

# MEF calls for letter representing employers to the Immigration Department

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**KUALA LUMPUR:** The Malaysian Employers Federation (MEF) will submit a letter to the Immigration Department to seek an explanation as to the rationalisation of its implementation of the new online system for Foreign Workers Permit (PLKS) through MyEG.

Inundated with hundreds of calls every day since its implementation on January 5, MEF executive director Datuk Shamsuddin Bardan said, the immigration department should have introduced the system by giving employers a grace period to use and see its effectiveness.

"We are not against the implementation of the system but rather how the authorities handled it including the employers who came to the department," he told *theSun*.

A check by *theSun* at the Putrajaya and Damansara Immigration Departments showed employers queuing up to register their new or extend their foreign workers. The manual counters were closed but MyEG staff were seen teaching employers how to use the online system.

Samsudin said since meeting immigration department top officers is not going to be easy, its better we submit a letter to address the issue.

He also voiced that employers are very unhappy that they have to pay RM38 for each online transactions or application.

"Its not cheap. It's a lot of money as employers handle a lot of applications," he said, adding that it was unfair as now employers have to incur another additional cost.

Several employers when met at the Damansara Immigration department said if the authorities failed to listen to their grievance over the online system, then official complaints will be filed with the relevant authorities.

"It looks like no one is interested to hear our complaint. We tried approaching the

immigration officers but they just tell us to learn how to use the online system," said a company director who only wish to be named as Ismail, 57.

He said he was informed that it would take three days to process the online applications and felt it was too long.

Another employer said they not only have to apply online but also scan the insurance taken for the workers and sent together.

"Its so complicating. Imagine how it will be for those who are not IT savvy," he added.

Several attempts by *theSun* to reach the Immigration Director General Datuk Mustafa Ibrahim was futile since Monday.

An immigration officer at Damansara said they have informed the headquarters of the employers grievances and the matter was being looked into.

Meanwhile, Sungai Petani MP Datuk Johari Abdul felt the reason given by the immigration department to ease congestion was not reasonable as they expedite the processing of applications manually using latest technologies.

"It's just a matter of management," he said, adding that one wonders why the online system is being outsourced.