

21 February 2025
Media Statement
For immediate release

PUSPAKOM: TAKE ADVANTAGE OF 14-DAY ADVANCE INSPECTION PERMITTED BY JPJ

SHAH ALAM, 21 February 2025 – PUSPAKOM Sdn Bhd (“PUSPAKOM”) has issued a statement addressing public concerns regarding its services and inspection procedures following recent enforcement actions by the Ministry of Transport (“MOT”). These measures have resulted in increased scrutiny and a temporary decline in public confidence.

In upholding the highest standards of integrity and compliance, PUSPAKOM's vehicle examiners (“VE”) are conducting inspections with enhanced diligence. As a result, inspection times have increased, and vehicle owners have called up PUSPAKOM's call centre seeking redress.

PUSPAKOM CEO Mahmood Razak Bahman says they have had to change certain processes to ensure their VEs are not overworked and thus, become less efficient as a result.

"To improve operational efficiency, PUSPAKOM has temporarily suspended walk-in inspections, including for those seeking reinspection (*Berkala Semula*) after failing their first. This decision aims to prevent overcrowding and ensure thorough and fair assessments. It also helps our VEs get proper rest before the next day. Despite this, some larger branches are closing beyond 10.00pm, although it used to be even later. We acknowledge the challenges this poses, particularly in the Klang Valley, where securing booking slots has become more difficult," said Mahmood.

Mahmood is again asking for vehicle owners to use the 14-day advance inspection period permitted by the authorities.

"JPJ allows permits to be renewed up to 14 days prior to expiry, without shortening the validity period of the existing permit. If a permit expires on 31 March, renewal can begin on 18 March. If they fail on the 18th, they still have 13 days to be re-inspected. Renewing on the final day of permit validity can be problematic if the vehicle fails," Mahmood explained.

PUSPAKOM says it is actively reviewing its operating hours and capacity to accommodate more vehicle owners. This is however subject to availability of VEs. Customers also have the option of utilising PUSPAKOM's mobile inspection services at an extra charge.

Malaysia's first vehicle inspection company says it appreciates the public's understanding and cooperation as it continues to enhance its services for the benefit of all road users.

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ABOUT PUSPAKOM

PUSPAKOM Sdn Bhd (PUSPAKOM) is the first and only government-appointed vehicle inspection company in Malaysia, responsible for conducting all mandatory inspections for both commercial and private vehicles. Established in 1994, we are a wholly-owned subsidiary of DRB-HICOM Berhad.

Our main role is to perform vehicle inspections to assist vehicle owners in ensuring their vehicles are in a roadworthy condition and comply with environmental regulations through emission testing. This is done through rigorous and thorough inspections to ensure compliance with government safety regulations.

Every year, PUSPAKOM conducts over 3 million vehicle inspections. We have a network of 54 inspection centers nationwide equipped with recognised and calibrated equipment. Additionally, we also have more than 25 mobile inspection units that provide vehicle inspection services in less populated areas and rural regions.

PUSPAKOM's Mobile Inspection Services consist of Mobile Truck Unit, Mobile Van Unit, and Light Mobile Unit, providing door-to-door vehicle inspection services to our individual and corporate customers. We take pride in delivering fast, efficient, and accurate vehicle inspection services in a professional manner.