaysia. He also holds a Diploma in Public Management from the National Institute of Public Administration (INTAN). Furthermore, he sits on several Councils and Board of Directors such as Iskandar Regional Development Authority (IRDA), East Coast Economic Region Development Council (ECERDC), Sabah Economic Development and Investment Authority (SEDIA), Sarawak Regional Corridor Development Authority (RECODA), Unit Peneraju Agenda Bumiputera (TERAJU), Majlis Amanah Rakyat (MARA), Ekuiti Nasional Berhad (EKUINAS), MyHSR Corporation (MyHSR Corp), Putrajaya Corporation (PPJ), Johor Corporation (JCorp) and Perbadanan Kemajuan Negeri Perak (PKNP).



DATUK SERI LONG SEE WOOL



Datuk Seri Long See Wool has spent more than 34 years serving in the Ministry of Transport (MOT) where he specialised in aviation. During his time with the Ministry, he served as an Assistant Secretary (Air Transport) and Principal Assistant Secretary (Airport Development) of the Aviation Division. He was subsequently appointed as Under Secretary (Aviation) of the Aviation Division from 16 May 2002 to 1 November 2006 and was then appointed as the Deputy Secretary-General (Planning).

His most recent position was Secretary-General of the MOT, which he held just prior to his retirement in 2014. Datuk Seri Long holds degrees and diplomas from the University of Malaya and the National Institute of Public Administration (INTAN).

DATO' MAH WENG KWAI

Dato' Mah Weng Kwai was a former judge of the High Court of Malaya and the Court of Appeal. He is currently a member of the Human Rights Commission of Malaysia (SUHAKAM). He was a member of the Judicial Appointments Commission. He has also served as a Deputy Public Prosecutor and Senior Federal Counsel in the Attorney General's Chambers, as well as being a former member of Malaysia's Legal Profession Qualifying Board and the Advocates and Solicitors Disciplinary Board.

Dato' Mah was the President of the Malaysian Bar from 2001 to 2003 prior to being the President of Law Association for Asia and the Pacific (LAWASIA) from 2006 to 2008. He is presently a consultant in the law firm of MahWengKwai & Associates and an Arbitrator on the panel of the Asian International Arbitration Centre (AIAC). In 2020, he was appointed an independent Director of the Securities Industry Dispute Resolution Centre.

Dato' Mah was called to the English Bar as Barrister-at-Law in 1971 and to the Malaysian Bar as Advocate and Solicitor in 1972. He also holds a Master of Laws degree from the University of Sydney, Australia where he is a Fellow of the Senate.



DATO' FAUZIAH YAACOB



Dato' Fauziah Yaacob currently sits on the Board of Directors of Prokhas Sdn. Bhd. and has served the Federal Investment Managers Malaysia (FIMM). Her time with the civil service has seen her take up several roles in the Ministry of Finance, Ministry of Education and Ministry of Transport (MOT). Her most recent role prior to her retirement from the civil service in 2015 was as Deputy Secretary-General of Treasury (Investment).

Dato' Fauziah also spent time as a Senior Manager of KL International Airport Berhad from 1993 to 1996. She holds degrees and diplomas from a range of institutions including the University of Liverpool, United Kingdom as well as University of Malaya and National Institute of Public Administration (INTAN).

PUAN HIDAH MISRAN

*(Alternate member for Datuk Saiful Anuar Lebai Hussien)
Effective from 8 December 2020*

Puan Hidah Misran was appointed as Director of Infrastructure and Public Facilities Division (BINFRA), Economic Planning Unit (EPU), the Prime Minister's Department (PMD) on 3 February 2020. Her responsibilities include planning, evaluating, monitoring and reviewing policies on roads, rail, airports, ports as well as other public utilities that provide support to other sectors in assisting economic growth.

Previously, she served as Deputy Director in the same Division from 2016 until 2018. Puan Hidah also held the position of Deputy Director of Equity Division (formerly known as the Distribution Division) from 2014 until 2016 and the Director of the International Cooperation Division, EPU from 2012 until 2014.

Puan Hidah holds a Bachelor of Business Management from Lamar University, Texas, USA and a Master's degree in Business Management at University Putra Malaysia (UPM). She also holds a Diploma in Public Management from the National Institute of Public Administration (INTAN). In addition, she is currently serving as a Board Member of GIATMARA Sdn. Bhd. and was previously a Board Member of the Malaysian Pepper Board (MPB).



SENIOR MANAGEMENT

DATUK SERI HJ. SARIPUDDIN HJ. KASIM **EXECUTIVE CHAIRMAN** *(Effective from 4 May 2020)*

Profile on Datuk Seri Hj. Saripuddin Hj. Kasim can be found on page 23 of this Annual Report.



RAJA AZMI RAJA NAZUDDIN **CHIEF OPERATING OFFICER** *(Effective from 14 September 2020)*



Raja Azmi is currently MAVCOM's Chief Operating Officer, leading the management team in its industry development and regulatory efforts. Prior to his appointment, he was the Group Chief Executive Officer and Chief Financial Officer of Malaysia Airports Holdings Berhad (MAHB). Raja Azmi was also the Executive Director and Group Chief Financial Officer of a leading real estate and property company, UDA Holdings Berhad.

He started his career in 1987 with Coopers & Lybrand Malaysia and later worked in Malaysian Tobacco Company Berhad as an Internal Auditor and Marketing Consultant. His other work experience includes serving as Chief Executive Officer/ Managing Director of Zelan Berhad, Group Finance Director of UEM Group Berhad and Executive Director of Time Engineering Berhad. He also held positions as the Chief Financial Officer of Tronoh Consolidated Malaysia Berhad and Group Financial Controller of Sapura Telecommunications Berhad.

Raja Azmi is a Member of the Malaysian Institute of Certified Public Accountants (MICPA) and the Malaysian Institute of Accountants (MIA). He holds a Master of Business Administration (MBA) degree from the University of Bath, United Kingdom.

DR. WAN KHATINA NAWAWI **DIRECTOR, ECONOMICS**

Dr. Wan Khatina Nawawi joined the MAVCOM team as the Director of Economics. Previously the Director of Research at the Khazanah Research Institute, Khatina has a strong background in research and economics. She has held various notable senior positions, being a former Economic Advisor to the Malaysia Competition Commission (MyCC), a Director of Research and Investment Strategy at Khazanah Nasional Berhad as well as a Senior Regional Economist at the National Economic Action Council (NEAC) of the Prime Minister's Department. She was also a Regional Economist at SG Research, part of the Société Générale Banking Group.

Khatina graduated with a Bachelor of Commerce in Asian Economies and Economics History from the University of Melbourne, possesses a Master of Business Administration (MBA) degree specialising in Strategy and Public Sector Management from Melbourne Business School, Australia; Master of Public Administration (MPA) degree from Harvard University, USA; Master of Arts (MA) degree in Economics for Competition Law and Doctor of Philosophy (PhD) in Competition Law from King's College London, United Kingdom.



PUSHPALATHA SUBRAMANIAM

DIRECTOR, CONSUMER AFFAIRS



Pushpalatha Subramaniam heads the Consumer Affairs Department in MAVCOM. In 2015, Pushpa was part of the establishment on the Malaysian Aviation Commission for Malaysia. She has been instrumental in establishing the first Malaysian Aviation Consumer Protection Code (MACPC) in 2016 in Malaysia, a regulation to protect travellers in the civil aviation industry.

Under her leadership, she had led the implementation of various consumer awareness and education initiatives, empowering travellers with information on their travel rights under the MACPC. In addition, her team has consistently achieved more than 90 per cent resolution of consumer complaints since the first year of MAVCOM's operation.

Pushpa also leads the development of the Airports Quality of Service (QoS) Framework and oversees the implementation of the Framework with the aim of enhancing passenger's convenience and comfort, more importantly ensuring efficiencies at airports in Malaysia. The QoS has been implemented at both the terminals at KLIA and work is still in progress for other airports in Malaysia.

Prior to this, she was the Senior Vice President in charge of customer experience in Malaysia Airlines (MAS) and later, Head of Customer Experience with Standard Chartered Malaysia.

Pushpa has more than 27 years of experience in the airline industry with niche expertise in managing consumer affairs. Pushpa holds a Bachelor's in Business Administration (BBA) degree from the Royal Melbourne Institute of Technology (RMIT), Australia. She also spent five years on the Board of the Worldwide Airline Customer Relations Association (WACRA) and is a member of the International Aviation Women's Association (IAWA).

GERMAL SINGH KHERA

ADVISORY CONSULTANT, AVIATION DEVELOPMENT *(Effective from 1 March 2020)*

Germal Singh Khera led the Aviation Development team in MAVCOM as a Director until 28 February 2020. He was then appointed by the Commission as an Advisory Consultant, effective 1 March 2020. His time in the aviation industry includes 34 years with Malaysia Airlines (MAS), with his last position as the Senior Vice President of International and Government Affairs. Germal joined AirAsia Berhad in 2014 as Head of Regulatory and Airport Relations.

Germal has also served on a range of aviation committees and agency boards, including as a committee member of the International Air Transport Association (IATA), Association of Asia Pacific Airlines (AAPA) Aeropolitical Committees, oneworld Management Committee and the Chairman of the Board of Airline Representatives in Malaysia. He holds a Bachelor of Arts (BA) degree in Economics from the University of Malaya and a Master of Business Administration (MBA) degree in Marketing from the University of London, United Kingdom.





FINANCIAL STATEMENTS



**CERTIFICATE OF THE AUDITOR GENERAL
ON THE FINANCIAL STATEMENTS OF
MALAYSIAN AVIATION COMMISSION
FOR THE YEAR ENDED 31 DECEMBER 2020**

Certificate on the Audit of the Financial Statements

Opinion

I have empowered a private audit firm to undertake an audit on the financial statements of the Malaysian Aviation Commission. The financial statements comprise the Statement of Financial Position as at 31 December 2020 and the Statement of Financial Performance, Statement of Changes in Net Assets, Statement of Cash Flows and Statement of Comparison of Budget and Actual for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, as set out on pages 4 to 24.

In my opinion, the accompanying financial statements give a true and fair view of the financial position of the Malaysian Aviation Commission as at 31 December 2020, and of its financial performance and its cash flows for the year then ended in accordance with the Malaysia Public Sector Accounting Standards (MPSAS), Malaysian Aviation Commission Act 2015 [Act 771] and Malaysian Aviation Commission (Amendment) Act 2018 [Act A1559] requirements.

Basis for Opinion

The audit was conducted in accordance with the Audit Act 1957 and the International Standards of Supreme Audit Institutions. My responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Statements section of my certificate. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Independence and Other Ethical Responsibilities

I am independent of the Malaysian Aviation Commission and I have fulfilled our other ethical responsibilities in accordance with the International Standards of Supreme Audit Institutions.

Information Other than the Financial Statements and Auditor's Certificate Thereon

The Commissioners of the Malaysian Aviation Commission is responsible for the other information in the Annual Report. My opinion on the Financial Statements of the Malaysian Aviation Commission does not cover other information than the Financial Statements and Auditor's Certificate thereon and I do not express any form of assurance conclusion thereon.

Responsibilities of the Commissioners for the Financial Statements

The Commissioners is responsible for the preparation of Financial Statements of the Malaysian Aviation Commission that give a true and fair view in accordance with Malaysia Public Sector Accounting Standards (MPSAS) and Malaysian Aviation Commission Act 2015 [Act 771] and Malaysian Aviation Commission (Amendment) Act 2018 [Act A1559] requirements. The Commissioners is also responsible for such internal control as it is necessary to enable the preparation of the Financial Statements of the Malaysian Aviation Commission that are free from material misstatement, whether due to fraud or error.

In preparing the Financial Statements of Malaysian Aviation Commission, the Commissioners are responsible for assessing the Malaysian Aviation Commission's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting.

Auditor's Responsibilities for the Audit of the Financial Statements

My objectives are to obtain reasonable assurance about whether the Financial Statements of the Malaysian Aviation Commission as a whole are free from material misstatement, whether due to fraud or error, and to issue Auditor's Certificate that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the International Standards of Supreme Audit Institutions will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with the International Standards of Supreme Audit Institutions, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- a. Identify and assess the risks of material misstatement of the Financial Statements of the Malaysian Aviation Commission, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- b. Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Group's and the Malaysian Aviation Commission's internal control.
- c. Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Commissioners.
- d. Conclude on the appropriateness of the Commissioners use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on of the Malaysian Aviation Commission's ability to continue as a going concern. If I conclude that a material uncertainty exists, I have to draw attention in my Auditor's Certificate to the related disclosures in the Financial Statements of the Malaysian Aviation Commission or, if such disclosures are inadequate, to modify my opinion. My conclusions are based on the audit evidence obtained up to the date of Auditor's Certificate.
- e. Evaluate the overall presentation, structure and content of the Financial Statements of the Malaysian Aviation Commission, including the disclosures, and whether the Financial Statements of the Malaysian Aviation Commission represents the underlying transactions and events in a manner that achieves fair presentation.

Other Matters

- a. I would like to draw your attention about the contractual bonus payment amounting to RM1,913,263 to 62 employees of the Malaysian Aviation Commission which was found to be irregular.
- i. The Cabinet in its meeting on 11 December 2019 has agreed for the regulatory bodies of the civil aviation industry in Malaysia to be rationalised and placed under a single entity. Malaysian Aviation Commission would be dissolved and its key functions would be transferred to Civil Aviation Authority Malaysia. However, until the Certificate of the Auditor General on the Financial Statements of the Malaysian Aviation Commission for the Year Ended 31 December 2020 is signed, the Malaysian Aviation Commission is still operating until the Malaysian Aviation Commission Act 2015 [Act 771] is dissolved.
- ii. The Commissioners in Malaysian Aviation Commission's Meeting 1/2020 has approved a proposed contractual bonus payment of two (2) months' salary to 62 Malaysian Aviation Commission's employees. Subsequently, the Malaysian Aviation Commission's Employee Handbook has been amended and the goodwill payment and dissolution compensation clauses have been included under Paragraph 2.5 of the handbook.
- iii. The contractual bonus was paid to 62 Malaysian Aviation Commission's employees on 5 February 2020 amounting to RM1,913,263 from the Malaysian Aviation Commission Fund.
- iv. This payment is considered irregular as it was paid out immediately and pre-maturely before the Malaysian Aviation Commission is dissolved. The payment was not sent for approval from the Ministry of Transport Malaysia and the Ministry of Finance.
- b. This certificate is made solely to the Commisioners in accordance with Malaysian Aviation Commission Act 2015 [Act 771] and Malaysian Aviation Commission (Amendment) Act 2018 [Act A1559] requirements, and for no other purpose. I do not assume responsibility to any other person for the content of this certificate.



(SELWAH BINTI HAJI SAID)
ON BEHALF OF AUDITOR GENERAL

PUTRAJAYA
22 JULY 2021



Statement by The Executive Chairman and a Commissioner

We, Datuk Seri Hj. Saripuddin Bin Hj. Kasim and Dato' Fauziah binti Yaacob, being the Executive Chairman and a Commissioner of the **MALAYSIAN AVIATION COMMISSION** respectively, do hereby state that in the opinion of the Commissioners, the accompanying Financial Statements which comprises the Statement of Financial Position, Statement of Financial Performance, Statement of Changes in Net Assets, Statement of Cash Flows and Statement of Comparison of Budget and Actual together with the notes to the Financial Statements, are drawn up so as to give true and fair view of the state of affairs of the **MALAYSIAN AVIATION COMMISSION** as at **31 DECEMBER 2020** and of the results of its operations as well as changes to its financial position for the period ended on that date.

On behalf of the Malaysian Aviation Commission,



DATUK SERI HJ. SARIPUDDIN BIN HJ. KASIM
Executive Chairman

Date: 9 July 2021
Kuala Lumpur



DATO' FAUZIAH BINTI YAACOB
Commissioner

Date: 9 July 2021
Kuala Lumpur

Statutory Declaration

STATUTORY DECLARATION BY THE OFFICER PRIMARILY RESPONSIBLE FOR THE FINANCIAL MANAGEMENT OF THE MALAYSIAN AVIATION COMMISSION

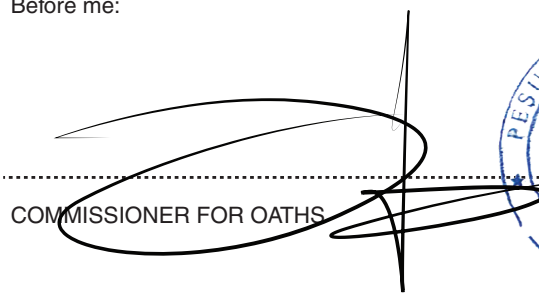
I, Abdul Kadir Bin Mohamed Abd Salam, the officer primarily responsible for the accounting records and financial management of **MALAYSIAN AVIATION COMMISSION** do solemnly and sincerely declare that the Financial Statements comprises of Statement of Financial Position, Statement of Financial Performance, Statement of Changes in Net Assets, Statement of Cash Flows and Statement of Comparison of Budget and Actual together with the notes to the Financial Statements are, to the best of my knowledge and belief, correct and I make this solemn declaration conscientiously believing the same to be true, and by virtue of the provisions of the Statutory Declaration Act, 1960.



ABDUL KADIR BIN MOHAMED ABD SALAM

Subscribed and solemnly declared by the above named at Kuala Lumpur on 12 JULY 2021.

Before me:



COMMISSIONER FOR OATHS

A-1-6B, Jalan 12/144A
Taman Bukit Cheras
56000 Cheras, Kuala Lumpur

STATEMENT OF FINANCIAL POSITION

AS AT 31 DECEMBER 2020

	Note	2020 RM	2019 RM
NON-CURRENT ASSETS			
Property and equipment	5	151,722	703,487
Intangible assets	6	352,807	476,928
Total non-current assets		504,529	1,180,415
CURRENT ASSETS			
Cash and cash equivalents	7	42,051,844	44,327,300
Fees receivable	8	1,747,785	8,799,028
Deposits, prepayments and other receivables	9	4,544,976	1,835,005
Total current assets		48,344,605	54,961,333
TOTAL ASSETS		48,849,134	56,141,748
RESERVE			
Accumulated surplus		44,975,501	55,241,432
		44,975,501	55,241,432
NON-CURRENT LIABILITIES			
Deferred income	10	666,000	-
		666,000	-
CURRENT LIABILITIES			
Deferred income	10	2,664,000	-
Other payables and accruals	11	457,140	864,529
Provision for taxation		86,493	35,787
Total current liabilities		3,207,633	900,316
TOTAL LIABILITIES		3,873,633	900,316
TOTAL RESERVE AND LIABILITIES		48,849,134	56,141,748

STATEMENT OF FINANCIAL PERFORMANCE

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	Note	2020 RM	2019 RM
INCOME			
Non-exchange transactions	Regulatory Services Charge	11,481,196	46,747,851
	Penalties	1,685,804	1,579,889
	Interest income	1,273,717	1,332,130
Exchange transactions	Goods and services tax ("GST") refund from Customs	-	1,339,365
	Gain on disposal of assets	1,346	5,162
	Other income	1,510	2,988
Total income		14,443,573	51,007,385
Amortisation of Public Service Fund	12	202,566,499	240,135,278
		217,010,072	291,142,663
OPERATING EXPENDITURES			
Staff cost	13	(13,921,504)	(13,435,837)
Other expenditures	14	(10,481,946)	(15,511,664)
Total operating expenditures		(24,403,450)	(28,947,501)
Public Service Fund expenditure	12	(202,566,499)	(240,135,278)
Finance cost		-	(1,946)
(Deficit)/Surplus before tax		(9,959,877)	22,057,938
Tax expense	15	(306,054)	(286,667)
(DEFICIT)/SURPLUS AFTER TAX		(10,265,931)	21,771,271

STATEMENT OF CHANGES IN NET ASSETS

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	Note	2020 RM	2019 RM
ACCUMULATED SURPLUS			
As at 1 January		55,241,432	33,470,161
(Deficit)/Surplus after tax for the year		(10,265,931)	21,771,271
As at 31 December		44,975,501	55,241,432

STATEMENT OF CASH FLOWS

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

	2020	2019
	RM	RM
CASH FLOWS FROM OPERATING ACTIVITIES		
(Deficit)/Surplus before taxation	(9,959,877)	22,057,938
Adjustments for		
Provision for doubtful debt	2,264,496	-
Depreciation of property and equipment	556,490	687,378
Amortisation of intangible assets	242,289	228,924
Finance cost	-	1,946
Gain on disposal of assets	(1,346)	(5,162)
Operating (deficit)/surplus before working capital changes	(6,897,948)	22,971,024
Changes in working capital		
Fees receivable	4,786,747	(342,626)
Deposits, prepayments and other receivables	(2,709,971)	(574,392)
Other payables and accruals	(407,389)	(827,809)
Deferred income	3,330,000	-
Cash flows (used in)/generated from operation	(1,898,561)	21,226,197
Tax paid	(255,348)	(291,905)
Net cash flows (used in)/generated from operating activities	(2,153,909)	20,934,292
CASH FLOWS FROM INVESTING ACTIVITIES		
Purchase of property and equipment	(4,727)	(46,798)
Purchase of intangible assets	(118,169)	(305,449)
Proceeds from disposal of assets	1,349	6,011
Net cash flows used in investing activities	(121,547)	(346,236)
CASH FLOWS FROM FINANCING ACTIVITIES		
Interest paid on lease liability	-	(1,946)
Repayment of lease liability	-	(25,264)
Net cash flows used in financing activities	-	(27,210)
NET (DECREASE)/INCREASE IN CASH AND CASH EQUIVALENTS	(2,275,456)	20,560,846
CASH AND CASH EQUIVALENTS BROUGHT FORWARD	44,327,300	23,766,454
CASH AND CASH EQUIVALENTS CARRIED FORWARD	42,051,844	44,327,300

STATEMENT OF COMPARISON OF BUDGET AND ACTUAL

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

2020	Budget Amount		Actual Amount	Variance
	Original	Final		
INCOME	RM	RM	RM	RM
Public Service Fund	202,566,499	202,566,499	202,566,499	-
Total	202,566,499	202,566,499	202,566,499	-
EXPENDITURE				
Public Service Fund Expenditure	202,566,499	202,566,499	202,566,499	-
Total	202,566,499	202,566,499	202,566,499	-

2019	Budget Amount		Actual Amount	Variance
	Original	Final		
INCOME	RM	RM	RM	RM
Public Service Fund	240,135,278	240,135,278	240,135,278	-
Total	240,135,278	240,135,278	240,135,278	-
EXPENDITURE				
Public Service Fund Expenditure	240,135,278	240,135,278	240,135,278	-
Total	240,135,278	240,135,278	240,135,278	-

MAVCOM has commenced the management of Public Service Fund from 1 January 2018 as stipulated in Section 27 of the Malaysian Aviation Commission Act 2015 [Act 771].

NOTES TO THE FINANCIAL STATEMENT

FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2020

1. General Information

The Malaysian Aviation Commission ("MAVCOM" or "Commission") was established on 1 March 2016 under the Malaysian Aviation Commission Act 2015 [Act 771] and the Malaysian Aviation Commission Act 2018 (Amendment) [Act A1559] to act as an independent entity to regulate economic and commercial matters related to civil aviation in Malaysia.

The registered office of MAVCOM is located at Level 19, Menara 1 Sentrum, 201 Jalan Tun Sambanthan, 50470 Kuala Lumpur.

The financial statement of MAVCOM are presented in Ringgit Malaysia (RM). The financial statements were authorised for issue by the Commissioners on 8 July 2021.

2. Basis of Preparation

The financial statements have been prepared in accordance with accrual basis Malaysian Public Sector Accounting Standards (MPSAS).

The financial statements have been prepared in accordance with accrual basis under the historical cost convention except as disclosed in the summary of significant accounting policies. The cash flows statement is prepared using the indirect method.

The preparation of financial statements in conformity with the MPSAS requires the use of certain critical accounting estimates. It is also required for the management to exercise its judgement in the process of applying MAVCOM's accounting policies. Areas involving a higher degree of judgement or complexity are disclosed in Note 4.

3. Significant Accounting Policies

3.1 Property and equipment

Property and equipment are initially stated at cost. The cost of an item of property and equipment initially recognised comprises its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management.

The cost of an item of property and equipment valued at more than RM2,000 is recognised as an asset when it is probable that future economic benefits associated with the item will flow to MAVCOM and the cost of the item can be measured reliably. After initial recognition, property and equipment are stated at cost less accumulated depreciation and accumulated impairment losses, if any.

MAVCOM adds to the carrying amount of an item of property and equipment the cost of replacing parts of such an item when that cost is incurred if the replacement part is expected to provide incremental future benefits to MAVCOM. The carrying amount of the replaced part is derecognised. All other repairs and maintenance are charged to statement of income during the period in which they are incurred.

All property and equipment are depreciated using the straight-line method to allocate the cost of assets less their residual values over their estimated useful lives. The estimated useful lives range as follows:

• Renovations	3 years
• Motor vehicles	5 years
• Furniture, fixtures, and office equipment	5 years
• Computer equipment	3 years

The assets' residual values, useful lives and depreciation methods are reviewed, and adjusted prospectively if appropriate, if there is an indication of a significant change since the last annual reporting date.

Property and equipment are impaired whenever there are indicators that it may be impaired. The policy for recognition and measurement of impairment is in accordance with Note 3.3.

Gain or loss on disposal of an item of property and equipment is determined by comparing the proceeds from the disposal with the carrying amount of property and equipment and is recognised in the statement of income.

3.2 Intangible assets

Acquired computer software are capitalised as intangible assets and stated at cost. The cost of computer software initially recognised comprises its purchase price and related cost that bring the specific software to its intended use by management. Intangible assets under development are classified as work-in-progress and will be transferred to computer software upon completion.

After the initial recognition, the costs are amortised over the estimated useful lives of three (3) years and are recorded at cost less accumulated amortisation and accumulated impairment, if any.

Cost associated with computer software licences are recognised as expenditures, when incurred.

The intangible assets' residual values, useful lives and amortisation methods are reviewed, and adjusted prospectively if appropriate, if there is an indication of a significant change since the last annual reporting date.

Intangible assets are impaired whenever there are indicators that it may be impaired. The policy for recognition and measurement of impairment is in accordance with Note 3.3.

Gain and loss on disposal of an item of intangible assets is determined by comparing the proceeds from the disposal with the carrying amount of intangible asset and is recognised in the statement of income.

