



Y.B. TN ANTHONY LOKE SIEW FOOK
MENTERI PENGANGKUTAN
KEMENTERIAN PENGANGKUTAN MALAYSIA
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Putrajaya

4hb September 2018

Tuan

PER : ISU-ISU BERKAITAN INDUSTRI SEWA KERETA YANG DI TAMPILKAN OF CAR RENTAL ASSOCIATION MALAYSIA (CRAM)

Kami merujuk kepada perkara diatas.

Bagi pihak ahli-ahli Car Rental Association of Malaysia (CRAM), kami mulai dengan ucapan setinggi-tinggi tahniah atas perantikan Y.B. Tn Anthony Loke Siew Fook sebagai Menteri Pengangkutan yang baru pada 21hb Mei 2018. Kami menyokong sepenuhnya dan berharap dengan perantikan Y.B. Menteri ini akan memberi nafas baru dengan pelaksanaan polisi-polisi yang lebih dinamik serta mesra perniagaan tanpa apa-apa kompromi terhadap piawai antarabangsa pengangkutan awam.

Izinkan saya sebagai President bagi pihak CRAM memperkenalkan serba sedikit latar belakang persatuan kami. CRAM adalah gabungan sejumlah 75 ahli syarikat yang terlibat di dalam industri sewa kereta dan pajakan bukan sahaja didalam industri pelancongan malah sebahagian besar kenderaan kami di gunakan untuk tujuan menyewa kepada syarikat-syarikat korporat. Ahli-ahli kami mengendalikan tidak kurang dari 15,000 kenderaan pada setiap masa dan jumlah ini bergantung kepada permintaan dari masa ke semasa.

Kami bergiat aktif di dalam memberi "perkhidmatan sokongan" kepada syarikat "Multi-National Corporations" dan pelaburan-pelaburan baru di Malaysia terutama untuk "Foreign Direct Investments". Kami berpendapat perkhidmatan tersebut walaupun tidak sebesar mana tetapi penting pada ketika Malaysia ingin menampilkan diri sebagai destinasi yang baik untuk menarik pelaburan daripada syarikat-syarikat global.

Didalam industri pelancongan pula, Malaysia masih lagi antara destinasi pandu sendiri yang amat terkenal kerana kemudahan infrastruktur yang amat baik dan ahli-ahli kami sentiasa berusaha untuk memastikan kehendak dan permintaan sector perlancongan ini dipenuhi dari segi jumlah permintaan, kualiti kenderaan dan taraf keselamatan.

CAR RENTAL ASSOCIATION OF MALAYSIA (CRAM)
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Y.B. Menteri, selama bertahun CRAM memperjuangkan isu-isu industri ini, malang sekali, tidak terdapat apa-apa perubahan yang berlaku untuk kebaikan ahli-ahli kami mahupun untuk industri ini. Sistem permit yang di guna pakai banyak menjadi halangan untuk memajukan industri dan agensi-agensi kerajaan enggan untuk menerima teguran dan pandangan kami.

Kami berharap Y.B. Menteri akan memberi pertimbangan sewajarnya terhadap masalah yang kami ketengahkan. Kami juga berharap Y.B. Menteri akan mendengar cadangan "Industry Players" yang mampu membantu kerajaan untuk mengubah industri ini untuk kebaikan semua pihak. Kami berharap Y.B. Menteri berbesar hati untuk meluangkan sedikit masa kepada kami agar masalah dan cadangan penambahbaikan bagi industri dapat di kongsi bersama.

Bersama surat ini, kami lampirkan senarai ahli-ahli CRAM, contoh-contoh memorandum yang pernah di tampilkan serta contoh-contoh masalah yang masih di hadapi oleh industri kami untuk pengetahuan Y.B. Menteri. Kami boleh menyediakan maklumat lain yang di perlukan oleh Y.B. Menteri pada bila-bila masa yang diperlukan.

