

List of Caring Commuter Award Winners

S/N	Category	Name
1	Outstanding	Wong Bao Sing Lester
2	Commendation	Noor Azman Rosdi
3		Wong Ruimin Constance
4		Parvitar Singh
5		Za'im Akmal Bin Zaini

List of National Kindness Award – Transport Gold Outstanding Award Winners

S/N	Category	Name	Company
1	Automotive & Engineering Operations	Lian Kwee Huay	ComfortDelGro Corporation Ltd
2		Loke Wei Yieng	ComfortDelGro Corporation Ltd
3		Eswaran S/O Veeramuthu	SMRT Automotive Services Pte Ltd
4		Frederick Chua Han Meng	SMRT Automotive Services Pte Ltd
5		Ram Kumar S/O Ram Bahal	SMRT Automotive Services Pte Ltd
6	Bus Operations	Kou Xiaofen	SBS Transit Ltd
7		Ang Eng Huat (Hong Yingfa)	SBS Transit Ltd
8		Lee Yee Ching	SBS Transit Ltd
9		Chow Hon Yuen	SMRT Buses Ltd
10		Segar S/O A Subramaniam	SMRT Buses Ltd
11	Customer Service Operations	Sumadhi Ramasamy	SMRT Corporation Ltd
12		Tenorio Analiza Salamat	SMRT Corporation Ltd
13		Siti Nur Azimah Binte Edris	TransitLink Pte Ltd
14		Hafifah Bte Ab Aziz	TransitLink Pte Ltd
15		Lee Lai Pheng	TransitLink Pte Ltd
16	Rail Operations	Eddie Yeow Siew Teck	SBS Transit Ltd
17		Raymond Teo Guan Boon	SBS Transit Ltd

18		Abdul Azim bin Abdul Azizam	SBS Transit Ltd
19		Muhamad Fardli bin Zainal Abidin	SMRT Trains Ltd
20		Noor Hayati Binte Bakar	SMRT Trains Ltd
21	Taxi Operations	Chee Han Men Anthony	ComfortDelGro Corporation Ltd
22		Dhanabalan S/O Shunmugam	ComfortDelGro Corporation Ltd
23		Mohammad Suhaini bin Abdul Ghani	ComfortDelGro Corporation Ltd
24		Seet Choo Tong	ComfortDelGro Corporation Ltd
25		Ong Swee Ker	ComfortDelGro Corporation Ltd
26		Lai Ming	HDT Taxi

Citations of Award Winners

National Kindness Award – Transport Gold 2019
Caring Commuter Award – Outstanding

<u>Name</u>	WONG BAO SING LESTER
<u>Occupation</u>	Undergraduate
<p>On the evening of 10 July 2019, Mr Lester Wong was taking the train home from work when an elderly commuter, Jessie, fell on the train. He, together with other commuters on the train, helped Jessie to a seat. Despite feeling unwell upon alighting, Jessie insisted on going home instead of going to the hospital. Lester offered to send her home seeing her frail condition. In the station lift, they also met another commuter who offered to accompany both Lester and Jessie.</p> <p>The three of them then took a taxi to Jessie’s home, where they found out that Jessie lived alone. As Jessie was still feeling breathless, they managed to persuade her to go to the hospital for a check-up. They then took a private hire car to the hospital. It was past midnight by the time Lester left, but not before the nurses assured him they would take care of Jessie.</p> <p>Jessie is very thankful to have met caring commuters like Lester, who have gone out of their way to help her.</p>	

National Kindness Award – Transport Gold 2019
Caring Commuter Award – Commendation

<u>Name</u>	NOOR AZMAN ROSDI
<u>Occupation</u>	Technician
<p>Mr Noor Azman Rosdi was taking a bus to work at Changi Airport on 25 July 2019 when he spotted a young boy, Thaddeus, who was asleep on the same bus and appeared to be alone. Instinctively, he suspected that Thaddeus could have overslept, as it was unusual for a young boy to be heading to the airport unaccompanied. He woke Thaddeus up and ascertained that he had missed his intended stop for his tuition class. He then offered his mobile phone to Thaddeus to contact his family.</p> <p>After Thaddeus had spoken with his family, Azman also spoke with them and helped repeat the instructions to him. Worried about Thaddeus’ safety, Azman requested that they inform him when Thaddeus had reached home safely.</p> <p>Thaddeus has high functioning autism. He may not always know how to deal with unforeseen situations during his journey, but Azman’s assistance had helped keep Thaddeus calm during this incident.</p> <p>Thaddeus’s family is very thankful to Azman for helping to keep a lookout for their child.</p>	

National Kindness Award – Transport Gold 2019
Caring Commuter Award – Commendation

<u>Name</u>	WONG RUIMIN CONSTANCE
<u>Occupation</u>	Bank Executive
<p>Ms Constance Wong was on the train to work in the morning when a pregnant lady, Perlyn, who was sitting in front of her, suddenly held her hand and told her that she was feeling unwell and needed help. Constance realised that Perlyn was in no condition to alight from the train and decided to press the emergency button. Station staff arrived and assisted Perlyn to alight from the train at the Little India MRT Station.</p> <p>In the resting room, Perlyn requested Constance’s help to call her gynaecologist and her husband, as she was too weak to do so. The gynaecologist advised Perlyn to head down to the hospital as soon as possible. As Perlyn’s husband would take about half an hour to reach the station, she asked if Constance could accompany her to the hospital instead. Constance agreed, as she did not want to leave Perlyn alone. Constance then informed her boss that she would report to work late and they left the station in a taxi.</p> <p>Constance continued to accompany Perlyn at the hospital until her husband arrived. She also ensured that the gynaecologist attended to Perlyn before she left the hospital.</p> <p>Perlyn is grateful that Constance went the extra mile to help her, and hopes to catch up with her after the baby is born.</p>	

National Kindness Award – Transport Gold 2019
Caring Commuter Award – Commendation

<u>Name</u>	PARVITAR SINGH
<u>Occupation</u>	National Serviceman
<p>On the evening of 29 July 2019, Mr Parvitar Singh was on the way to Northpoint City to run some errands when he spotted a crowd and saw a lady (Mrs Jee) sitting on the floor at the Yishun Temporary Bus Interchange. She was vomiting and feeling weak. He learnt from the staff working at the interchange that she was pregnant.</p> <p>After identifying himself as a medic serving National Service, he cleared the on-looker crowd, calmed her down and offered assistance. Together with the staff, he helped her onto a wheelchair and kept her company in the resting room until the ambulance arrived.</p> <p>Parvitar's act of care is greatly appreciated by Mrs Jee, who said that she would never forget his act of kindness.</p>	

National Kindness Award – Transport Gold 2019
Caring Commuter Award – Commendation