3.3 Impairment of non-financial assets

An impairment loss arises when the carrying amount of MAVCOM's asset exceeds its recoverable amount. If any such indication exists, MAVCOM estimates the recoverable amount of the asset.

The recoverable amount of an asset is the higher of its fair value less costs to sell and the value in use. MAVCOM determines the fair value less cost to sell of an asset in hierarchy based on: (i) price in a binding sale agreement; (ii) market price traded in active market; and (iii) estimate of market price using the best available information. The value in use is estimated by discounting the net cash inflows (by an appropriate discount rate) of the asset, using reasonable and supportable management's budget and forecasts of five years and extrapolation of cash inflows for period beyond the five-year forecast or budget.

The impairment loss is recognised to statement of income. Non-financial assets that suffered an impairment are reviewed for possible reversal of the impairment at each reporting date and any subsequent increase in recoverable amount is recognised in statement of income, subject to the limit that the revised carrying amount does not exceed the amount that would have been determined had no impairment loss been recognised previously.

3.4 Cash and cash equivalents

Cash equivalents are held for the purpose of meeting short-term cash commitments rather than for investment or other purposes. Cash and cash equivalents comprise cash on hand and deposits held at call with financial institutions which are readily convertible to a known amount of cash and subject to an insignificant risk of changes in value.

3.5 Income tax

A current tax for current period and prior periods, to the extent unpaid, is recognised as a current tax liability. If the amount is already paid in respect of current and prior periods exceeds the amount due for those periods, the excess is recognised as a current tax asset. A current tax liability/(asset) is measured at the amount MAVCOM expects to pay/(recover) using tax rates and laws that have been enacted or substantially enacted by the reporting date.

3.6 Provisions

Provisions are recognised when MAVCOM has a present legal or constructive obligation as a result of past events, it is probable that an outflow of resources will be required to settle the obligation and a reliable estimate of the amount can be made.

3.7 Income recognition

- Income from non-exchange transactions

Non-exchange transactions are recognised as an asset when there is a future economic benefit or service potential expected to flow in an entity, it is due to past events and the fair value of the assets can be measured reliably. Non-exchange transaction recognised as assets shall be recognised as income, except to the extent that liabilities are also recognised in respect of the same inflows as deferred in the Statement of Financial Position. When the obligation of a liability has been met, the entity shall reduce the carrying amount of the recognised liability and recognise the amount of income equivalent to the deduction. Income from non-exchange transactions are as follows:

(a) Regulatory Services Charge

Regulatory Services Charge are collected from every departing passenger on an aircraft from any aerodrome within Malaysia as stipulated by the Malaysian Aviation Commission Act 2015 [Act 771] and is recognised when MAVCOM has an enforceable right to receive the charges.

(b) Penalties

Penalties are imposed on entities for breach of the conditions set out in the Malaysian Aviation Commission Act 2015 [Act 771] and is recognised when the payment is received.

- Income from exchange transaction

Income from exchange transaction is recognised when it is probable that future economic benefits or service potential associated with the asset will flow to these entities and these benefits can be measured reliably. Income from exchange transaction is as follows:

(a) Interest income

Interest income is recognised using the effective interest method.

3.8 Employee benefit obligations

(a) Short term employee benefits

Wages and salaries are accrued and paid on a monthly basis and are recognised as an expense in the year in which the services are rendered by employees of the Commission.

(b) Post-employment benefits – Defined contribution plan

The Commission makes statutory contributions to approved provident funds and the contributions made are charged to statement of income in the period to which they relate. When the contributions have been paid, the Commission has no further obligations.

3.9 Leases - accounting by lessee

(a) Operating lease

Leases of assets in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Payments made under operating leases (net of any incentives received from the lessor) are charged to statement of income on a straight-line basis over the period of the lease.

(b) Finance leases

Leases of assets where MAVCOM has substantially all the risks and rewards of ownership are classified as finance leases. Finance leases are capitalised as asset and liability at the commencement of the lease at an amount equals to the lower of the fair value of the leased asset and the present value of the minimum lease payments.

Initial direct costs incurred by MAVCOM in negotiating and arranging finance leases are added to the carrying amount of the leased assets and recognised as an expense in statement of income over the lease term on the same basis as the lease expense.

Each lease payment is apportioned between the liability and finance charges using the effective interest method. The assets acquired under finance leases is depreciated over the shorter of the useful life of the asset and the lease term if there is no reasonable certainty that MAVCOM will obtain ownership by the end of the lease term.

3.10 Borrowing costs

The borrowing costs of MAVCOM are finance lease liabilities calculated using the effective interest method. All borrowing costs are recognised as an expense when incurred.

3.11 Foreign Currency Exchange

Transactions in foreign currency are translated to Ringgit Malaysia at the rates of exchange ruling on the dates of the transaction on initial recognition. At each reporting date, the transaction shall be translated at the exchange rate effective for the period. Any exchange gain or loss arising from the exchange differences is recognised accordingly in the Statement of Financial Performance.

4. Critical Judgements and Estimation Uncertainty

4.1 Judgements and assumptions applied

In the selection of accounting policies for MAVCOM, the area that require significant judgements and assumptions is in the classification of finance and operating leases.

MAVCOM classifies a lease as a finance lease or an operating lease based on the criterion of the extent to which significant risks and rewards incidental to ownership of the underlying asset lie. As the lessee, MAVCOM recognises a lease as a financial lease if it is exposed to significant risks and rewards incidental to ownership of the underlying asset. In applying judgement, MAVCOM considers whether there is significant economic incentive to exercise purchase options and any optional renewal periods. A lease is classified as a finance lease if the lease term is for at least 75% of the economic life of the underlying asset, the present value of lease payment is at least 90% of the fair value of the underlying asset, or the identified asset in the lease is a specialised asset which only can be used substantially by the lessee. All other leases that do not result in a significant transfer of risks and rewards are classified as operating leases.

4.2 Estimation uncertainty

The measurement of some assets and liabilities requires management to use estimates based on various observable inputs and other assumptions. The areas or items that are subject to significant estimation uncertainties are in depreciation of property and equipment and measurement of a provision.

- Depreciation of property and equipment

The cost of an item of property and equipment is depreciated on the straight line method. Estimates are applied in the selection of the depreciation method, the useful lives and the residual values. The actual consumption of the economic benefits of the property and equipment may differ from the estimates applied and this may lead to a gain or loss upon disposal of an item of property and equipment.

- Measurement of a provision

MAVCOM uses a best estimate as the basis for measuring a provision. Management evaluates the estimates based on historical experiences and other inputs or assumptions, current developments and future events that are reasonably possible under the particular circumstances.

5. Property and Equipment

2020	Renovations	Motor vehicles	Furniture, fittings and office equipment	Computer equipment	TOTAL RM
COST	RM	RM	RM	RM	
At 1 January 2020	395,937	311,447	2,381,931	172,655	3,261,970
Additions	-	-	-	4,727	4,727
Disposal	-	-	-	(34,857)	(34,857)
Reclassification	-	-	-	43,328	43,328
At 31 December 2020	395,937	311,447	2,381,931	185,853	3,275,168
ACCUMULATED DEPRECIATION					
At 1 January 2020	350,579	152,458	1,901,080	154,366	2,558,483
Charge for the year	31,630	62,290	445,177	17,393	556,490
Disposal	-	-	-	(34,854)	(34,854)
Reclassification	-	-	-	43,327	43,327
At 31 December 2020	382,209	214,748	2,346,257	180,232	3,123,446
NET BOOK VALUE					
At 31 December 2020	13,728	96,699	35,674	5,621	151,722

2019	Renovations	Motor vehicles	Furniture, fittings and office equipment	Computer equipment	TOTAL RM
COST	RM	RM	RM	RM	
At 1 January 2019	362,057	311,447	2,369,013	323,210	3,365,727
Additions	33,880	-	12,918	-	46,798
Disposal	-	-	-	(150,555)	(150,555)
At 31 December 2019	395,937	311,447	2,381,931	172,655	3,261,970
ACCUMULATED DEPRECIATION					
At 1 January 2019	296,043	90,169	1,386,153	248,446	2,020,811
Charge for the year	54,536	62,289	514,927	55,626	687,378
Disposal	-	-	-	(149,706)	(149,706)
At 31 December 2019	350,579	152,458	1,901,080	154,366	2,558,483
NET BOOK VALUE					
At 31 December 2019	45,358	158,989	480,851	18,289	703,487

6. Intangible Assets

2020	Computer software RM	Work-in-progress RM	TOTAL RM
COST			
At 1 January 2020	1,429,487	185,203	1,614,690
Additions	118,169	-	118,169
Transferred to computer software	185,203	(185,203)	-
Reclassification	(43,328)	-	(43,328)
At 31 December 2020	1,689,531	-	1,689,531
ACCUMULATED AMORTISATION			
At 1 January 2020	1,137,762	-	1,137,762
Amortisation charge for the year	242,289	-	242,289
Reclassification	(43,327)	-	(43,327)
At 31 December 2020	1,336,724	-	1,336,724
NET BOOK VALUE			
At 31 December 2020	352,807	-	352,807

2019	Computer software RM	Work-in-progress RM	TOTAL RM
COST			
At 1 January 2019	1,160,028	149,213	1,309,241
Additions	96,036	209,413	305,449
Transferred to computer software	173,423	(173,423)	-
At 31 December 2019	1,429,487	185,203	1,614,690
ACCUMULATED AMORTISATION			
At 1 January 2019	908,838	-	908,838
Amortisation charge for the year	228,924	-	228,924
At 31 December 2019	1,137,762	-	1,137,762
NET BOOK VALUE			
At 31 December 2019	291,725	185,203	476,928

7. Cash and Cash Equivalents

	2020 RM	2019 RM
Cash and bank balances	2,825,800	1,442,901
Fixed deposits with licensed bank	39,226,044	42,884,399
	42,051,844	44,327,300

The fixed deposits presented as cash equivalents are with maturity dates between January 2021 and March 2021 (2019: between February 2020 and August 2020) and interest rates ranging from 1.80% to 1.95% (2019: ranging from 3.40% to 4.00%).

8. Fees Receivable

	2020 RM	2019 RM
Fees receivable	4,012,281	8,799,028
Provision for doubtful debt	(2,264,496)	-
	1,747,785	8,799,028

Fees receivable consist of Regulatory Services Charge (RSC) billed and accrued as of 31 December 2020. The allowance for provision for doubtful debt are determined principally on the basis of past collection experience as well as consideration of current economic conditions.

9. Deposits, Prepayments and Other Receivables

	2020 RM	2019 RM
Deposits	532,817	498,933
Prepayments	437,751	565,046
Interest receivables	244,408	771,026
Penalty receivables	3,330,000	-
	4,544,976	1,835,005

The carrying amount of deposits, prepayments and other receivables are reasonable approximation of the fair value at the date of the statement of financial position as they are short-term in nature.

10. Deferred Income

	2020 RM	2019 RM
Current - Not later than one year	2,664,000	-
Non-current - Above one year	666,000	-
	3,330,000	-

Deferred income arises from penalties issued for offences related to the non-compliance of the Malaysian Aviation Commission Consumer Protection Code 2016 (MACPC) which was resolved in Court via Consent Judgement filed by the Civil High Court on 14 September 2020. The Court ruled that the penalties owed shall be settled in monthly instalments by the penalised airlines within the period stipulated in the Consent Judgement.

11. Other Payables and Accruals

	2020 RM	2019 RM
Accrued expenditures	439,394	646,481
Other payables	17,746	218,048
	457,140	864,529

The carrying amount of other payables and accruals are reasonable approximation of the fair value at the date of the statement of financial position as they are short term in nature.

12. Amortisation and Expenditure of Public Service Fund

During the financial year ended 31 December 2020, MAVCOM received RM202,566,499 from the Ministry of Transport (MOT) for the purposes of funding Rural Air Services (RAS) under the Public Service Fund (PSF) pursuant to Section 27 of the Malaysian Aviation Commission Act 2015 [Act 771]. The same amount was fully paid out to the operator of the RAS during the financial year ended 31 December 2020 as reimbursement for their performance of the public service obligation.

Based on the current agreement between MOT and the RAS operator, MAVCOM will only act as an agent managing payment matters on behalf of MOT where the reimbursement fund will pass through MAVCOM to the RAS operator due to the requirement for MAVCOM to make payment to the RAS operator for their performance of public service obligation as stipulated in Section 68(e) of the Malaysian Aviation Commission Act 2015 [Act 771].

As such, MAVCOM will only recognise the liability and expenses for the above upon receiving the PSF from MOT and not at the point where the RAS invoices are submitted to MAVCOM by the RAS operator.

MAVCOM is not a party to the contract between MOT and the RAS operator and therefore, will not be held liable directly or indirectly, if there are any disputes with regards to the contract. In short, MAVCOM does not inherit the risk and reward for the RAS obligation.

13. Staff Costs

	2020 RM	2019 RM
Salaries and allowances	11,296,882	10,077,377
Contribution to EPF and Socso	1,611,904	1,556,471
Staff training	154,292	909,622
Staff benefits	858,426	892,367
	13,921,504	13,435,837

The staff cost is inclusive of goodwill payment amounting to RM1.9 million paid to MAVCOM's staff as approved by the Commission during Commission Meeting 1/2020 on 14 January 2020 in view of the Government's Rationalisation Plan announced on 11 December 2019 as disclosed in Note 19.

14. Other Expenditures

	2020 RM	2019 RM
ESTABLISHMENT COSTS		
Depreciation of property and equipment	556,490	687,378
Amortisation of intangible assets	242,289	228,924
Rental of premises	1,323,446	1,364,316
Utilities expenditures	86,612	110,352
	2,208,837	2,390,970
ADMINISTRATIVE AND GENERAL EXPENDITURES		
Professional fees	2,719,462	7,143,735
Provision for Doubtful Debt	2,264,496	-
Licences and charges	1,045,165	1,925,966
Commissioners' allowances and expenses	462,967	522,548
Communication expenditures	239,115	253,813
Printing and stationary	127,687	208,467
Travelling and accommodation	99,203	1,106,640
Books and subscription	654,665	647,130
IT maintenance and support	239,963	230,717
Promotional and awareness campaign	39,614	355,867
Service tax	3,243	183,176
Withholding tax	-	84,436
Other administrative and general expenditures	377,529	458,199
	8,273,109	13,120,694
TOTAL OTHER EXPENDITURES	10,481,946	15,511,664

15. Tax Expense

	2020 RM	2019 RM
Current year income tax expense	307,293	286,667
Prior year income tax expense overstated	(1,239)	-
Total income tax expense	306,054	286,667
The significant differences between tax expense and accounting profit multiplied by the statutory tax rate are due to the tax effects arising from the following items:		
(Deficit)/Surplus before tax	(9,959,877)	22,057,938
Tax at the statutory rate of 24%	(2,390,370)	5,293,905
Income not subjected to tax	(3,160,403)	(11,920,105)
Expense not deductible for tax purpose	5,858,066	6,947,867
Income subject to lower tax rate	-	(35,000)
Prior year income tax overstated	(1,239)	-
TAX EXPENSE	306,054	286,667

16. Lease Commitments

MAVCOM has lease commitments in respect of its office space and notebooks, all of which are classified as operating leases. Summary of the non-cancellable lease commitments are as follows:

	2020 RM	2019 RM
FUTURE MINIMUM LEASE PAYMENTS		
Not later than one year	1,437,380	1,463,227
More than one to five years	4,487	1,453,691
Total lease commitments payable	1,441,867	2,916,918
THE LEASE PAYMENT RECOGNISED AS EXPENSE	1,422,358	1,472,610

17. Capital Commitment

	2020 RM	2019 RM
Authorised and contracted for	-	119,373

18. Key Management Personnel

Key management personnel are those persons having authority and responsibility for planning, directing and controlling the activities of the Commission, either directly or indirectly. Payments for key management personnel are as follow:

	2020 RM	2019 RM
Total compensation	612,483	566,458
Number of key management personnel	6	5

19. Rationalisations of Regulatory Bodies in the Aviation Industry

The Ministry of Transport has announced the Government's decision on 11 December 2019 for the regulatory bodies of the civil aviation industry in Malaysia to be rationalised and placed under one entity whereby MAVCOM would be dissolved, and the Commission's key functions would be transferred to the CAAM. Nevertheless, the Commission is expected to continue its operation as usual until the Malaysian Aviation Commission Act 2015 [Act 771] is repealed.

20. Events after the Reporting Period

In accordance with MPSAS 14, events after the reporting date are those events, both favourable and unfavourable, that occur between the reporting period date and the date when the financial statements are authorised for issue. The two types of events that can be identified as those that provide evidence of conditions that existed at the reporting date (adjusting events after the reporting date) or those that are indicative of conditions that arose after the reporting date (non-adjusting events after the reporting period).

On 11 January 2021, His Majesty the Yang di-Pertuan Agong has issued a Proclamation of Emergency in accordance with Article 150 (1) of the Federal Constitution to declare a state of emergency until 1 August 2021 or an earlier date if the daily rate of positive Coronavirus (COVID-19) cases is contained and reduced. This however is a non-adjusting event after the reporting period for MAVCOM and does not affect the figures reported up to the financial year ending 31 December 2020.

KEY MILESTONES FOR MAVCOM IN 2020



Industry Research

Waypoint Industry Report

- *Waypoint* Report: Malaysian Aviation Industry Outlook (December 2020)
- *Waypoint* Report: Malaysian Aviation Industry Outlook (June 2020)
- *Waypoint* Report: Malaysian Aviation Industry Outlook (March 2020)

Other Publications

- The Economic Impact and Implications of the Civil Aviation Authority of Malaysia's Rating Downgrade (February 2020)
- MAVCOM's Long Term Recommendations for the Civil Aviation Industry in Malaysia (2021 – 2030)

Consumer Report

- Consumer Report (July 2020 – December 2020)
- Consumer Report (January 2020 – June 2020)

Commentary

- Forms of Government Assistance to the Aviation Industry (July 2020)
- Government Assistance to the Aviation Industry Amidst the COVID-19 Pandemic (March 2020)



Mavcom: Use govt aid only as last resort

MAVCOM President Raja Azmi said the industry should use government aid only as a last resort to overcome the challenges posed by the COVID-19 pandemic. He emphasized that the industry must first focus on improving operational efficiency and reducing costs to survive in the current market.

Mavcom slaps AirAsia, AAX and MAHB's unit with non-compliance penalties

The Malaysian Aviation Commission (MAVCOM) has imposed non-compliance penalties on AirAsia, AAX, and MAHB's unit for failing to adhere to certain regulatory requirements. The penalties were issued after MAVCOM found that the entities had not provided accurate information and failed to comply with the commission's directives regarding flight operations and safety protocols.



MAVCOM President Raja Azmi (left) with representatives from AirAsia, AAX, and MAHB during a press conference.

若中韩航班推出新航线 大马航空公司或亏40亿

Analysts predict that if new flight routes between Malaysia and China/Korea are introduced, Malaysian airlines could face a potential loss of up to RM4 billion. This is due to increased competition and the high costs associated with operating long-haul flights in a market that is still recovering from the impact of the pandemic.

Rose among thorns

A woman, identified as Rose, is the center of controversy as she navigates through various challenges and allegations. The situation is described as being 'among thorns', highlighting the difficult and contentious nature of her current circumstances.



Rose, a woman involved in a controversy, standing during a press event.

Industri penerbangan negara berisiko rugi RM4.4 billion

The national aviation industry is at risk of incurring a loss of RM4.4 billion due to the economic challenges posed by the COVID-19 pandemic. The report highlights the significant impact of reduced passenger numbers and the high operational costs of airlines.

Balancing act

MAVCOM is performing a balancing act between ensuring safety and maintaining operational efficiency. The commission is carefully monitoring flight operations and implementing measures to prevent any potential risks while also supporting the industry's efforts to resume normal service.



A large commercial airplane on the tarmac, likely at a Malaysian airport.

第三季航权申请 同比下降66.7%

There was a 66.7% decrease in the number of flight rights applications received in the third quarter compared to the same period last year. This decline is attributed to the reduced demand for international flights and the cautious approach taken by airlines in the current market.

1,576 penerbangan dibatalkan sejak Januari

A total of 1,576 flights have been canceled since January due to the ongoing impact of the COVID-19 pandemic. The cancellations are primarily due to health concerns, travel restrictions, and the economic challenges faced by airlines.



MAVCOM officials and airline representatives during a press conference.

Fewer Air Traffic Rights applications in Q3: Mavcom

MAVCOM reported a significant decrease in air traffic rights applications in the third quarter. The commission noted that the industry is becoming more selective in its applications, focusing on routes that are more viable in the current market conditions.

1,576 penerbangan dibatalkan sejak Januari

Over 1,500 flights have been canceled since the start of the year, with MAVCOM attributing this to the global health crisis. The commission is working closely with airlines to manage the cancellations and ensure that passengers are properly informed and assisted.



MAVCOM officials and airline representatives during a press conference.

阿兹米：提供逾1万9千座位 机票及行李费不利消费者

MAVCOM President Raja Azmi stated that while the industry has managed to provide over 19,000 seats, the high costs of tickets and baggage fees are not in the best interest of consumers. He called for a more balanced approach to pricing to ensure that air travel remains accessible to the public.

Trafik penumpang udara dijangka susut 38 peratus

Air passenger traffic is expected to decline by 38% in the coming period. This forecast is based on current trends and the ongoing impact of the pandemic on travel demand. MAVCOM is monitoring the situation closely and will adjust its forecasts as more data becomes available.

Mavcom cuts passenger traffic forecast to factor in bleak travel outlook

MAVCOM has revised its passenger traffic forecast downwards to reflect the pessimistic outlook for travel. The commission is taking a cautious approach to its projections, acknowledging the challenges faced by the industry and the public.

MAVCOM Sanksi Penalti AirAsia, AAX & MAHB

MAVCOM has issued penalties to AirAsia, AAX, and MAHB for non-compliance with regulations. The penalties are intended to ensure that all airlines operating in Malaysia adhere to the same standards and rules.

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Berisiko rugi RM4.4b

The aviation industry is at risk of a RM4.4 billion loss. This potential loss is a result of the economic challenges posed by the pandemic, including reduced passenger numbers and high operational costs.

安全評級被下調 馬航航空公司或失40億

Malaysia Airlines' safety rating has been downgraded, which could result in a loss of up to RM4 billion. This downgrade is a significant concern for the airline and the industry as a whole.

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Trafik penumpang dijangka pulih 2021

Air passenger traffic is expected to recover in 2021. This optimistic forecast is based on the anticipated easing of travel restrictions and the gradual return of consumer confidence.

Passenger traffic to rebound by 94.2-100.3 pct in 2021 - Mavcom

MAVCOM predicts a rebound in passenger traffic by 94.2% to 100.3% in 2021. This prediction is based on the expected recovery of the global aviation market and the implementation of effective safety protocols.

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Kerajaan tidak selesa lihat bank pengawal selia bebas wujud, kata Mavcom

The government is not yet ready to see a free-standing regulatory body, according to MAVCOM. The commission believes that a more integrated approach to regulation is needed to ensure the stability and safety of the aviation industry.

Merging Mavcom and CAAM will be complicated, might not solve FAA downgrade

Merging MAVCOM and CAAM will be a complex task and may not resolve the FAA downgrade issue. The commission is currently exploring various options to address the challenges posed by the downgrade.

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Malaysia Aviation Commission

The Malaysia Aviation Commission is the regulatory body responsible for overseeing the aviation industry in Malaysia. It ensures that all airlines operate safely and in compliance with international standards.

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LAPORAN TAHUNAN 2020



**Malaysian
Aviation Commission**
Suruhanjaya Penerbangan Malaysia

PENYATAAN MISI

Untuk menggalakkan industri penerbangan awam yang berdaya maju dari segi komersial, berorientasikan pengguna dan berdaya saing dalam menyokong pertumbuhan ekonomi negara

FUNGSI-FUNGSI MAVCOM

Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] merupakan suatu Akta untuk menubuhkan Suruhanjaya Penerbangan Malaysia bagi mengawal selia perkara ekonomi yang berhubungan dengan industri penerbangan awam dan untuk memberi peruntukan bagi fungsi dan kuasanya dan perkara yang berkaitan. Fungsi MAVCOM seperti yang termaktub dalam Akta 771 adalah termasuk, tetapi tidak terhad kepada yang berikut:

Fungsi MAVCOM seperti yang ditetapkan dalam Akta 771

MEWUJUDKAN RANGKA KERJA BERDAYA SAING YANG MENGGALAKKAN PERSEKITARAN KOMERSIAL YANG TEGUH, STABIL DAN MAMPAN

Mengawasi dan menggalakkan persaingan yang berkesan dalam industri penerbangan awam

Menggalakkan pelaburan yang tepat pada waktunya dalam industri penerbangan awam

Memaksimumkan nilai ekonomi mana-mana bantuan kewangan yang diberikan oleh Kerajaan Persekutuan kepada industri penerbangan awam

Memperuntukkan suatu mekanisme bagi penyelesaian pertikaian antara penyedia perkhidmatan

MEMUPUK KESEDARAN MENGENAI HAK PENGGUNA DAN MENYEDIAKAN PLATFORM BAGI PENYELESAIAN ADUAN

Memperuntukkan suatu mekanisme bagi penyelesaian aduan pengguna

Berunding dengan pihak industri, kerajaan dan kumpulan pengguna lain mengenai perkara yang menjadi kepentingan kepada pengguna

Menggalakkan suatu persekitaran yang membolehkan pengguna penerbangan mendapat akses dan maklumat dengan cara yang telus kepada pilihan produk dan perkhidmatan yang berkualiti tinggi dan pada harga yang berpatutan

Menerima dan menyebarkan maklumat mengenai perkara yang menjadi kepentingan kepada pengguna atau perkhidmatan yang diberikan oleh pemegang lesen dan pemegang permit

MENGGALAKKAN PERHUBUNGAN DOMESTIK DAN ANTARABANGSA UNTUK MENDORONG PERTUMBUHAN EKONOMI DAN PEMBANGUNAN NEGARA

Memperbaiki perhubungan Malaysia pada peringkat antarabangsa dan tempatan serta menggalakkan pertalian ekonomi, integrasi, pertumbuhan, perdagangan, pelaburan dan pelancongan

Memudahkan dan menyelaraskan perkara yang menjadi kepentingan kepada industri penerbangan awam Malaysia antara penyedia perkhidmatan penerbangan dengan agensi kerajaan pada peringkat tempatan dan antarabangsa

Menasihati pihak kerajaan, mentadbir dan mengurus laluan di bawah obligasi perkhidmatan awam (seperti Perkhidmatan Udara Luar Bandar di Malaysia Timur)

Mentadbir, menguntukkan dan mengurus Hak Trafik Udara

Memantau penguntukan slot bagi syarikat penerbangan atau pengendali pesawat udara lain

Melaksanakan apa-apa fungsi lain yang berkaitan atau berbangkit daripada fungsi yang ditetapkan di bawah Akta 771

Peranan MAVCOM adalah berlainan daripada peranan Kementerian Pengangkutan (MOT) dan Pihak Berkuasa Penerbangan Awam Malaysia (CAAM). MOT bertanggungjawab terhadap penggubalan dasar industri serta perbincangan antara kerajaan dan kerajaan lain (termasuk untuk menerajui rundingan dua hala atau berbilang hala mengenai Hak Trafik Udara), manakala CAAM mengawal selia perkara-perkara teknikal dan keselamatan bagi industri penerbangan awam di Malaysia.

