

DRIVING PUSPAKOM'S **PREMIER SERVICES** RIGHT TO YOUR DOORSTEP

Whenever and wherever you are, PUSPAKOM now comes right to your doorstep with any of our 3 mobile series that provides the hassle-free range of vehicle inspection. Each of our services ensure we cater to a wide range of individuals and corporate customers. Enjoy the convenience with just a call away.

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PUSPAKOM'S PREMIER SERVICES – VEHICLE INSPECTIONS AT YOUR DOORSTEP

PUSPAKOM Sdn Bhd, a member of the DRB-HICOM Berhad, was established in 1994 with the important function of conducting vehicle inspections in a supporting role for the government's Road Transport Department (JPJ). Initially, PUSPAKOM was tasked with carrying out the mandatory inspection and testing of commercial vehicles, particularly with regards to exhaust emissions and roadworthiness.

In recent years, the company has also been given the responsibility to verify ownership and vehicle details (chassis and engine numbers), and roadworthiness before the vehicle can be transferred to another party. This applies to both commercial vehicles as well as privately-registered vehicles, helping to reduce fraud and also stopping to continued use of cars which are 'half-cuts'.

The increased responsibility of PUSPAKOM has led to much greater demand for its services (it currently handles around 3

million vehicle annually) and led to the creation of Premier Services whereby the vehicle examiners go to customers at their homes or business premises.

"With Premier Services, we are making it more convenient for our customers as they only need to make a booking by telephone and our vehicle examiners will go to them. Currently, we have a nationwide network of 55 inspection centres and 24

visiting sites, the introduction of PUSPAKOM's Premier Services is an added value service to our customers and it will help them to save cost and time, be it for commercial vehicle or private vehicle inspection," said Ir. Mohd. Yuza Mohd Yusof, Head of Division, Premier Services Operations at PUSPAKOM, adding that the services are available in Peninsular Malaysia only at the moment.

Premier Services are available

not only to individuals but also to corporate customers. The types of inspections available are Transfer of Ownership Inspection (mandatory when transferring ownership), Auction Inspection (inspection of a vehicle prior to, or immediately after, being auctioned off), Routine Inspection (applicable to commercial vehicles to ensure they meet legal requirements and are roadworthy), and Special Inspections.



A car's suspension being tested at a PUSPAKOM Light Mobile Unit



The Special Inspections are varied and can be for all types of vehicles. One of its kind of inspection is vehicles which have had their road tax expired for over one year. In order for the owner to renew the road tax again, PUSPAKOM must check and verify the condition of the vehicle. PUSPAKOM will also carry out inspections of new or used imported vehicles which are to be registered with the JPJ as well as inspect vehicles where registration numbers are being interchanged (registration number on an old vehicle being exchanged with a brand new one).

The inspections for private vehicles for transfer of ownership inspection takes about 30 minutes and the owner can obtain the inspection report right away. With this report, he or she can then go to the JPJ office to apply for road tax or transfer ownership of the vehicle (which also requires the new owner to be present).

Depending on the nature of the inspection, PUSPAKOM has three types of vehicles that can be despatched for Premier Services. The most common is the Premier Mobile Inspection (PMI) vehicle

which is exclusively for attending to private vehicle owners. The PMI will be despatched to the location given by the owner (after a prior booking is made) and the inspection done on the spot. The charge is RM100 per car and RM50 per motorcycle, besides the other inspection fees payable.

The demand of PMI has increased dramatically by 55% in these recent years. Currently they have 17 vans in total and ready to service customers at a location of their choice.

Then there's the Mobile Inspection Unit (MIU) which is a large truck with a trailer which is nicknamed 'Transformer' because it can be converted into a self-contained remote PUSPAKOM inspection centre anywhere. The MIU is utilised for commercial vehicle inspections at ports or in rural areas. It is useful in cases where there is a large fleet of vehicles that need to be inspected.

Equipment with the MIU enables the vehicle examiners to carry out the mandatory inspections of commercial vehicles and up to 100 vehicles can be handled per visit. Typically, a MIU may be

despatched to a distant location like the northern region twice a month to conduct inspections and then return to its main base of operations in the Klang Valley. Depending on the volume, the charges will be between RM60 and RM80 per vehicle, besides the individual inspection fees.

With Premier Services, fleet operators will certainly save time and money as their vehicles can be inspected at their own sites in an orderly manner. Downtime can be planned so as to minimise loss of operating hours while ferry drivers will not be needed to transport each vehicle to the PUSPAKOM centre.

PUSPAKOM also deploys its MIU for the convenient of customers at certain remote locations on regular basis. For instance, Mersing, Johor; Gua Musang and Kuala Krai, Kelantan; Jempol, Negeri Sembilan; Maran, Pahang; Gerik, Perak; Dungun and Besut, Terengganu. The service was made available as part of PUSPAKOM initiative to provide better customer service as the nearest PUSPAKOM inspection centre may be in the distance.

A third vehicle operated by Premier Services is the Light

Mobile Unit (LMU) which consists of a van with a trailer containing the necessary equipment for testing and inspection. The LMU is also intended for handling multiple vehicles at one location although it is suited only for vehicles below 5 tonnes and only up to a maximum of 50 units at one go.

The services of the LMU are ideal for light commercial vehicle owners, used car dealers or car rental companies which have small fleets. Depending on the number of units to be inspected, the charges range from RM80 to RM100 per vehicle (excluding the other inspection charges).

"When we began to offer Premier Services in 1998 with just have the MIU, we found that demand for the service started to grow quickly and this led to us considering expanding the services to cater to private individual owners. Should the demand for Premier Services continue to grow, we will certainly consider increasing the size of the fleet to cater for more customers," Ir. Mohd Yuza said.

For more information on PUSPAKOM's services or to locate an inspection centre, visit www.puspakom.com.my.