<u>Name</u>	ZA’IM AKMAL BIN ZAINI
<u>Occupation</u>	Secondary School Student
<p>On 22 July 2019, Mr Zai’m Akman Bin Zaini was waiting for a bus home from the bus stop near West Mall when he was approached by Maverick, a Primary 3 student, who was crying. Maverick had alighted one bus stop too early, and was separated from his helper who was still on the bus.</p> <p>Za’im lent Maverick his mobile phone to call his father, and took the initiative to stay with Maverick until he was reunited with his helper. While waiting, Za’im calmed Maverick down and assured him his helper was coming. Za’im also updated Maverick’s father when the helper arrived.</p> <p>Maverick’s father was very grateful to Za’im for his display of empathy and patience and wrote to Za’im’s teachers to commend him for the kind deed.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Automotive and Engineering Operations

<u>Organisation</u>	ComfortDelGro Engineering
<u>Name</u>	LIAN KWEE HUAY
<u>Designation</u>	Customer Care Specialist
<p>As the saying goes, “finders keepers, losers weepers”.</p> <p>But lucky for Cabby Kheng who had sent his taxi for servicing, someone had passed the pouch he had left behind in the canteen, to Ms Lian Kwee Huay.</p> <p>Kwee Huay’s first thought was to return it to its owner as soon as possible.</p> <p>“There were a few hundred dollars in the pouch and I think the owner must be anxious to get it back,” said the 57-year-old.</p> <p>Kwee Huay immediately checked the pouch and found a polyclinic card with the identity of Cabby Kheng. She contacted the cabby who was still in the premise and returned the pouch to him.</p> <p>On another occasion, an Identification Card (NRIC) was left behind. Kwee Huay figured she was not a cabby. However, she noticed that the address on the NRIC was in Pasir Ris – not too far from where she lives – and decided to personally bring the NRIC to the owner’s house.</p> <p>She did so right after work (check) and as true to what Kwee Huay suspected, the owner was passenger who had dropped it in the taxi without realising.</p> <p>On yet another occasion, a cabby had sent his taxi for servicing but was unfamiliar with how to take public transport at where he was. Kwee Huay didn’t just give directions but accompanied him all the way from the workshop to the bus-stop. She even asked another commuter at the bus stop who was heading in the same direction to help guide the cabby to alight at the right bus stop.</p> <p>Well done, Kwee Huay!</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Automotive and Engineering Operations

<u>Organisation</u>	ComfortDelGro Engineering
<u>Name</u>	LOKE WEI YIENG
<u>Designation</u>	Senior Customer Care Specialist
<p>The devil is always in the details.</p> <p>As Senior Customer Care Specialist in the Accident Reporting team, it is imperative that Ms Loke Wei Yieng ensure all details of an accident are captured accurately – even if it means having to run through the sequence of events with unhappy cabbies or to go through video footage downloaded from the outward-facing cameras several times.</p> <p>This is especially so for hit-and-run accidents, in which cabbies have no concrete evidence to prove they were not at fault. There have been occasions in which cabbies were also unable to recall the specifics after having gone through the trauma of an accident. Not one to easily give up, Wei Yieng would stay well beyond her working hours to analyse video footages carefully so that every detail is captured.</p> <p>Do not be deceived by her bubbly personality. What lies beneath is a tough lady who has a steel resolve when she has to face the ire of traumatised cabbies who have been involved in accidents. Even when some become rude, Wei Yieng never loses her cool and would always do her best to calm them down.</p> <p>As a result of her attention to details, she has helped ensure that cabbies, who are unfamiliar with the accident reporting procedure, do not face more liabilities than needed.</p> <p>Said the bubbly 32-year-old: “I try to help the cabbies as much as I can because no one wants to be caught in such a predicament. It can quite a trauma for them so the least I can do is to walk them through it.”</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Automotive and Engineering Operations

<u>Organisation</u>	SMRT Automotive Services Pte Ltd
<u>Name</u>	Eswaran S/O Veeramuthu
<u>Designation</u>	Supervisor
<p>As a supervisor managing the maintenance of taxis in the taxi workshop, Eswaran is always going the extra mile to help his customers.</p> <p>He once saw an SMRT taxi driver using a walking stick at Woodlands Depot. The driver wanted to complete some transactions at the SMRT Taxis office on the third floor of the depot, but couldn't walk up the stairs because of his injury. Eswaran noticed his difficulty, and asked him to wait at the ground floor while he went to get a vehicle to bring the taxi driver up to the third floor. He even waited for the taxi driver to complete his transaction so that he could drive him back to the first floor. The taxi driver was very grateful to Eswaran for his kind thoughts and gesture.</p> <p>On another occasion, on 23 May, a taxi driver returned his taxi but realised he had forgotten to clear his personal belongings. As he cleared his items from the taxi, he wondered how he was going to carry them home. Eswaran noticed that the taxi driver was facing some difficulty, so he approached him. Eswaran then offered the taxi driver a number of plastic bags to place his things, and even helped carry a few of the bags and ensured the taxi driver got on a taxi back home safely. The taxi driver was touched by Eswaran's gesture, and brought him some cakes another day to thank him.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Automotive and Engineering Operations

<u>Organisation</u>	SMRT Automotive Services Pte Ltd
<u>Name</u>	Frederick Chua Han Meng
<u>Designation</u>	Supervisor
<p>Frederick Chua is a supervisor in Automotive Services, and has experience working in a number of departments.</p> <p>He was on his way to work one day, and happened to pass by an SMRT taxi driver who was looking flustered because his taxi had broken down on his way to Woodlands Depot, and he didn't know what to do. The depot is located in an industrial park, so there were few people walking around and few shops to seek help from. Frederick calmed the taxi driver down, called the towing company and waited with him till the tow truck arrived. The taxi driver was very appreciative.</p> <p>Frederick also helped another taxi driver when he stepped out of the office for lunch. The taxi driver's in-vehicle unit had malfunctioned, and he had gone to the taxi workshop. However, it was lunch hour and no one was around. While the taxi driver was waiting at the work bay area, he was a little anxious. Frederick approached him to understand the problem. The taxi driver explained that he needed to pick up a regular client to go to the airport, and was worried he would be late. Even though Frederick is working in the external business department, he works with equipment similar to the in-vehicle unit in his own department; so he decided to help the taxi driver even though he could have asked the taxi workshop staff to handle the fault after their lunch. He knew that the driver was in a hurry and anxious, and wanted to help him. He completed the rectification in 30mins but it ate into his rest time, and he had yet to go for his lunch. The taxi driver was grateful, and commended Frederick for being kind and helpful.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Automotive and Engineering Operations

