



Frequently Asked Questions (FAQs)

Restriction of Food and Drink Consumption in the MRT system

Q: What is the penalty for eating and drinking in the MRT system?

Can I drink plain water in MRT stations and trains?

Are the elderly and young children allowed to take a sip of water due to dry throats?

In situations where passengers experience asthma attacks, heart attacks or epileptic fits etc, are they allowed to take medication in stations and/or trains?

A: Under the Rapid Transit Systems (RTS) Regulations, passengers who eat or drink in the MRT system are liable to a fine of up to \$500.

Under the RTS Regulations, SMRT issues Notification of Offences (NOOs) to commuters who are caught eating or drinking, *plain water inclusive*, while LTA mete out the fine. All appeals are handled, reviewed and approved by LTA. Collection of fines is also done by LTA.

Passengers on scheduled prescribed medication are encouraged to consume their medication before entering the MRT system. Should the need arise while travelling within the MRT system, passengers may approach our customer service officers who will accord them the temporary use of the staff room.

In the event of a medical emergency, such as an asthma attack, heart attack or epileptic fit, our station staff will exercise due discretion. We advise passengers in emergency situations to seek immediate assistance.

Our trains and stations are equipped with emergency communications equipment as follows:

On the platform:

- Red emergency telephone
To contact SMRT staff at the Passenger Service Centre, lift the handset from the cradle.

In the train:

- Emergency Communication Button (ECB) located on alternate train doors
Push the ECB to speak to the train officer. Once the ECB is activated, a train at the platform will be prevented from moving off while a train in motion will come to a stop at the next station.

Q: Are mothers/care givers allowed to breast feed/feed their children in stations and trains?

A: Under the RTS Regulations, passengers who eat or drink in the MRT system are liable to a fine of up to \$500.

While we understand the need to feed children may be pressing, passengers are encouraged to feed their children while outside the MRT system. Should the need arise while travelling within the MRT system, they may approach our customer service officers who will accord them the temporary use of the staff room.

Q: If I wish to appeal against the fine, who can I approach?

A: All appeals are handled, reviewed and approved by LTA. You may wish to contact LTA to appeal against the fine via the following avenues:

Hotline: [1800-CALL LTA \(1800-2255 582\)](tel:1800-2255582)

Fax: [6553 5328/9](tel:655353289)

Email: www.onemotoring.com.sg

Address: [Land Transport Authority, 10 Sin Ming Drive, Singapore 575701](#)