

PENALTY FEE SYSTEM – Frequently-Asked-Questions (FAQs)

Preamble

The PTC (Bus or Train Fare Evasion) Regulations 2016 came into effect on 29 February 2016. These FAQs on the penalty fee system are intended for commuters' reference.

Abbreviations:

AC	- Authority Card	TL	- Transit Link Pte Ltd
NOO	- Notice of Offence	LTA	- Land Transport Authority
PF	- Penalty Fee	PTC	- Public Transport Council
NTPF	- Notice to Pay Penalty Fee	RTS	- Rapid Transit System

Commonly used terms:

- Bus fare – Generally refers to the price payable by a passenger for any bus service involving the carriage of the passenger on a bus.
- Train fare - Generally refers to the price payable by a passenger for any service involving the carriage of the passenger on a train operated by a licensed rapid transit system operator.
- Bus service - Generally refers to a service for the carriage of passengers for a fare by buses on roads for journeys wholly or partly within Singapore according to pre-determined routes and time-tables with 2 or more bus stopping points within Singapore.
- Train service - Generally refers to the service for the transport of passengers by one or more trains on a rapid transit system within Singapore for a fare.
- Ticket - Generally refers to a form of authorisation used in the payment of fares (eg. ez-link card, standard ticket, bus ticket issued for cash fare payment)
- Concession ticket - Generally refers to concession cards issued by TransitLink to such persons as entitled to enjoy concession fares and subject to the Conditions of Use.

What are PFs and how does the system work?

- The purpose of PF is to deter fare evasion. Collective instances and rise in fare evasion can translate into fare increase if left unchecked. It is thus imperative to curb fare evasion, thereby reduce fare leakage which in turn helps to safeguard the interests of the majority of passengers who pay the correct fares.
- PTC appoints trained Public Transport Officials who are employees (e.g. inspectors, bus captains, bus interchange and train station staff) of Operators to undertake the detection of fare evaders and enforcement of PF.
- **Public Transport Officials** have right to inspect your tickets (e.g. smartcard tickets, cash fare tickets, concession tickets) when you travel on bus or train services.
- If you are found evading or have evaded payment of the fare lawfully required (i.e. no payment, non-tapping in/out of smartcard, travel on invalid ticket or travel on concession fare without entitlement), then the Public Transport Official can impose a PF.
- Public Transport Officials may also retain concession tickets if they are found to be invalid or believed to have been misused or tampered with. (This is exercised in accordance with the PTC Act. Please check directly with TL and/or Operators if you have queries (see the section on "where can I send my queries to?" below).
- You can pay a PF on-the-spot in cash or pay later (see the section on "How can I pay a PF?" below).
- If you choose to pay later, the Public Transport Official has power to ask for your personal details and issue with a NTPF that you must comply by law. If you fail to pay the PF within the prescribed time, a NOO will be issued to you requiring you to pay a composition sum within a specified period, failing which, the matter will be referred to Court.
- If you do not provide your personal details, the Public Transport Official may then detain you until you do provide such details.
- You will be committing an offence if you refuse to furnish your personal particulars or wilfully provide inaccurate information to a Public Transport Official.

Who administers the system?

- **Operators** are the primary party to administer the system.
- **TL**, on behalf of the Operators, is the central party to co-ordinate the administration. It provides enquiries/feedback and PF collection services, manages their integrated back-end PF systems and ensures procedural control.
- **Public Transport Officials** have been trained to detect and deal with fare evasion in their bus and/or train services. By law, they are appointed by PTC.
- **PTC** (or an officer designated by PTC) considers and decides on any appeal made.
- **LTA** investigates and undertakes court prosecutions on behalf of PTC.

How can I identify a Public Transport Official?