<u>Organisation</u>	SMRT Automotive Services Pte Ltd
<u>Name</u>	Ram Kumar S/O Ram Bahal
<u>Designation</u>	Senior Executive
<p>Ram is both a trainer and a training coordinator, and meets various organisations on a regular basis to understand their training needs before training is conducted for them.</p> <p>Ram puts in much effort to make sure all the training materials and equipment are sufficient, and even stays back after the training period to clarify key points for some of the trainees. In one of his training classes, the trainees asked whether he can visit their workshop and clarify some questions they had. They knew that Ram was both approachable and knowledgeable. The trainees mentioned they have not been able to rectify a particular fault, and none of their company staff could clear the fault code that appeared in the diagnostic tool for this particular vehicle model. Even though, Ram knew he had to travel to the trainees' workshop after his working hours to address their questions on a vehicle model he does not give training on, he still agreed to their request. He understood the trainees were at a loss, and he was the only person who could help them. After the training, the class bought Ram a gift to thank him for being so approachable and kind hearted.</p> <p>On 22 May, Ram was on leave but still returned to help his project team when one of the members called him to let him know that both technicians assigned to the project team were not available to help. There was an important test run of a bus that day, and external guests had been invited to view it. Even though, Ram was not tasked to handle the rectification, the other project members had looked to Ram because of his technical expertise. Ram was kind enough to change his plans with his family. He spent almost half a day rectifying the issue. As a result, the project team was able to conduct the test run. Ram's actions won him compliments from all who worked with him in this project.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Bus Operations

<u>Organisation</u>	SBS Transit Ltd
<u>Name</u>	KOU XIAOFEN
<u>Designation</u>	BUS CAPTAIN
<p>Dalai Lama says: “Love and compassion are necessities, not luxuries. Without them, humanity cannot survive.” These words resonate with Bus Captain Kou Xiaofen who finds opportunities to exercise compassion and kindness to those around her.</p> <p>On the evening of 3 January 2019, Xiaofen who was driving Service 8, stopped at a traffic light junction along Bedok Reservoir Road as the lights were red. Sitting comfortably in her driver’s cabin, she looked ahead and noticed a frail elderly man who seemed to have walking difficulties crossing the junction very slowly.</p> <p>When the green man turned to red at the pedestrian crossing, Xiaofen realised that the situation could become extremely dangerous for the elderly pedestrian as he was still making his way through the crossing. It was critical for the elderly man to cross to the other side of the road as quickly and safely or he could potentially run the risk of getting hit by vehicles on the road.</p> <p>Concerned for his safety, she sprung out of her seat, and accompanied the man to cross the road to safety. As she was helping him, she was very patient and did not rush him to quicken his steps. She also told him to be careful and assured him not to worry about her, as her priority was to get him across the road safely.</p> <p>This heart-warming incident caught the attention of two passengers on board her bus who wrote in to praise her for her kind act. It was a selfless act too as she had put herself in harm's way and no one else had shown concern for the man’s safety. She need not have to do this but she chose to do so because kindness makes the world a better place for humanity.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Bus Operations

<u>Organisation</u>	SBS Transit Ltd
<u>Name</u>	ANG ENG HUAT (HONG YINGFA)
<u>Designation</u>	BUS CAPTAIN
<p>Bus Captain Ang Eng Huat is not one who takes the easy way out even if it means inconveniencing himself.</p> <p>One evening on 27 April 2019, an elderly gentleman, Mr Lee, boarded his bus, Service 137, from the bus stop near the Bedok MRT station. When the bus arrived at the Sim’s Place Terminal, everyone alighted except for Mr Lee who remained seated. The Bus Captain thought he was deep in thought and did not realise that the bus had reached its final stop. He approached Mr Lee and informed him that the trip had ended and that he should alight from the bus.</p> <p>After about 15 minutes of rest, Eng Huat resumed his driving duty for the return journey of Service 137 back to the Upper East Coast Bus Terminal. At the first bus stop, Mr Lee reboarded the bus which felt odd to Eng Huat, who has been on the job for about two-and-a-half years. To ensure that all was well for the elderly man, Eng Huat asked and learnt that the man was heading to Tampines where he stays with his family.</p> <p>He knew that the bus he was driving does not serve the Tampines area which meant that Mr Lee had to alight at the Bedok MRT Station bus stop, where he had originally boarded, and transfer to another bus or take the MRT to get home.</p> <p>Wanting to ensure that Mr Lee would not lose his way again, Eng Huat suggested that he take the seat directly behind the driver’s cabin so that he could notify him when they got to his bus stop.</p> <p>Upon reaching the bus stop, Eng Huat noticed that Mr Lee seemed aloof and indifferent to his surroundings. It then dawned on him that Mr Lee could be suffering from dementia – something that he had learnt about in his Bus Captain’s training.</p> <p>Although Mr Lee could alight at that bus stop, Eng Huat was concerned that he might get lost again, and with his weak knees, it would be doubly difficult for him to find his way home. Eng Huat then came out of the driver’s cabin and asked Mr Lee for some documents to confirm his home address and obtain the contact details of one of his family members.</p> <p>After verifying the information, he gently told Mr Lee to remain on the bus so that he could safely bring him to the nearby Upper East Coast Terminal where he would contact his daughter.</p> <p>At the Terminal, Eng Huat immediately contacted Mr Lee’s family which brought great relief to them. To ensure Mr Lee would be safe and out of harm’s way, he got a staff to wait with him until his daughter’s arrival as he had to be on driving duties.</p>	

Till today, Ms Lee remains very grateful to Eng Huat for going the extra mile for her dad. He was like an angel, keeping watch over her father when he was lost and did not know how to get home. His kind act warms our hearts. Indeed, to be kind is to be great and kindness can be as simple as looking out for someone in need.

National Kindness Award – Transport Gold 2019
Outstanding Awards – Bus Operations

<u>Organisation</u>	SBS Buses Ltd
<u>Name</u>	LEE YEE CHING
<u>Designation</u>	BUS CAPTAIN

Bus Captain Lee Yee Ching, who has been on the job for five years, never expected anything good would come out of being a busybody when she eavesdropped on a conversation.

On 27 September 2018 while she was at the Hougang Interchange's Passenger Service Centre performing an administrative task, she overheard a conversation between her colleague and a helper who was making a report of a lost child. The maid sounded very anxious and that was what caught Yee Ching's attention. The child was a 19-year-old special needs girl with speech disabilities and required assistance to get around. It emerged that they were at a bus stop in Hougang waiting for the bus to bring them to the child's workshop when the helper became distracted while using her handphone. Before she realised it, the girl had gone off on her own by boarding a bus without her knowledge.

Minutes after overhearing the conversation, Yee Ching began her driving duty for Service 107. Although it would seem improbable for the child to have boarded that bus route given that her destination was in Chai Chee, Yee Ching still kept a close watch for anyone who fitted the child's description as she drove along her route.