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SEKAPUR SIRIH MENTERI PENGANGKUTAN

Sektor penerbangan yang mampan dan melindungi kepentingan pengguna adalah amat penting berdasarkan peranan dan sumbangan sektor ini kepada negara. Bahkan, sektor ini sejak sekian lama telah menjadi penjana ekonomi dan sosial negara dengan kesan pengganda yang positif. Industri penerbangan juga menyediakan pelbagai peluang pekerjaan, mewujudkan segmen perniagaan baharu, memacu aktiviti perdagangan dan pelancongan, serta menyediakan rangkaian perhubungan domestik dan antarabangsa yang kritikal.

Tahun 2020 menyaksikan sektor penerbangan mengharungi badai pandemik COVID-19 yang memberi tamparan hebat kepada industri penerbangan dunia. Disebabkan sekatan perjalanan dan penutupan sempadan untuk mengekang penularan wabak COVID-19, banyak penerbangan terpaksa dihentikan yang turut menjejaskan berjuta-juta penumpang. Justeru, syarikat penerbangan terpaksa menanggung kos operasi tambahan yang terlibat dalam pembatalan penerbangan dan pengurusan kapal terbang. Ini juga mengakibatkan pendapatan mereka terjejas teruk serta hampir melumpuhkan industri-industri berkaitan, terutamanya industri pelancongan.

Bahkan sebelum pandemik, Suruhanjaya Penerbangan Malaysia (MAVCOM) telah melihat keperluan industri penerbangan Malaysia untuk menyesuaikan diri dengan trend penerbangan global yang berubah pesat, terutamanya dari segi penerapan digitalisasi dan inovasi serta dalam mempercepat peningkatan kecekapan. Malah, pandemik ini juga telah menyegerakan lagi keperluan industri penerbangan untuk menyesuaikan diri dengan perubahan dunia.

Dalam usaha pemulihan industri yang parah dan membangunkan semula ekonomi, saya yakin bahawa MAVCOM akan terus menyokong sektor penerbangan. Saya juga amat berpuas hati atas pelbagai inisiatif yang dilaksanakan oleh MAVCOM sepanjang tahun 2020, walaupun dalam keadaan yang penuh mencabar.

Pada tahun 2020, MAVCOM telah mengambil langkah-langkah proaktif untuk mengurangkan impak pandemik dengan melonggarkan Kod Perlindungan Pengguna Penerbangan Malaysia 2016 (MACPC) bagi syarikat penerbangan. Suruhanjaya telah melanjutkan tempoh bagi penyelesaian aduan yang diterima daripada pengguna penerbangan dan pengirisan bayaran balik kepada 60 hari berbanding tempoh asal selama 30 hari.

MAVCOM juga turut melonggarkan syarat bagi peruntukan Hak Trafik Udara (ATR) yang baharu dan sedia ada dengan pembatalan ATR secara automatik jika ianya tidak digunakan dalam tempoh enam bulan daripada tarikh kelulusan atau dari tarikh penggunaan terakhir sehingga diberitahu kelak. Langkah proaktif ini adalah untuk memudahkan pentadbiran dan

pengawalseliaan syarikat-syarikat penerbangan, termasuk membolehkan mereka untuk terus memegang portfolio ATR sedia ada sebagai persediaan untuk penyambungan semula perjalanan domestik dan antarabangsa.

Selain daripada itu, MAVCOM juga telah melonggarkan proses penilaian ATR bagi laluan domestik yang telah dikuatkuasakan pada Oktober 2020. Ini bertujuan memastikan keteguhan rangkaian domestik negara dan memberi peluang kepada syarikat penerbangan untuk membuat laluan domestik yang baharu.

Melangkah ke tahun 2021, industri penerbangan dijangka menghadapi cabaran dengan keadaan tidak menentu yang berterusan. Persatuan Pengangkutan Udara Antarabangsa (IATA) menyatakan bahawa industri penerbangan global memerlukan tempoh sekurang-kurangnya tiga tahun untuk kembali kepada paras penumpang yang direkodkan pada tahun 2019. Program Imunisasi COVID-19 Kebangsaan (PICK) dan kemungkinan pelaksanaan gelembung perjalanan serta pas perjalanan memberikan sinar harapan kepada industri untuk kembali pulih dan terbang lebih tinggi tidak lama lagi.

Saya berharap dapat melihat harga tiket penerbangan yang berpatutan apabila penerbangan dimulakan semula supaya tidak terlalu membebankan para penumpang. Kementerian Pengangkutan Malaysia (MOT) bersama MAVCOM sebagai pengawal selia ekonomi serta Pihak Berkuasa Penerbangan Awam Malaysia (CAAM) sebagai pengawal selia teknikal akan meneruskan usaha dan komitmen untuk menyokong sektor penerbangan melalui pelaksanaan penyelesaian dan inisiatif yang berkesan ketika industri ini menuju ke arah pemulihan.



YB DATUK SERI IR. DR. WEE KA SIONG
MENTERI PENGANGKUTAN



PERUTUSAN Pengerusi Eksekutif



Tahun pertama pelantikan saya sebagai Pengerusi Eksekutif Suruhanjaya Penerbangan Malaysia (MAVCOM) merupakan tahun yang amat mencabar bagi industri penerbangan berikutan kesan yang teruk akibat pandemik COVID-19. Penularan wabak ini hampir melumpuhkan sektor penerbangan berikutan penutupan sempadan negara yang menyebabkan ribuan pesawat tersadai di seluruh dunia dan secara langsung, memberikan impak kepada sektor pelancongan. Kesemua ini telah mengakibatkan kemerosotan trafik penumpang sepanjang tahun dan menuntut penyusunan semula syarikat-syarikat penerbangan bagi memastikan kesinambungan perniagaan.

Dalam menghadapi realiti ini, saya bertekad untuk melaksanakan tanggungjawab Suruhanjaya agar industri terus kekal relevan meskipun berhadapan dengan persekitaran yang amat mencabar.

Ulasan Tahun 2020

Sebagai penyelia hal ehwal ekonomi dan komersial bagi sektor penerbangan awam Malaysia, MAVCOM sedar bahawa tahun 2020 merupakan tahun yang mencabar dan luar biasa bagi para pemain industri dan juga pengguna.

Dalam usaha Suruhanjaya untuk memberi sokongan penuh serta mendorong pemulihan sektor ini, Suruhanjaya telah mengambil pelbagai langkah sokongan untuk bertindak sebagai pemudah cara bagi para pemain industri dan pengguna.

Salah satu inisiatif utama yang dilaksanakan oleh MAVCOM ialah pelonggaran beberapa syarat kelulusan

termasuk Syarat Keenam Hak Trafik Udara atau juga dikenali sebagai *Air Traffic Rights* (ATR). Dengan kelonggaran ini, ATR yang tidak digunakan dalam tempoh enam bulan dari tarikh kelulusan ataupun dari tarikh penggunaan terakhir dibatalkan secara automatik. MAVCOM juga melonggarkan proses penilaian ATR untuk laluan domestik selama tempoh 12 bulan.

Dengan aktiviti penerbangan hampir terhenti, kebanyakan syarikat penerbangan terpaksa mengkaji semula operasi mereka dari segi keberuntungan. Sehubungan itu, pihak Suruhanjaya telah melonggarkan proses penilaian untuk permohonan pembaharuan lesen serta permit yang merangkumi syarikat penerbangan dan pengendali darat yang menjalani usaha penyusunan semula.

Dalam pada itu, sektor kargo udara negara pula mencatatkan pertumbuhan yang menggalakkan seperti dilihat di serata dunia. MAVCOM telah memperuntukkan 37 ATR kepada pemegang Lesen Perkhidmatan Udara (ASL) negara untuk perkhidmatan kargo udara berjadual bagi laluan domestik dan antarabangsa yang merupakan 47 peratus daripada jumlah diperuntukkan pada tahun 2020. Ini menunjukkan peningkatan sebanyak 131 peratus berbanding tahun 2019 yang hanya mempunyai 16 ATR iaitu 9 peratus dari jumlah ATR telah diperuntukkan untuk operasi kargo berjadual. Ini mencerminkan peranan penting yang dimainkan oleh pengangkutan udara dalam rangkaian pengedaran dunia masa kini.

Pihak Suruhanjaya mengambil maklum akan keperluan untuk menyokong serta membantu pihak Kerajaan Malaysia dan Kementerian Pengangkutan (MOT) dalam pemulihan sektor penerbangan. Oleh itu, MAVCOM telah

menerbitkan dua ulasan iaitu "Ulasan mengenai Bantuan Kerajaan kepada Industri Penerbangan" dan "Ulasan Kedua mengenai Bantuan Kerajaan kepada Industri Penerbangan" sebagai panduan kepada pihak Kerajaan untuk mengharungi tahun yang serba mencabar ini dengan berkesan.

Berhubung dengan peranan Suruhanjaya dalam mempertahankan dan melindungi hak pengguna penerbangan, terutamanya semasa pandemik COVID-19, MAVCOM telah melaksanakan pelbagai inisiatif berfokuskan pengguna untuk memastikan kepentingan mereka diutamakan dan dijaga dengan baik.

Pada tahun ini juga, trafik penumpang negara merosot teruk akibat sekatan perjalanan antara negeri yang dikenakan Perintah Kawalan Pergerakan (PKP) dan penutupan sempadan antarabangsa. Dengan rancangan perjalanan terpaksa ditangguhkan atau dijadualkan semula, pihak Suruhanjaya menerima ratusan aduan yang melibatkan pembayaran balik, pembatalan penerbangan dan penjadualan semula penerbangan. MAVCOM akan terus memantau dan menyelesaikan aduan dan permintaan bayaran balik bagi sepanjang tahun.

Selain daripada itu, *FlySmart* merupakan satu lagi inisiatif MAVCOM yang memudahkan pengguna mengakses dan memperolehi maklumat lengkap mengenai perjalanan udara, terutamanya maklumat terkini mengenai COVID-19. Pengguna boleh dapatkan maklumat tersebut melalui laman web, aplikasi mudah alih dan platform media sosial termasuk Facebook dan Instagram.

Selaras dengan itu, MAVCOM turut menyediakan halaman Soalan Lazim (FAQ) yang komprehensif untuk menangani sebarang kebimbangan dan pertanyaan pengguna serta sebagai garis panduan terperinci mengenai permintaan bayaran balik. Bagi mempermudah lagi para pengguna, MAVCOM juga telah menyediakan senarai pautan yang menghubungkan pengguna dengan syarikat penerbangan tempatan untuk membantu menyelesaikan aduan dan permintaan mereka.

Suruhanjaya akan terus meneliti secara mendalam berkaitan pelbagai aspek berhubung dengan kebimbangan pengguna. Bagi tujuan tersebut, MAVCOM menerbitkan Laporan Pengguna sebanyak dua kali setahun, yang mengemukakan analisis holistik mengenai aduan dan maklum balas yang dibuat oleh para pengguna. MAVCOM berharap agar Laporan ini dapat membantu penyedia perkhidmatan penerbangan dalam pelaksanaan penyelesaian yang berkesan dan juga peningkatan perkhidmatannya untuk memenuhi keperluan pengguna yang berkembang.

Ramalan Tahun 2021

Memandangkan peranan penting strategik yang akan dimainkan oleh sektor penerbangan dalam pemulihan Malaysia daripada pandemik ini, Suruhanjaya amat komited dalam memandu keberlangsungan hidup dan pertumbuhan masa depan industri.

Suruhanjaya menjangkakan bahawa trafik penumpang negara pada tahun 2021 akan menyusut sebanyak antara

77.0 peratus dan 80.2 peratus tahun-ke-tahun kepada 5.3 juta hingga 6.1 juta orang penumpang berikutan kemunculan semula kes COVID-19 pada suku keempat 2020 dan suku tahun pertama 2021. Walaupun jangkaan ini tidak ideal, Suruhanjaya yakin bahawa pemulihan sektor ini dapat disokong oleh perkembangan positif dalam negara dan seluruh dunia dengan bermulanya program vaksinasi.

MAVCOM juga melihat peningkatan dalam keyakinan terhadap penggunaan pas kesihatan COVID-19 digital oleh Persatuan Pengangkutan Udara Antarabangsa (IATA). Pas Perjalanan IATA akan membolehkan para pelancong berkongsi keputusan ujian dan vaksinasi mereka dengan sah merupakan perkembangan yang menggalakkan.

Sejajar dengan saranan Kerajaan terhadap peningkatan digitalisasi dalam sektor ini, Suruhanjaya sedang giat melaksanakan tindakan-tindakan mengikut jadual berkaitan pelancaran AeroLicence, satu-satunya platform digital untuk proses pelesenan penerbangan bagi semua lesen dan permit udara yang dikeluarkan oleh MAVCOM.

AeroLicence dibentuk untuk mentransformasi dan mempercepatkan proses pelesenan secara progresif dengan menggugurkan keperluan untuk menyerahkan data kewangan dan operasi secara fizikal.

Untuk tahun-tahun mendatang, MAVCOM akan terus melaksanakan tanggungjawab sebagai pengawal selia hal ehwal ekonomi dan komersial industri penerbangan awam, memantau serta melaksanakan langkah-langkah proaktif berkaitan pembangunan sektor ini serta menguatkan lagi usaha ke arah menyokong pemulihan semula industri ke tahap prapandemik dan selanjutnya.



DATUK SERI HJ. SARIPUDDIN HJ. KASIM

PENGERUSI EKSEKUTIF

Tanggungjawab MAVCOM dalam pengawalseliaan hal-hal ekonomi dan komersial dalam sektor penerbangan awam merangkumi pengeluaran pelbagai bentuk lesen penerbangan. Selain daripada hal pelesenan, Suruhanjaya bertanggungjawab terhadap pentadbiran dan penguntukan Hak Trafik Udara (ATR) kepada syarikat penerbangan. MAVCOM juga meluluskan pemfailan permit penerbangan untuk operasi berjadual dan tidak berjadual yang bersifat komersial.

Melalui pengawalseliaan ATR dan pelesenan, Suruhanjaya bertujuan untuk memainkan peranannya dalam meningkatkan perhubungan udara, menyokong persaingan yang adil dan menggalakkan operasi yang cekap.

1.1 Hak Trafik Udara (ATR)

Memegang ATR merupakan prasyarat bagi mana-mana syarikat penerbangan yang bertujuan untuk menjalankan penerbangan berjadual, sama ada untuk mengangkut penumpang, mel atau kargo, yang melibatkan sekurang-kurangnya satu tempat perjalanan di Malaysia. Suruhanjaya menerbitkan Laporan ATR setiap bulan, sementara ringkasan kemas kini mengenai ATR yang diuntukkan oleh MAVCOM disiarkan setiap suku tahun.

Penguntukan ATR adalah terutamanya berdasarkan pelbagai syarat yang terdiri daripada permintaan awam, kepentingan pengguna pengangkutan udara, daya maju ekonomi penerbangan yang dicadangkan, tahap persaingan untuk laluan domestik dan antarabangsa, serta impak keseluruhan terhadap lapangan terbang dan industri penerbangan Malaysia.

Pada tahun 2020, pandemik COVID-19 telah benar-benar membendung rancangan pengembangan syarikat penerbangan ketika sempadan ditutup dan sekatan pergerakan dikuatkuasakan. Walaupun begitu, MAVCOM masih menerima sejumlah 86 permohonan ATR, yang daripadanya 79 telah diluluskan. Perkara ini menandakan penurunan permohonan ATR sebanyak 54.3 peratus berbanding dengan 175 ATR yang dimohon dan 173 ATR yang diluluskan pada tahun 2019. Kebanyakan permohonan ATR yang diluluskan bagi tahun 2020 adalah

untuk operasi kargo berjadual, yang menunjukkan bahawa kargo udara menjadi semakin penting dalam persekitaran pasca-COVID-19.

Daripada 79 ATR yang diluluskan, 35 adalah untuk laluan domestik manakala 44 ATR yang selebihnya adalah untuk laluan antarabangsa. Rantau ASEAN dan China mencatatkan bilangan kelulusan yang paling banyak, masing-masing dengan 13 dan 11 ATR.

MAVCOM memberikan kelulusan sebanyak 17 ATR kepada MABKargo dan 16 ATR kepada AirAsia. Selain itu, kedua-dua pemain kargo udara tempatan, iaitu Raya Airways dan My Jet Xpress Airlines telah masing-masing menerima 10 ATR.

Seperti yang diterbitkan dalam laporan *Waypoint* MAVCOM bagi bulan Jun dan Disember 2020, kapasiti kargo udara Malaysia mengikut ukuran Kilometer Tan Tambang Muatan (*Freight Tonne Kilometres* atau FTK) telah pulih sebanyak 49 peratus, suku tahun berbanding suku tahun, pada suku ketiga tahun 2020 kepada 3.9 juta FTK. Bagi empat suku tahun berturut-turut diantara suku keempat tahun 2019 dan suku ketiga tahun 2020, FTK Malaysia hanya menurun sebanyak 19.1 peratus kepada 16.5 juta FTK, berbanding dengan 20.4 juta FTK yang tersedia antara suku keempat tahun 2018 hingga suku ketiga tahun 2019. Ini menunjukkan perbandingan yang positif terhadap kemerosotan mendadak yang diperhatikan dalam operasi penumpang berjadual yang hampir terhenti semasa tempoh yang sama.

Rajah 1.1 Bilangan Kelulusan ATR untuk Sektor Domestik dan Antarabangsa bagi Tahun 2020

Negara/Rantau Syarikat Penerbangan	Eropah	Amerika	ASEAN	Negara Asia lain	Australasia	China	India	Timur Tengah	Domestik	JUMLAH
AirAsia (AK)	-	-	4	1	-	1	-	-	10	16
AirAsia X (D7)	1	-	-	1	-	3	1	-	-	6
FireFly (FY)	-	-	-	-	-	-	-	-	5	5
MABKargo (MH)	2	-	3	3	-	4	3	-	2	17
Malaysia Airlines (MH)	-	-	2	-	-	-	-	-	6	8
Malindo Air (OD)	-	-	1	1	1	1	1	1	1	7
MASwings (MW)	-	-	-	-	-	-	-	-	-	0
Raya Airways (TH)	-	-	1	3	-	-	-	-	6	10
My Jet Xpress Airlines (N7)	-	-	2	1	-	2	-	-	5	10
JUMLAH	3	0	13	10	1	11	5	1	35	79

Sumber : MAVCOM

Dari segi permohonan pemfailan permit penerbangan komersial, sebanyak 5,597 pemfailan telah diterima oleh Suruhanjaya pada tahun 2020, peningkatan daripada 2,685 pemfailan pada tahun 2019. Daripada 5,597 permohonan, sebanyak 5,383 telah diluluskan oleh Suruhanjaya.

Rajah 1.2

Jenis Pemfailan yang Diluluskan pada 31 Disember 2020

Jenis Pemfailan yang Diluluskan bagi Tahun 2020

Komersial Berjadual	1,766
Komersial Berjadual – Penerbangan Tambahan	670
Komersial Tidak Berjadual (Carter)	1,288
Ad Hoc	1,659
JUMLAH	5,383

Sumber : MAVCOM

1.2 Pelesenan

Pada tahun 2020, Suruhanjaya telah memberikan 35 lesen komersial kepada syarikat penerbangan berjadual, syarikat penerbangan tidak berjadual, dan juga pengendali lapangan terbang serta pengendali darat, manakala Kelulusan Bersyarat (CA) dua entiti komersial telah dilanjutkan ketika Perintah Kawalan Pergerakan (PKP) dikuatkuasakan.

Dengan memikirkan hal ini, Suruhanjaya sedar akan peranannya dalam mengurangkan impak COVID-19, meringankan beban pemain industri dan para pengguna, serta membuat persediaan untuk pemulihan dan pertumbuhan industri tidak lama lagi.

Sebagai sokongan kami terhadap pemulihan sektor ini pada tahun 2020, Suruhanjaya telah memutuskan untuk melonggarkan beberapa syarat yang dikenakan ke atas pemain industri bagi mengurangkan cabaran pentadbiran dan pengawalseliaan. Mula berkuat kuasa pada 5 Jun 2020, MAVCOM telah melonggarkan Syarat 6 yang dikenakan ke atas setiap kelulusan ATR, yang akan membatalkan secara automatik ATR yang tidak digunakan dalam tempoh enam bulan dari tarikh kelulusan ATR atau dari tarikh penggunaan terakhir. Perkara ini terus berkuat kuasa sehingga diberitahu kemudian. Mula berkuat kuasa pada 1 Oktober 2020, MAVCOM juga melonggarkan proses penilaian ATR untuk laluan domestik selama tempoh 12 bulan.

Bersama dengan ini, Suruhanjaya terus menyedari pelbagai cabaran yang dihadapi oleh syarikat penerbangan termasuk kesulitan kewangan dan penstrukturan semula. Bagi tujuan ini, kami telah melonggarkan proses penilaian untuk permohonan pembaharuan lesen dan permit. Untuk memastikan kesinambungan syarikat penerbangan semasa pelaksanaan penstrukturan semulanya, MAVCOM telah memberikan pembaharuan 12 bulan bagi Lesen Perkhidmatan Udara (ASL) Malaysia Airlines Berhad, FlyFirefly Sdn. Bhd. dan Malindo Airways Sdn. Bhd. serta Lesen Pengendalian Darat (GHL) bagi Malindo Airways Sdn. Bhd. Pada masa yang sama, Suruhanjaya bersikap tegas bahawa pembaharuan lesen adalah tertakluk pada penyerahan laporan suku tahunan oleh pemegang lesen

kepada Suruhanjaya, yang memperincikan keputusan kewangannya termasuk rancangan pendanaan dan status usaha penstrukturan semulanya.

Pada tahun 2020, Suruhanjaya sedang melengkapkan dan menguji AeroLicence, sistem pelesenan atas talian yang lain daripada lain untuk industri penerbangan di rantau ini. Selain mempermudah proses pelesenan penerbangan untuk pemegang lesen baru dan sedia ada, platform ini juga menaikkan ketelusan dan kecekapan industri. AeroLicence dijadualkan untuk dilancarkan secara rasmi pada tahun 2021. Inisiatif ini juga sejajar dengan usaha kerajaan ke arah pendigitalan dan mengikuti Dasar Pengangkutan Negara 2019-2030.

Rajah 1.3

Senarai Pemegang Lesen Perkhidmatan Udara (ASL) dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG ASL
1	AirAsia Berhad
2	AirAsia X Berhad
3	FlyFirefly Sdn. Bhd.
4	Malaysia Airlines Berhad
5	Malindo Airways Sdn. Bhd.
6	MASwings Sdn. Bhd.
7	My Jet Xpress Airlines Sdn. Bhd.
8	Raya Airways Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.4

Senarai Pemegang Permit Perkhidmatan Udara (ASP) dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG ASP
1	Afjets Sdn. Bhd.
2	Asia Jet Partners Malaysia Sdn. Bhd.
3	Berjaya Air Sdn. Bhd.
4	Cempaka Helicopter Corporation Sdn. Bhd.
5	Helistar Resources Sdn. Bhd.
6	Hevilift (M) Sdn. Bhd.
7	Hornbill Skyways Sdn. Bhd.
8	Jet Premier One (M) Sdn. Bhd.
9	Layang Layang Aerospace Sdn. Bhd.
10	M Jets International Sdn. Bhd.
11	MHS Aviation Berhad
12	Myballoon Adventure Sdn. Bhd.
13	Plus Helicopter Services Sdn. Bhd.
14	Pos Asia Cargo Express Sdn. Bhd.
15	Prima Air Sdn. Bhd.
16	Sabah Air Aviation Sdn. Bhd.
17	Sazma Aviation Sdn. Bhd.
18	Systematic Aviation Services Sdn. Bhd.
19	Weststar Aviation Services Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.5

Senarai Pemegang Lesen Pengendali Aerodrom (AOL) dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG AOL
1	Malaysia Airports Sdn. Bhd.
2	Malaysia Airports (Sepang) Sdn. Bhd.
3	Senai Airport Terminal Services Sdn. Bhd.
4	Tanjung Manis Development Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.6

Senarai Pemegang Lesen Pengendalian Darat (GHL) dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG GHL
1	Aerodarat Services Sdn. Bhd.
2	Aerohandlers Sdn. Bhd.
3	BCS Contract & Supply Services Sdn. Bhd.
4	Brahim's SATS Food Services Sdn. Bhd.
5	Bukit Wang Resources (M) Sdn. Bhd.
6	Cloudera Aviation Services Sdn. Bhd.
7	Conor Engineering & Services Sdn. Bhd.
8	Dviation Technics Sdn. Bhd.
9	Execujet Handling Services Sdn. Bhd.
10	Ground Team Red Sdn. Bhd.
11	Hasrat Asia (M) Sdn. Bhd.
12	Helitech Aviation Services Sdn. Bhd.
13	Jet Fuels Sdn. Bhd.
14	KLM Line Maintenance Sdn. Bhd.
15	MAB Kargo Sdn. Bhd. (MASKargo)
16	Malindo Airways Sdn. Bhd.
17	Mas Awana Services Sdn. Bhd.
18	MNM Aviation Services Sdn. Bhd.
19	Nusantara Aviation Services Sdn. Bhd.
20	Petron Malaysia Refining & Marketing Berhad
21	Petronas Dagangan Berhad
22	POS Aviation Sdn. Bhd.
23	Prosky Services Sdn. Bhd.
24	Raya Airways Sdn. Bhd.
25	Sabah Air Aviation Sdn. Bhd.
26	Safeair Technical Sdn. Bhd.
27	Select Inflight Services Sdn. Bhd. (dahulunya dikenali sebagai Select Fine Foods)
28	Senai Airport Terminal Services Sdn. Bhd.
29	Shell Malaysia Trading Sdn. Bhd.
30	Shell Timur Sdn. Bhd.
31	Skypark FBO Malaysia Sdn. Bhd.
32	Smooth Route Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.7

Senarai Pemegang Lesen Perkhidmatan Udara (ASL) Bersyarat dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG ASL BERSYARAT
1	SKS Airways Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.8

Senarai Pemegang Permit Perkhidmatan Udara (ASP) Bersyarat dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG ASP BERSYARAT
1	APFT Services Sdn. Bhd.
2	Jatova Aero Limited

Sumber : MAVCOM

Rajah 1.9

Senarai Pemegang Lesen Pengendalian Darat (GHL) Bersyarat dengan MAVCOM pada 31 Disember 2020

NO	PEMEGANG GHL BERSYARAT
1	Hornbill Skyways Sdn. Bhd.
2	Layang Layang Aerospace Sdn. Bhd.

