

Company Name : **MY E.G. Services Berhad**
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MyEG's Temporary Foreign Worker Permit Renewal Service Under Govt Review

KUALA LUMPUR (Dec 6): Government-related online services provided by My E.G. Services Bhd (MyEG) is one of the patch-on systems currently being reviewed by the Ministry of Home Affairs, the Department of Immigration and the Management Planning Unit (MAMPU).

This, said Deputy Home Affairs Minister Datuk Azis Jamman, came as the Government took notice of numerous complaints on the services provided by MyEG presently, particularly the online service to renew temporary foreign worker permit (PLKS).

"The Government takes note and admits that the appointment of companies via direct negotiations has raised certain issues among the consumers due to poor quality of services," Azis told the Dewan Rakyat today.

"At the moment, the Home Affairs Ministry and the Immigration Department and MAMPU will review all patch-on systems, including MyEG," he added.

Among complaints against MyEG under the PLKS service include claims that it was not responsible or was late at taking action on complaints over delays in the PLKS renewal process, loss of the permits within MyEG's premises, doubtful online applications and non-compliance of renewal terms.

"MyEG is irresponsible and only informed the complainants to refer to Immigration offices. There were delays in delivery of PLKS, and [there were complaints that] payment of [foreign workers'] levy by employers via MyEG's system was not presented to the Government within the required time frame," Azis added.

Azis was answering a question by Alice Lau [PH-Lanang] on whether the Government can terminate “middle-man” services to reduce costs, pointing to the RM35 million allocated for MyEG’s services for the Government in 2019.

Azis explained that MyEG initially provided online service for extension of temporary foreign worker permit for multiple sectors, previously handled by the Immigration Department.

“The services were provided under a parent contract under e-service for all consortiums comprising MyEG Services Sdn Bhd, Konsortium Multimedia Swasta Sdn Bhd, Perkhidmatan Sistem Elektronik Bersepadu Sdn Bhd and PDH dot com Sdn Bhd,” he said.

“The parent contract period which includes other Government online services apart from the renewal of PLKS for 15 years has ended on May 22, 2015,” he added.

Following on, a Cabinet meeting on May 28, 2014 and letter from the Ministry of Finance dated Nov 12, 2014 agreed that the extension offer for e-services project between MyEG and the Government for PLKS be signed for five years beginning May 23, 2015 to 22 May, 2020.