As she was about to end her trip at the Shenton Way Terminal, she noticed a girl who was sitting alone at the bus stop just outside the Terminal. She seemed to fit the description to a T and instinctively, Yee Ching knew that she could be the child whom they were looking for.

Parking her bus at the Terminal, Yee Ching then quickly rushed over to the bus stop to find the girl who was still seated there. Initially she was apprehensive as Yee Ching was a stranger. Undeterred, Yee Ching introduced herself calmly and in a clear gentle voice assured the child that she was there to help her as her mother and helper had reported her lost. As the child warmed up to her, she was able to verify her identity based on the card that the child carried with her on a lanyard. She then quickly alerted the staff at the Hougang Interchange's Passenger Service Centre, who then informed her mother, Mdm Wong, of the good news.

By being a busybody, Yee Ching had reunited mother and child and minimised their pain and separation anxieties. She could have minded her own business but Yee Ching showed that seeds of kindness can blossom wherever we are to make the world a better place.

National Kindness Award – Transport Gold 2019
Outstanding Awards – Bus Operations

<u>Organisation</u>	SMRT Buses Ltd
<u>Name</u>	CHOW HON YUEN
<u>Designation</u>	Bus Captain
<p>Chow Hon Yuen always strive to extend his kindness to everyone whenever he can.</p> <p>On 31 August 2018, Hon Yuen was driving Bus Service 169 towards Woodlands. As the bus was calling into the bus stop opposite Sembawang Food Centre, a passenger noticed the traffic was slowing down and drivers were changing lanes abruptly. It was not yet peak hour, so she was curious what caused the jam, until she saw a crate in the middle of the road. The lane was impassable and vehicles had to change lanes in order to avoid the obstacle. She saw Hon Yuen get out from his seat, cross the road, walk towards the crate and move it to a nearby rubbish bin. It was truly remarkable for him to go out of his way to remove the crate as it was a road hazard for the rest of the road users. The wooden crate was not in his bus lane, and he didn't need to move it away, but he still did it nonetheless to prevent a traffic accident from happening. His selfless action benefited the rest of the road users.</p> <p>On another occasion, two passengers wrote in to express their gratitude to Hon Yuen for waiting for them on a rainy day. The traffic condition was heavy. He saw them running towards the bus stop, and waved to ask whether they were taking his bus. Hon Yuen gestured to them that he would wait and asked them to slow down as the pavement was wet and slippery. The commuters were touched by his kind thoughts. During the journey, he also patiently guided some lost commuters with directions and the correct bus service numbers to their destinations. When the bus reached the terminal, he waved goodbye and thanked all the passengers. The passengers were very pleased to have a kind bus captain who would go the extra mile for them.</p> <p>On 4 April, a vehicle broke down in Johor Bahru. The driver panicked and did not know what to do. Hon Yuen saw what happened, and offered the driver his help. He stayed with him, and gave advice on what to do and who to call for help. After the incident, the driver wrote in to SMRT to ask for Hon Yuen's contact details to thank him personally. Hon Yuen's kind gesture had touched the driver tremendously.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Bus Operations

<u>Organisation</u>	SMRT Buses Ltd
<u>Name</u>	SEGAR S/O A SUBRAMANIAM
<u>Designation</u>	Bus Captain
<p>Segar is always willing to go above and beyond the call of duty to render excellent service to his passengers.</p> <p>On 19 February, it was raining heavily when Segar’s Bus Service 963 called into a bus stop. A passenger was about to dash into the bus along with the rest of the passengers, when he saw Bus Captain Segar signalling them to wait. Segar then stood up from his driver’s seat, and took out an umbrella to shelter them into the bus. It was such an unexpected gesture to the passengers. Along the journey, he noticed Segar continuously going out of his way to shelter other passengers who were boarding or alighting from the bus. Segar became wet in the process, and his kind actions warmed many passengers.</p> <p>Segar is well-known as a thoughtful and considerate bus captain to his passengers. To kids and young students, he is known as the “chocolate” bus uncle. On 24 November 2018, a passenger boarded Segar’s bus together with her son. They were greeted by Segar with a fatherly smile, and felt welcomed. To her further surprise, Segar offered some chocolates to her son. It was a small gift from him but it made the young boy so happy. The passenger felt it was so kind of Segar to buy chocolates with his own money and distribute them to children to provide a happy journey. She thanked him for the wonderful and enjoyable bus journey. On 24 August 2018, another passenger wrote in to praise his sweet gesture. Segar had given out chocolates to all young passengers who boarded his bus, and even at the bus stop where his bus stopped by.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Customer Service Operations

<u>Organisation</u>	SMRT Corporation Ltd
<u>Name</u>	SUMADHI RAMASAMY
<u>Designation</u>	Senior Officer, Customer Relations
<p>Sumadhi assisted a distressed passenger who called the SMRT Customer Service hotline. The passenger shared that he had to rush back home from Woodlands to Choa Chu Kang as one of his parents was not feeling well, but he only had \$1.40 which was not enough for his trip. He was asked by the Bus Captain to alight at the bus stop opposite Marsiling MRT station as the amount that he paid was only enough to travel up to that point. Sumadhi empathised with the passenger and knew that he needed to rush back home urgently. She took the initiative to liaise with the staff at Marsiling station to allow him to travel for free all the way to Choa Chu Kang MRT station. The passenger was touched by the help from Sumadhi. He said that it was the best call he ever had with a Customer Service staff as Sumadhi was willing to listen and showed compassion and empathy.</p> <p>In another incident, a passenger had called the hotline sounding panicky. After tapping her fare card while boarding the bus, she realised that her 10-year old son did not go up the same Bus Service 969 as her but had boarded another bus (Service 110) at the bus stop instead. Sumadhi answered her call calmly. She asked for a description of the passenger's son and assured her that she would do her best to help locate her son. She immediately called the Bus Operations Control Centre (BOCC) and provided them with details of the bus the passenger had boarded and the Bus Service 110 that her son may have boarded. Sumadhi also requested BOCC to check on the other different bus services which were at the bus stop during that time. BOCC managed to locate the boy on Service 110 through her prompt action. Sumadhi then coordinated with BOCC and requested that the Bus Captain let the son alight at the next bus stop. As Sumadhi understood how anxious the passenger was, she continued to stay on the line with the passenger until she was reunited with her son.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Customer Service Operations

