

DATE: **9<sup>TH</sup> JANUARY 2015 (FRIDAY)**

MEDIA: **THE SUN – MAID AGENCIES HIT BY MYEG MOVE, SAYS PAPA – PG.08**

**THE SUN – ‘REVIEW ONLINE WORK PERMIT REQUIREMENT’ – PG. 08**

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## Maid agencies hit by MyEG move, says Papa

**KUALA LUMPUR:** The Malaysian Association of Foreign Maid Agencies (Papa) is against the new online system for foreign workers permit (PLKS) renewal through MyEG.

Papa president Jeffrey Foo said the new system, which took effect on Jan 5, would adversely affect more than 400 maid agencies.

"Due to the shortage of housemaids from source countries, these agencies are facing financial difficulty, and the renewal of PLKS is a main source of income for them to sustain their operations," he told a press conference here yesterday.

He said not only the outsourcing companies approved by the Home Ministry and maid agencies were affected by the move, insurance agents would also be

affected due to the mandatory purchase of insurance guarantee from MyEG.

Papa noted that instead of lending a helping hand by creating more avenues of income for agencies, the government had apparently given exclusivity to MyEG to monopolise the business of PLKS renewal for over two million foreign workers.

"Isn't our Immigration Department capable of handling this renewal process?" asked Foo.

It was reported that employers are very unhappy that they have to pay RM38 for each online transaction or application.

Foo said Papa concurred with the Malaysian Employers Federation that the department should have allowed employers to try out the system before implementing it. – Bernama

# 'Review online work permit requirement'

> SME chairman proposes system be put on one-year trial period

BY **LOW SOCK KEN**  
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**JOHOR BARU:** Small and Medium Enterprises (SME) Association of Malaysia chairman Teh Kee Sin has proposed a trial period for online processing of work permits for foreign workers (PLKS).

He said many employers are upset over the new requirement by the Immigration Department that commenced on Jan 5.

Teh said the procedure was implemented in

a rush without any in-depth study and described the new measure as unwise and unfair to employers.

He said the intention is good as it promotes paperless and electronic transactions, but there are many factors that need to be considered.

It is unfair for MyEG to collect RM38 per application as the Immigration Department already charges a processing fee of RM125 for each PLKS application, he added.

He said the fee is an additional burden to employers as the total fee for each PLKS is between RM1,450 and RM1,800.

He said the counter service should continue and proposed the online system be put on a one-year trial period.

Meanwhile, The Malaysian

Knitting Manufacturers Association issued a statement that companies have been caught unprepared by the sudden change of system. No prior consultation was carried out with industry associations to justify and analyse the overall consequences, it said.

The association suggested that the government provide a longer time frame for companies to adjust to the change, adding that the effectiveness of MyEG is still unproven.

While calling for counter services to resume immediately, the statement proposed that the MyEG option be implemented to complement the existing process, without additional charges.

nature's beauty

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MEDIA: THE STAR – MYEG GETS PERMIT JOB – AND FLAK – PG.14

THE STAR – FIRMS UPSET WITH MYEG INVOLVEMENT – PG.14

**14 NATION** The Star, FRIDAY 9 JANUARY 2015

# MyEG gets permit job – and flak

## Employers shocked by move and new charge

By **P. ARUNA**  
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**KUALA LUMPUR:** Several groups have slammed the Government's "sudden" decision to outsource the renewal of the Foreign Workers Permits (PLKS) to MyEG – and the additional RM38 per worker charge that comes with it.

Employers, they said, were taken by surprise when told that renewals could not be done at Immigration Department counters effective Jan-5.

Now, all employers of foreign workers, including those of domestic maids, have to do annual renewals online using MyEG's new system with the additional service charge.

Questioning the necessity of outsourcing the service, the Malaysian Association of Foreign Maid Agencies president Jeffrey Foo said the department should be able to handle an online system.

"MyEG is not a government body. It is only a government-appointed company. Yet it is being entrusted with handling the huge task of renewals for an estimated 2.2 million foreign workers.

"Employers were already paying a RM125 service charge per worker to the department. Now, they have to fork out an additional RM38," he told reporters here yesterday. At 2.2

million workers, employers need to cough up an additional RM86mil for the renewals.

The online renewal, Foo said, would also take longer – about three days – as employers would first need to get a special pass from the department before renewing permits online.

"Previously, the renewal could be done in a day," he said, adding that unless they bought their workers' insurance from MyEG, employers also had to pay an additional RM20 each.

In a statement dated Jan 2, the department announced that all renewal of foreign workers permits at their counters would be stopped to reduce congestion as well as to avoid employers using middlemen or agents.

Malaysian Employers Federation executive director Datuk Shamsuddin Bardan said it was "strange" that there had been no consultation on the matter.

"When we did the renewals manually at the counter, there was no charge. Now, it's RM125 per worker. Imagine the windfall for MyEG," he said when contacted.