Sumber : MAVCOM

Rajah 1.10

Jumlah Lesen dan Permit yang dikeluarkan oleh MAVCOM pada 31 Disember 2020

Lesen	Pelanjutan Kelulusan Bersyarat	Penuh	Lain-lain	JUMLAH
ASL	1	4	1 (pelanjutan syarat)	6
ASP	-	14	2 (perubahan pemegang saham)	16
GHL	1	16	-	17
AOL	-	1	-	1
JUMLAH	2	35	3	40

Sumber : MAVCOM

Tahun 2020 telah menyaksikan perubahan yang tidak pernah berlaku sebelum ini dalam cara perniagaan beroperasi di seluruh dunia, berikutan pandemik COVID-19 yang tidak diduga. Penutupan sempadan dan sekatan perjalanan telah memberikan kesan yang amat besar terhadap sektor pengangkutan udara dan industri penerbangan, termasuk pelanggan yang terkesan dan perlu menangani akibat pandemik tersebut.

Dengan menunjukkan komitmen MAVCOM dan selaras dengan mandat kami sebagaimana yang termaktub dalam Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] serta mencerminkan matlamat Kod Perlindungan Pengguna Penerbangan Malaysia 2016 (MACPC), kami telah memperkenalkan beberapa inisiatif yang bertujuan untuk menyokong pengguna perkhidmatan penerbangan seluruh negara.

2.1. Laporan Pengguna

Sebagai pengawal selia yang diamanahkan untuk melindungi dan memperkasakan hak penumpang penerbangan awam, kami menyedari kepentingan untuk memastikan bahawa dapatan kami yang berkaitan dengan sektor ini tersedia untuk orang ramai. Kami terus menerbitkan laporan pengguna sebanyak dua kali setahun yang membentangkan gambaran keseluruhan dan analisis yang terperinci mengenai aduan yang dilaporkan kepada MAVCOM.

Laporan tersebut memberikan pemahaman mengenai kebimbangan dan rungutan pengguna yang diperoleh daripada Sistem Pengurusan Aduan (CMS) MAVCOM, yang menganalisis aduan pengguna yang diterima melalui pelbagai saluran termasuk secara bertulis, jumpa terus, melalui telefon, e-mel, pertanyaan di laman web, media sosial atau aplikasi mudah alih FlySmart.

Pada tahun 2020, ketika kerajaan-kerajaan di seluruh dunia mengumumkan penutupan sempadan antarabangsa dan sekatan perjalanan untuk mengekang penularan pandemik, hal ini telah membawa kepada kemerosotan trafik penumpang yang ketara.

Akibatnya, industri penerbangan telah menghadapi cabaran yang tidak diduga dan luar biasa. Pembatalan penerbangan yang begitu banyak telah menjejaskan para pengguna secara langsung, dan syarikat penerbangan perlu memberikan alternatif kepada pengguna sementara memikul tugas yang sukar untuk mengurus sumber dan aliran tunai.

Oleh kerana sempadan tetap tertutup, pelbagai inisiatif pemulihan yang fleksibel telah dilaksanakan oleh syarikat penerbangan untuk menangani isu-isu yang berkaitan dengan pembatalan penerbangan akibat COVID-19. Pilihan ini termasuk pemberian baucar perjalanan dan akaun kredit yang boleh digunakan pada kemudian hari. Tertakluk pada terma dan syarat tiket mereka, pengguna juga layak menerima bayaran balik.

MAVCOM mengendalikan sejumlah 812 aduan pengguna pada tahun 2020 yang menunjukkan penurunan sebanyak 49 peratus berbanding dengan tahun fiskal 2019 yang lalu. Perkara ini telah dijangka memandangkan pengurangan trafik udara yang dicatatkan pada tahun

2020. Tiga kategori aduan pengguna yang paling banyak diterima melibatkan pembayaran balik, pembatalan penerbangan, serta kehilangan, kerosakan dan kelewatan bagasi.

Selain daripada 812 aduan pengguna yang difailkan pada tahun itu, MAVCOM juga menerima sebanyak 1,049 aduan, yang tidak dapat diambil tindakan terhadapnya kerana sebab-sebab berikut:

- 760 aduan adalah berkaitan dengan penyerahan dokumen yang tidak lengkap oleh pengguna, yang mengakibatkan ketidakmampuan MAVCOM untuk menilai aduan itu dengan tepat dan adil, walaupun MAVCOM telah mengambil tindakan susulan;
- 103 aduan, yang baginya penilaian segera MAVCOM telah menentukan bahawa syarikat penerbangan atau lapangan terbang yang berkenaan telah memenuhi obligasinya di bawah MACPC, dan oleh itu, tindakan selanjutnya tidak diperlukan;
- 57 aduan yang berkaitan dengan tempahan yang dibuat melalui ejen pelancongan dan pengguna telah menghubungi MAVCOM untuk mendapatkan bantuan;
- 45 aduan di luar skop MACPC;
- 43 aduan yang baginya pengguna telah meminta supaya aduan itu ditarik balik;
- 41 aduan sama ada yang:
 - lebih daripada 1 tahun dari tarikh kejadian; atau
 - tidak berkaitan dengan industri penerbangan.

Walaupun bilangan aduan berkurangan, MAVCOM telah menerima sejumlah 3,743 kes COVID-19 daripada pengguna.

MAVCOM dapat menyelesaikan 99.4 peratus daripada jumlah aduan pada tahun 2020. Ini menunjukkan usaha bersepadu kami untuk memastikan bahawa aduan pengguna ditangani, diselesaikan dan ditutup dengan cepat dan cekap, selaras dengan mandat kami untuk melindungi kepentingan pengguna.

Sejak penubuhan kami pada tahun 2016, MAVCOM telah menerima sebanyak 6,868 aduan dan kami telah mengekalkan kadar penyelesaian tinggi yang konsisten pada kadar purata sebanyak 99.9 peratus.

Rajah 2.1

812**Bilangan Aduan**

(1 Januari – 31 Disember 2020)

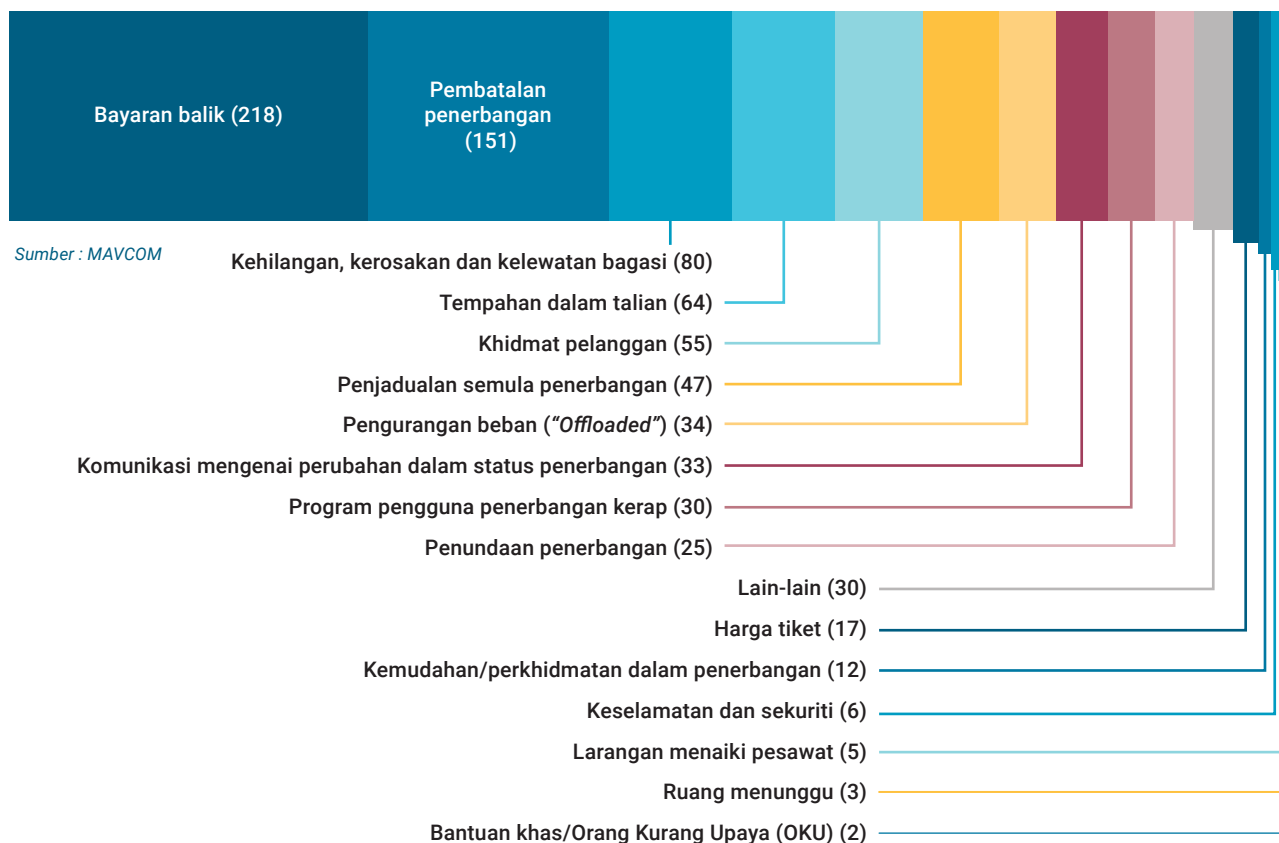
99.4%**Aduan yang Diselesaikan**

Sumber : MAVCOM

Rajah 2.2

Pecahan Aduan Mengikut Kategori (1 Januari – 31 Disember 2020)

812 Jumlah Bilangan Aduan



Sumber : MAVCOM

Rajah 2.3

Pecahan Aduan Mengikut Syarikat Penerbangan dan Lapangan Terbang (1 Januari – 31 Disember 2020)

812 Jumlah Bilangan Aduan



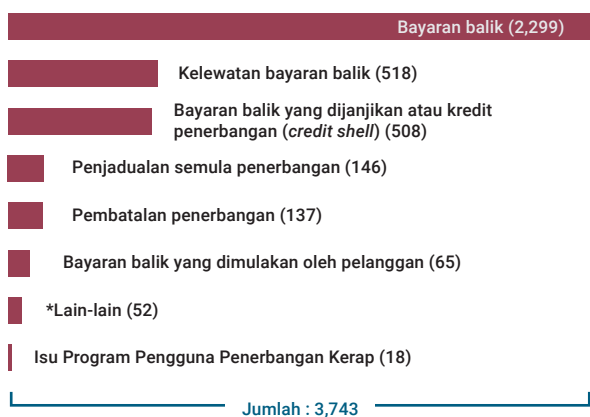
Sumber : MAVCOM

2.2. Kes-Kes Berkaitan Dengan COVID-19

Sekatan perjalanan yang dikuatkuasakan akibat pandemik COVID-19 telah membawa kepada pembatalan penerbangan, yang menjejaskan para pengguna kerana mereka tidak dapat melakukan perjalanan dan menggunakan tiket yang dibeli. Oleh kerana pembatalan penerbangan semasa pandemik adalah disebabkan oleh sekatan kerajaan, kes-kes ini dikategorikan sebagai hal keadaan luar biasa. MAVCOM mendaftarkan sebanyak 3,743 kes berkaitan COVID-19 pada tahun 2020. Sebanyak 92.3 peratus (3,455) daripada 3,743 kes berkaitan COVID-19 telah diselesaikan.

Rajah 2.4

Pecahan Kes Berkaitan COVID-19 pada tahun 2020



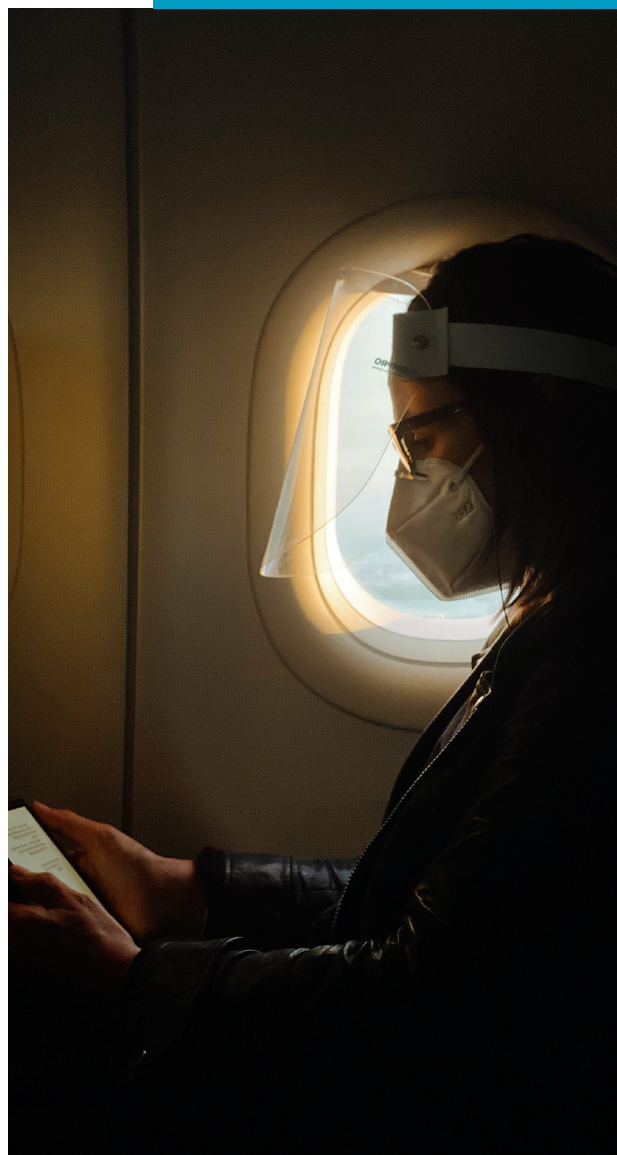
*Nota: *Lain-lain termasuk pengguna yang meminta lanjutan kesahan baucar perjalanan, tidak berpuas hati dengan terma baucar perjalanan yang ditawarkan oleh syarikat penerbangan*

Sumber : MAVCOM

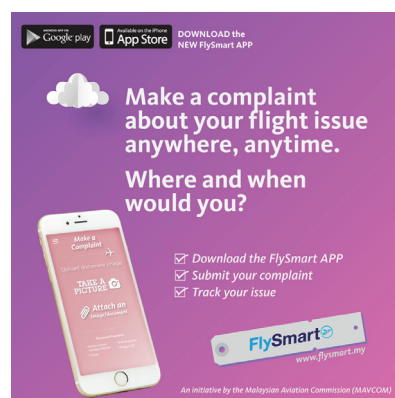
2.3. FlySmart

Bagi memastikan bahawa pengguna mendapat pengetahuan dan perlindungan yang lengkap pada masa yang mencabar ini, MAVCOM telah melaksanakan pelbagai inisiatif yang bertujuan untuk melindungi dan memperkasakan pengguna melalui sub-jenamanya, FlySmart. Ini termasuk memberikan maklumat yang tepat mengenai gangguan penerbangan semasa COVID-19 melalui bahagian Soalan Lazim yang terdapat di laman web FlySmart.

MAVCOM telah menerbitkan maklumat yang berkaitan dengan hak perjalanan dan Soalan Lazim COVID-19 pada laman media sosial FlySmart seperti Facebook dan Instagram. Perkara ini akan membolehkan pengguna berkongsi maklumat dengan keluarga dan rakan dengan mudah. Pengguna juga boleh berinteraksi dengan pasukan FlySmart pada platform media sosial tersebut untuk membuat apa-apa pertanyaan berkaitan dengan perjalanan mereka. Selain menerima maklumat yang berkaitan dengan hak perjalanan dan COVID-19, aplikasi mudah alih FlySmart memperkasakan pengguna untuk membuat aduan dengan mudah pada alat mudah alih mereka.



Suruhanjaya juga sedang berusaha untuk menyediakan suatu platform sehati maklumat perjalanan sebagai panduan pengguna mengenai informasi sekatan perjalanan negara-negara di seluruh dunia. Ini akan membolehkan pengguna mengikuti perkembangan sekatan perjalanan semasa seperti keperluan dan syarat ujian COVID-19, syarat vaksinasi dan lain-lain.



Sumber : FlySmart

2.4. Kod Perlindungan Pengguna Penerbangan Malaysia (MACPC)

Sebagai kod perlindungan pengguna pertama yang khusus untuk industri penerbangan Malaysia, MACPC memberikan lebih banyak ketelusan mengenai obligasi pemberi perkhidmatan penerbangan terhadap pengguna, serta panduan yang lebih jelas bagi pengguna tentang hak dan kepentingan mereka sebagai penumpang udara. Kod tersebut diperkukuh pada tahun 2019.

Sejajar dengan komitmen kami untuk memperjuangkan hak pengguna serta memudahkan pemulihan industri penerbangan, kami telah mengambil langkah proaktif untuk menyediakan penyelesaian yang strategik berkaitan COVID-19 demi para pengguna penerbangan dan penggiat industri.

Menyedari cabaran luar biasa yang tidak pernah berlaku sebelum ini yang dihadapi oleh syarikat penerbangan sejak bermulanya pandemik, dan jumlah tinggi permintaan penumpang untuk mendapatkan bayaran balik, MAVCOM telah memberikan kelonggaran kepada syarikat penerbangan untuk menyelesaikan aduan pengguna dalam tempoh 60 hari, berbanding dengan tempoh asal selama 30 hari. Kelonggaran ini bermula pada bulan Februari 2020 dan akan dilanjutkan sehingga bulan Disember 2021.

Pada masa yang sama, untuk memastikan bahawa kepentingan pengguna terus dilindungi, kami menghendaki syarikat penerbangan menyelesaikan aduan dan permintaan bayaran balik pengguna dengan secepat mungkin. MAVCOM terus memantau prestasi syarikat penerbangan sepanjang tahun dan memperhatikan bahawa syarikat penerbangan responsif terhadap permintaan penumpang untuk mendapatkan bayaran balik.

Selaras dengan peranan MAVCOM dalam melindungi pengguna dan mendorong industri penerbangan yang lebih telus, adil serta menjaga kebajikan penumpang, syarikat penerbangan dikehendaki untuk mendedahkan harga akhir tambang udara yang merangkumi tambang asas, fi dan cukai yang dikenakan oleh pihak kerajaan, fi dan caj yang ditetapkan di bawah mana-mana undang-undang bertulis, surcaj bahan bakar dan caj untuk perkhidmatan pilihan yang dibeli.

Pada tahun 2020, MAVCOM telah mengambil tindakan terhadap AirAsia dan AirAsia X kerana melanggar MACPC dengan mengenakan fi kad kredit, kad debit dan pemprosesan perbankan dalam talian secara berasingan daripada tambang asasnya.

Rajah 2.5

Pampasan dan Penjagaan Utama yang Dinyatakan di dalam MACPC

Pendedahan Penuh Harga Tambang Penerbangan



Apabila membeli tiket penerbangan, pengguna perlu dimaklumkan mengenai kos terangkum tiket penerbangan pada waktu pembelian, termasuk harga asas, cukai dan fi yang dikenakan oleh kerajaan, fi dan caj, serta caj untuk perkhidmatan-perkhidmatan lain.

Tuntutan dan Pampasan



Jika bagasi atau peralatan mobiliti pengguna tidak tiba dalam penerbangan yang sama, hilang atau rosak, pengguna boleh menuntut pampasan daripada syarikat penerbangan.

OKU = Orang Kurang Upaya
Sumber : MAVCOM

Penundaan dan Pembatalan Penerbangan



Pengguna seharusnya diberi penjagaan dan pampasan jika pengguna mengalami penundaan lebih daripada dua jam. Jika terdapat pembatalan penerbangan, syarikat penerbangan dikehendaki memberikan bayaran balik atau mengubah laluan ke penerbangan lain dengan keadaan pengangkutan yang setanding.

Larangan Menaiki Pesawat



Pengguna berhak menerima pampasan sekiranya pengguna dilarang daripada menaiki pesawat bagi penerbangan.

Orang Kurang Upaya



Syarikat penerbangan mesti memberi bantuan dari waktu pengguna tiba di lapangan terbang sehingga waktu pelepasan. Pengguna yang mempunyai kad OKU berhak mendapat perkhidmatan kerusi roda percuma.



3.1. Rangka Kerja Kualiti Perkhidmatan (QoS) Lapangan Terbang

Rangka Kerja QoS Lapangan Terbang mula diperkenalkan pada bulan Oktober 2016 sebagai usaha Suruhanjaya yang berterusan untuk meningkatkan keselesaan penumpang di lapangan terbang serta memudahkan pengalaman pengguna lapangan terbang untuk syarikat penerbangan, pengendali darat dan pengguna lain lapangan terbang di Malaysia.

Pada asasnya, Rangka Kerja QoS Lapangan Terbang berfungsi sebagai arahan kepada pengendali lapangan terbang untuk menilai, memantau, menyelenggarakan dan mempertingkatkan perkhidmatannya berdasarkan standard dan penunjuk prestasi utama yang digariskan dalam Rangka Kerja tersebut.

Memandangkan hakikat bahawa industri penerbangan telah menjadi salah satu industri yang paling terjejas akibat pandemik COVID-19, kerugian dalam hasil dan perniagaan yang dicatatkan oleh lapangan terbang tidak dapat dielakkan disebabkan pengurangan perjalanan udara akibat sekatan perjalanan global.

Industri penerbangan juga telah menyaksikan perubahan yang besar dalam ciri-ciri operasinya dengan pengenalan langkah-langkah pengawalseliaan baharu, terutamanya keperluan kesihatan untuk menyambung semula dan mengekalkan operasi di lapangan terbang.

Akibat pandemik dan seterusnya pengenaan sekatan perjalanan, penguatkuasaan Rangka Kerja QoS Lapangan Terbang di Lapangan Terbang Antarabangsa KL (KLIA) dan Lapangan Terbang Antarabangsa KL 2 (klia2) dihentikan dari 1 Februari 2020 sehingga 31 Disember 2020.

Rangka Kerja QoS Lapangan Terbang terdiri daripada empat kategori kualiti perkhidmatan utama, iaitu keselesaan dan kemudahan penumpang, masa penggiliran, aliran penumpang & bagasi, dan kelengkapan pengendali & kemudahan kakitangan. Empat tonggak ini dikategorikan selanjutnya kepada 28 unsur kualiti perkhidmatan seperti kebersihan tandas, pencarian jalan (*wayfinding*) dan ketepatan masa pengendalian bagasi, antara lain.

Rajah 3.1

Rangka Kerja QoS Lapangan Terbang di KUL (KLIA dan klia2)



✓ Menunjukkan unsur kualiti perkhidmatan yang telah beroperasi pada tahun 2020

Sumber : MAVCOM

Nota : Rangka Kerja QoS Lapangan Terbang adalah hanya terpakai di lapangan terbang di dalam Malaysia dan tidak termasuk lapangan terbang pelepasan dan pendaratan singkat (STOLport)
KLIA: Lapangan Terbang Antarabangsa KL

Penilaian setiap unsur kualiti perkhidmatan adalah berdasarkan suatu mekanisme pengukuran khusus. Lapangan terbang yang gagal mencapai tanda aras mekanisme pengukuran ini boleh dikenakan denda sehingga lima peratus daripada pendapatan terakru bulanan lapangan terbang tersebut yang dikawal selia. Perkara ini adalah untuk memastikan kualiti perkhidmatan yang tertinggi di lapangan terbang.

Pelaksanaan QoS di lapangan terbang di Malaysia akan dijalankan secara berperingkat seperti yang dicadangkan di bawah:



MAVCOM telah bekerja rapat dengan pelbagai pihak berkepentingan industri untuk melaksanakan Rangka Kerja QoS Lapangan Terbang di semua lapangan terbang di Malaysia.

Rangka Kerja QoS mula dikuatkuasakan di KLIA dan klia2 pada bulan September 2018. Pada akhir tahun 2020, sejumlah 20 daripada 28 unsur kualiti perkhidmatan telah dilaksanakan di kedua-dua terminal, seperti yang dinyatakan di bawah:



Walau bagaimanapun, pelaksanaan unsur perkhidmatan kualiti perkhidmatan yang selebihnya, yang melibatkan masa penggiliran termasuk baris gilir imigresen, baris gilir daftar masuk, baris gilir kastam dan baris gilir di tepi bebendul jalan di kedua-dua terminal, terganggu disebabkan penguatkuasaan Perintah Kawalan Pergerakan (PKP) yang dilaksanakan oleh Kerajaan Malaysia sejak bulan Mac 2020. Kesemua 28 unsur kualiti perkhidmatan disasarkan untuk beroperasi sepenuhnya di KLIA dan klia2 pada tahun 2022.

Pada tahun 2020, MAVCOM telah mengambil tindakan terhadap Malaysia Airports Holdings Berhad kerana tidak memenuhi taraf piawaian QoS yang dikenakan di KLIA dan klia2.