Saya boleh dihubungi di pejabat saya di talian +60356316488 atau nombor telefon bimbit saya +60122980066 pada bila-bila masa.

Saya akhiri dengan ucapan setinggi- tinggi terima kasih atas segala pertimbangan Y.B. Menteri.

Sekian.

Yang Benar
b/p **CAR RENTAL ASSOCIATION OF MALAYSIA**



FAROUK FERNANDEZ ABDULLAH
President

No.	ISSUES	CURRENT PRACTICE	SUGGESTIONS
1	To licence the Company instead of licencing each vehicles.	One Car , one permit system	As practised by other countries Licence and register the company ,based on a minimum paid up ,and carrying a special road tax for identification.
2	A major problem for the industry is when the Tourism Malaysia Inbound Licence expires , all the hire & drive permits expire . Operators are then required to submit the permits of their whole fleet for re-issuance.	To ensure that the reissued permits are on time , the operators have to submit 3 months ahead and this whole exercise will cost RM130.00 per permit to be re-issued.	There needs to some new system to be looked at to handle this problem , between the Min Of Tourism and APAD.
3	SPAD's requirements to process an application for permit requires:- a) Form 9 / 24 / 49 b) Bank Statements c) Ministry of Tourism inbound licence d) Confirmation of parking facility by city / town / council e) Audited Accounts of the company	Far too many documents requested, which are not particularly relevant in the Company's application for permits.	If the process is on line , then company documents once submitted can be kept on line for future reference.
4	Since its inception, SPAD and Car Rental Operators have held many discussions, have put forward many issues for consideration but after 7 to 8 years, none have been attended to.	The offices in SPAD not willing to listen to the Operators and their problems. They claim to know all, but in reality lack adequate knowledge.	To implement new rules, procedures, the Officers in JPJ and SPAD need to understand the workings of the rental operations, so as to introduce the appropriate rules and regulations,that are business friendly.
5	A Hire & Drive permit is issued for seating of 5 passengers. Should the operator needs a permit with a higher seating capacity, the permit needs to be sent back to SPAD for change.	Very time consuming and unnecessary .	To improve - Issues all permits to read as maximum of 10 seaters.
6	Submission to SPAD for seating capacity change will take as long as one month.	Just a complete waste of time.	These procedures should be online. 1 permit with maximum seating of up to 10 seaters.
7	Puspakom (DRB) has a monopoly in the area of vehicle inspection.	Many, many Rules and Regulations differ by state, and resulting in confusion and very time consuming.	Ministry to appoint/licence one or two more such bodies to conduct inspections on vehicles to make the vehicle inspection business more competitive and better and improved standards in quality.

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8	<p>SPAD / JPJ does not permit for a vehicle older than 3 years to be attached with a permit for hire. At the same time second models with older age of manufacture is accepted.</p>	<p>Considering the new car market, resale market, import car market and the very small margins that car rental operators make, this policy needs to be reviewed.</p>	<p>3 years old vehicle are still in very good condition and this rule to be extended to at least 5 years.</p>
9	<p>At JPJ counters - car rental fleet operators are only permitted to que for 3 road tax applications at a time.</p>	<p>This practise for fleet operators is ridiculous and needs additional manpower, cost, and waste of time.</p>	<p>JPJ should introduce a counter for fleet operators.</p>
10	<p>SPAD's rules requires the original hire n drive permit to be available in the vehicle at all times. This is insisted despite the fact that hire & drive cars are easily identifiable by SPAD through mobile laptops.</p>	<p>The industry has proposed to keep a certified true copy as the originals are quite often lost, however this has not been acceptable to SPAD, resulting in frequent fines.</p>	<p>During the period when H & D licences were issued by the Ministry of Tourism, we were allowed to carry a certified true copy in the car.</p>
11	<p>The time is ideal to introduce electric cars and as such the industry is requesting for waiver or reduction of duty for purchase of electric cars.</p>	<p>-</p>	<p>Also to provide incentives to fix charging stations.</p>