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MEDIA: **THE STAR – MYEG INITIATED DUE TO PUBLIC REQUEST – PG.10**

MCA: EMPLOYERS SHOULD HAVE MORE OPTIONS TO RENEW PERMITS – PG.10

FELCRA: MYEG FEE WORTH THE SERVICE IT PROVIDES – PG.10

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MyEG initiated due to public request

Immigration D-G says service will help reduce hassle

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TANAH RATA: The Immigration Department says the controversy over worker permit renewals via MyEG online service is nothing more than a case of damned if you do, damned if you don't.

Immigration director-general Datuk Mustafa Ibrahim said the move was in response to complaints about the hassle faced at immigration counters when renewing foreign workers' work permits (PLKS).

Mustafa said he had personally received a litany of public complaints about the inordinate amount of time such renewals took when he first assumed his post.

He pointed out that some applicants had to queue at 10am or even as early 3am just to get queue num-

bers to submit their forms.

"So we decided to go online, and we are still getting complaints," said Mustafa at the opening of the new immigration office at the District Islamic Department here yesterday.

Nonetheless, Mustafa acknowledged there were teething problems with the system operated by My E.G. Services Bhd (MyEG), the concession holder of the project.

He said MyEG had been given three months before their performance was reviewed to determine the improvements needed.

"Many have also claimed MyEG is a crony of the Immigration Department, which is not the case. Our priority is providing the online service," said Mustafa, who pointed out that the company's provision of online services to the Road Transport Department had "a prov-

en track record".

Mustafa reaffirmed that his department had no intention of reopening its counters for manual submissions now. "I hope that with time, employers will slowly accept the system," he said, adding that the new system will allow authorities to detect if workers such as domestic maids are being sent to work illegally at restaurants by either employers or syndicates.

Mustafa said those unhappy with the RM38 service charge imposed by MyEG should raise it with the Home Ministry.

MyEG director Datuk Mohd Jimmy Wong Abdullah said many multinationals and local companies had used its services for PLKS before it was made mandatory recently. "They have no problem with the cost," he said.



Convenient: Mustafa cutting the ribbon at the Launch of the Cameron Highlands Immigration office.

MCA: Employers should have more options to renew permits

PETALING JAYA: Employers should have more options to renew their foreign workers' temporary employment permit, said MCA publicity bureau chairman Datuk Chai Kim Sen.

In a statement yesterday, he said vehicle owners, for instance, had options other than MyEG to renew their vehicle road tax.

"Monopoly in permits and insurance matters contradicts the free market spirit, and affects existing foreign workers' agencies and insurance companies."

"The Government should allow employers some options to renew the permit and insurance in ways they deem more convenient for them," he said.

Chai, who is also Federation of Malaysian Chinese Guilds Association president, said he had received complaints on MyEG's suggestions for online transactions.

"The fact remains that many Chinese

businesses have yet to go online.

"As such, we urge the Government to re-evaluate the decision because it will be good if employers can have choices," he added.

In a separate statement, MCA's small and medium enterprises bureau chairman Datuk Ei Kim Hock said renewal through MyEG came with an extra cost of RM38 per permit, while employers also had to buy insurance from the company.

"The RM38 is a double-charge, considering that employers have already paid RM125 for the permit to the Government."

"Also the application has to be done online, which does not have any extra benefit commensurate with the extra charge," he said.

Ei urged the Government to immediately reopen the renewal counters at Immigration Department offices as it was necessary to offer people a choice.

Felcra: MyEG fee worth the service it provides

By SHARANPAL SINGH RANDHAWA
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KUALA LUMPUR: Felcra said the service provided by MyEG for the renewal of foreign worker temporary permits is worth the fee charged by the concession holder.

Felcra CEO Datuk Ramlee Abu Bakar said the charge was small compared to the hassle one had to go through previously.

"With the new system, one can renew the permit of a foreign worker at home or in the office without having to visit the immigration office."

