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

Preamble

The penalty fee system aims to deter fare evasion on bus and train services. 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 timetables 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, bus ticket issued for cash fare payment)
- Concession ticket - Generally refers to concession cards issued by TL 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?

- Fare evasion offences on public transport include: (i) not paying any fare or paying incorrect fare, (ii) not tapping your smartcard on the card reader when boarding the bus or when entering or exiting the fare gate at MRT/LRT station, (iii) using a concession card that does not belong to you and (iv) travelling with an invalid ticket. Each of these offences carries a PF amount of \$50.
- 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 1987. 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 within 14 days from the date of issuance of the NTPF (see the section on "How can I pay a PF?" below).
- 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 willfully provide inaccurate information to a Public Transport Official.

Who administers the system?

- **PTC is** the primary party to administer the system.

- **TL**, on behalf of PTC, 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** 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, 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: customercare@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: 1800-8126469
Email: enquiries@go-aheadsingapore.com
 - **Public Transport Officials of Tower Transit:**
Hotline: 1800-2480-950
Email: feedback@towertransit.sg

How much is the PF?

- The PF amount is \$50 for each of the penalty type listed below:

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

- The amounts of PF are prescribed in the PTC (Bus or Train Fare Evasion) Regulations 2016 as gazetted by PTC.

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** Notice to Pay Penalty Fee (NTPF) **document** that comprises (i) white copy for recipient; (ii) pink copy for official use and (iii) blue envelope for retention of invalid ticket (in cases of misuse of concession cards/non-transferable tickets).
- Payment can be made by (within 14 days): You can pay PF through
 - **eNETS/ Credit Card:** TransitLink (TL) SimplyGo Portal (<https://simplygo.transitlink.com.sg/>) and TL SimplyGo App or scan the QR code or go to <https://go.gov.sg/paypf>



- **NETS:** At TransitLink Kiosks and Assisted Service Kiosk Machines located at most MRT stations and bus interchanges (www.transitlink.com.sg). For information on location listings, please visit <https://go.gov.sg/paypflocations>
- From 3 April 2023, most TransitLink Ticket Offices will no longer be accepting cash payment for the settlement of penalty fee.

These TransitLink Ticket Offices will no longer accept cash payment for the settlement of penalty fee:

1. Ang Mo Kio MRT Station
2. Bedok Interchange
3. Bedok MRT Station
4. Bishan MRT Station
5. Boon Lay Interchange
6. Bukit Batok MRT Station
7. Bukit Merah Interchange
8. Changi Airport Station
9. Chinatown MRT Station
10. Hougang MRT Station
11. Lakeside MRT Station
12. Lavender MRT Station
13. Novena MRT Station
14. Raffles Place MRT Station
15. Sembawang MRT Station
16. Tampines MRT Station
17. Toa Payoh Interchange
18. Woodlands MRT Station
19. Yew Tee MRT Station
20. Yishun MRT Station

These TransitLink Ticket Offices will continue to accept cash payment for the settlement of penalty fee:

1. Aljunied MRT Station
2. Bayfront MRT Station (CCL)
3. Bugis MRT Station
4. City Hall MRT Station
5. Clementi MRT Station
6. Eunos MRT Station
7. Farrer Park MRT Station
8. HarbourFront MRT Station
9. Jurong East MRT Station
10. Orchard MRT Station
11. Sengkang MRT Station
12. Serangoon MRT Station
13. Tiong Bahru MRT Station
14. Toa Payoh MRT Station

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 willfully 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 <https://go.gov.sg/pfappeal>
- Alternatively, you may approach any TL Ticket Office and request for a hardcopy appeal form. Please send the completed form by post or email to:

Penalty Fee Section

460 Alexandra Road

#05-01A

Singapore 119963

Email: ptc_office@ptc.gov.sg

- 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 is \$100 for each of the offence type listed below:

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

- 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 SAM Kiosk, SAM Online/Mobile, AXS machines, AXS Online/Mobile/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 collections from penalty fee regime go?

- By law, PF collected go to PTC and are used to defray the regulatory costs incurred in implementing the PF system.
- By law, all composition sums collected go to Consolidated Fund.

Where can I send my queries and give feedback?

- For general enquiries on PF regime, you can contact TL via the Hotline at 1800-2255 663 or email to 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: customercare@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: 1800-8126469
Email: enquiries@go-aheadsingapore.com
 - **Public Transport Officials of Tower Transit:**
Hotline: 1800-2480-950
Email: feedback@towertransit.sg

What is the relevant legislation?

- Part 9 of the PTC Act 1987
- The PTC (Bus or Train Fare Evasion) Regulations 2016

Guidelines To Pay The Correct Fares

To ensure correct fare payment, commuters should:

On public buses

- Payment in cash
 - Check what is the correct fare before boarding
 - Check that ticket is printed with the correct fare amount and keep the ticket throughout your journey as a proof of payment
- Payment using smartcard i.e. contactless smartcard, bank card
 - Take the card out from wallet/bag and tap it on the card reader when boarding and alighting. If you have tapped the card correctly, the card reader will emit light and a beep tone. The display will also show that the card is read.

On the MRT/ LRT

- Take out the card from wallet/bag and tap it on the card reader of the entry fare gate
- Tap the same card at the card reader of the exit fare gate.

For Mobile Wallet users

- Switch on device and set to default or the preferred card (if the device is tagged to more than one card).
- Tap in device when boarding the bus/entering the fare gate at MRT/LRT
- Tap out device when alighting the bus/exiting the fare gate at MRT/LRT

For Concession Card holders

- Use a concession card that belongs to you. Concession cards are not transferable, and it is an offence to use someone else's concession card.
- If you are paying concessionary cash fare for bus rides, you should inform the driver and tap your concession card at the card reader to verify the validity of the card, before you drop your cash into the fare box.
- If you are using a monthly concession pass, you need to tap your card when boarding and alighting from buses.
- If you did not bring your concession card or if your concession card has expired, please pay the adult cash fare or use a valid smartcard.

For More Information

For general enquiries on penalty fee, please contact TL at 1800-2255-663 or write to feedback@transitlink.com.sg.

For enquiries on appeals, please contact the Penalty Fee Section at Tel: 6553-5538 (Mondays to Fridays (excluding public holidays), 9.00am to 5.00pm, eve of major public holidays: 9.00am to 12.00pm) or write to ptc_office@ptc.gov.sg