- A Public Transport Official (e.g. an inspector, a bus captain, a bus interchange or station staff) on duty carries an AC issued by PTC. He/she is identifiable by the uniform of the Operator that he/she works for. You can ask for proof of identity.
- The AC shows the photo of the Public Transport Official, the employer (i.e. the Operators concerned), his/her name, NRIC, date of issue and card serial number.
- **A Public Transport Official must produce and show you his/her proof of identity** (i.e. the AC) if you request to see it. If the Public Transport Official refuses to do so, then you do not have to pay a PF and any NTPF issued is invalid.
- When in doubt on the identity of the Public Transport Official that you are dealing with, please **contact directly the Operators concerned** to clarify, at:
 - **Public Transport Officials of SBS Transit:**
Hotline: 1800-2872-727
Email: crc@sbstransit.com.sg
 - **Public Transport Officials of SMRT:**
Hotline: 1800-3368-900
Email: customer_relations@smrt.com.sg
 - **Public Transport Officials of Go-Ahead:**
Hotline: 6812-6466
Email: enquiries@go-aheadsingapore.com
 - **Public Transport Officials of Tower Transit:**
Hotline: 1800-2480-950
Email: feedback@towertransit.sg
 - **Public Transport Officials of City Direct Services (CDS) Operators:**

CDS No.	Operator	Hotline	Email
651 671 672	Rui Feng Chartered Pte Ltd	6467 0956 (Ext 105/106)	ruifengchartered@hotmail.com
653	ComfortDelgro Bus Pte Ltd	6553 3838	enquiry@comfortdelgrobus.com.sg
652 654	Ren Quan Transport Pte Ltd	6755 9336	enquiry@renquantpt.com.sg
656	Loh Gim Chong Transport	6659 2318	sales@mybus.com.sg

658			
659			
660	Aedge Holdings Pte Ltd	6458 7645	premiumbus@aedge.com.sg
661			
662			
664			
663	BusHub Services Pte Ltd	6284 8184	enquiry@bushub.com.sg
665			
666	BT & Tan Transport Pte Ltd	6483 4527	admin@btntan.com
668			
667	Tong Tar Transport Service Pte Ltd	6261 5537	transport@tongtar.com.sg
669			
670			

• **Public Transport Officials of Peak Period Short Services (PPSS) Operators:**

PPSS No.	Operator	Hotline	Email
265P	Bus-Plus Services Pte Ltd	6556 3246	feedback@busplus.com.sg
285P			
811P			
812P			
903P	Rui Feng Chartered Pte Ltd	6467 0956 (Ext 105/106)	ruifengchartered@hotmail.com

How much is the PF?

The PF amounts are:

Non-payment of fare	\$50
Non-tapping in/out of smartcard	\$50
Non-entitlement to concession	\$50
Invalid ticket (under-payment)	\$50
Invalid ticket (misuse of non-transferable ticket)	\$50

- The amounts of PF are prescribed in the PTC (Bus or Train Fare Evasion) Regulations 2016 as gazetted by PTC. You can also refer to them when they are posted at PTC's website at www.ptc.gov.sg.

Does PF apply to children, senior citizens?

- All commuters are subjected to penalty fee if they are found evading or have evaded payment of the fare lawfully required.

How can I pay a PF?

- Public Transport Official uses a prescribed **3-in-1 document** that comprises (i) NTPF or receipt (white copy for recipient); (ii) pink copy for official use and (iii) blue envelope for processing the PF collected on-the-spot.
- You can pay PF on-the-spot (e.g. cash) to the Public Transport Official or within 14 days at places administered by TL or Operators.
- Places that you can pay the PF are at TL's ticket sales office, Add Value Machines (AVM⁺) (located at various bus interchanges, bus stops, MRT stations), or send a cheque to TL. Details of payment mode and places are printed in the NTPF issued.
- If you pay PF on-the-spot, the Public Transport Official must put the cash into the blue envelope and seal it. He/she must then detach and issue you the white copy clearly marked as receipt. **Please do remember to request for it and retain it for proof of your payment made.**

What if I don't pay a PF immediately?