<u>Organisation</u>	SMRT Corporation Ltd
<u>Name</u>	TENORIO ANALIZA SALAMAT
<u>Designation</u>	Senior Officer, Customer Relations
<p>Close to the end of the hotline operating hours, Tenorio assisted a worried father who called the hotline to report that his son might have lost his way while travelling home on Bus Service 169. His son had Down Syndrome, and the last time he was in touch with his son, his son told him he did not know where to alight. The passenger had recently moved to a new neighbourhood and his son might have forgotten the route to get home. Tenorio assured the passenger that she would do her best to assist him. After taking down relevant details, she immediately called the Bus Operations Control Centre (BOCC) and sought assistance from them. By this time, the hotline was closed for the day. However, Tenorio stayed back in the office to ensure the passenger's son was found. When she did not receive a response from BOCC, she called the passenger to check on him. The passenger informed her that he was able to locate his son at Woodlands Interchange, and was on his way to pick him up. The next day, Tenorio called the passenger again to make sure that his son was all right. She also gave suggestions on what his son could do in future if he was to get lost again. She advised him to teach his son to take note of the bus registration number and told him where it can be found.</p> <p>In another incident, an elderly passenger dropped her fare card at Toa Payoh MRT station. She called the SMRT Customer Service hotline and spoke to Tenorio. Tenorio checked with the staff at Toa Payoh station, and informed the passenger that her card was not found. The passenger asked for help to block the card. As the blocking of the card could be done only by NETS in this case, Tenorio asked the passenger to check the NETS website or use its mobile app to block the card. When the passenger still experienced difficulties locating the function to block the card, Tenorio took the initiative to download the same mobile app so she could guide her to navigate the app.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Customer Service Operations

<u>Organisation</u>	TransitLink Pte Ltd
<u>Name</u>	SITI NUR AZIMAH BINTE EDRIS
<u>Designation</u>	Customer Service Officer
<p><i>Kindness is helping others without asking why and expecting something in return. This statement embodies Azimah’s personal mantra in life.</i></p> <p>An awardee of the Transport Gold Award (Outstanding Award) for two consecutive years since 2018, Azimah constantly exhibits a great customer service attitude and a sincere heart to help others. These commendable qualities have earned her many praises from thankful customers.</p> <p>Mr Rizdwan was served by Azimah when he went to the Hougang Bus Interchange Concession Card Replacement Office (CCRO) on 24 April this year to replace his son’s lost concession card. While waiting for the replacement to be processed, Mr Rizdwan realised that he had misplaced his wallet and there was only \$10 in his pocket. As his son needed the concession card urgently for his daily commute, Mr Rizdwan had no choice but to bashfully ask if Azimah could help him out.</p> <p>Upon hearing Mr Rizdwan’s plight, Azimah paid for the full concession card replacement fee of \$26.10 out of her own pocket. Mr Rizdwan was surprised that Azimah did not question or doubt him for a single second, and before he knew it, his son’s new concession card was printed and ready for use. Even when Mr Rizdwan asked Azimah to accept his \$10 as part of the payment, she told him to use the money for a taxi ride home instead since he had lost his wallet. Awestruck that Azimah would help a stranger without hesitation or expectation of any repayment, Mr Rizdwan commended her for her kindness and thoughtfulness.</p> <p>On a separate occasion, commuter Ms Chan was at the Hougang Bus Interchange CCRO to seek assistance on the Monthly Concession Pass that she had been purchasing.</p> <p>When Ms Chan shared that she was in fact unsure if she really needed the Monthly Concession Pass, Azimah, who was on duty, helped her to calculate and assess if the concession pass was worth purchasing based on Ms Chan’s past travel patterns and various scenarios. Ms Chan was grateful to Azimah for going to lengths to assist her and offering a personal touch, instead of just providing factual information on the concession pass.</p> <p>These incidents clearly demonstrate that Azimah always puts herself in her customer’s shoes to understand their needs when serving them.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Customer Service Operations

<u>Organisation</u>	TransitLink Pte Ltd
<u>Name</u>	HAFIFAH BTE AB AZIZ
<u>Designation</u>	Customer Service Officer
<p><i>With a heart of gold and integrity, Hafifah is always ready to lend a helping hand to others, wherever and whenever possible.</i></p> <p>For the past two decades of working in TransitLink, Hafifah has been serving commuters with professionalism and pride at the TransitLink Ticket Office. She has consistently demonstrated dedication in providing exemplary customer service, earning her many praises and compliments from customers and co-workers alike.</p> <p>Beyond providing good service, Hafifah has also been a model of honesty and reliability. She had, on more than one occasion, helped customers to safeguard their misplaced personal belongings until they were able to collect them from the Ticket Office.</p> <p>On 4 October last year, Ms Cagayon lost her wallet, which contained her identity card, bank cards, staff pass and €500 worth of cash, near Woodlands MRT Station. Despite making a police report, Ms Cagayon harboured doubts that the wallet would be found or returned to her. Serendipitously, Ms Cagayon’s wallet was found by Hafifah who immediately tried to reach her via her company.</p> <p>When Hafifah found out that Ms Cagayon was on vacation leave, she did not hesitate to leave her own personal contact details so that Ms Cagayon could return her call. Knowing that Ms Cagayon would be very anxious about her lost wallet, Hafifah even went to the extent of searching for Ms Cagayon’s social media account to drop her a note that her wallet had been found.</p> <p>A grateful Ms Cagayon commended Hafifah for her integrity and empathy, and for going the extra mile to contact her and return the lost wallet with all items intact. Hafifah proved to the initially sceptical Ms Cagayon that there are still kind hearted persons around.</p> <p>Hafifah has been a Transport Gold Award recipient for three consecutive years since 2017. In addition to this year, she was also accorded the highest honour of the Outstanding Award in 2017.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Customer Service Operations

<u>Organisation</u>	TransitLink Pte Ltd
<u>Name</u>	LEE LAI PHENG
<u>Designation</u>	Customer Service Officer
<p><i>Veronica has never hesitated to show concern and consideration for others, both customers and strangers alike</i></p> <p>Despite having worked in TransitLink for more than 17 years, Lai Pheng’s passion to serve all her customers with excellence has never ceased. In addition to maintaining a commendable level of service standard, Lai Pheng shows a lot of empathy towards everyone she meets.</p> <p>Known to be a warm and helpful officer who is always prepared to go the extra mile to help others, Lai Pheng was complimented on several occasions for helping commuters to safeguard their belongings until they are able to pick them up personally, even when they are not her customers.</p> <p>In June this year, Lai Pheng received a compliment from Ms So who was impressed with Lai Pheng’s determination to return her lost concession card out of sheer kindness, despite it not being part of her job scope.</p> <p>Ms So had accidentally dropped her concession card while alighting from the bus at Boon Lay Bus Interchange berth. She was saddened by the loss as she had just gotten her concession card not long ago, and she thought that she would have to incur a fee to make a replacement card. One day later, she received a few missed calls from a local number. Cautious about picking up calls from an unknown number, Ms So refused to answer the calls. However, as the caller persisted over the next few days, Ms So decided to pick up the call eventually. It was Lai Pheng on the line. She had gone to lengths to obtain Ms So’s mobile number so that she could inform her that a kind soul had found her concession card.</p> <p>Another customer, Mdm Ng, also commended Lai Pheng on her resourcefulness and the display of integrity and kindness. On 26 February this year, Lai Pheng contacted Mdm Ng as she had picked up her lost wallet around the vicinity of the TransitLink Ticket Office. Mdm Ng’s lost wallet contained her PAssion Silver Concession (PASC) Card, staff pass, AIA card and cash. Lai Pheng was able to identify Mdm Ng through the PASC Card, so she immediately called TransitLink Headquarters to check on her contact details. Once Lai Pheng had gotten Mdm Ng’s mobile number, she made a phone call to inform her that the lost wallet could be collected at the Boon Lay Bus Interchange Ticket Office.</p>	

