

DATE: **29 JANUARY 2015 (THURSDAY)**

MEDIA: **THE STAR – INDONESIA AND NEPAL THREATEN TO STOP**

**SENDING WORKERS – PG.04**

**THE STAR – HOME MINISTRY TAKEN TO TASK– PG.04**

**THE STAR – BESTINET: WE'RE NOT RESPONSIBLE FOR HEFTY VISA PROCESSING FEE– PG.04**

## Indonesia and Nepal threaten to stop sending workers

**PETALING JAYA:** Two of the biggest source countries of foreign workers in Malaysia are threatening to stop sending their workers here following steep hikes in visa fees.

Recruitment groups in Indonesia and Nepal have both stated their intention to stop sending workers to this country.

In Indonesia, the increase of RM230 in processing fee for the Entry Visa was imposed last month after Malaysian authorities outsourced the service to a private company.

The processing of the Visa with Reference (VDR) or "calling visa" was outsourced to another private company, which uses the Foreign Workers Centralised Management

System (FWCMS).

The process for Indonesian workers entering Malaysia begins with an application for the VDR, after which the Entry Visa is issued.

Asosiasi Perusahaan Jasa Tenaga Kerja Indonesia (Apjati), which represents over 500 agencies, has since written to the Indonesian Parliament and the country's Human Resources and Foreign ministries, calling for an immediate halt to the sending of workers to Malaysia, unless the fee is reverted to RM15.

Indonesians comprise about 70% of the estimated 2.8 million foreign workers in Malaysia, working mainly in the construction, plantation and manufacturing sectors.

The second largest group of

foreign workers in Malaysia are Nepalese, numbering an estimated 450,000, most of them in security services.

Malaysian Association of Foreign Maid Agencies (Papa) vice-president Foo Yong Hooi said Nepalese recruitment groups were beginning to boycott Malaysia.

"Last week, we requested for workers, but the agents said no," he said.

It was recently reported that Nepal shut down a Malaysian visa processing company operating there.

The Malaysia VLN Nepal, which had been operating within the premises of the Malaysian embassy, was ordered to close after it was found to be charging an additional Rs3,200

(RM116) to process visa documents.

The workers are also required to undergo medical check-ups at company-approved clinics or laboratories, which are said to charge them a lot.

The agencies told Papa that the clinics were based in Kathmandu, and it was costly to transport workers from other parts of the country there for the tests.

When contacted yesterday, Nepal Labour and Employment Ministry adviser Ramesh Koirala said his government had requested the Malaysian Government to reduce the fee, which was "too high".

A local recruitment agent, who declined to be named, said the cost of bringing in workers from the

Philippines had shot up although the visa fee stayed at about 600 peso (RM50).

"This is because the medical cost has more than doubled from 2,000 peso (RM160) to about 4,850 peso (RM395) and the company operating the FWCMS there charges US\$15 (RM54) to upload the biometric information of the workers to its system," he said.

"Due to this, Malaysian employers hiring Filipino maids are forced to fork out an additional US\$100 (RM360) to bring them here."

According to him, similar companies have also been set up in Cambodia and Myanmar to handle visa processing and medical check-ups.

# Home Ministry taken to task

## Bestinet: We're not responsible for hefty visa processing fee

**Airing their grouses:** Lim showing the front-page report in 'The Star' yesterday during the press conference. Looking on is Teo.



**PETALING JAYA:** Bestinet Sdn Bhd, the solution provider for the Foreign Workers Centralised Management System (FWCMS), has clarified that it is not responsible for the steep increase in the visa processing fee for Indonesian workers imposed last month.

"The visa processing issue in Indonesia does not have anything to do with the company," said a spokesman.

He said the first two modules under FWCMS – the bio-medical and the e-VDR – were fully operational from Jan 15.

**The holistic system is transparent, efficient and convenient.**

– BESTINET SPOKESMAN

## Business groups voice displeasure over new systems and fee hikes

**PETALING JAYA:** Thirty business associations and chambers of commerce have jointly issued a strong statement against the outsourcing of services by the Home Ministry to two private companies which they say further complicates the process of bringing foreign workers to Malaysia.

The outsourcing of foreign worker permit renewals to MyEG Services Bhd and mandatory use of Bestinet Sdn Bhd's Foreign Workers Centralised Management System (FWCMS) to process the Visa with Reference (VDR) or "calling visa" for foreign workers also pushed up their costs, they said.

"We understand that both these systems are merely at the 'proof of concept' stage or on a trial run.

"In this regard, it is not equitable to have these systems made mandatory without the public being given the option of using the over-the-counter services previously provided by the Home Ministry," said Associated Chinese Chambers of Commerce and the Industry of Malaysia (ACCCIM) deputy secretary-general Tan Sri Teo Chiang Kok at a joint press conference representing the associations and chambers.

He said that while the businesses were supportive of migrating towards e-recruitment, the systems

had to be more efficient, productive and cost-effective.

Making these new outsourced "online" processes mandatory, he said, was completely unacceptable.

"What is the purpose of having the Malaysian Competition Act 2010 if the Government itself endorses such a monopolistic situation? The purpose of the Act is to ensure that such a situation does not occur," he said.

Teo said they wanted the Human Resources Ministry to handle all human resource and foreign worker issues instead of the Home Ministry.

"It is common practice in most countries that all human resource issues, including foreign worker issues, come under the purview of their respective human resource or labour ministries.