3.2. Lapangan Terbang Lain di Malaysia

MAVCOM telah memulakan peringkat perkembangan QoS untuk tiga lapangan terbang lain, iaitu di lapangan terbang di Subang (SZB), Langkawi (LGK) dan Kota Kinabalu (BKI) pada suku keempat tahun 2018 dan menyelesaikan kerja-kerja perkembangan QoS tersebut pada bulan Disember 2019. Walaupun begitu, fasa pelaksanaan untuk ketiga-tiga lapangan terbang yang awalnya dirancang bagi pelaksanaan pada tahun 2020 telah ditangguhkan kerana jumlah trafik penumpang yang rendah disebabkan pandemik COVID-19, yang juga telah mempengaruhi keseluruhan pembangunan dan pelaksanaan Rangka Kerja QoS di lapangan-lapangan terbang lain di Malaysia.

Melalui Rangka Kerja QoS Lapangan Terbang, MAVCOM berharap agar dapat memperkembangkan, mempertingkatkan dan mengekalkan kualiti dan taraf piawaian perkhidmatan lapangan terbang kita supaya kita lebih bersedia untuk bersaing dalam sektor penerbangan global yang sudah pasti jauh lebih kompetitif.

4.1. Pemberian Nasihat Dasar

Suruhanjaya memberikan Kerajaan Malaysia cadangan dari perspektif ekonomi mengenai hal-hal dasar yang berkaitan dengan penerbangan awam.

Bagi tujuan ini, pada tahun 2020, Suruhanjaya telah menyediakan dua ulasan yang digunakan sebagai panduan dan khidmat nasihat kepada Kerajaan Malaysia dalam mengharungi krisis kesihatan COVID-19 yang tidak pernah berlaku sebelum ini.

Ulasan mengenai Bantuan Kerajaan kepada Industri Penerbangan dan Ulasan Kedua mengenai Bantuan Kerajaan kepada Industri Penerbangan masing-masing diterbitkan pada bulan Mac dan Julai 2020.

Dalam Ulasan pertama, MAVCOM memberikan pandangan awal mengenai pendirian pihak Kerajaan dan bantuan masa hadapan yang bakal diberikan kepada industri penerbangan. Suruhanjaya telah membentangkan empat perkara teras sebagai pertimbangan.

Memandangkan tekanan yang amat berat terhadap sumber fiskal Kerajaan, Suruhanjaya mengesyorkan agar pengendali industri menggunakan semua pilihan sebelum menggesa pihak Kerajaan supaya memberikan bantuan, termasuk meminta bantuan daripada pemegang sahamnya.

MAVCOM juga memberikan perspektif mengenai risiko tadbir urus yang terlibat dalam membantu para penggiat industri. Suruhanjaya telah menasihati pihak Kerajaan supaya menyusun semua langkah-langkah bantuan dengan berhati-hati untuk memastikan bahawa langkah-langkah ini adalah selaras dengan objektif dasar untuk melindungi pekerja dan pengguna sektor penerbangan, serta mengekalkan perkhidmatan pengangkutan udara yang penting di negara ini.

Suruhanjaya mengesyorkan agar pihak Kerajaan mempertimbangkan dasar bukan fiskal dan tindak balas pengawalseliaan. Antara pertimbangan yang dimaksudkan termasuk opsyen untuk memperjelas dan melonggarkan peraturan pemilikan yang membolehkan penggiat industri mengakses sumber dana yang lebih meluas daripada pasaran modal domestik dan antarabangsa. Suruhanjaya menekankan bahawa kelonggaran ini seharusnya digabungkan bersama pelaksanaan pengawasan peraturan yang berkesan bagi mencegah penyalahgunaan hak-hak tersebut.

MAVCOM juga memaklumkan hakikat bahawa apa-apa penyatuan perusahaan industri melalui percantuman mesti dilaksanakan mengikut peruntukan kawalan percantuman dalam Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771]. Perkara ini adalah bagi melindungi kepentingan industri dan pengguna dengan tujuan untuk memastikan kemampunan sektor penerbangan.

Ketika penggiat industri terus menghadapi kemerosotan pendapatan yang ketara, Ulasan kedua memberikan perhatian kepada perkara tambahan dan mengkaji semula senarai peruntukan kewangan yang tidak lengkap, termasuk penepian atau penangguhan fi dan cukai yang berkaitan dengan penerbangan, subsidi, instrumen yang berkaitan dengan ekuiti, instrumen hutang, sokongan laluan dan bantuan umum yang tidak mengkhusus kepada syarikat penerbangan.

Suruhanjaya menitikberatkan hakikat bahawa apa-apa bantuan kepada industri mestilah berdasarkan rangka kerja yang merangkumi prinsip-prinsip yang dikenal pasti dan seharusnya hanya diberikan sebagai jalan terakhir. Prinsip yang ditekankan oleh Suruhanjaya termasuk bantuan yang sama dan tidak berdiskriminasi serta objektif jelas yang merangkumi pengekaln pekerjaan, peminimuman kerugian dan sokongan perhubungan. Suruhanjaya juga menegaskan keperluan untuk sasaran yang ditentukan dengan jelas serta kebertanggungjawapan dan ketelusan.

Selain daripada ulasan-ulasan tersebut, Suruhanjaya juga telah memantau tambang udara untuk kesemua laluan domestik di Malaysia. Sebelum ini, usaha pemantauan tersebut adalah untuk menganalisis dan memperhatikan pergerakan harga tambang udara domestik semasa musim puncak dan cuti. Walau bagaimanapun, pada tahun 2020, usaha pemantauan ini telah diperluas untuk memperhatikan kesan Perintah Kawalan Pergerakan (PKP) terhadap pergerakan harga tambang udara domestik. Seterusnya, maklumat kemas kini tersebut telah dimaklumkan kepada Kementerian Pengangkutan (MOT) sebanyak dua kali sebulan.

Akhir sekali, Suruhanjaya juga telah berusaha untuk meramalkan trafik penumpang udara Malaysia bagi tahun 2020 yang kemudiannya diterbitkan dalam laporan *Waypoint* bulan Mac, Jun dan Disember. Trafik penumpang pada tahun 2020 adalah sebanyak 26.7 juta orang, iaitu dalam lingkungan ramalan senario kes dasar 2020 MAVCOM sebanyak 26.6 – 29.7 juta orang penumpang tahunan.



4.2. Pemantauan Tambang Udara Domestik

Suruhanjaya juga telah memantau tambang udara untuk semua laluan domestik di Malaysia. Sebelum ini, usaha pemantauan tersebut adalah untuk menganalisis dan memerhatikan pergerakan harga tambang udara domestik semasa musim puncak dan cuti. Walau bagaimanapun, pada tahun 2020, usaha pemantauan ini telah diperluas untuk memerhatikan kesan PKP terhadap pergerakan harga tambang udara domestik.

Pada suku kedua tahun 2020, Suruhanjaya telah memerhatikan bahawa tambang udara domestik telah melonjak sehingga 5.2 kali ganda paras purata dari tahun 2019. Laluan dengan kenaikan tambang udara yang paling tinggi kebanyakannya adalah untuk perkhidmatan Semenanjung – Malaysia Timur, khususnya pada laluan Kuala Lumpur – Kota Kinabalu, Kuala Lumpur – Kuching, Kuala Lumpur – Miri, dan Kuala Lumpur – Sibü. Kenaikan tambang udara yang ketara ini adalah disebabkan oleh sekatan perjalanan yang dikenakan semasa PKP, apabila syarikat penerbangan terpaksa mengurangkan tempat duduk dan kekerapan penerbangan yang tersedia. Kemudiannya, pada separuh kedua tahun 2020, tambang udara domestik purata telah menurun dan menjadi stabil di bawah atau hampir dengan paras purata tahun 2019 ketika pihak kerajaan melonggarkan sekatan perjalanan domestik.

Sehingga kini, Suruhanjaya terus memantau harga tambang udara domestik dan memberikan maklumat kemas kini kepada MOT setiap dua minggu.

4.3. Persaingan

Menurut peranan kami dalam membentuk rangka kerja berdaya saing yang mendorong persekitaran komersial yang stabil dan mampan, kami komited terhadap usaha untuk mengawasi dan menggalakkan persaingan yang adil dalam industri penerbangan.

Pada tahun 2020, MAVCOM telah menilai permohonan pengecualian individu untuk suatu perkongsian perniagaan bersama jenis “metal-neutral” antara Malaysia Airlines Berhad dan Singapore Airlines Limited. Perkongsian yang dicadangkan akan terpakai untuk semua perkhidmatan penumpang udara antara dua bidang kuasa bagi perkhidmatan yang dikendalikan oleh Malaysian Airlines Berhad dan syarikat seinduknya, FlyFirefly Sdn. Bhd. bersama dengan Singapore Airlines Limited dan subsidiarinya, SilkAir Private Limited dan Scoot Tigerair Pte. Ltd. Walau bagaimanapun, syarikat-syarikat penerbangan tersebut telah menangguk permohonan itu berikutan pandemik COVID-19 dan kesannya terhadap sektor pada tahun 2020. Permohonan tersebut kemudiannya ditutup oleh MAVCOM pada bulan Julai 2020.



5.1. Petikan Mengenai Sabah dan Sarawak

Penerbangan di Sabah dan Sarawak bukan sekadar cara membuat perjalanan untuk urusan perniagaan atau melancong, tetapi merupakan perkhidmatan yang diperlukan. Memandangkan kepentingan penerbangan sebagai mod pengangkutan di kedua-dua negeri ini, dan kepentingannya dalam menghubungkan Malaysia Timur dan Semenanjung Malaysia, sekatan pergerakan yang dikenakan di seluruh negara telah memberikan kesan yang besar terhadap Sabah dan Sarawak pada tahun 2020. Kargo udara merupakan cara terpentas untuk mendapatkan barang-barang mudah rosak yang penting dari Semenanjung Malaysia seperti bahan makanan dan barangan farmaseutikal, serta membolehkan eksport barangan yang dihasilkan di Malaysia Timur dijual dalam pasaran di dalam dan di luar negara. Pengurangan drastik dalam kapasiti yang ditawarkan oleh perkhidmatan penumpang berjadual telah secara langsung membawa kepada peningkatan permohonan hak trafik udara untuk perkhidmatan kargo udara ke/dari Malaysia Timur.

Hal ini menunjukkan peranan penting yang dimainkan oleh sektor pengangkutan udara demi kesejahteraan rakyat dan ekonomi Malaysia Timur.

Tambahan pula, sekatan perjalanan dan penutupan sempadan yang dikenakan di Malaysia dan di seluruh dunia menjejaskan perkhidmatan penerbangan antarabangsa ke dan dari Sabah dan Sarawak. Perhubungan antarabangsa telah menurun secara mendadak, dan sektor pelancongan antarabangsa terhenti kerana para pelancong, terutamanya dari Asia Utara, tidak dapat membuat lawatan akibat daripada penghentian penerbangan dan penangguhan atau penamatan perkhidmatan.

Faktor-faktor ini membawa kepada pengurangan trafik penumpang di Malaysia Timur, yang mencatatkan penurunan sebanyak 73 peratus pada tahun 2020 berbanding dengan 21.3 juta orang penumpang yang dicatatkan pada tahun 2019.

Rajah 5.1 Jumlah Trafik Penumpang di Sabah dan Sarawak pada tahun 2020



Sumber : MAVCOM

Rajah 5.2

Hak Trafik Udara (ATR) yang diberikan oleh MAVCOM dari bulan Januari hingga Disember 2020

Syarikat Penerbangan	Sabah		Sarawak	
	Domestik	Antarabangsa	Domestik	Antarabangsa
AirAsia	1	-	4	2
AirAsia X	-	-	-	-
Firefly	1	-	1	-
Malaysia Airlines*	4	2	4	3
Malindo Air	-	-	-	-
MASwings	-	-	-	-
My Jet Xpress	3	3	1	-
Raya Airways	4	1	2	1
JUMLAH	13	6	12	6
JUMLAH BESAR	19		18	

*Nota: Termasuk MABkargo
 Sumber : MAVCOM

Rajah 5.3

Senarai pemegang lesen dan permit yang beroperasi di Sabah dan Sarawak

Jenis Lesen	Sabah		Sarawak	
	2019	2020	2019	2020
Lesen Pengendali Aerodrom (AOL)	-	-	1	1
Permit Perkhidmatan Udara (ASP)	3	3	2	2
Lesen Pengendalian Darat (GHL)	1	1	3	3
JUMLAH	4	4	6	6

Sumber : MAVCOM

5.2. Perkhidmatan Udara Luar Bandar (RAS)

Menurut Seksyen 68 Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771], Suruhanjaya mengawasi laluan Obligasi Perkhidmatan Awam (PSO) di bawah program Perkhidmatan Udara Luar Bandar (RAS). Dibentuk untuk mendorong pertumbuhan ekonomi Sabah dan Sarawak, RAS menyediakan perkhidmatan udara yang penting untuk komuniti tempatan di Sabah dan Sarawak dari segi memudahkan pemerolehan keperluan asas, memperkasakan pemilik perniagaan kecil, dan juga membolehkan capaian kepada pendidikan yang baik.

Memandangkan kesan ketara Perintah Kawalan Pergerakan (PKP) di seluruh negara sepanjang tahun, MASwings telah mengurangkan operasinya secara mendadak. Dengan kelulusan Kementerian Pengangkutan, syarikat penerbangan tersebut telah mengambil langkah-langkah ketahanan untuk mengatasi kesan pandemik termasuk menangguhkan beberapa destinasi buat sementara waktu dan mengurangkan kekerapan penerbangan ke Sabah dan Sarawak secara ad hoc.

Menyedari keperluan segera untuk membendung penularan virus, Jawatankuasa Pengurusan Bencana

Negeri Sarawak (SDMC) telah mengenakan sekatan perjalanan sementara ke Sarawak, dan semua syarikat penerbangan perlu mendapatkan kelulusan Jawatankuasa tersebut untuk mengendalikan perkhidmatan penerbangan di negeri ini. Selanjutnya, Jawatankuasa itu menghendaki semua penumpang dan kru penerbangan supaya betul-betul mematuhi Prosedur Operasi Standard (SOP) yang ditetapkan oleh Majlis Keselamatan Negara (MKN) dan SDMC.

Berikutan sekatan perjalanan sementara, MASwings mengendalikan sebanyak 24,234 penerbangan, memenuhi hanya 64 peratus daripada perkhidmatan RAS yang dirancang untuk tahun itu. Akibat COVID-19 dan PKP, MASwings menyaksikan kadar pembatalan sebanyak 97 peratus dengan selebihnya disebabkan oleh gangguan operasi. Trafik penumpang juga menurun separuh dan mencatatkan seramai 423,791 penumpang untuk tahun tersebut berbanding dengan 861,292 pada tahun 2019.

Memandangkan sekatan perjalanan yang berterusan di Malaysia Timur, MAVCOM tidak dapat menjalankan tinjauan kepuasan pengguna RAS pada tahun 2020.

Rajah 5.4 Senarai Laluan di bawah Perjanjian RAS Baharu (1 Januari 2019 hingga 31 Disember 2024)

Laluan	Pesawat Udara	Kekerapan setiap minggu
SARAWAK (Dalaman)		
Miri – Mulu	ATR 72-500	14
Miri – Limbang	ATR 72-500	21
Miri – Bintulu	ATR 72-500	14
Miri – Sibu	ATR 72-500	28
Bintulu – Sibu	ATR 72-500	14
Kuching – Mulu	ATR 72-500	7
Kuching – Limbang	ATR 72-500	3
Miri – Lawas	Twin Otter	38
Limbang – Lawas	Twin Otter	2
Miri – Ba'kelalan	Twin Otter	3
Lawas – Ba'kelalan	Twin Otter	3
Miri – Bario	Twin Otter	14
Marudi – Bario	Twin Otter	7
Miri – Marudi	Twin Otter	24
Miri – Long Lellang	Twin Otter	3
Marudi – Long Lellang	Twin Otter	2
Miri – Long Akah	Twin Otter	2
Marudi – Long Akah	Twin Otter	2
Bario – Ba'kelalan	Twin Otter	1
Sibu – Mukah	Twin Otter	3
Mukah – Miri	Twin Otter	7
Mukah – Bintulu	Twin Otter	2
Mukah – Kuching	Twin Otter	28

Laluan	Pesawat Udara	Kekerapan setiap minggu
SARAWAK (Dalaman)		
Miri – Long Seridan	Twin Otter	2
Marudi – Long Seridan	Twin Otter	2
Miri – Long Banga	Twin Otter	2
Marudi – Long Banga	Twin Otter	2
Kuching – Tanjong Manis	Twin Otter	7
Bario – Long Seridan	Twin Otter	1
Bario – Long Lellang	Twin Otter	1
Perkhidmatan tambahan untuk kargo di antara Miri dan Bario, Ba'kelalan, Long Seridan, Long Lellang, Long Akah dan Long Banga		Satu setiap minggu untuk setiap laluan atau mengikut permintaan oleh DHC
SABAH (Dalaman)		
Kota Kinabalu – Lahad Datu	ATR 72-500	35
Sandakan – Tawau	ATR 72-500	14
Kota Kinabalu – Labuan	ATR 72-500	28
Kota Kinabalu – Kudat	Twin Otter	2
Kudat – Sandakan	Twin Otter	2
Lahad Datu – Sandakan (Mulai 1 Mei 2019)	ATR 72-500	14
SABAH/SARAWAK (Antara Negeri)		
Miri – Labuan	ATR 72-500	35
Kota Kinabalu – Mulu	ATR 72-500	7
Kota Kinabalu – Limbang	Twin Otter	3
Kota Kinabalu – Lawas	Twin Otter	2

Sumber : MAVCOM

SURUHANJAYA

TADBIR URUS – KEANGGOTAAN SURUHANJAYA

Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] memperuntukkan bahawa keanggotaan Suruhanjaya hendaklah terdiri daripada Pengerusi Eksekutif yang hendaklah dilantik oleh Perdana Menteri, dua orang wakil Kerajaan Persekutuan yang terdiri daripada Ketua Setiausaha Kementerian Pengangkutan (MOT) dan Ketua Pengarah Unit Perancang Ekonomi di Jabatan Perdana Menteri, dan tidak kurang daripada empat tetapi tidak lebih daripada enam orang anggota lain yang hendaklah dilantik oleh Menteri Pengangkutan selepas berunding dengan Perdana Menteri.

Anggota Suruhanjaya adalah mereka yang pada pendapat Menteri Pengangkutan, mempunyai pengalaman atau menunjukkan keupayaan dan profesionalisme dalam perkara yang berhubungan dengan ekonomi, kewangan, penerbangan, perniagaan, pentadbiran, undang-undang atau apa-apa perkara lain yang berkaitan dengan fungsi Suruhanjaya.

SURUHANJAYA DAN JAWATANKUASANYA

Akta 771 menghendaki supaya mesyuarat Suruhanjaya diadakan tidak kurang daripada tiga kali setahun. Pada tahun 2019, Suruhanjaya telah bermesyuarat sebanyak 11 kali dan butiranannya adalah seperti berikut:

Tarikh	Mesyuarat	Tarikh	Mesyuarat
14 Januari 2020	Mesyuarat Suruhanjaya 01/2020	13 Ogos 2020	Mesyuarat Suruhanjaya 06/2020
13 Februari 2020	Mesyuarat Suruhanjaya 02/2020	10 September 2020	Mesyuarat Suruhanjaya 07/2020
12 Mac 2020	Mesyuarat Suruhanjaya 03/2020	5 November 2020	Mesyuarat Suruhanjaya 08/2020
4 Jun 2020	Mesyuarat Suruhanjaya 04/2020	3 Disember 2020	Mesyuarat Suruhanjaya 09/2020
9 Julai 2020	Mesyuarat Suruhanjaya 05/2020	19 Disember 2020	Mesyuarat Suruhanjaya Khas 02/2020
16 Julai 2020	Mesyuarat Suruhanjaya Khas 01/2020		

Butiran kehadiran anggota Suruhanjaya di 11 mesyuarat Suruhanjaya tersebut disenaraikan di bawah:

Anggota Suruhanjaya	Jumlah Kehadiran	Anggota Suruhanjaya	Jumlah Kehadiran
YBrs. Dr. Nungsari Ahmad Radhi ¹	3/3	YBhg. Datuk Seri Long See Wool	11/11
YBhg. Datuk Seri Hj. Saripuddin Hj. Kasim	8/8	YBhg. Dato' Fauziah Yaacob	11/11
YBhg. Datuk Isham Ishak	10/11	YBhg. Datuk Saiful Anuar Lebai Hussien ²	4/7
YBhg. Dato' Mah Weng Kwai	11/11		

Merujuk kepada seksyen 12(1) Akta 771, Suruhanjaya Penerbangan Malaysia boleh menubuhkan apa-apa jawatankuasa yang difikirkannya perlu atau suai manfaat untuk membantu dalam melaksanakan fungsi Suruhanjaya. Seksyen 20(1) Akta 771 memberi kuasa kepada Suruhanjaya untuk mewakilkan fungsi dan kuasanya kepada seorang anggota Suruhanjaya atau suatu Jawatankuasa, dan fungsi serta kuasa yang diwakilkan tersebut hendaklah dilaksanakan dan dijalankan atas nama dan bagi pihak Suruhanjaya.

¹ YBrs. Dr. Nungsari Ahmad Radhi meletakkan jawatan sebagai Pengerusi Eksekutif MAVCOM pada 10 April 2020 dan digantikan oleh YBhg. Datuk Seri Hj. Saripuddin Hj. Kasim pada 4 Mei 2020.

² YBhg. Datuk Saiful Anuar Lebai Hussien dilantik sebagai anggota Suruhanjaya pada 11 Jun 2020.

Jadual berikut menggariskan Jawatankuasa yang telah ditubuhkan oleh Suruhanjaya dan gambaran keseluruhan bagi fungsi setiap Jawatankuasa:

Jawatankuasa Audit dan Risiko (ARC)

Gambaran Keseluruhan Fungsi Jawatankuasa	Mengawasi pelaporan kewangan, pengurusan kewangan, pembelanjawan, kawalan dalaman, pengurusan risiko, kepatuhan kawal selia, audit dalaman dan audit luar Suruhanjaya.
Bilangan Mesyuarat yang diadakan pada tahun 2020	4
Anggota dan Kehadiran	YBhg. Dato' Fauziah Binti Yaacob (Pengerusi) – 4/4 YBhg. Datuk Mohd Nasir Bin Ahmad – 4/4 Encik Mohd Rashid Mohd Yusof ³ – 4/4

Jawatankuasa Pelesenan dan Hak Trafik Udara (LATRC)

Gambaran Keseluruhan Fungsi Jawatankuasa	Menilai cadangan pihak Pengurusan yang berkaitan dengan: - sebarang permohonan untuk lesen perkhidmatan udara, permit perkhidmatan udara, lesen pengendalian darat dan lesen pengendali aerodrom sebelum mengesyorkan kepada Suruhanjaya untuk kelulusan muktamad; dan - penguntukan hak trafik udara yang baharu dan sedia ada jika hak tidak mencukupi dan/atau bida kompetitif tidak mencukupi untuk hak tersebut.
Bilangan Mesyuarat yang diadakan pada tahun 2020	9
Anggota dan Kehadiran	YBhg. Datuk Seri Long See Wool (Pengerusi) – 9/9 YBhg. Dato' Fauziah Binti Yaacob – 9/9 Encik Wee Hock Kee – 9/9

Jawatankuasa Persaingan dan Ekonomi (CEC)

Gambaran Keseluruhan Fungsi Jawatankuasa	Memberikan panduan dan cadangan strategik kepada Suruhanjaya mengenai hal-hal ekonomi yang berkaitan dengan industri penerbangan awam, ulasan pasaran perkhidmatan penerbangan dan garis panduan persaingan. Jawatankuasa juga mengawasi dan menilai cadangan pihak Pengurusan tentang apa-apa perkara yang dijalankan menurut fungsi yang diperuntukkan di bawah Bahagian VII Akta 771 mengenai Persaingan, terutamanya yang berkaitan dengan penyiasatan atau keputusan mengenai pelanggaran larangan yang disyaki, permohonan untuk pengecualian individu dan blok serta permohonan berkenaan dengan percantuman atau percantuman yang dijangkakan.
Bilangan Mesyuarat yang diadakan pada tahun 2020	1
Anggota dan Kehadiran	YBrs. Dr. Nungsari Ahmad Radhi (Pengerusi) ⁴ – 1/1 YBhg. Dato' Mah Weng Kwai – 1/1 YBhg. Datuk Seri Long See Wool – 1/1 YBrs. Dr. Cassey Lee Hong Kim – 1/1

³ Encik Mohd Rashid Mohd Yusof telah dilantik sebagai anggota ARC pada 17 Februari 2020.

⁴ YBrs. Dr. Nungsari Ahmad Radhi telah mengosongkan jawatannya sebagai Pengerusi Eksekutif MAVCOM dan Pengerusi CEC pada 10 April 2020. Datuk Saiful Anwar Lebai Hussien dilantik sebagai Pengerusi CEC berkuat kuasa pada 9 Julai 2020 dan mempengerusikan mesyuarat CEC pertama beliau pada 3 Mei 2021.

Jawatankuasa Perlindungan Pengguna (CPC)

Gambaran Keseluruhan Fungsi Jawatankuasa

Memberikan panduan strategik berhubung dengan perlindungan pengguna dalam industri penerbangan dan memantau serta mengkaji semula jenis aduan yang diterima oleh Suruhanjaya melalui laporan berkala yang diberikan kepada Jawatankuasa. Jawatankuasa juga:

- mengkaji semula, mempertimbangkan dan mencadangkan pindaan kepada Kod Perlindungan Pengguna Penerbangan Malaysia 2016 (MACPC); dan
- memberikan cadangan kepada Suruhanjaya mengenai penalti kewangan yang sesuai untuk dikenakan ke atas pemberi perkhidmatan penerbangan kerana tidak mematuhi MACPC menurut seksyen 69 Akta 771.

Bilangan Mesyuarat yang diadakan pada tahun 2020

4

Anggota dan Kehadiran

YBhg. Datuk Seri Long See Wool (Pengerusi) – 4/4

YBrs. Dr. Ezlika Mohd Gazali – 3/4

YBhg. Emeritus Professor Dato' Dr. Sothi Rachagan⁵ – 3/4

Jawatankuasa Perundangan, Pengawalseliaan & Penyelesaian Pertikaian (LRDC)

Gambaran Keseluruhan Fungsi Jawatankuasa

Memberikan panduan dan cadangan perundangan strategik kepada Suruhanjaya mengenai apa-apa hal perundangan. Selain itu, Jawatankuasa juga mengkaji semula, mempertimbangkan, menyumbangkan dan/atau memberikan panduan mengenai mana-mana draf cadangan undang-undang, peraturan, kod dan garis panduan baharu atau apa-apa bentuk undang-undang subsidiari yang lain. Jawatankuasa juga mengawasi pengendalian dan penyelesaian semua litigasi material serta apa-apa pertanyaan atau prosiding pengawalseliaan yang melibatkan Suruhanjaya.