These self-initiated acts of kindness from Lai Pheng saved both Ms So and Mdm Ng from the anxiety of losing their concession cards and the hassle of making card replacements.

National Kindness Award – Transport Gold 2019
Outstanding Awards – Rail Operations

<u>Organisation</u>	SBS Transit Ltd
<u>Name</u>	Eddie Yeow Siew Teck
<u>Designation</u>	Station Manager
<p>Seventeen years on the job and he is still at it. “Serving commuters is a job that I enjoy. There’s never a dull moment and I get a sense of satisfaction whenever I’m of use”, says North East Line Station Manager Eddie Yeow.</p> <p>Every day, he sees thousands of commuters come through the station’s doors. In spite of this, he remains on the ball, ready to offer a helping hand to anyone who is in need as he considers each passenger unique with different needs.</p> <p>On one occasion in March 2019 he was alerted that an elderly lady required assistance. Immediately, Eddie grabbed the first-aid box and a wheelchair and rushed over to the location. It turned out to be the mother-daughter duo who had earlier approached him for directions on getting home when they were unable to hail a taxi outside the station.</p> <p>After helping the elderly lady onto the wheelchair, Eddie saw that the daughter looked tired and helpless. He decided to encourage her spirit by doing something unexpected - he shared his own personal story of how he had to juggle between his working shift hours and providing care for his aged parents with a father who is suffering from dementia. However, he did not let the difficulties weigh him down. Instead he adopted an optimistic attitude to cherish the precious time he still has with his parents and now the time has come for him to look after them, just as they had cared for him when he was a child.</p> <p>Seeing them physically tired, he instinctively took out his phone and booked a ride for them so that they could get home soon to rest. He then walked with them to the pick-up point and even paid for their fare with his own money.</p> <p>Eddie’s words of encouragement and action touched the daughter’s heart and she wrote in to thank him for what he had done for them that day and more importantly, gave her the strength to persevere. For Eddie, he said: “It’s a blessing to give than to receive.”</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Rail Operations

<u>Organisation</u>	SBS Transit Ltd
<u>Name</u>	Raymond Teo Guan Boon
<u>Designation</u>	Station Manager
<p>Passenger safety is foremost in the mind of Station Manager Raymond Teo who works at the North East Line. He takes it upon himself to personally address safety issues that concerns passengers.</p> <p>On one afternoon in November 2018, a lady and her 10-year-old son approached him at the Station’s Passenger Service Centre and asked for a plaster. He saw that the boy had a 5cm-cut on his leg and asked what had happened. The mother shared that her son was cut by a nail when he brushed his leg against the underside of the seat at the bus stop.</p> <p>Trained in First-Aid, Raymond wasted no time by getting the First-Aid kit and carefully and gently cleaning the wound before putting a plaster over it. He also advised the mother to bring him to a clinic for a tetanus injection if he had not had one in the past year. The mother thanked him for his help and they left the station.</p> <p>Although the seat at the bus stop was not part of the station’s infrastructure, Raymond reckoned that some of his commuters would use the bus stop to transfer to buses to get home and they could similarly get cut by the nail.</p> <p>Armed with a pair of pliers, he headed over to the bus stop that was located above the station to see if he could pull out the nail that was posing as a safety hazard. Unfortunately, it was embedded in the concrete block and he could not extract it after many attempts. But he did not walk away thinking that he had tried his best and there was nothing else he could do. He paused to think of a different solution to get it out of harm’s way not just for his passengers but also for other commuters using the bus stop. As he could not pull it out, he then bent the head of the nail over so that it could not cause injury to anyone else.</p> <p>The lady who had sought his help earlier for the plaster was watching from a distance to see what he was doing. She had nothing but praise for Raymond’s dedication and care towards his passengers.</p> <p>Kindness also means taking responsibility to ensure the well-being of others, even if no words are uttered.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Rail Operations

<u>Organisation</u>	SBS Transit Ltd
<u>Name</u>	ABDUL AZIM BIN ABDUL AZIZAM
<u>Designation</u>	Assistant Station Manager
<p>Offering a listening ear to someone in need can sometimes be the kindest thing we can do particularly when we are also so caught up with our everyday tasks.</p> <p>For Assistant Station Manager Abdul Azim, his kind act of lending a listening ear also thwarted a lady’s plan to commit suicide.</p> <p>One evening in October 2018, Azim was carrying out patrolling duties around the exterior perimeter of a station on the North East Line when he heard a terribly sad sound of a lady sobbing her heart out by the cooling tower. Sensing something amiss, he approached her to find out if he there was anything he could do to help.</p> <p>She began to pour out her sadness – how she was going to get married in a week but found out that her fiancé had cheated on her with another woman. Her world was in shatters with no one to turn to since both her parents had passed on.</p> <p>Instead of brushing her aside, Azim spent about half an hour listening to her and tried his best to console her. But that was not all. He quickly searched for the helpline of the Samaritans of Singapore (SOS) on his hand phone and told her to call them should she need further help.</p> <p>Unknown to him then, the lady was actually going to commit suicide later that evening but his listening ear and words of comfort made a great difference to her mental state and emotional well-being. Thanks to him, she changed her mind and did not proceed with her plan. She wrote in to thank Azim for being there in her time of need and in so doing, saved her from throwing her life away.</p> <p>A year ago, he and a colleague had helped to revive an elderly man at the station’s boarding platform when he suffered a cardiac arrest.</p> <p>Azim is humbled that his actions have preserved lives not once but twice in the three years that’s he’s been on the job. Truly we cannot underestimate the value of kindness. Being kind reaps untold happiness for the heart. Just ask Azim!</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Rail Operations

