

# Pre-AGM Talk on Improving the Reliability of Prasarana Rail Services

*Organised by: Highway and Transportation Engineering Technical Division (HTETD)*

BEM Approved CDP: 2 Hours

Ref. No.: IEM25/HQ/490/T



**1 November, 2025, Saturday**  
09.00-11.00 Am



**Auditorium Malakoff**  
**Wisma IEM**



**Dr. Prodyut Dutt**  
*Group Chief Operating Officer  
(Strategy and Development) of  
Prasarana Malaysia Bhd.*



**Registration fee**

Student Member: Free

IEM Member: RM15.00

Non-Member: RM70.00



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## **Synopsis**

Reliability is a cornerstone of modern urban rail systems, directly influencing passenger satisfaction, operational efficiency, and public trust. This paper explores strategies to enhance the reliability of Prasarana's rail services by addressing key challenges in maintenance practices, system integration, and service delivery. It examines the root causes of service disruptions, including equipment failures, aging infrastructure, and scheduling inefficiencies, and proposes targeted interventions such as predictive maintenance, digital monitoring technologies, and robust contingency planning. Emphasis is placed on adopting international best practices while tailoring solutions to local operational contexts. Furthermore, the talk highlights the importance of staff training, stakeholder collaboration, and data-driven decision-making in creating a sustainable improvement framework. By implementing these strategies, Prasarana can strengthen service dependability, minimize downtime, and provide commuters with a safer, more efficient, and resilient rail transport system.

## **Speaker's Biodata**

Dr. Prodyut Dutt has over 40 years of professional experience in transportation both in Malaysia and internationally. He started his career in the Ministry of Works, Malaysia and then served in the Ministry of Transport and later in the Ministry of Finance. He then served overseas with the Asian Development Bank (ADB) both at ADB HQ in Manila as well as in the ADB Office in India. He returned to Malaysia and joined Suruhanjaya Pengangkutan Awam Darat where he served as Head of Planning Policy and Research for two years followed by four years as the Chief Development Officer of SPAD. After SPAD was dissolved, he served in Thailand as the ADB International Railway Advisor. Since 2021, he is holding the position of Group Chief Operating Officer (Strategy and Development) of Prasarana Malaysia Bhd.

Dr. Dutt has a B. Eng. (Hons) degree in Civil Engineering from University of Malaya, M.Sc. (Distinction) in Transport degree from Imperial College London and a PhD in Transportation degree from MIT USA.