Bilangan Mesyuarat yang diadakan pada tahun 2020

7

Anggota dan Kehadiran

YBhg. Dato' Mah Weng Kwai (Pengerusi) – 7/7

Encik Abdul Kadir bin Md. Kassim – 6/7

Encik Ragunath Kesavan – 6/7



⁵ YBhg. Emeritus Professor Dato' Dr. Sothi Rachagan telah dilantik sebagai anggota CPC pada 19 Disember 2020.

ANGGOTA SURUHANJAYA

DATUK SERI HJ. SARIPUDDIN HJ. KASIM

Berkuat kuasa dari 4 Mei 2020



Datuk Seri Hj. Saripuddin Hj. Kasim ialah Pengerusi Eksekutif MAVCOM dan telah dilantik pada 4 Mei 2020. Sebelum ini, beliau telah dilantik sebagai Pesuruhjaya MAVCOM pada 1 Mac 2016, semasa beliau berkhidmat sebagai Ketua Setiausaha di Kementerian Pengangkutan (MOT) sehingga 6 Januari 2019. Beliau juga pernah berkhidmat sebagai Ketua Pengarah Hal Ehwal Undang-Undang di Jabatan Perdana Menteri, Ketua Setiausaha Kementerian Perdagangan Dalam Negeri dan Hal Ehwal Pengguna, serta Ketua Setiausaha Kementerian Sumber Manusia. Sebelum bersara daripada Perkhidmatan Awam Malaysia pada bulan November 2019, beliau telah berkhidmat sebagai Ketua Setiausaha Kementerian Wilayah Persekutuan.

Datuk Seri Hj. Saripuddin memegang Ijazah Sarjana Muda Ekonomi (Kepujian) dari Universiti Malaya, Diploma Lanjutan dalam bidang Pengurusan Awam dari Institut Tadbiran Awam Negara (INTAN) dan Ijazah Sarjana Pentadbiran Perniagaan dalam Kewangan Korporat dari Universiti Hartford, Connecticut, Amerika Syarikat.

DATUK ISHAM ISHAK

Datuk Isham Ishak kini merupakan Ketua Setiausaha Kementerian Pengangkutan (MOT). Sebelum ini, beliau merupakan Ketua Setiausaha Kementerian Pelancongan, Seni dan Budaya (MOTAC), dan Ketua Setiausaha [dan sebelumnya Timbalan Ketua Setiausaha (Perdagangan)] Kementerian Perdagangan Antarabangsa dan Industri (MITI).

Kerjaya Datuk Isham dalam sektor kerajaan bermula pada tahun 1994 di MITI, di mana beliau telah berkhidmat dalam beberapa bahagian yang berkaitan dengan perdagangan dan industri dari aspek antarabangsa dan serantau, seperti Pertubuhan Perdagangan Dunia (WTO), Kerjasama Ekonomi Asia Pasifik (APEC) dan Persatuan Negara-Negara Asia Tenggara (ASEAN). Beliau juga pernah berkhidmat sebagai Penasihat Menteri di Pejabat MITI Washington D.C. selama lima tahun. Datuk Isham sebelum ini pernah memegang jawatan sebagai Timbalan Ketua Pegawai Eksekutif (dan sebelum itu, Ketua Pegawai Operasi) Perbadanan Perusahaan Kecil dan Sederhana Malaysia (SME Corp. Malaysia).

Datuk Isham memegang Ijazah Sarjana Sastera dalam bidang Pengurusan Strategik dari Universiti Graduan Claremont, Amerika Syarikat dan pernah mengikuti Program Pengurusan dan Kepimpinan Lanjutan di Universiti Oxford, United Kingdom, serta Program Pengurusan Lanjutan di Sekolah Perniagaan Harvard, Amerika Syarikat.



DATUK SAIFUL ANUAR LEBAI HUSSEN

Berkuat kuasa dari 11 Jun 2020

Datuk Saiful Anuar Lebai Husen telah dilantik sebagai Ketua Pengarah Unit Perancang Ekonomi (EPU) di Jabatan Perdana Menteri (JPM) pada 14 Februari 2020. Beliau telah berkhidmat sebagai Ketua Setiausaha Kementerian Hal Ehwal Ekonomi (MEA) pada 22 Oktober 2018, sebelum perubahan pentadbiran Kerajaan dan penstrukturan semula kementerian dan agensi. Sebelum pelantikan beliau sebagai Ketua Setiausaha, beliau berkhidmat sebagai Timbalan Ketua Pengarah (Dasar) EPU, di bawah Jabatan Perdana Menteri dari 21 Ogos 2017 hingga 21 Oktober 2018, sebelum EPU dibubarkan berikutan penubuhan MEA. Datuk Saiful juga diamanahkan untuk menyediakan Kajian Separuh Penggal Rancangan Malaysia Kesebelas, iaitu mengenai pembangunan dan kesejahteraan inklusif, pembangunan wilayah dan modal insan.



Datuk Saiful juga pernah berkhidmat sebagai Timbalan Ketua Pengarah (Pengurusan) bagi Kementerian Kesihatan dari bulan Januari 2015 hingga bulan Ogos 2017. Beliau mengawasi hal-hal pentadbiran, sumber manusia dan latihan yang berkaitan dengan perkhidmatan kesihatan awam di seluruh Malaysia. Beliau juga terlibat dengan Unit Kerjasama Awam Swasta (UKAS), di bawah JPM sebagai Pengarah Kanan Bahagian Dasar dan Pembangunan (April-Disember 2010) dan Pengarah Bahagian Pembangunan Koridor (2009-2010). Sepanjang tempoh beliau di UKAS, beliau bertanggungjawab untuk merumuskan, melaksanakan dan memantau pelaksanaan dasar, strategi, program/projek Kerjasama Awam-Swasta dan pembangunan lima buah wilayah/koridor pembangunan ekonomi.

Datuk Saiful berkelulusan Ijazah Sarjana Muda Ekonomi dari Universiti Malaya dan Ijazah Sarjana Ekonomi dari Universiti Kebangsaan Malaysia. Beliau juga memegang Diploma dalam bidang Pengurusan Awam dari Pengurusan Awam dari Institut Tadbiran Awam Negara (INTAN). Selain itu, beliau menganggotai beberapa Majlis dan Lembaga Pengarah seperti Pihak Berkuasa Wilayah Pembangunan Iskandar (IRDA), Majlis Pembangunan Wilayah Ekonomi Pantai Timur (ECERDC), Pihak Berkuasa Pembangunan Ekonomi dan Pelaburan Sabah (SEDIA), Lembaga Pembangunan Koridor Wilayah Sarawak (RECODA), Unit Peneraju Agenda Bumiputera (TERAJU), Majlis Amanah Rakyat (MARA), Ekuiti Nasional Berhad (EKUINAS), MyHSR Corporation (MyHSR Corp), Perbadanan Putrajaya (PPJ), Perbadanan Johor (JCorp) dan Perbadanan Kemajuan Negeri Perak (PKNP).

DATUK SERI LONG SEE WOOL



Datuk Seri Long See Wool telah berkhidmat selama lebih daripada 34 tahun di Kementerian Pengangkutan Malaysia (MOT) dengan pengkhususan dalam bidang penerbangan. Semasa beliau di MOT, beliau telah berkhidmat sebagai Penolong Setiausaha (Pengangkutan Udara) dan Ketua Penolong Setiausaha (Pembangunan Lapangan Terbang) di Bahagian Udara. Beliau kemudiannya dilantik sebagai Setiausaha Bahagian (Penerbangan) di Bahagian Udara dari 16 Mei 2002 hingga 1 November 2006 dan selepas itu, dilantik sebagai Timbalan Ketua Setiausaha (Perancangan).

Jawatan terakhir beliau adalah sebagai Ketua Setiausaha MOT yang dipegangnya tidak lama sebelum persaraannya pada tahun 2014. Datuk Seri Long memegang pelbagai ijazah dan diploma dari Universiti Malaya dan Institut Tadbiran Awam Negara (INTAN).

DATO' MAH WENG KWAI

Dato' Mah Weng Kwai merupakan bekas hakim Mahkamah Tinggi Malaya dan Mahkamah Rayuan. Beliau kini seorang anggota Suruhanjaya Hak Asasi Manusia Malaysia (SUHAKAM). Dato' Mah juga merupakan bekas ahli Suruhanjaya Pelantikan Kehakiman. Beliau telah berkhidmat sebagai Timbalan Pendakwa Raya dan Penasihat Kanan Undang-undang Persekutuan di Jabatan Peguam Negara. Beliau merupakan bekas Ahli Jawatankuasa Lembaga Kelayakan Profesion Undang-Undang Malaysia serta Lembaga Disiplin Peguambela dan Peguamcara.

Dato' Mah pernah menyandang jawatan Presiden Majlis Peguam Malaysia (2001-2003) dan Presiden Persatuan Undang-Undang untuk Asia dan Pasifik (LAWASIA) (2006-2008). Beliau kini berkhidmat sebagai seorang perunding di firma undang-undang MahWengKwai & Associates dan seorang Penimbang Tara dalam panel Pusat Timbang Tara Antarabangsa Asia (AIAC). Pada tahun 2020, beliau telah dilantik sebagai seorang Pengarah bebas di Pusat Penyelesaian Pertikaian Industri Sekuriti.

Dato' Mah telah diterima masuk ke Badan Peguam Inggeris sebagai seorang Peguam Bela pada tahun 1971 dan ke Badan Peguam Malaysia sebagai seorang Peguam Bela dan Peguam Cara pada tahun 1972. Beliau memegang Ijazah Sarjana Undang-Undang dari Universiti Sydney, Australia di mana beliau merupakan seorang Fellow Senat.



DATO' FAUZIAH YAACOB



Dato' Fauziah Yaacob kini menganggotai Lembaga Pengarah Syarikat Prokhas Sdn. Bhd. dan telah berkhidmat dengan Persekutuan Pengurus Pelaburan Malaysia (FIMM). Sepanjang kerjaya beliau dalam sektor perkhidmatan awam, beliau telah menyandang beberapa jawatan penting dalam Kementerian Kewangan, Kementerian Pendidikan dan Kementerian Pengangkutan (MOT). Jawatan terakhir beliau sebelum persaraannya daripada perkhidmatan awam pada tahun 2015 ialah sebagai Timbalan Ketua Setiausaha Perbendaharaan (Pelaburan).

Dato' Fauziah juga pernah berkhidmat sebagai Pengurus Kanan di KL International Airport Berhad dari tahun 1993 sehingga 1996. Beliau memegang beberapa ijazah sarjana muda dan diploma dari pelbagai institusi termasuk Universiti Liverpool, Universiti Malaya dan Institut Tadbiran Awam Negara (INTAN).

PUAN HIDAH MISRAN

*(Ahli ganti bagi Datuk Saiful Anuar Lebai Hussien)
Berkuat kuasa dari 8 Disember 2020*

Puan Hidah Misran telah dilantik sebagai Pengarah Bahagian Infrastruktur dan Kemudahan Awam (BINFRA), Unit Perancang Ekonomi (EPU), Jabatan Perdana Menteri (JPM) pada 3 Februari 2020. Tanggungjawab beliau termasuk merancang, menilai, memantau dan mengkaji semula dasar-dasar mengenai jalan raya, rel, lapangan terbang, pelabuhan serta kemudahan awam lain yang memberi sokongan kepada sektor-sektor lain dalam membantu pertumbuhan ekonomi.

Sebelum ini, beliau telah berkhidmat sebagai Timbalan Pengarah di Bahagian yang sama dari tahun 2016 sehingga 2018. Puan Hidah juga memegang jawatan sebagai Timbalan Pengarah Bahagian Ekuiti (dulu dikenali sebagai Bahagian Pengagihan) dari tahun 2014 sehingga 2016 dan Pengarah Bahagian Kerjasama Antarabangsa, EPU dari tahun 2012 sehingga 2014.

Puan Hidah berkelulusan Sarjana Muda Pengurusan Perniagaan dari Universiti Lamar, Texas, Amerika Syarikat dan peringkat Ijazah Sarjana dalam bidang Pengurusan Perniagaan di Universiti Pertanian Malaysia (UPM). Beliau juga memegang Diploma dalam bidang Pengurusan Awam dari Institut Tadbiran Awam Negara (INTAN). Selain itu, beliau merupakan Ahli Lembaga Pengarah GIATMARA Sdn. Bhd. dan pernah dilantik sebagai Ahli Lembaga Pengarah Lembaga Lada Malaysia (MPB).



PIHAK PENGURUSAN KANAN

DATUK SERI HJ. SARIPUDDIN HJ. KASIM **PENGERUSI EKSEKUTIF** *(Berkuat kuasa dari 4 Mei 2020)*

Profil mengenai Datuk Seri Hj. Saripuddin Hj. Kasim boleh didapati pada muka surat 77 Laporan Tahunan ini.



RAJA AZMI RAJA NAZUDDIN **KETUA PEGAWAI OPERASI** *(Berkuat kuasa dari 14 September 2020)*



Raja Azmi kini merupakan Ketua Pegawai Operasi MAVCOM yang mengetuai unit pengurusan dalam usaha pengembangan dan pengawalseliaan industri. Sebelum dilantik, beliau adalah Ketua Pegawai Eksekutif Kumpulan dan Ketua Pegawai Kewangan Malaysia Airports Holdings Berhad (MAHB). Raja Azmi juga pernah memegang jawatan sebagai Pengarah Eksekutif dan Ketua Pegawai Kewangan Kumpulan syarikat hartanah dan hartanah terkemuka, UDA Holdings Berhad.

Beliau memulakan kerjayanya pada tahun 1987 dengan Coopers & Lybrand Malaysia dan kemudian bekerja di Malaysian Tobacco Company Berhad sebagai Juruaudit Dalaman dan Perunding Pemasaran. Pengalaman kerjanya yang lain termasuklah berkhidmat sebagai Ketua Pegawai Eksekutif / Pengarah Urusan Zelan Berhad, Pengarah Kewangan Kumpulan UEM Group Berhad dan Pengarah Eksekutif Time Engineering Berhad. Beliau juga memegang jawatan sebagai Ketua Pegawai Kewangan Tronoh Consolidated Malaysia Berhad dan Pengawal Kewangan Kumpulan Sapura Telecommunications Berhad.

Raja Azmi adalah Ahli Institut Akauntan Awam Bertauliah Malaysia (MICPA) dan Institut Akauntan Malaysia (MIA). Beliau memiliki Ijazah Sarjana Pentadbiran Perniagaan dari Universiti Bath, United Kingdom.

DR. WAN KHATINA NAWAWI **PENGARAH, EKONOMI**

Dr. Wan Khatina Nawawi menyertai MAVCOM sebagai Pengarah Ekonomi. Beliau merupakan bekas Pengarah Penyelidikan di Institut Penyelidikan Khazanah. Latar belakang Khatina menumpu kepada penyelidikan dan ekonomi. Beliau telah menyandang pelbagai jawatan kanan penting seperti Penasihat Ekonomi untuk Suruhanjaya Persaingan Malaysia (MyCC), Pengarah Penyelidikan dan Strategi Pelaburan di Khazanah Nasional Berhad serta Pakar Ekonomi Serantau Kanan Majlis Tindakan Ekonomi Negara (NEAC) di Jabatan Perdana Menteri. Beliau juga merupakan Ahli Ekonomi Serantau di SG Research, sebahagian daripada Kumpulan Perbankan Société Générale.

Khatina mendapat Ijazah Sarjana Muda Perdagangan dalam Ekonomi Asia dan Sejarah Ekonomi dari Universiti Melbourne serta memiliki Ijazah Sarjana Pentadbiran Perniagaan dalam bidang Strategi dan Pengurusan Sektor Awam dari Sekolah Perniagaan Melbourne, Australia; Sarjana Pentadbiran Awam (MPA) dari Universiti Harvard, Amerika Syarikat; Sarjana Sastera dalam bidang Ekonomi untuk Undang-Undang Persaingan dan Doktor Falsafah (PhD) dalam bidang Undang-Undang Persaingan dari King's College London, United Kingdom.



PUSHPALATHA SUBRAMANIAM **PENGARAH, HAL EHWAL PENGGUNA**

Pushpalatha Subramaniam mengetuai Bahagian Hal Ehwal Pengguna di MAVCOM. Pada tahun 2015, Pushpa adalah sebahagian daripada individu yang terlibat dalam penubuhan Suruhanjaya Penerbangan Malaysia. Beliau telah memainkan peranan penting dalam mewujudkan Kod Perlindungan Pengguna Penerbangan Malaysia (MACPC) yang pertama pada tahun 2016 di Malaysia, suatu peraturan untuk melindungi para pengguna yang membuat perjalanan melalui industri penerbangan awam.

Di bawah kepemimpinannya, beliau telah mengetuai pelaksanaan pelbagai inisiatif kesedaran dan pendidikan pengguna, memperkasakan pengguna dengan maklumat mengenai hak-hak perjalanan mereka di bawah MACPC. Di samping itu, anggota-anggota jabatannya pasukannya telah mencapai lebih daripada 90 peratus penyelesaian aduan pengguna secara konsisten sejak tahun pertama operasi MAVCOM.

Pushpa juga mengetuai pengembangan Rangka Kerja Kualiti Perkhidmatan (QoS) Lapangan Terbang dan mengawasi pelaksanaan Rangka Kerja tersebut dengan tujuan untuk mempertingkatkan kemudahan dan keselesaan penumpang, dan yang lebih penting, memastikan keefisienan dan keberkesanan perkhidmatan di lapangan terbang di Malaysia. QoS telah dilaksanakan di kedua-dua terminal di Lapangan Terbang Antarabangsa Kuala Lumpur (KLIA) dan kerja-kerja masih sedang dijalankan bagi lapangan terbang yang lain di Malaysia.

Sebelum ini, beliau merupakan Naib Presiden Kanan yang bertanggungjawab terhadap pengalaman pelanggan di Malaysia Airlines (MAS) dan kemudiannya, mengetuai Jabatan Pengalaman Pelanggan di Standard Chartered Malaysia.

Pushpa berpengalaman selama lebih daripada 25 tahun dalam industri penerbangan dengan kepakaran khusus dalam pengurusan hal ehwal pengguna. Beliau memegang Ijazah Sarjana Muda Pentadbiran Perniagaan dari Royal Melbourne Institute of Technology (RMIT), Australia. Beliau juga berkhidmat selama lima tahun dalam Lembaga Worldwide Airline Customer Relations Association (WACRA) dan merupakan ahli Persatuan Wanita Penerbangan Antarabangsa (IAWA).



GERMAL SINGH KHERA **PERUNDING PENASIHAT, PEMBANGUNAN PENERBANGAN** *(Berkuat kuasa dari 1 Mac 2020)*

Germal Singh Khera telah mengetuai jabatan Pembangunan Penerbangan di MAVCOM sebagai Pengarah sehingga 28 Februari 2020. Beliau kemudiannya dilantik oleh Suruhanjaya sebagai Perunding Penasihat, berkuat kuasa pada 1 Mac 2020. Pengalaman beliau dalam industri penerbangan termasuk 34 tahun bersama Malaysia Airlines (MAS), dengan jawatannya yang terakhir sebagai Naib Presiden Kanan bahagian Hal Ehwal Antarabangsa dan Kerajaan. Pada tahun 2014, Germal menyertai AirAsia Berhad sebagai Ketua Hubungan Pengawalseliaan dan Lapangan Terbang.

Germal juga telah berkhidmat dalam pelbagai jawatankuasa dan lembaga agensi penerbangan termasuk sebagai ahli jawatankuasa Persatuan Pengangkutan Udara Antarabangsa (IATA), Jawatankuasa Aeropolitik Persatuan Syarikat Penerbangan Asia Pasifik (AAPA), Jawatankuasa Pengurusan oneworld dan Pengerusi Lembaga Perwakilan Syarikat Penerbangan (Board of Airline Representatives) di Malaysia. Beliau memegang Ijazah Sarjana Muda Sastera Ekonomi dari Universiti Malaya dan Sarjana Pentadbiran Perniagaan Pemasaran dari Universiti London, United Kingdom.



PENYATA KEWANGAN



**SIJIL KETUA AUDIT NEGARA
MENGENAI PENYATA KEWANGAN
SURUHANJAYA PENERBANGAN MALAYSIA
BAGI TAHUN BERAKHIR 31 DISEMBER 2020**

Sijil Mengenai Pengauditan Penyata Kewangan

Pendapat

Saya telah mewakili sebuah firma audit swasta untuk mengaudit Penyata Kewangan Suruhanjaya Penerbangan Malaysia. Penyata kewangan tersebut merangkumi Penyata Kedudukan Kewangan pada 31 Disember 2020 dan Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih, Penyata Aliran Tunai serta Penyata Perbandingan Bajet dan Amaun Sebenar bagi tahun berakhir pada tarikh tersebut dan nota kepada penyata kewangan termasuklah ringkasan polisi perakaunan yang signifikan seperti yang dinyatakan pada muka surat 4 hingga 24.

Pada pendapat saya, penyata kewangan ini memberikan gambaran yang benar dan saksama mengenai kedudukan kewangan Suruhanjaya Penerbangan Malaysia pada 31 Disember 2020 dan prestasi kewangan serta aliran tunai bagi tahun berakhir pada tarikh tersebut selaras dengan Piawain Perakaunan Sektor Awam Malaysia (MPSAS) dan keperluan Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan Akta Suruhanjaya Penerbangan Malaysia (Pindaan) 2018 [Akta A1559].

Asas Kepada Pendapat

Pengauditan telah dilaksanakan berdasarkan Akta Audit 1957 dan *International Standards of Supreme Audit Institutions*. Tanggungjawab saya diuraikan selanjutnya di perenggan Tanggungjawab Juruaudit Terhadap Pengauditan Penyata Kewangan dalam sijil ini. Saya percaya bahawa bukti audit yang diperoleh adalah mencukupi dan bersesuaian untuk dijadikan asas kepada pendapat saya.

Kebebasan dan Tanggungjawab Etika Lain

Saya adalah bebas daripada Suruhanjaya Penerbangan Malaysia dan telah memenuhi tanggungjawab etika lain berdasarkan *International Standards of Supreme Audit Institutions*.

Maklumat Lain Selain Daripada Penyata Kewangan dan Sijil Juruaudit Mengenainya

Anggota Suruhanjaya Penerbangan Malaysia bertanggungjawab terhadap maklumat lain dalam Laporan Tahunan. Pendapat saya terhadap Penyata Kewangan Suruhanjaya Penerbangan Malaysia tidak meliputi maklumat lain selain daripada Penyata Kewangan dan Sijil Juruaudit mengenainya dan saya tidak menyatakan sebarang bentuk kesimpulan jaminan mengenainya.

Tanggungjawab Anggota Suruhanjaya Terhadap Penyata Kewangan

Anggota Suruhanjaya bertanggungjawab terhadap penyediaan Penyata Kewangan Suruhanjaya Penerbangan Malaysia yang memberi gambaran benar dan saksama selaras dengan Piawaian Perakaunan Sektor Awam Malaysia (MPSAS) dan keperluan Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan Akta Suruhanjaya Penerbangan Malaysia (Pindaan) 2018 [Akta A1559]. Anggota Suruhanjaya juga bertanggungjawab terhadap penetapan kawalan dalaman yang perlu bagi membolehkan penyediaan Penyata Kewangan Suruhanjaya Penerbangan Malaysia yang bebas daripada salah nyata yang ketara, sama ada disebabkan fraud atau kesilapan.

Semasa penyediaan Penyata Kewangan Suruhanjaya Penerbangan Malaysia, Anggota Suruhanjaya bertanggungjawab untuk menilai keupayaan Suruhanjaya Penerbangan Malaysia untuk beroperasi sebagai satu usaha berterusan, mendedahkannya jika berkaitan serta menggunakannya sebagai asas perakaunan.

Tanggungjawab Juruaudit Terhadap Pengauditan Penyata Kewangan

Objektif saya adalah untuk memperoleh keyakinan yang munasabah sama ada Penyata Kewangan Suruhanjaya Penerbangan Malaysia secara keseluruhannya adalah bebas daripada salah nyata yang ketara, sama ada disebabkan fraud atau kesilapan, dan mengeluarkan Sijil Juruaudit yang merangkumi pendapat saya. Jaminan yang munasabah adalah satu tahap jaminan yang tinggi, tetapi bukan satu jaminan bahawa audit yang dijalankan mengikut *International Standards of Supreme Audit Institutions* akan sentiasa mengesan salah nyata yang ketara apabila ia wujud. Salah nyata boleh wujud daripada fraud atau kesilapan dan dianggap ketara sama ada secara individu atau agregat sekiranya boleh dijangkakan dengan munasabah untuk mempengaruhi keputusan ekonomi yang dibuat oleh pengguna berdasarkan penyata kewangan ini.

