

## **Baggage system failure causes hours-long delays at Southeast Asia's largest airport**

- A Monitor Desk Report

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**Dhaka: A baggage handling system failure at Terminal 1 of Kuala Lumpur International Airport (KLIA) in Malaysia has triggered an immediate government investigation after passengers faced prolonged delays on April 18.**

Malaysian Transport Minister Anthony Loke said arriving travelers waited between two and four hours to collect their luggage following the disruption. He stressed that operational lapses at the country's primary aviation gateway are unacceptable.

The incident generated widespread complaints on social media. In a Malaysia Airlines Facebook group, one passenger described the terminal as "super crowded" and said baggage claim took over an hour. The traveler said their luggage was still missing after dining at an airport lounge post-landing.

The failure follows a similar incident in March, when a brief power trip knocked the baggage system offline for more than an hour.

Kuala Lumpur International Airport, located in Sepang, spans roughly 100 square kilometers, making it Southeast Asia's largest airport by land area. The airport serves as a major hub for domestic and international air travel.

KLIA's Terminal 1 underwent a MYR 30 million, equivalent to USD 7 million, upgrade last year as Malaysia recorded a surge in tourist arrivals.

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