"This will definitely save the employer time and money," he said in a press conference yesterday.

Ramlee added that as a company with some 12,000 foreign workers in 1,600 projects, Felcra found the online service provided by MyEG beneficial because it previously took three to four days to renew permits.

"With the service provided, it takes only two days now," he said, adding that a lot of hassle was avoided and time saved.

However, Ramlee hinted that it would be good if MyEG could consider lowering the fee or offering bulk discounts, because it would have a huge volume of business in time to come.

Clerk turns out to be a thief

By CHIANG KAH YEE and
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KUALA LUMPUR: A supposedly diligent employee who missed lunch breaks turned out to be a thief as her employer found her stealing cheques.

Chai Kok Wah, a 43-year-old director of a company selling machinery spare parts, said he never suspected his clerk until



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MEDIA: THE SUN – TRIAL RUN FOR ONLINE PERMIT RENEWAL – PG.02

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Trial run for online permit renewal

> System will be reviewed if there are weaknesses after three months

BY P. CHANDRA SAGARAN
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CAMERON HIGHLANDS: The online application for foreign workers permit operated by MyEG Services Bhd, which started on Jan 5, will be on a trial run for three months to assess the effectiveness of the system.

"We will re-look into the system to gauge whether it has delivered. We will conduct a review if there are weaknesses and also improve it," Immigration Department director-general Datuk Mustafa Ibrahim told reporters after opening an Immigration office in Tanah Rata here yesterday.

"In the initial stages, there will be some teething problems and we hope employers and the public will accept the online

application system, which is aimed at solving numerous problems at Immigration offices," he said.

Mustafa said it will ease congestion at Immigration counters compared to the past when large crowds flocked to the Immigration offices and some employers paid huge amounts to syndicates to apply for the permits.

On complaints about the RM38 fee for each application, he said: "It is a service fee where the applicant will receive the document at the doorstep as well as for MyEG to compile, verify, maintain, update and analyse the database of foreign workers."

He said those who are unhappy with the fee could raise the matter with the Home Ministry as the Immigration Department is only implementing the policy.

He also dismissed talk that the company is a crony of the Immigration Department.

MyEG director Datuk Mohd Jimmy Wong Abdullah, who was also present, said the fee is for the work done including getting thumbprints of employers and

sending the documents to the employers.

"We started the online system in 2011 and several companies are using it, including Felcra which employs some 14,000 foreign workers," he added.

He also pointed out that if a foreign worker goes missing, MyEG has to bear the cost.

Meanwhile, MCA is against the move by MyEG to monopolise the renewal of foreign workers' temporary employment permits and related underwritings.

Its publicity bureau chairman, Senator Datuk Chai Kim Sen, said the party does not agree with MyEG being the sole monopoly in the matter.

"The monopoly in permit and insurance matters for foreign workers not only contradicts the free-market spirit but has also affected the rice bowl of existing foreign workers' agencies and insurance companies.

"It has also placed a burden on employers, who will now have to pay an extra RM38 per worker," he said in a statement yesterday.

Doing away with petty bureaucracy

PRESS DIGEST

BY AIEZAT FADZELL
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THE introduction of online service to renew the foreign workers' permit and temporary visit pass is seen as not only helping to reduce the employers' expenditure but also doing away with petty bureaucracy.

Utusan Malaysia reported yesterday that the steps taken by the Home Ministry in introducing the online service are beneficial, especially for employers.

It quoted the Association of Communications Industry Malaysia president Mohd Irwan Rizal as saying that with the introduction of the service, the problem of foreign workers recruitment delay can be reduced.

"The online method seems to be more transparent and fast, employers don't need to take numbers and wait for so long. The process will only take one or two days," Mohd Irwan said.

"This new method might also reduce the cost of hiring foreign workers."

He said while the online method may affect the business of foreign workers' agencies, these companies could look into providing other services like training programmes for foreign workers.