Sebagai sebahagian daripada pengauditan mengikut *International Standards of Supreme Audit Institutions*, saya menggunakan pertimbangan profesional dan mengekalkan keraguan profesional sepanjang pengauditan. Saya juga:

- a. Menenal pasti dan menilai risiko salah nyata ketara dalam Penyata Kewangan Suruhanjaya Penerbangan Malaysia, sama ada disebabkan fraud atau kesilapan, merangka dan melaksanakan prosedur audit yang responsif terhadap risiko berkenaan serta mendapatkan bukti audit yang mencukupi dan bersesuaian untuk memberikan asas kepada pendapat saya. Risiko untuk tidak mengesan salah nyata ketara akibat daripada fraud adalah lebih tinggi daripada kesilapan kerana fraud mungkin melibatkan pakatan, pemalsuan, ketinggalan yang disengajakan, representasi yang salah, atau mengatasi kawalan dalaman.
- b. Memahami kawalan dalaman yang relevan untuk merangka prosedur audit yang bersesuaian tetapi bukan untuk menyatakan pendapat mengenai keberkesanan kawalan dalaman Suruhanjaya Penerbangan Malaysia.
- c. Menilai kesesuaian dasar perakaunan yang diguna pakai kemunasabahan anggaran perakaunan dan pendedahan yang berkaitan oleh Anggota Suruhanjaya.
- d. Membuat kesimpulan terhadap kesesuaian penggunaan asas perakaunan untuk usaha berterusan oleh Anggota Suruhanjaya dan berdasarkan bukti audit yang diperoleh, sama ada wujudnya ketidakpastian ketara yang berkaitan dengan peristiwa atau keadaan yang mungkin menimbulkan keraguan yang signifikan terhadap keupayaan Suruhanjaya Penerbangan Malaysia sebagai satu usaha berterusan. Jika saya membuat kesimpulan bahawa ketidakpastian ketara wujud, saya perlu melaporkan dalam Sijil Juruaudit terhadap pendedahan yang berkaitan dalam Penyata Kewangan Suruhanjaya Penerbangan Malaysia atau, jika pendedahan tersebut tidak mencukupi, pendapat saya akan diubah. Kesimpulan saya dibuat berdasarkan bukti audit yang diperoleh sehingga tarikh Sijil Juruaudit.
- e. Menilai persembahan secara keseluruhan, struktur dan kandungan Penyata Kewangan Suruhanjaya Penerbangan Malaysia termasuk pendedahannya, dan sama ada Penyata Kewangan Suruhanjaya Penerbangan Malaysia telah melaporkan asas-asas urusi niaga dan peristiwa-peristiwa yang memberi gambaran saksama.

Hal-hal Lain

- a. Saya ingin menarik perhatian berhubung bayaran bonus kontraktual sejumlah RM1,913,263 kepada 62 orang pekerja Suruhanjaya Penerbangan Malaysia yang didapati tidak teratur.
- i. Jemaah Menteri dalam mesyuarat pada 11 Disember 2019 bersetuju supaya badan kawal selia industri penerbangan Malaysia dirasionalisasikan dan diletakkan di bawah satu entiti. Suruhanjaya Penerbangan Malaysia akan dibubarkan dan fungsi utamanya akan dipindahkan kepada Pihak Berkuasa Penerbangan Awam Malaysia. Bagaimanapun, sehingga Sijil Ketua Audit Negara Mengenai Penyata Kewangan Suruhanjaya Penerbangan Malaysia Bagi Tahun Berakhir 31 Disember 2020 ditandatangani, Suruhanjaya Penerbangan Malaysia masih meneruskan operasi sehingga Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dimansuhkan.
 - ii. Anggota Suruhanjaya dalam Mesyuarat Suruhanjaya Penerbangan Malaysia Bilangan 1/2020 telah meluluskan cadangan pembayaran bonus kontraktual meliputi dua (2) bulan gaji kepada 62 orang pekerja Suruhanjaya Penerbangan Malaysia. Berikutan itu, buku Panduan Pekerja Suruhanjaya Penerbangan Malaysia telah dipinda dan klausa pembayaran muhibah dan ganti rugi pembubaran telah dimasukkan di bawah Perenggan 2.5 panduan tersebut.
 - iii. Bayaran bonus kontraktual tersebut telah dibayar kepada 62 orang pekerja Suruhanjaya Penerbangan Malaysia pada 5 Februari 2020 berjumlah RM1,913,263 daripada Kumpulan Wang Suruhanjaya Penerbangan Malaysia.
 - iv. Bayaran ini adalah tidak teratur kerana pembayaran bonus kontraktual dilaksanakan dengan serta merta dan *pre-mature* sebelum Suruhanjaya Penerbangan Malaysia dibubarkan. Pembayaran ini juga tidak diangkat untuk kelulusan Kementerian Pengangkutan Malaysia dan Kementerian Kewangan.
- b. Sijil ini dibuat untuk Anggota Suruhanjaya berdasarkan keperluan Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan Akta Suruhanjaya Penerbangan Malaysia (Pindaan) 2018 [Akta A1559] dan bukan untuk tujuan lain. Saya tidak bertanggungjawab terhadap pihak lain bagi kandungan sijil ini.



(SELWAH BINTI HAJI SAID)
b.p. KETUA AUDIT NEGARA

PUTRAJAYA
22 JULAI 2021



Penyata Pengerusi Eksekutif dan Seorang Anggota Suruhanjaya

Kami, Datuk Seri Hj. Saripuddin Bin Hj. Kasim dan Dato' Fauziah binti Yaacob, yang merupakan Pengerusi Eksekutif dan salah seorang Anggota **SURUHANJAYA PENERBANGAN MALAYSIA**, dengan ini menyatakan bahawa, pada pendapat Anggota Suruhanjaya, Penyata Kewangan yang mengandungi Penyata Kedudukan Kewangan, Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih, Penyata Aliran Tunai dan Penyata Perbandingan Bajet dan Amaun Sebenar yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya, adalah disediakan untuk menunjukkan pandangan yang benar dan saksama berkenaan kedudukan **SURUHANJAYA PENERBANGAN MALAYSIA** pada **31 DISEMBER 2020** dan hasil kendaliannya serta perubahan kedudukan kewangannya bagi tempoh kewangan berakhir pada tarikh tersebut.

Bagi pihak Suruhanjaya Penerbangan Malaysia,



DATUK SERI HJ. SARIPUDDIN BIN HJ. KASIM
Pengerusi Eksekutif

Tarikh: 9 Julai 2021
Kuala Lumpur



DATO' FAUZIAH BINTI YAACOB
Anggota Suruhanjaya

Tarikh: 9 Julai 2021
Kuala Lumpur

Perakuan Berkanun

PENGAKUAN OLEH PEGAWAI UTAMA YANG BERTANGGUNGJAWAB KE ATAS PENGURUSAN KEWANGAN SURUHANJAYA PENERBANGAN MALAYSIA

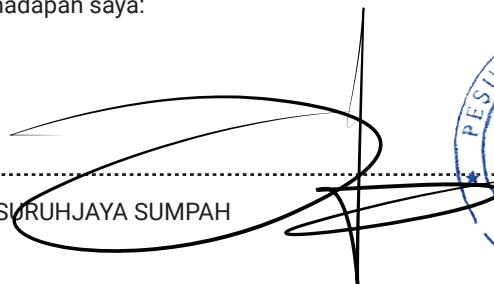
Saya, Abdul Kadir Bin Mohamed Abd Salam, pegawai utama yang bertanggungjawab ke atas pengurusan kewangan dan rekod-rekod perakaunan **SURUHANJAYA PENERBANGAN MALAYSIA**, dengan ikhlasnya mengakui bahawa Penyata Kedudukan Kewangan, Penyata Prestasi Kewangan, Penyata Perubahan Aset Bersih, Penyata Aliran Tunai dan Penyata Perbandingan Bajet dan Amaun Sebenar dalam Penyata Kewangan yang berikut ini berserta dengan nota-nota kepada Penyata Kewangan di dalamnya mengikut sebaik-baik pengetahuan dan kepercayaan saya, adalah betul dan saya membuat ikrar ini dengan sebenarnya mempercayai bahawa ia adalah benar dan atas kehendak-kehendak Akta Akuan Berkanun, 1960.

Sebenarnya dan sesungguhnya diakui oleh penama di atas di Kuala Lumpur pada 12 JULAI 2021



ABDUL KADIR BIN MOHAMED ABD SALAM

Di hadapan saya:


PESURUHJAYA SUMPAH



A-1-6B, Jalan 12/144A
Taman Bukit Cheras
56000 Cheras, Kuala Lumpur

PENYATA KEDUDUKAN KEWANGAN

PADA 31 DISEMBER 2020

	Nota	2020 RM	2019 RM
ASET BUKAN SEMASA			
Hartanah dan peralatan	5	151,722	703,487
Aset tak ketara	6	352,807	476,928
Jumlah aset bukan semasa		504,529	1,180,415
ASET SEMASA			
Tunai dan kesetaraan tunai	7	42,051,844	44,327,300
Caj belum terima	8	1,747,785	8,799,028
Deposit, bayaran terdahulu dan penghutang lain	9	4,544,976	1,835,005
Jumlah aset semasa		48,344,605	54,961,333
JUMLAH ASET		48,849,134	56,141,748
RIZAB			
Lebihan terkumpul		44,975,501	55,241,432
		44,975,501	55,241,432
LIABILITI BUKAN SEMASA			
Pendapatan tertunda	10	666,000	-
		666,000	-
LIABILITI SEMASA			
Pendapatan tertunda	10	2,664,000	-
Pemiutang lain dan perbelanjaan terakru	11	457,140	864,529
Peruntukan cukai		86,493	35,787
Jumlah liabiliti semasa		3,207,633	900,316
JUMLAH LIABILITI		3,873,633	900,316
JUMLAH RIZAB DAN LIABILITI		48,849,134	56,141,748

PENYATA PRESTASI KEWANGAN

BAGI TAHUN KEWANGAN BERAKHIR 31 DISEMBER 2020

	Nota	2020 RM	2019 RM
PENDAPATAN			
Urus niaga bukan pertukaran	Caj Perkhidmatan Pengawalseliaan	11,481,196	46,747,851
	Penalti	1,685,804	1,579,889
	Pendapatan faedah	1,273,717	1,332,130
Urus niaga pertukaran	Pulangan Cukai Barang dan Perkhidmatan daripada Kastam	-	1,339,365
	Keuntungan pelupusan aset	1,346	5,162
	Perbelanjaan lain	1,510	2,988
Jumlah pendapatan		14,443,573	51,007,385
Pelunasan Kumpulan Wang Perkhidmatan Awam	12	202,566,499	240,135,278
		217,010,072	291,142,663
PERBELANJAAN			
Perbelanjaan kakitangan	13	(13,921,504)	(13,435,837)
Perbelanjaan operasi lain	14	(10,481,946)	(15,511,664)
Jumlah perbelanjaan		(24,403,450)	(28,947,501)
Perbelanjaan Kumpulan Wang Perkhidmatan Awam	12	(202,566,499)	(240,135,278)
Kos pembiayaan		-	(1,946)
(Kurangan)/ Lebihan sebelum cukai		(9,959,877)	22,057,938
Perbelanjaan cukai	15	(306,054)	(286,667)
(KURANGAN)/ LEBIHAN SELEPAS CUKAI		(10,265,931)	21,771,271

PENYATA PERUBAHAN ASET BERSIH

BAGI TAHUN KEWANGAN BERAKHIR 31 DISEMBER 2020

	2020 RM	2019 RM
LEBIHAN TERKUMPUL		
Pada 1 Januari	55,241,432	33,470,161
(Kurangan)/Lebihan selepas cukai tahun semasa	(10,265,931)	21,771,271
Pada 31 Disember	44,975,501	55,241,432

PENYATA ALIRAN TUNAI

BAGI TAHUN KEWANGAN BERAKHIR 31 DISEMBER 2020

		2020	2019
ALIRAN TUNAI DARIPADA AKTIVITI OPERASI		RM	RM
(Kurangan)/Lebih sebelum cukai		(9,959,877)	22,057,938
Pelarasan bagi	Peruntukan hutang ragu	2,264,496	-
	Susut nilai hartanah dan peralatan	556,490	687,378
	Pelunasan aset tak ketara	242,289	228,924
	Kos pembiayaan	-	1,946
	Keuntungan pelupusan aset	(1,346)	(5,162)
(Kurangan)/Lebih pendapatan sebelum perubahan dalam modal kerja		(6,897,948)	22,971,024
Perubahan dalam modal kerja	Caj belum terima	4,786,747	(342,626)
	Deposit, bayaran terdahulu dan penghutang lain	(2,709,971)	(574,392)
	Pemiutang lain dan perbelanjaan terakru	(407,389)	(827,809)
	Pendapatan tertunda	3,330,000	-
Tunai (digunakan dalam)/diperolehi daripada aktiviti operasi		(1,898,561)	21,226,197
Bayaran cukai		(255,348)	(291,905)
Tunai bersih (digunakan dalam)/diperolehi daripada aktiviti operasi		(2,153,909)	20,934,292
ALIRAN TUNAI DARIPADA AKTIVITI PELABURAN			
Pembelian hartanah dan peralatan		(4,727)	(46,798)
Pembelian aset tak ketara		(118,169)	(305,449)
Hasil pelupusan aset		1,349	6,011
Tunai bersih digunakan dalam aktiviti pelaburan		(121,547)	(346,236)
ALIRAN TUNAI DARIPADA AKTIVITI PEMBIAYAAN			
Faedah yang dibayar ke atas liabiliti pajakan		-	(1,946)
Pembayaran balik liabiliti pajakan		-	(25,264)
Tunai bersih digunakan dalam aktiviti pembiayaan		-	(27,210)
(PENURUNAN)/PENINGKATAN BERSIH DALAM TUNAI DAN KESETARAAN TUNAI		(2,275,456)	20,560,846
TUNAI DAN KESETARAAN TUNAI PADA AWAL TAHUN KEWANGAN		44,327,300	23,766,454
TUNAI DAN KESETARAAN TUNAI PADA AKHIR TAHUN KEWANGAN		42,051,844	44,327,300

PENYATA PERBANDINGAN BAJET DAN AMAUN SEBENAR

BAGI TAHUN KEWANGAN BERAKHIR 31 DISEMBER 2020

Amaun Bajet				
2020	Asal	Akhir	Amaun Sebenar	Perbezaan
PENDAPATAN	RM	RM	RM	RM
Kumpulan Wang Perkhidmatan Awam	202,566,499	202,566,499	202,566,499	-
Jumlah	202,566,499	202,566,499	202,566,499	
PERBELANJAAN				
Perbelanjaan Kumpulan Wang Perkhidmatan Awam	202,566,499	202,566,499	202,566,499	-
Jumlah	202,566,499	202,566,499	202,566,499	
Amaun Bajet				
2019	Asal	Akhir	Amaun Sebenar	Perbezaan
PENDAPATAN	RM	RM	RM	RM
Kumpulan Wang Perkhidmatan Awam	240,135,278	240,135,278	240,135,278	-
Jumlah	240,135,278	240,135,278	240,135,278	
PERBELANJAAN				
Perbelanjaan Kumpulan Wang Perkhidmatan Awam	240,135,278	240,135,278	240,135,278	-
Jumlah	240,135,278	240,135,278	240,135,278	

MAVCOM telah melancarkan pengurusan Kumpulan Wang Perkhidmatan Awam pada 1 Januari 2018 seperti yang telah termaktub di bawah Seksyen 27 Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771].

NOTA-NOTA KEPADA PENYATA KEWANGAN

BAGI TAHUN KEWANGAN BERAKHIR 31 DISEMBER 2020

1. Maklumat Umum

Suruhanjaya Penerbangan Malaysia (Suruhanjaya) telah ditubuhkan secara rasmi pada 1 Mac 2016 di bawah Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan Akta Suruhanjaya Penerbangan Malaysia (Pindaan) 2018 [Akta A1559] untuk bertindak sebagai sebuah entiti bebas untuk mengawal selia perkara ekonomi dan komersial yang berhubungan dengan industri penerbangan awam di Malaysia.

Pejabat berdaftar Suruhanjaya terletak di Aras 19, Menara 1 Sentrum, 201 Jalan Tun Sambanthan, 50470 Kuala Lumpur.

Penyata kewangan Suruhanjaya dibentangkan dalam Ringgit Malaysia (RM). Penyata kewangan ini telah diluluskan untuk diterbitkan oleh Anggota Suruhanjaya pada 8 Julai 2021.

2. Asas Penyediaan

Penyata kewangan Suruhanjaya telah disediakan mengikut asas akruan Piawaian Perakaunan Sektor Awam Malaysia (MPSAS).

Penyata kewangan telah disediakan mengikut asas akruan menurut kelaziman kos sejarah kecuali seperti yang dinyatakan di dalam ringkasan dasar perakaunan penting. Penyata aliran tunai telah disediakan berdasarkan kaedah tak langsung.

Penyediaan penyata kewangan ini selaras dengan MPSAS memerlukan penggunaan anggaran perakaunan kritikal tertentu. Pihak pengurusan juga perlu melaksanakan pertimbangan mereka dalam proses mengguna pakai dasar-dasar perakaunan Suruhanjaya. Bidang yang melibatkan tahap pertimbangan atau kerumitan yang lebih tinggi telah dinyatakan dalam Nota 4.

3. Dasar-dasar Perakaunan yang Penting

3.1 Hartanah dan peralatan

Hartanah dan peralatan pada asalnya dinyatakan pada kos. Kos untuk hartanah dan peralatan yang diiktiraf pada awalnya terdiri daripada harga pembelian dan sebarang kos yang berkaitan secara langsung untuk membawa aset kepada lokasi dan keadaan yang diperlukan untuk ia menjadi mampu beroperasi dengan cara yang dikehendaki oleh pihak pengurusan.

Kos sesuatu item bagi hartanah dan peralatan yang bernilai melebihi RM2,000 diiktiraf sebagai aset apabila terdapat kemungkinan bahawa manfaat ekonomi masa depan yang terangkum dalam bahagian tersebut akan mengalir ke dalam Suruhanjaya dan kos item tersebut boleh diukur dengan tepat. Selepas pengiktirafan awal, hartanah dan peralatan dinyatakan pada kos setelah ditolak susut nilai terkumpul dan kerugian rosot nilai terkumpul, jika ada.

Kos penggantian diambil kira dalam amaun dibawa sesuatu hartanah dan peralatan apabila kos itu ditanggung dan penggantian itu dijangka memberi manfaat tambahan di masa hadapan kepada Suruhanjaya. Amaun dibawa bagi bahagian yang diganti akan dinyahiktiraf. Semua pembaikan dan penyelenggaraan lain dicaj kepada penyata pendapatan dalam tempoh ianya ditanggung.

Semua hartanah dan peralatan disusut nilai berasaskan kaedah garis lurus untuk memperuntukkan kos aset kurang nilai sisa sepanjang anggaran hayat kegunaannya. Hayat berguna dianggarkan seperti berikut:

• Pengubahsuaian	3 tahun
• Kenderaan bermotor	5 tahun
• Perabot, kelengkapan dan peralatan pejabat	5 tahun
• Peralatan komputer	3 tahun

Nilai sisa aset, hayat berguna dan kaedah susut nilai disemak semula, dan diselaraskan sewajarnya secara prospektif, sekiranya terdapat tanda-tanda perubahan yang ketara sejak tarikh laporan tahunan yang lepas.

Hartanah dan peralatan dirosotnilai apabila terdapat petunjuk bahawa ia mungkin mengalami rosotnilai. Polisi bagi pengiktirafan dan pengukuran rosotnilai adalah berdasarkan Nota 3.3.

Keuntungan atau kerugian atas pelupusan sesuatu hartanah dan peralatan ditentukan dengan membandingkan penerimaan daripada pelupusan dengan amaun dibawa hartanah dan peralatan tersebut dan diiktiraf dalam penyata pendapatan.

3.2 Aset tak ketara

Perisian komputer yang dibeli dipermodalkan sebagai aset tidak ketara dan dinyatakan pada kos. Kos untuk perisian komputer yang diiktiraf pada awalnya terdiri daripada harga pembelian dan sebarang kos berkaitan yang membawa perisian tersebut untuk tujuan penggunaannya oleh pihak pengurusan. Aset tidak ketara yang masih dalam proses pembangunan akan diklasifikasikan sebagai kerja dalam pelaksanaan dan dipindahkan ke perisian komputer apabila sedia untuk digunakan.

Selepas pengiktirafan awal, kos dilunaskan sepanjang anggaran hayat berguna sebanyak tiga (3) tahun dan direkodkan pada kos ditolak pelunasan terkumpul dan kerugian rosotnilai terkumpul, jika ada.

Kos yang berkaitan dengan perisian komputer diiktiraf sebagai perbelanjaan, apabila ditanggung.

Nilai sisa aset tak ketara, hayat berguna dan kaedah pelunasan disemak semula, dan diselaraskan sewajarnya secara prospektif, sekiranya terdapat tanda-tanda perubahan yang ketara sejak tarikh laporan tahunan yang lepas.

Aset tak ketara dirosotnilai apabila terdapat petunjuk bahawa ia mungkin mengalami rosotnilai. Polisi bagi pengiktirafan dan pengukuran rosotnilai adalah berdasarkan Nota 3.3.

Keuntungan dan kerugian atas pelupusan ditentukan dengan membandingkan penerimaan daripada pelupusan dengan amaun dibawa aset tak ketara tersebut dan diiktiraf dalam penyata pendapatan.

3.3 Rosotnilai aset bukan kewangan

Kerugian rosotnilai berlaku apabila amaun dibawa aset melebihi amaun boleh pulih. Jika petunjuk sedemikian wujud, Suruhanjaya menganggarkan amaun boleh pulih aset tersebut.

Amaun boleh pulih sesuatu aset adalah nilai yang lebih tinggi antara nilai saksama tolak kos jualan dan nilai sedang digunakan. Suruhanjaya menentukan nilai saksama tolak kos jualan aset dalam hierarki berdasarkan: (i) Harga dalam suatu perjanjian jualan mengikat; (ii) Harga pasaran diniagakan dalam pasaran aktif; dan (iii) anggaran harga pasaran menggunakan maklumat terbaik yang ada. Nilai sedang digunakan dianggarkan berdasarkan pendiskaunan aliran masuk tunai bersih (dengan kadar diskaun yang sesuai) bagi aset, dengan menggunakan bajet dan ramalan pengurusan yang munasabah serta disokong bagi tempoh lima tahun dan ekstrapolasi aliran masuk tunai bagi tempoh melangkaui tempoh ramalan atau bajet lima tahun.

Kerugian rosotnilai diiktiraf dalam penyata pendapatan. Aset bukan kewangan yang mengalami rosotnilai disemak untuk kemungkinan pembalikan rosotnilai pada setiap tarikh laporan dan sebarang kenaikan dalam amaun boleh pulih diiktiraf dalam penyata pendapatan, terhad kepada amaun dibawa aset yang akan ditentukan sekiranya tiada kerugian rosotnilai diiktiraf sebelum ini.

3.4 Tunai dan kesetaraan tunai

Kesetaraan tunai dipegang untuk memenuhi komitmen tunai jangka pendek dan bukannya untuk pelaburan atau tujuan lain. Tunai dan kesetaraan tunai terdiri daripada tunai dalam tangan, deposit permintaan dan pelaburan kecairan tinggi jangka pendek lain yang sedia ditukar kepada amaun tunai yang diketahui dan tertakluk kepada risiko perubahan dalam nilai yang tidak signifikan.

3.5 Cukai pendapatan

Cukai semasa bagi tempoh semasa dan tempoh sebelumnya, setakat yang tidak berbayar, diiktiraf sebagai liabiliti cukai semasa. Jika amaun yang telah dibayar untuk tempoh semasa dan tempoh sebelumnya melebihi amaun yang kena dibayar bagi tempoh-tempoh berkenaan, lebihan tersebut diiktiraf sebagai aset cukai semasa. Liabiliti/(Aset) cukai semasa diukur pada amaun yang dijangka untuk Suruhanjaya bayar/(pulih) menggunakan kadar cukai dan undang-undang yang telah digubal atau digubal sebahagian besarnya pada akhir tarikh pelaporan.

3.6 Peruntukan

Peruntukan diiktiraf apabila Suruhanjaya mempunyai obligasi semasa secara sah atau konstruktif, kesan daripada peristiwa lampau yang berkemungkinan memerlukan aliran keluar manfaat ekonomi bagi menjelaskan obligasi tersebut, dan apabila anggaran yang boleh percaya berhubung dengan amaun tersebut boleh dibuat.

3.7 Pengiktirafan pendapatan

- Hasil daripada urus niaga bukan pertukaran

Urus niaga bukan pertukaran akan diiktiraf sebagai aset apabila terdapat manfaat ekonomi masa depan atau potensi perkhidmatan dijangka mengalir ke dalam entiti, ianya berpunca daripada peristiwa lampau dan nilai saksama aset tersebut dapat diukur dengan munasabah. Urus niaga bukan pertukaran yang diiktiraf sebagai aset hendaklah diiktiraf sebagai hasil, kecuali setakat liabiliti yang juga diiktiraf berkenaan dengan aliran masuk yang sama sebagai tertunda di dalam Penyata Kedudukan Kewangan. Apabila obligasi terhadap sesuatu liabiliti itu telah dipenuhi, entiti hendaklah mengurangkan amaun bawaan liabiliti yang diiktiraf itu dan mengiktiraf amaun hasil yang sama dengan pengurangan itu. Hasil daripada urus niaga bukan pertukaran adalah seperti berikut:

(a) Caj Perkhidmatan Pengawalseliaan

Caj Perkhidmatan Pengawalseliaan dikenakan kepada setiap penumpang yang berlepas dengan pesawat udara dari mana-mana aerodrom di dalam Malaysia selaras dengan peruntukan Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan akan diiktiraf apabila MAVCOM mempunyai hak untuk menerima caj tersebut.

(b) Penalti

Penalti akan dikenakan kepada entiti yang melanggar syarat-syarat yang telah ditetapkan di bawah Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dan akan diiktiraf apabila pembayaran telah diterima.

- Hasil daripada urus niaga pertukaran

Hasil daripada urus niaga pertukaran diiktiraf apabila terdapat kemungkinan bahawa manfaat ekonomi masa hadapan atau potensi perkhidmatan akan mengalir ke dalam entiti dan manfaat ini boleh diukur dengan tepat. Hasil daripada urus niaga pertukaran adalah seperti berikut:

(a) Pendapatan faedah

Pendapatan faedah diiktiraf menggunakan kadar faedah efektif.

3.8 Manfaat pekerja

(a) Manfaat pekerja jangka pendek

Upah dan gaji diakru dan dibayar pada setiap bulan dan diiktiraf sebagai perbelanjaan di dalam tahun di mana perkhidmatan oleh kakitangan Suruhanjaya tersebut diberikan.

(b) Manfaat pasca-pekerjaan — Pelan caruman ditentukan

Suruhanjaya membuat caruman berkanun kepada kumpulan wang simpanan yang diluluskan dan sumbangan yang dibuat dicaj kepada penyata pendapatan dalam tempoh yang berkaitan. Setelah caruman dibayar, Suruhanjaya tidak mempunyai obligasi selanjutnya.

