

MyEG service proven effective

More than 53,000 work permits renewed

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PETALING JAYA: The work permits of more than 53,000 foreign workers have been renewed through MyEG Service Bhd's (MyEG) online system.

Immigration Department director-general Datuk Mustafa Ibrahim said the response was unexpected, especially when renewal counters at Immigration offices remained open until the end of the proof of concept (POC) stage at the end of the month.

The counters were reopened on Jan 23 to give time to employers to adapt to the online renewal process.

The online renewal system was introduced last December, but was fully implemented on Jan 5.

Mustafa said 1,641 passes were renewed online in December last year, followed by 35,267 in January and 16,444 until Feb 13.

"A total of 53,352 permit applications passed through the online system until Feb 13.

"This positive development shows that the implementation of a new system is well-received among employers," he said in an interview with *mStar Online*.

Mustafa said the online system does not only make it easier for employers to renew their workers' permits without having to go to the counter, but also protects them against being deceived by agents or middlemen.

He added that the effectiveness of the system was proven by the much reduced congestion at the department's counters.

"At the counter, we can only hand out between 100 and 150 registration numbers every day.

"There were times when an employer makes

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an application for up to 100 foreign workers.

"Using the online system, we can process between 500 and 600 applications every day," Mustafa said, adding that he expects the number of applications to increase after the POC period ended.

Asked whether the counters would remain open after Feb 28, Mustafa said the matter would be decided after the system was assessed at the end of the POC.

"We'll see after Feb 28 as this is when we will provide a report on the results of the online system to the Government.

"The Government's decision will be based on the performance and effectiveness of the system.

"If the Government says we close the counters, then we will do so, and if the Government says they stay open, then we will keep them open," he said, adding that the employers should try the online system to evaluate its effectiveness.

He urged employers not to make up their minds based on the negative perceptions and statement of those with an agenda of their own.

"It's about changing people's attitudes. If they try to adapt, they can do it," he said.