"In Malaysia, however, it is the Home Ministry which is dealing with the International Labour Organisation.

"The Home Ministry should be there to only issue visas once the approval processes are completed by the Human Resource Ministry," he added.



Malaysia Plastics Manufacturers Association president Lim Kok Boon said there was also a lot of ambiguity in the way applications to bring in the workers was approved.

"Approval must be based on a set of known criteria that is fair, reasonable and transparent.

"Another issue is that when we apply, for example, for 200 workers, it is rejected and we are only allowed to hire 50 workers. Why 50? No reason is given," he said.

He said employers were forced to request for a higher number of workers in the hopes that they get the actual number of workers they need.

"This is not how business should be done," he said.

On the escalating cost of hiring foreign workers, Malaysian Association of Foreign Maid Agencies (Papa) president Jeffrey Foo said the first hurdle had been the foreign workers medical screening agency (Fomema).

"We were doing medical checks at RM60 (per worker), Fomema came in and wanted RM220. We argued and it was slashed to RM180.

"After that, during the 6P annes-

ty exercise (targeting illegal foreign workers), a RM50 fee was imposed. Then last year, the Immigration Department's RM50 processing fee was pushed up to RM125," Foo said.

In a separate statement, Federation of Malaysia Chinese Guilds Association (Hang Tuan) president Datuk Chai Kim Sen (pic) said the drastic increase in the visa-processing fee for Indonesian workers would result in the workers turning to other countries for employment.

"Many industries in Malaysia, especially the construction sector, will be affected due to the lack of manpower," he said in response to *The Star's* front page article yesterday on the rise in visa-processing fee for Indonesian workers from RM15 to RM250 each.

Chai, who is also MCA deputy national organising secretary, has demanded a breakdown of the new fee.

"The Government should explain in detail as to whether the hike is caused by the additional 'service charge' collected by the outsourcing company," he said.

He also called for a review of the new charges and the outsourcing of visa-processing services to private companies.



DATE: **29 JANUARY 2015 (THURSDAY)**

MEDIA: **BERITA HARIAN – MALAYSIA NAFI NAIKKAN KADAR VISA**

**PEKERJA ASING – PG.14**

Benta Harian - Pg. 14 - 29 Jan 2015

# Malaysia nafi naikkan kadar visa pekerja asing

» *Peningkatan mungkin dari syarikat kendali sistem biometrik kenal pasti PATI*

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**M**alaysia tidak pernah menaikkan kadar visa pekerja asing termasuk dari Indonesia, kata Timbalan Menteri Dalam Negeri, Datuk Seri Wan Junaidi Tuanku Jaafar.

Beliau berkata, dakwaan kadar visa pekerja Indonesia dinaikkan dari RM15 kepada RM250 sejak bulan lalu adalah tidak berasas sama sekali.

Katanya, sekiranya berlaku peningkatan kos, ia mungkin disebabkan syarikat yang mengendalikan sistem biometrik bagi mengenal pasti pendatang asing tanpa izin (PATI)

berbuat demikian.

"Dalam mesyuarat pasca Kabinet minggu lalu, kita membincangkan mengenai penawaran visa percuma kepada pelancong asing dari China.

"Tidak ada peningkatan kos visa sama ada dari Indonesia mahu pun negara lain dibincang mahupun dicadangkan, justeru kami akan meneliti dakwaan ini termasuk dengan syarikat biometrik berkenaan," katanya ketika dihubungi di sini, semalam.

**Ancam henti hantar pekerja**  
Beliau berkata demikian menyalut ugutan agensi pekerjaan Indonesia yang mengancam menghentikan penghantaran warga mereka ke Malaysia sekiranya isu kenaikan kos visa tidak ditangani.

Baru-baru ini, Asosiasi Perusahaan Jasa Tenaga Kerja Indonesia, yang mewakili lebih 500 agensi, dilapor meminta Parlimen Indonesia dan Kementerian Luar dan Sumber Manusia negara itu, menghentikan serta merta penghantaran pekerja ke Malaysia selepas kadar yuran pempro-

sesan visa dinaikkan bulan lalu.

Sementara itu, Pengarah Eksekutif Persekutuan Majikan-Majikan Malaysia, Datuk Shamsuddin Bardan, berkata tindakan menaikkan sebarang kos berkaitan pekerja asing pada masa ini boleh meningkatkan kos lain, sekali gus membebankan pengguna.

"Kadar sedia ada sudah mencukupi kerana kita sudah mengenakan pelbagai kos kepada mereka termasuk insurans, pemeriksaan kesihatan, levi dan sebagainya.

"Kos yang ditanggung untuk seorang pekerja bekerja di sini tidak kurang RM3,000 seorang, walaupun sebahagian kos itu dikenakan di negara asal mereka, majikan pada dasarnya masih perlu menanggung kos pekerja mereka sendiri," katanya.

Katanya, negara memerlukan pekerja asing terutama dalam sektor perladangan, perkilangan, pembinaan dan pembuatan dengan purata lebih 200,000 pekerja dibawa masuk ke negara ini setiap tahun.



**“Tidak ada peningkatan kos visa sama ada dari Indonesia mahu pun negara lain dibincang mahupun dicadangkan, justeru kami akan meneliti dakwaan ini termasuk dengan syarikat biometrik”**

**Wan Junaidi Tuanku Jaafar,**  
Timbalan Menteri Dalam Negeri