"We have to remember that employers include those who run small businesses. Not everyone is computer savvy.

"There needs to be a mindset change from the authorities. If they want to introduce change, at least do it gradually to allow people to familiarise themselves."

## Firms upset with MyEG involvement

By **TAN SIN CHOW**

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**BUTTERWORTH:** The operator of a cleaning service is upset that she has to pay over RM11,000 to MyEG to secure the renewal of permits for her 300 foreign workers.

The operator, who wished to be known only as Ooi, said this was in addition to the levies that she had to pay for each worker.

"That has already burnt a hole in my pocket as each worker's levy was RM1,850 and an extra RM125 for a sticker. Now, we have to go through the new online system via MyEG requiring us to pay RM38 per application.

"We also have to buy insurance for our workers from them. Worse, I have come with bank drafts which were not accepted by MyEG. They only accept credit cards or online payment," she said at the Immigration office in Seberang Jaya where MyEG had set up a counter for the application and renewal of foreign workers permit.

Ooi is among the large number of employers who have questioned the rationale behind the new requirement by the Immigration Department.

Safri Abdul Jalil, 46, said he and other employers were perplexed over the involvement of a third party like MyEG.

"Why do we need to pay them when we are asked to do the online application on our own? What is their role here? They get paid for nothing," said Safri, who supervises over 500 foreign construction workers.

Kapitan Restaurant owner Azwan Seer Mohamed, 33, said one of his staff had to postpone his wedding in India due to the new ruling.

"We did whatever was told but the MyEG personnel here said that they could not produce my employee the sticker needed for the extension of his visa.

"It would take a few days. As a result, he had to postpone his wedding. After spending on wedding cards and other preparation, everything had to be called off," said Azwan.

He said he was previously comfortable dealing with the department without the involvement of a third party.

"Last time, it took us a day to get the application done. But now, even the MyEG personnel look a bit uncertain with the new ruling," he added.

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# Bantah monopoli pas pekerja asing

**■ Imigresen henti semua urusan baharu PLKS di semua kaunter**

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**T**indakan Jabatan Imigresen Malaysia menghentikan semua urusan pembaharuan Pas Lawatan Kerja Sementara (PLKS) pekerja asing secara manual di semua kaunter mereka berkuat kuasa Isnin lalu dilihat sebagai cubaan menutup 'periuk nasi' agensi pembantu rumah asing di negara ini.

Setiap urusan permohonan pembaharuan PLKS kini hanya boleh dibuat secara dalam talian melalui perkhidmatan MyEG Services Bhd (MyEG).

Presiden Persatuan Agensi Pembantu Rumah Asing Malaysia (PAPA), Jeffrey Foo berkata, pihaknya menentang sepenuhnya tindakan imigresen yang menguatkuasakan peraturan itu kerana hanya mewujudkan kuasa monopoli pihak ketiga dalam pengurusan PLKS.

"Ini tidak adil, sepatutnya



**JEFFREY** majikan perlu diberi kebebasan memilih platform pembaharuan PLKS sama ada menggunakan agensi pekerja asing atau melakukannya sendiri menggunakan platform-dalam-talian seperti MyEG," katanya kepada pemberita di pejabat per-satuan itu di Bangsar, disini, semalam.

Tambah Jeffrey lagi, dengan kenaikan bayaran perkhidmatan daripada RM10 kepada RM125 bagi permohonan membabitkan pembantu rumah warga asing dan RM50 kepada RM125 bagi pekerja warga asing sudah cukup membebankan bagi pihak agensi dan juga majikan.

"Ini pula ditambah dengan bayaran tambahan RM38 jika menggunakan MyEG dan permohonannya itu juga harus menunggu selama dua

atau tiga hari untuk disiapkan, walhal jika berurusan terus secara manual di semua kaunter, sehari saja siap permohonan itu," katanya.

Menurutnya lagi, secara purata RM2.2 bilion dikutip dengan mudah menerusi monopoli MyEG bagi pengurusan PLKS untuk 2.2 juta pekerja asing berdaftar di negara ini.

"Apa keperluannya Kementerian Dalam Negeri melantik pihak ketiga seperti MyEG menguruskan urusan itu dan adakah selamat menyerahkan wang sebanyak itu kepada pihak ketiga. Kenapa wang itu tidak dibayar terus kepada imigresen," katanya lagi.

Jeffrey menjelaskan arahan imigresen ini hanya menjejaskan mata pencarian 400 agensi pembantu rumah di negara ini.

Ketua Pengarah Imigresen, Datuk Mustafa Ibrahim dalam satu kenyataan sebelum ini berkata, penggunaan sistem-dalam-talian MyEG membabitkan urusan pembaharuan PLKS sebagai langkah mengurangkan kesesakan di kaunter imigresen.

Malah, langkah itu mengelakkan majikan menggunakan khidmat 'orang tengah' dalam pengurusan permohonan PLKS.

**FAKTA**  
Sistem baru untuk elak kesesakan di kaunter