3.9 Pajakan - Perakaunan oleh penerima pajak

(a) Pajakan operasi

Pajakan aset di mana sebahagian besar risiko dan ganjaran pemilikan dikekalkan dengan pemberi pajak dikelaskan sebagai pajakan operasi. Bayaran dibuat di bawah pajakan operasi (selepas ditolak sebarang insentif yang diterima daripada pemberi pajak) dicaj kepada penyata pendapatan secara kaedah garis lurus sepanjang tempoh pajakan.

(b) Pajakan kewangan

Pajakan aset di mana Suruhanjaya mempunyai sebahagian besar risiko dan ganjaran pemilikan dikelaskan sebagai pajakan kewangan. Pajakan kewangan dipermodalkan sebagai aset dan liabiliti pada permulaan pajakan pada nilai yang lebih rendah di antara nilai saksama aset yang dipajak dan nilai semasa bayaran pajakan minimum.

Kos langsung awal yang ditanggung oleh Suruhanjaya dalam perundingan dan pengaturan pajakan kewangan ditambah kepada nilai dibawa aset yang dipajak dan diiktiraf sebagai perbelanjaan dalam penyata pendapatan sepanjang tempoh pajakan pada asas yang sama sebagai perbelanjaan pajakan.

Setiap bayaran pajakan dibahagikan antara caj liabiliti dan pembiayaan dengan menggunakan kaedah faedah berkesan. Aset yang diperolehi melalui pajakan kewangan disusut nilai sepanjang jangka masa yang lebih pendek antara hayat berguna aset dan tempoh pajakan jika tiada kepastian yang munasabah bahawa Suruhanjaya akan mendapat pemilikan pada akhir tempoh pajakan.

3.10 Kos peminjaman

Kos peminjaman Suruhanjaya adalah liabiliti pajakan kewangan yang dikira menggunakan kaedah faedah berkesan. Semua kos pinjaman diiktiraf sebagai perbelanjaan apabila ditanggung.

3.11 Pertukaran Mata Wang Asing

Urus niaga dengan menggunakan mata wang asing telah ditukarkan kepada Ringgit Malaysia pada kadar semasa pada tarikh urus niaga dilakukan. Pada setiap tarikh penyata kedudukan kewangan, pertukaran mata wang asing bagi item monetari diterjemah ke dalam Ringgit Malaysia pada kadar pertukaran yang berkuat kuasa pada tarikh berkenaan. Semua perbezaan kadar pertukaran diiktiraf dalam Penyata Prestasi Kewangan.

4. Pertimbangan Kritikal dan Ketidakpastian Anggaran

4.1 Pertimbangan dan andaian digunakan

Dalam pemilihan dasar perakaunan bagi Suruhanjaya, bahagian yang memerlukan pertimbangan dan andaian yang signifikan adalah untuk klasifikasi pajakan kewangan dan operasi.

Suruhanjaya mengklasifikasikan pajakan sebagai pajakan kewangan atau pajakan operasi berdasarkan kriteria sejauh mana risiko dan ganjaran berkaitan dengan pemilikan aset sandaran. Sebagai penerima pajak, Suruhanjaya mengiktiraf pajakan sebagai pajakan kewangan jika ia terdedah kepada risiko dan ganjaran yang besar yang berkaitan dengan pemilikan aset sandaran. Dalam membuat keputusan, Suruhanjaya mempertimbangkan sama ada terdapat insentif ekonomi yang ketara untuk melaksanakan opsyen beli dan mana-mana pilihan tempoh pembaharuan. Pajakan diklasifikasikan sebagai pajakan kewangan jika tempoh pajakan adalah untuk sekurang-kurangnya 75% daripada hayat ekonomi aset sandaran, nilai kini bayaran pajakan adalah sekurang-kurangnya 90% daripada nilai saksama aset sandaran, atau aset yang dikenal pasti dalam pajakan adalah aset khusus yang hanya boleh digunakan secara berkesan oleh penerima pajak. Semua pajakan lain yang tidak mengakibatkan perpindahan besar risiko dan ganjaran diklasifikasikan sebagai pajakan operasi.

4.2 Ketidakpastian anggaran

Pengukuran beberapa aset dan liabiliti memerlukan pihak pengurusan menggunakan anggaran berdasarkan pelbagai input yang dapat diperhatikan dan andaian lain. Bahagian atau item yang tertakluk kepada ketidakpastian anggaran yang signifikan adalah dalam susut nilai hartanah dan peralatan serta pengukuran peruntukan.

- Susut nilai hartanah dan peralatan

Kos sesuatu item hartanah dan peralatan disusut nilai mengikut kaedah garis lurus. Anggaran digunakan dalam pemilihan kaedah susut nilai, hayat berguna dan nilai sisa. Penggunaan sebenar manfaat ekonomi hartanah dan peralatan mungkin berbeza daripada anggaran yang digunakan dan ini boleh membawa kepada keuntungan atau kerugian atas pelupusan sesuatu hartanah dan peralatan.

- Pengukuran peruntukan

Suruhanjaya sentiasa menggunakan anggaran terbaik sebagai asas untuk mengukur sesuatu peruntukan itu. Anggaran dibuat berdasarkan kepada pengalaman lalu, lain-lain petunjuk atau andaian, perkembangan terkini dan peristiwa masa hadapan yang munasabah dalam menentukan sesuatu peruntukan.

5. Hartanah dan Peralatan

2020	Pengubahsuaian	Kenderaan bermotor	Perabot, kelengkapan dan peralatan pejabat	Peralatan komputer	JUMLAH RM
KOS	RM	RM	RM	RM	
Pada 1 Januari 2020	395,937	311,447	2,381,931	172,655	3,261,970
Tambahan	-	-	-	4,727	4,727
Pelupusan	-	-	-	(34,857)	(34,857)
Pengelasan semula	-	-	-	43,328	43,328
Pada 31 Disember 2020	395,937	311,447	2,381,931	185,853	3,275,168
SUSUT NILAI TERKUMPUL					
Pada 1 Januari 2020	350,579	152,458	1,901,080	154,366	2,558,483
Susut nilai semasa	31,630	62,290	445,177	17,393	556,490
Pelupusan	-	-	-	(34,854)	(34,854)
Pengelasan semula	-	-	-	43,327	43,327
Pada 31 Disember 2020	382,209	214,748	2,346,257	180,232	3,123,446
NILAI BUKU BERSIH					
Pada 31 Disember 2020	13,728	96,699	35,674	5,621	151,722

2019	Pengubahsuaian	Kenderaan bermotor	Perabot, kelengkapan dan peralatan pejabat	Peralatan komputer	JUMLAH RM
KOS	RM	RM	RM	RM	
Pada 1 Januari 2019	362,057	311,447	2,369,013	323,210	3,365,727
Tambahan	33,880	-	12,918	-	46,798
Pelupusan	-	-	-	(150,555)	(150,555)
Pada 31 Disember 2019	395,937	311,447	2,381,931	172,655	3,261,970
SUSUT NILAI TERKUMPUL					
Pada 1 Januari 2019	296,043	90,169	1,386,153	248,446	2,020,811
Susut nilai semasa	54,536	62,289	514,927	55,626	687,378
Pelupusan	-	-	-	(149,706)	(149,706)
Pada 31 Disember 2019	350,579	152,458	1,901,080	154,366	2,558,483
NILAI BUKU BERSIH					
Pada 31 Disember 2019	45,358	158,989	480,851	18,289	703,487

6. Aset Tak Ketara

2020	Perisian komputer RM	Kerja dalam pelaksanaan RM	JUMLAH RM
KOS			
Pada 1 Januari 2020	1,429,487	185,203	1,614,690
Tambahan	118,169	-	118,169
Dipindahkan ke perisian komputer	185,203	(185,203)	-
Pengelasan semula	(43,328)	-	(43,328)
Pada 31 Disember 2020	1,689,531	-	1,689,531
PELUNASAN TERKUMPUL			
Pada 1 Januari 2020	1,137,762	-	1,137,762
Pelunasan semasa	242,289	-	242,289
Pengelasan semula	(43,327)	-	(43,327)
Pada 31 Disember 2020	1,336,724	-	1,336,724
NILAI BUKU BERSIH			
Pada 31 Disember 2020	352,807	-	352,807

2019	Perisian komputer RM	Kerja dalam pelaksanaan RM	TOTAL RM
KOS			
Pada 1 Januari 2019	1,160,028	149,213	1,309,241
Tambahan	96,036	209,413	305,449
Dipindahkan ke perisian komputer	173,423	(173,423)	-
Pada 31 Disember 2019	1,429,487	185,203	1,614,690
PELUNASAN TERKUMPUL			
Pada 1 Januari 2019	908,838	-	908,838
Pelunasan semasa	228,924	-	228,924
Pada 31 Disember 2019	1,137,762	-	1,137,762
NILAI BUKU BERSIH			
Pada 31 Disember 2019	291,725	185,203	476,928

7. Tunai dan Kesetaraan Tunai

	2020 RM	2019 RM
Tunai dan baki bank	2,825,800	1,442,901
Deposit dengan bank berlesen	39,226,044	42,884,399
	42,051,844	44,327,300

Deposit yang dibentangkan sebagai kesetaraan tunai mempunyai tarikh matang antara Januari 2021 dan Mac 2021 (2019: antara Februari 2020 dan Ogos 2020) dan kadar faedah antara 1.80% ke 1.95% (2019: antara 3.40% ke 4.00%).

8. Caj Belum Terima

	2020 RM	2019 RM
Caj belum terima	4,012,281	8,799,028
Peruntukan hutang ragu	(2,264,496)	-
	1,747,785	8,799,028

Caj belum terima merangkumi Caj Perkhidmatan Pengawalseliaan yang dikenakan dan terakru pada 31 Disember 2020. Peruntukan hutang ragu ditentukan berdasarkan trend kutipan bulan terdahulu dan juga mengambil kira keadaan ekonomi semasa.

9. Deposit, Bayaran Terdahulu dan Penghutang Lain

	2020 RM	2019 RM
Deposit	532,817	498,933
Bayaran terdahulu	437,751	565,046
Faedah belum terima	244,408	771,026
Penalti belum terima	3,330,000	-
	4,544,976	1,835,005

Amaun dibawa bagi deposit, bayaran terdahulu dan penghutang lain adalah anggaran munasabah nilai saksama pada tarikh penyata kedudukan kewangan memandangkan ia adalah bersifat jangka pendek.

10. Pendapatan Tertunda

	2020 RM	2019 RM
Semasa - Tidak lebih daripada satu tahun	2,664,000	-
Bukan semasa - Lebih daripada satu tahun	666,000	-
	3,330,000	-

Pendapatan tertunda merujuk kepada penalti yang dikenakan di atas kesalahan ketidakpatuhan kepada Kod Perlindungan Pengguna Penerbangan Malaysia 2016 (MACPC). Kes ini telah diselesaikan di mahkamah melalui Penghakiman Persetujuan yang diputuskan oleh Mahkamah Tinggi Sivil Kuala Lumpur pada 14 September 2020. Mahkamah turut memerintahkan bahawa penalti yang dikenakan hendaklah dibayar secara ansuran bulanan oleh syarikat-syarikat penerbangan yang telah dikenakan penalti dalam tempoh yang ditetapkan di dalam Penghakiman Persetujuan tersebut.

11. Pemiutang Lain dan Perbelanjaan Terakru

	2020 RM	2019 RM
Perbelanjaan terakru	439,394	646,481
Pemiutang lain	17,746	218,048
	457,140	864,529

Amaun dibawa bagi pemiutang lain dan perbelanjaan terakru adalah anggaran munasabah nilai saksama pada tarikh penyata kedudukan kewangan memandangkan ia adalah bersifat jangka pendek.

12. Pelunasan dan Perbelanjaan Kumpulan Wang Perkhidmatan Awam

Sepanjang tahun kewangan berakhir 31 Disember 2020, MAVCOM telah menerima peruntukan sebanyak RM202,566,499 daripada Kementerian Pengangkutan (MOT) bagi tujuan pembiayaan Perkhidmatan Udara Luar Bandar di bawah Kumpulan Wang Perkhidmatan Awam mengikut Seksyen 27 Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771]. Peruntukan tersebut telah dibayar sepenuhnya kepada pengendali Perkhidmatan Udara Luar Bandar sepanjang tahun kewangan berakhir 31 Disember 2020 sebagai pembayaran balik bagi pelaksanaan obligasi perkhidmatan awam.

Berdasarkan perjanjian semasa di antara MOT dan pengendali Perkhidmatan Udara Luar Bandar, MAVCOM hanya bertindak sebagai pentadbir yang menguruskan hal bayaran bagi pihak MOT di mana dana pembayaran balik akan disalurkan melalui MAVCOM kepada pengendali Perkhidmatan Udara Luar Bandar bagi pelaksanaan obligasi perkhidmatan awam seperti yang termaktub di bawah Seksyen 68(e) Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771].

Oleh itu, MAVCOM hanya akan mengiktiraf liabiliti dan perbelanjaan bagi perkara di atas setelah menerima dana daripada pihak MOT dan bukan semasa penerimaan invoice daripada pihak pengendali Perkhidmatan Udara Luar Bandar.

MAVCOM tidak terlibat di dalam perjanjian di antara MOT dan pengendali Perkhidmatan Udara Luar Bandar. Justeru, MAVCOM tidak bertanggungjawab secara langsung atau tidak langsung ke atas sebarang pertikaian bagi kontrak atau Perkhidmatan Udara Luar Bandar. Pada masa yang sama, MAVCOM juga tidak menerima sebarang "risk and reward" bagi Perkhidmatan Udara Luar Bandar dari mana-mana pihak.

13. Perbelanjaan Kakitangan

	2020 RM	2019 RM
Gaji dan elaun	11,296,882	10,077,377
Caruman kepada KWSP dan Socso	1,611,904	1,556,471
Latihan kepada kakitangan	154,292	909,622
Manfaat kakitangan	858,426	892,367
	13,921,504	13,435,837

Termasuk di dalam perbelanjaan kakitangan adalah pembayaran muhibah sebanyak RM1.9 juta yang dibayar kepada kakitangan MAVCOM seperti yang diluluskan oleh Anggota Suruhanjaya menerusi Mesyuarat Suruhanjaya 1/2020 pada 14 Januari 2020 berikutan pengumuman Pelan Rasionalisasi oleh Kerajaan pada 11 Disember 2019 seperti yang dinyatakan pada Nota 19.

14. Perbelanjaan Operasi Lain

	2020 RM	2019 RM
KOS PENUBUHAN		
Susut nilai hartanah dan peralatan	556,490	687,378
Pelunasan aset tak ketara	242,289	228,924
Sewa premis	1,323,446	1,364,316
Perbelanjaan utiliti	86,612	110,352
	2,208,837	2,390,970
PERBELANJAAN PENTADBIRAN DAN UMUM		
Fi profesional	2,719,462	7,143,735
Peruntukan hutang ragu	2,264,496	-
Lesen dan caj	1,045,165	1,925,966
Elaun dan perbelanjaan anggota Suruhanjaya	462,967	522,548
Perbelanjaan komunikasi	239,115	253,813
Percetakan dan alat tulis	127,687	208,467
Perjalanan dan penginapan	99,203	1,106,640
Buku dan langganan	654,665	647,130
Penyelenggaraan dan sokongan IT	239,963	230,717
Kempen promosi dan kesedaran	39,614	355,867
Cukai perkhidmatan	3,243	183,176
Cukai pegangan	-	84,436
Lain-lain perbelanjaan pentadbiran dan umum	377,529	458,199
	8,273,109	13,120,694
JUMLAH PERBELANJAAN OPERASI LAIN	10,481,946	15,511,664

15. Perbelanjaan Cukai

	2020 RM	2019 RM
Perbelanjaan cukai pendapatan tahun semasa	307,293	286,667
Perbelanjaan cukai pendapatan tahun sebelum terlebih nyata	(1,239)	-
Jumlah perbelanjaan cukai pendapatan	306,054	286,667
Perbezaan yang signifikan di antara perbelanjaan cukai dan keuntungan perakaunan didarab dengan kadar cukai berkanun adalah disebabkan oleh kesan cukai yang timbul daripada perkara-perkara berikut:		
Lebihan sebelum cukai	(9,959,877)	22,057,938
Cukai atas pendapatan berkanun pada kadar sebanyak 24%	(2,390,370)	5,293,905
Pendapatan tidak tertakluk kepada cukai	(3,160,403)	(11,920,105)
Perbelanjaan tidak boleh ditolak untuk tujuan cukai	5,858,066	6,947,867
Pendapatan tertakluk pada kadar cukai rendah	-	(35,000)
Perbelanjaan cukai pendapatan tahun sebelum terlebih nyata	(1,239)	-
PERBELANJAAN CUKAI	306,054	286,667

16. Komitmen Liabiliti

Suruhanjaya mempunyai komitmen pajakan berkenaan dengan ruang pejabat, di mana ianya dikelaskan sebagai pajakan operasi. Ringkasan komitmen pajakan tidak boleh dibatalkan adalah seperti berikut:

	2020 RM	2019 RM
BAYARAN PAJAKAN MINIMUM MASA HADAPAN		
Tidak lebih daripada satu tahun	1,437,380	1,463,227
Selepas satu tahun dan tidak lebih daripada lima tahun	4,487	1,453,691
Jumlah komitmen pajakan perlu dibayar	1,441,867	2,916,918
PEMBAYARAN PAJAKAN DIAMBILKIRA SEBAGAI PERBELANJAAN	1,422,358	1,472,610

17. Komitmen Modal

	2020 RM	2019 RM
Diluluskan dan dikontrakkan	-	119,373

18. Anggota Pengurusan Utama

Anggota pengurusan utama adalah mereka yang mempunyai kuasa dan tanggungjawab untuk perancangan, arahan dan kawalan ke atas aktiviti-aktiviti Suruhanjaya sama ada secara langsung atau tidak langsung. Pembayaran untuk anggota pengurusan utama adalah seperti berikut:

	2020 RM	2019 RM
Jumlah ganjaran	612,483	566,458
Bilangan anggota pengurusan utama	6	5

19. Rasionalisasi Badan-Badan Berkanun di dalam Industri Penerbangan

Kementerian Pengangkutan Malaysia telah mengumumkan keputusan Kerajaan pada 11 Disember 2019 bagi agensi-agensi badan pengawalseliaan di bawah industri penerbangan awam di Malaysia untuk dirasionalisasikan dan digabungkan di bawah satu entiti di mana MAVCOM akan dibubarkan dan kesemua fungsi utama Suruhanjaya akan dipindahkan kepada Pihak Berkuasa Penerbangan Awam Malaysia (CAAM). Walau bagaimanapun, Suruhanjaya dijangka akan terus beroperasi seperti biasa sehingga Akta Suruhanjaya Penerbangan Malaysia 2015 [Akta 771] dimansuhkan.

20. Peristiwa Selepas Tarikh Pelaporan

Berdasarkan MPSAS 14, peristiwa selepas tarikh pelaporan ialah peristiwa yang memuaskan dan tidak memuaskan yang berlaku di antara tarikh pelaporan dan tarikh penyata kewangan disahkan untuk penerbitan. Antara dua jenis peristiwa yang boleh dikenalpasti adalah peristiwa yang membuktikan keadaan yang wujud pada tarikh pelaporan (peristiwa perlu pelarasan selepas tarikh pelaporan) dan peristiwa yang menunjukkan keadaan yang wujud selepas tarikh pelaporan (peristiwa tidak perlu pelarasan selepas tarikh pelaporan).

Pada 11 Januari 2021, Seri Paduka Baginda Yang di-Pertuan Agong telah mengeluarkan Proklamasi Darurat di bawah Perkara 150 (1) Perlembagaan Persekutuan untuk mengisytiharkan keadaan darurat sehingga 1 Ogos 2021 atau pada satu tarikh yang lebih awal sekiranya kadar harian kes positif Coronavirus (COVID-19) dapat dikawal dan dibendung. Hal ini walaubagaimanapun adalah peristiwa tidak perlu pelarasan selepas tarikh pelaporan MAVCOM kerana ia tidak memberi sebarang kesan terhadap angka yang telah dilaporkan sehingga tahun kewangan berakhir 31 Disember 2020.

PENCAPAIAN UTAMA MAVCOM PADA TAHUN 2020



Penyelidikan Industri

Laporan Industri Waypoint

- Laporan *Waypoint*: Gambaran Keseluruhan Industri Penerbangan Malaysia (Disember 2020)
- Laporan *Waypoint*: Gambaran Keseluruhan Industri Penerbangan Malaysia (Jun 2020)
- Laporan *Waypoint*: Gambaran Keseluruhan Industri Penerbangan Malaysia (Mac 2020)

Terbitan Lain

- Kesan dan Implikasi Ekonomi daripada Penurunan tahap Penarafan Pihak Berkuasa Penerbangan Awam Malaysia (Februari 2020)
- Cadangan Jangka Panjang MAVCOM untuk Industri Penerbangan Awam di Malaysia (2021-2030)

Laporan Pengguna

- Laporan Pengguna (Julai 2020 – Disember 2020)
- Laporan Pengguna (Januari 2020 – Jun 2020)

Ulasan

- Bentuk Bantuan Kerajaan kepada Industri Penerbangan (Julai 2020)
- Bantuan Kerajaan Kepada Industri Penerbangan Berikutan Pandemik COVID-19 (Mac 2020)



Mavcom: Use govt aid only as last resort

MAVCOM has urged airlines to use government aid as a last resort to keep their operations afloat during the COVID-19 pandemic. The commission, which oversees the Malaysian aviation industry, said that airlines should first look for other ways to generate revenue and reduce costs before seeking government assistance.

Mavcom slaps AirAsia, AAX and MAHB's unit with non-compliance penalties

The Malaysian Aviation Commission (MAVCOM) has imposed non-compliance penalties on AirAsia, AAX, and MAHB's unit for failing to adhere to certain regulations. The penalties were issued after MAVCOM found that the entities had not provided accurate information regarding their financial and operational status.



Arif Azmi, Mavcom Chairman, and other officials during a meeting.

Arif Azmi: Provide 89,744 seats to airlines

Arif Azmi, the Chairman of MAVCOM, has announced that the commission will provide 89,744 seats to airlines to help them manage the impact of the COVID-19 pandemic. This initiative is part of MAVCOM's efforts to support the aviation industry and ensure the safety and security of air travel.

Trafik penumpang udara dijangka susut 38 peratus

MAVCOM predicts a 38% decline in air passenger traffic for this year compared to last year. This forecast is based on the current state of the COVID-19 pandemic and the impact it has had on the aviation industry.



A large crowd of people at an airport terminal.

Mavcom cuts passenger traffic forecast to factor in bi-week travel outlook

Mavcom has revised its passenger traffic forecast to take into account the bi-week travel outlook. The commission has updated its predictions based on the latest information regarding the COVID-19 pandemic and the impact it has had on the aviation industry.

Mavcom Malaysia's 2020 passenger traffic to drop by up to 38 pct

Mavcom Malaysia's 2020 passenger traffic is expected to drop by up to 38 percent compared to 2019. This decline is due to the impact of the COVID-19 pandemic on the aviation industry.

Mavcom publishes paper on airline relief instruments

Mavcom has published a paper on airline relief instruments, which outlines the various measures that can be taken to support airlines during the COVID-19 pandemic. The paper is intended to provide guidance to airlines and other stakeholders in the aviation industry.

MAVCOM Slopes RM2m Fine Ecoh On AirAsia & AirAsia X

MAVCOM has imposed a fine of RM2 million on AirAsia and AirAsia X for violating environmental regulations. The commission found that the airlines had not taken adequate measures to reduce their carbon footprint and protect the environment.

Permohonan hak trafik udara merosot 74.3 peratus

The number of applications for air traffic rights has dropped by 74.3 percent. This decline is due to the impact of the COVID-19 pandemic on the aviation industry and the resulting reduction in air travel.

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Industri penerbangan negara berisiko rugi RM4.4 billion

The Malaysian aviation industry is at risk of losing RM4.4 billion due to the impact of the COVID-19 pandemic. This loss is based on the current state of the industry and the impact it has had on the economy.

Balancing act

The aviation industry is in a balancing act, trying to maintain its operations while also ensuring the safety and security of its passengers. This is a challenging task, especially in the current state of the COVID-19 pandemic.

Rose among thorns

The aviation industry is facing many challenges, but there is a glimmer of hope. The industry is working hard to overcome these challenges and ensure the safety and security of its passengers.

Permohonan ATR turun 66.7 peratus

The number of applications for ATR aircraft has dropped by 66.7 percent. This decline is due to the impact of the COVID-19 pandemic on the aviation industry and the resulting reduction in air travel.

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94.2-100.3 peratus taburan trafik pada 2021

The distribution of traffic is expected to be between 94.2 and 100.3 percent in 2021. This forecast is based on the current state of the aviation industry and the impact it has had on the economy.

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The aviation industry is at risk of losing RM4.4 billion due to the impact of the COVID-19 pandemic. This loss is based on the current state of the industry and the impact it has had on the economy.

Passenger traffic to rebound by 94.2-100.3 pct in 2021 - Mavcom

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Government financial assistance to airlines should be last resort

Government financial assistance to airlines should be a last resort. The aviation industry should first look for other ways to generate revenue and reduce costs before seeking government assistance.

Grounded for now

The aviation industry is grounded for now due to the impact of the COVID-19 pandemic. The industry is working hard to overcome these challenges and ensure the safety and security of its passengers.

Trafik penumpang udara dijangka pulih 2021

Air passenger traffic is expected to recover in 2021. This forecast is based on the current state of the aviation industry and the impact it has had on the economy.

381 complaints against airlines so far this year, says Mavcom

There have been 381 complaints against airlines so far this year. This is an increase from last year, which is due to the impact of the COVID-19 pandemic on the aviation industry.

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Fewer Air Traffic Rights applications in Q3: Mavcom

Only 12 received during the quarter, down 66.7% year on year and all approved. This is a significant decrease from the previous quarter, which is due to the impact of the COVID-19 pandemic on the aviation industry.

PETALING JAYA: The Malaysian Aviation Commission (MAVCOM) has received 12 Air Traffic Rights (ATR) applications for the third quarter of 2020, a 66.7% reduction from the same period last year.

The applications were all approved by MAVCOM. The commission said that the reduction in applications was due to the impact of the COVID-19 pandemic on the aviation industry and the resulting reduction in air travel.

1,576 penerbangan dibatalkan sejak Januari

1,576 flights have been cancelled since January. This is due to the impact of the COVID-19 pandemic on the aviation industry and the resulting reduction in air travel.

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