<u>Organisation</u>	SMRT Trains Ltd
<u>Name</u>	MUHAMAD FARDLI BIN ZAINAL ABIDIN
<u>Designation</u>	Assistant Station Manager
<p>Assistant Station Manager (ASM) Fardli found a bag containing an iPad and two books at Tanah Merah station one day. From the iPad, he noticed an e-mail alert sent by its owner. Fardli promptly replied to the email to inform the owner that the bag had been found at the station. The owner, who was a tourist, did not have any friends or relatives in Singapore. As she was en route to Bangkok for her second tour destination, she asked whether Fardli could ship the bag to her in the United States. She requested for Fardli to keep the bag till she was back in the United States Fardli willingly agreed to help. The bag was eventually shipped to the passenger. Fardli even emailed the receipt (proof of shipping) to the passenger to assure her that her bag would reach her. Fardli's excellent service and kindness gave the passenger a wonderful impression of Singapore.</p> <p>In another incident, a bag was found and Fardli looked through it to find the identification of the owner. He found the owner's home address which was near the bus-stop he frequented. So, he went the extra mile to deliver the bag to the owner's home after work. Unfortunately, no one was home. Fardli left a note with his contact number, and called the company where the owner worked and left a message for him. The owner's daughter contacted Fardli and arrangements were made for the owner to collect his bag at Tanah Merah station. The owner wanted to offer a cash reward to Fardli who politely declined.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Rail Operations

<u>Organisation</u>	SMRT Trains Ltd
<u>Name</u>	NOOR HAYATI BINTE BAKAR
<u>Designation</u>	Service Ambassador
<p>On 26 March, Service Ambassador Hayati assisted a heavily pregnant passenger by guiding her to the nearest platform bench while she waited for the train at Promenade MRT station. Just before the train arrived, Hayati politely requested the other passengers to let the pregnant passenger move to the front of the queue so that she can get a seat on the train. The passenger shared that Hayati was kind, always smiling and polite when interacting with passengers.</p> <p>On 27 June, Hayati assisted a passenger who accidentally slipped on a pool of vomit. Hayati was very kind, and helped to wash the passenger's skirt with soap and dried it. She even offered her perfume so that the passenger could use it to mask any remaining odour. Hayati went the extra mile to provide exceptional service and her helpfulness brought relief to the passenger.</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	ComfortDelGro Taxi
<u>Name</u>	CHEE HAN MEN ANTHONY
<u>Designation</u>	Taxi Driver
<p>Little acts of service go a long way.</p> <p>This is especially true of Cabby Anthony Chee, who went above and beyond to help a wheelchair-bound passenger who had booked his taxi.</p> <p>Knowing that the passenger would have difficulty boarding the taxi on his own, Cabby Chee quickly got out of the taxi, carried him safely into the taxi, and kept the wheelchair properly. He also shifted the front passenger seat to make room for the passenger, to ensure that he is comfortable during the journey. It turns out that this passenger had just had a major spinal operation and had 25 screws in his spine, which impaired his mobility.</p> <p>Upon arriving at the destination, Cabby Chee then got out of his taxi, carried the passenger out of the taxi and into the wheelchair, before pushing him to his lift lobby. This kind act meant the world to the passenger, who later called to commend Cabby Chee.</p> <p>On another occasion, Cabby Chee stopped to pick a passenger who was heading to Choa Chu Kang polyclinic. It was raining cats and dogs, and the passenger was pushing a pram with her 22-month-old son. Seeing as it was raining heavily, Cabby Chee suggested for the passenger to head towards the carpark instead, where there was a shelter. Despite the rain, he got out of his taxi and walked towards the passenger to help her load the pram into the taxi. Moved by his selflessness, the passenger later wrote in to praise Cabby Chee. She wrote: “Very few go out of their way to help others. I am very thankful to Mr Anthony.”</p> <p>Always armed with a smile, Cabby Chee also impressed many passengers who wrote in to commend him on his impeccable service. He takes service quality up a notch, by getting out of his taxi and opening the doors for his passengers whenever possible. One passenger was so impressed, that he wrote in and said “Little acts of service go a long way, and it is drivers like Cabby Anthony Chee, that truly exemplifies the true spirit of service.”</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	ComfortDelGro Taxi
<u>Name</u>	DHANABALAN S/O SHUNMUGAM
<u>Designation</u>	Taxi Driver
<p>A kind act can be as simple as carrying items for someone.</p> <p>And that’s exactly what Cabby Dhanabalan S/O Shunmugam did when he ferried passenger, Ms Vani and her two young children, who had street hailed his taxi from IKEA Alexandra back to her house in Jurong West.</p> <p>As his passenger was alone with her children, none of her hands were free to carry all the items that she had bought. So despite being older than Ms Vani, Cabby Dhanabalan quickly helped her load her items into the taxi boot. Even though she took some time to board the taxi with her young children, he waited patiently without hurrying them.</p> <p>He also made the journey a pleasant one by sharing life’s positive anecdotes with Ms Vani and made them feel so comfortable that she felt as if she were in her “very own vehicle”, driven by a “relative”.</p> <p>Upon reaching the destination, Cabby Dhanabalan made sure to drop them off at a safe and right place as she had her kids with her and items to unload. Seeing that she had her hands full with one of her kids having dozed off, he volunteered to help her carry the purchases all the way up to her house.</p> <p>Before leaving, he even played with her kid, which made her day.</p> <p>She later wrote to the Company to convey her appreciation. She said: “It’s very rare to find such an exciting taxi driver who doesn’t only work for money but also serve his customers as best as he could. He was old yet he took his energy to help me...I would like to thank him for his help.”</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	ComfortDelGro Taxi
<u>Name</u>	MOHAMMAD SUHAINI BIN ABDUL GHANI
<u>Designation</u>	Taxi Driver
<p>Sometimes, things do not go according to plan.</p> <p>However, Cabby Mohammad Suhani Bin Abdul Ghani knows to find a way around it, to make things work!</p> <p>It was raining cats and dogs, and Cabby Mohammad Suhaini received an app booking from a passenger that was heading along the same direction that he was planning to head towards. As it was nearing the end of his shift, Cabby Mohammad Suhaini was looking forward to calling it a day after completing this last trip.</p> <p>When the passenger boarded, he realised the passenger had a different destination from the one that had been reflected in the booking app. In fact, where she wanted to go was much further.</p> <p>Knowing he could not fulfil this trip as it was the opposite direction of where he was heading, Cabby Mohammad Suhaini immediately explained the situation to his passenger.</p> <p>But he didn't leave it as that.</p> <p>Having driven for seven years, he knew the next alternative he could send the passenger to was the nearest taxi stand. And when he realised the passenger has not had her lunch, he detoured to a taxi stand that had a coffeeshop around the corner, just so she could grab a bite before catching the next taxi.</p> <p>As it was still raining heavily, Cabby Mohammad Suhaini offered the passenger an umbrella, and declined to accept payment for the short ride.</p> <p>Impressed by his professionalism, the passenger later wrote in to commend Cabby Mohammad Suhaini. She said: "I write to acknowledge Cabby Mohammad Suhaini's grace, humanity and attentiveness. Thank you for hiring the right kind of people to get us around safely, even when things do not go quite as planned."</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	ComfortDelGro Taxi
<u>Name</u>	SEET CHOO TONG
<u>Designation</u>	Taxi Driver
<p>Strong people stand up for themselves but the strongest people stand up for others.</p> <p>Mild-mannered Cabby Seet Choo Tong was one who stood up for a mother and her daughter when they were caught in a bad situation with two delivery van drivers during Chinese New Year this year.</p> <p>The mother could not find an available parking lot and had parked in a loading/unloading lot before picking up the daughter. When she came back to the car, she found it blocked by two vans. Despite her apologies, both van drivers refused to give way. That was when Cabby Seet stopped to help.</p> <p>He appealed to both drivers for their understanding but to no avail. By that time, the daughter, traumatised by the unruly behaviour of the men, started to cry. Cabby Seet immediately walked to his taxi, brought out two bottles of water and Rowntrees Mackintosh pastilles and gave them to the mother and to pacify the daughter.</p> <p>He then asked the mother if she would trust his driving skills to which she said yes. So Cabby Seet took over the driver’s seat. Although there was just a three-inch clearance on each side of the car to the vans, Cabby Seet managed to manoeuvre the car out of the parking lot safely!</p> <p>The grateful mother wanted so much to reward Cabby Seet with an ang bao but he declined. Her husband was so impressed that he wrote in to commend Cabby Seet. He said: “Until today, my daughter keeps asking for helpful uncle Cabby Seet as she has fallen in love with the Roundtree Mackintosh pastilles that he had used to console and calm her down during her traumatic experience. To her, this kind cabby is now known as ‘colourful sweet uncle’ and whenever she sees any blue taxis on the road, she will wave to them.</p> <p>“We are not your taxi passengers but was accorded with such great kindness and this reflected how your Company nurtures your cabbies. My wife, daughter and I hereby salute your Company and please, on our behalf, convey our heartfelt appreciation and gratefulness to this kind, calm and helpful cabby from your Company.”</p> <p>That was not all that brave Cabby Seet did.</p>	