- If you do not pay PF on-the-spot, you will be issued with a NTPF (white copy for recipient).
- For issuance of the NTPF, the Public Transport Official may ask you for your name and address and show proof of your identity (e.g. your NRIC).
- **Once issued with an NTPF, you must pay your PF within 14 days.**

What if I don't provide my personal details to the Public Transport Official?

- If you do not provide your personal details (or if the Public Transport Official has reason to doubt the accuracy of details you have provided), then you may be detained by the Public Transport Official or referred to a police officer.
- You may be detained until your name and address have been correctly ascertained by the Public Transport Official.
- It is an offence to fail to provide information required by the Public Transport Official or to wilfully misstate the information.

What if I don't pay the PF within the specified time?

- If you do not pay the PF within the specified time, you will be issued with a NOO (a computer generated notice) which will require you to pay a composition sum within a specified period, failing which, you may be taken to court.
- Fare evasion is an offence. Any person convicted of evading payment of the fare in relation to a bus (that is part of a licensed bus service provided by a public bus operator) or train (that is part of a licensed rapid

transit system operator) shall be liable to a fine up to \$1,000 (or up to \$2,000 and/or imprisonment up to 6 months for repeat offence).

Can I appeal against the imposition of a PF? How to do so?

- Yes, you have the right to appeal to PTC (not to the Operators) within 14 days of the issuance of NTPF. You may submit an appeal online at www.ptc.gov.sg (e-services → Penalty Fee Appeal).
- Alternatively, you may approach any TransitLink Ticket Office and request for a hardcopy appeal form. Please send the completed form by post or fax to:

Penalty Fee Section

c/o 10 Sin Ming Drive

Singapore 575701

Fax: 6553-5443

- Please state clearly your grounds of appeal so that your appeal can be processed promptly.
- All appeals will be considered by the PTC. The decision of PTC is final.

Could I be committing an offence?

- You will be committing an offence if you:
 - fail to give a Public Transport Official your personal details when requested; or
 - provide false details to a Public Transport Official.
- If found guilty, you could be liable to a fine up to \$1,000.

Can I pay a composition sum instead of going to Court? How to do so?

- Yes, a composition sum can be paid within 28 days (or other period given) of the issue of a NOO.
- The amount of composition sum are:

Non-payment of fare	\$100
Non-tapping in/out of smartcard	\$100
Non-entitlement to concession	\$100
Invalid ticket (under-payment)	\$100
Invalid ticket (misuse of non-transferable ticket)	\$100

- If you settle the composition sum within the period stipulated in the NOO, your case is deemed closed and no further action will be taken against you.
- You can pay the composition sum via post offices, SAM and AXS machines, internet banking, etc. Details of payment mode are printed on the overleaf of the NOO issued.

Do Public Transport Officials have the power to arrest me?

- Yes. By law, a Public Transport Official or a police officer may detain you if you are suspected of having committed an offence and if you have not provided your name and/or address (or if they have reason to doubt accuracy of the details you have given).
- Therefore, please co-operate when the Public Transport Official requests you to produce your NRIC or other document you may have, so as to verify the details you have given.
- You can only be detained for so long as the Public Transport Official or the police officer does not have your name and address.

Where does the revenue from PFs and sum go?

- The aim of PF is to deter fare evasion. This, in turn, safeguards the interests of all commuters who pay the correct fares. By law, all PF collected go to PTC and are used to defray the regulatory costs incurred in implementing the PF system.
- PTC may use the PF collected to reimburse:
 - LTA for their share of administering the PF regime on PTC's behalf;
 - TL for the services rendered by them in collecting and processing the PF on PTC's behalf;
 - Operators for only their share of fare loss. Operators will not receive anything if an appeal to the PTC is successful.
- By law, all composition sums collected go to Consolidated Fund.
- By law, court fines go to LTA as prosecutions are undertaken by LTA on PTC's behalf.

