

**MEDIA STATEMENT  
FOR IMMEDIATE RELEASE**

**SERVICE DISRUPTION ON MRT KAJANG LINE DUE TO  
SIGNALLING PROBLEMS**

**KUALA LUMPUR, 16 August 2021-** MRT Kajang Line is experiencing a service disruption due to signalling problems that were detected at 9.15am today that caused all trains that were in operations along the MRT Kajang Line to be held at platforms along its entire alignment starting from MRT Sungai Buloh Station to MRT Kajang Station.

“The signalling problems are believed due to a technical issue and Rapid KL’s Engineering Department, together with BT Alstom who is the system’s manufacturer and Mass Rapid Transit Corporation Sdn Bhd (MRT Corp), are working to resolve this so that MRT Kajang Line could operate normally as soon as possible,” said a statement issued by the rail operator today.

When the signalling problems were detected, all trains that were in operations switched to manual mode and were driven by Transit Officers to the nearest station, at a speed of not more than 25km/hour. Passengers were advised to disembark and take alternative transport in order to continue with their journey. Then, MRT Kajang Line suspended its operations from 11.15am to 3.45pm to allow for diagnostic work and full system reboot to be performed. It has since resumed operations at 3.45pm in revised service mode.

“We deeply regret the inconvenience and would like to apologise to our passengers for this service disruption. For the safety of all involved, MRT Kajang Line is currently operating on revised service mode where trains would be moving slower and dwelling at platforms longer,” it added.

During the revised service mode, in-train announcements are made regularly, and additional Rapid KL staff and Auxiliary Police are placed at all stations including LRT Kelana Jaya, LRT Ampang/Sri Petaling and Monorail lines to assist passengers and monitor foot traffic and movement to avoid over-crowding. Passengers are advised to use PULSE by Prasarana, its journey planner app, or to check Rapid KL’s social media channels for the latest updates on service status.

Rapid KL takes this incident very seriously and a detailed investigation is taking place to identify the cause. Appropriate mitigation plans will be implemented to avoid future occurrence.

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**Issued for and on behalf of Rapid KL by Rapid Rail Sdn Bhd. Due to Covid-19 pandemic and following the standard operating procedure outlined by National Security Council of Malaysia, a press conference shall not be taking place. For details or enquiries, kindly contact the Head of Communications for Rapid Rail Sdn Bhd, Tengku Azrawati Tengku Arshad at [azrawati.arshad@prasarana.com.my](mailto:azrawati.arshad@prasarana.com.my)**