On another occasion, a desperate passenger had tried to street hail a taxi for 20 minutes but to no avail at 5am in the morning. He had multiple stops to make – from Tampines Industrial Area to collect a device; to Kian Teck Avenue to pick his supervisor; and finally to HarbourFront Centre where they had to board a crude oil tanker in time for an overseas assignment.

It wasn't until Cabby Seet Choo Tong showed up, that the passenger finally got himself a ride. To the passenger's relief, Cabby Seet offered to send him all the way. At the end of the trip, the passenger offered Cabby Seet more than the fare but the 58-year-old cabby refused to accept more.

The passenger never forgot what Cabby Seet did. A month after he returned from overseas, he wrote to the Company to commend Cabby Seet: "...this taxi uncle saved me and I did not miss this job...I have just returned home from my overseas job assignment last night, and...I was thinking I must write this email today to thank ComfortDelGro Taxi. Your drivers are super, super good! Safe and caring!"

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	ComfortDelGro Taxi
<u>Name</u>	ONG SWEE KER
<u>Designation</u>	Taxi Driver
<p>Passengers whose handphone batteries have “died” will have no fear if they are on board Cabby Ong Swee Ker’s taxi.</p> <p>That is because the 65-year-old goes the extra mile to store “provisions” such as charging cables in his taxi for such emergencies.</p> <p>It all started in 2010 when a passenger on board Cabby Ong’s taxi discovered her phone cable was broken while on the way to the airport. Cabby had none to spare her then but immediately lent his own to her.</p> <p>Cabby Ong then had the idea to keep spare cables in his taxi. Not only that, he went on to store umbrellas, tissue paper, bottled water, biscuits, sour plums, medicated oil and lozenges in his taxi so that he could give them away when passengers are unwell or hungry. He has even equipped his taxi with Wi-Fi and two charging ports! To-date, Cabby Ong has given out more than 150 umbrellas to passengers who need them.</p> <p>A passenger who had boarded his taxi in July 2018 was so pleasantly surprised at the “treasure trove” that he has in his taxi that she wrote in to commend him. She said: “I very much enjoyed my trip on this ride. The driver is very serious about making his passengers comfortable, providing bottled water and biscuits on top of umbrellas, tissue paper and a whole lot of other things. He has obviously put in a lot of thought into how he can make his passengers feel good. As a person he is also very friendly without being too in-your-face. Almost grandfatherly. I wish more drivers could be half as nice as he is. Such drivers would be perfect to start a person's day or end it, depending on what time of the day he/she takes the ride.”</p> <p>Another passenger also gave him top marks. He wrote: “He has the best service any taxi had ever given me and my family in Singapore. His warm personality and his dedication to the service provided was truly top class. Thank you to Mr Ong Swee Ker.”</p>	

National Kindness Award – Transport Gold 2019
Outstanding Awards – Taxi Operations

<u>Organisation</u>	HDT Taxi
<u>Name</u>	Lai Ming
<u>Designation</u>	Driver
<p>The purpose of my writing this letter is to formally commend Mr. Lai for providing my family and I, an excellent taxi ride which in my opinion, was far beyond our expectations.</p> <p>I have never before written a letter like this on an entirely unsolicited basis. However, in this case I was so impressed by Mr. Lai that I felt compelled to go on record with my praise. He truly deserves it. In an era where bad customer service is the norm in the taxi industry, the effort and dedication to his job that Mr. Lai did should be held up as an example for others to try to follow.</p> <p>On Sat 12 Jan, my family booked a JUSTGRAB ride from GRAB from our home to the zoo. Mr. Lai from HDT Taxi was given job and he promptly arrived after 5 mins. He was very chirpy and was smiling when we boarded his taxi. He gave us a very welcome smile and greeted us warmly. He also helped us to load all our stuff properly into his boot. When we were nearly reaching the zoo, my maid screamed out loudly that she had forgotten to bring our company Corporate Pass zoo tickets. Without another word, Mr. Lai exited the highway and immediately turned back to our home to take the tickets. What particularly impressed me about the level of service provided by Mr. Lai even though there were no additional financial rewards involved. I had wanted to pay extra for the additional distance travelled but Mr. Lai refused to accept. It appears that it was simply his extraordinary commitment to excellence in customer service and support that motivated him to always go the extra mile.</p> <p>In closing, I believe that Mr. Lai truly deserve to be congratulated and rewarded for providing customer service and support well beyond the expectations of the customer.</p>	