Where can I send my queries and give feedback?

- For general enquiries on PF regime, you can contact TL via the feedback channel, at

Transit Link:

Hotline: 1800-2255-663

Email: feedback@transitlink.com.sg

- If you have specific feedback on the conduct of the Public Transport Official with whom you have encountered, you should contact (and give details like name, date, time, place, bus service number, etc) the Operators concerned at:
 - **Public Transport Officials of SBS Transit:**
Hotline: 1800-2872-727
Email: crc@sbstransit.com.sg
 - **Public Transport Officials of SMRT:**
Hotline: 1800-3368-900
Email: customer_relations@smrt.com.sg

- **Public Transport Officials of Go-Ahead:**
Hotline: 6812-6466
Email: enquiries@go-aheadsingapore.com
- **Public Transport Officials of Tower Transit:**
Hotline: 1800-2480-950
Email: feedback@towertransit.sg

- **Public Transport Officials of City Direct Services (CDS) Operators:**

CDS No.	Operator	Hotline	Email
651 671 672	Rui Feng Chartered Pte Ltd	6467 0956 (Ext 105/106)	ruifengchartered@hotmail.com
653	ComfortDelgro Bus Pte Ltd	6553 3838	enquiry@comfortdelgrobust.com.sg
652 654	Ren Quan Transport Pte Ltd	6755 9336	enquiry@renquantpt.com.sg
656	Loh Gim Chong Transport	6659 2318	sales@mybus.com.sg
658 659 660 661 662 664	Aedge Holdings Pte Ltd	6458 7645	premiumbus@aedge.com.sg
663 665	BusHub Services Pte Ltd	6284 8184	enquiry@bushub.com.sg
666 668	BT & Tan Transport Pte Ltd	6483 4527	admin@btntan.com
667 669 670	Tong Tar Transport Service Pte Ltd	6261 5537	transport@tongtar.com.sg

- **Public Transport Officials of Peak Period Short Services (PPSS) Operators:**

PPSS No.	Operator	Hotline	Email
265P 285P 811P 812P	Bus-Plus Services Pte Ltd	6556 3246	feedback@busplus.com.sg
903P	Rui Feng Chartered Pte Ltd	6467 0956 (Ext 105/106)	ruifengchartered@hotmail.com

What is the relevant legislation?

- Part VA of the PTC Act
- The PTC (Bus or Train Fare Evasion) Regulations 2016 came into effect on 29 February 2016. A copy of this can be found at the PTC's website at www.ptc.gov.sg.

Guidelines To Pay The Correct Fares

Commuters are advised to observe the following guidelines on paying fares correctly, and to avoid underpayment, non-payment, non-tapping in / out of smartcard and misuse of concession/non-transferable tickets.

Travelling on public bus

- Paying cash fare
 - Check ahead for the correct fare.
 - Pay the correct fare.
 - Retain the paper ticket throughout the bus ride as proof of payment.
- Using stored value smartcard
 - Tap card when boarding.
 - Tap card when alighting at the destination bus stop.
(Green light and single beep tone (two beeps for concession card) means that the card has been correctly tapped on the card reader.)

Travelling on MRT/ LRT

- Tap card at card reader of entry fare gate.
- Tap card at card reader of exit fare gate.
(Green or orange light means it is clear to proceed.)

Using Concession Card

- Use the concession card that belongs to you. Please note that concession cards are not transferable.
- If you are paying concession fare in cash for bus rides, please let the bus driver know. Then tap your concession card at the reader for verification of the card's validity before you drop your cash into the farebox.
- Monthly concession pass holders should still tap the concession card against the entry and exit card readers when boarding and alighting from buses. Although no deductions will be made, it is a good habit to cultivate because valid exit processing will ensure that you qualify for valid transfers when the electronic concession pass is not in use.
- If you forget to bring your concession card or if your concession card has expired, please pay adult cash fare or use a valid stored value smartcard.