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To "Dato Alias Hj Ahmad, DG." <kpi@imi.gov.my>, "Mohd Zahari Hassan, Director Wilayah" <mzahari@imi.gov.my>
 cc "Datuk Syed Nazri, Nst" <syedn@nst.com.my>

bcc

Subject In appreciation of First Class service at the Passport Office Wilayah

Wednesday February 22, 2012

Dato Alias Hj Ahmad
 Director General Immigration,
 Mohd Zahari Hassan
 Immigration Director Wilayah.

Congratulations Gentlemen !

The attentive and commendable service standards of the Bahagian Passport, Unit Siasatan dan Kehilangan at the new office of Pejabat Imigresen Wilayah on Jalan Sri Hartamas 50480 Jalan Duta, Kuala Lumpur deserves compliments and praise.

My wife lost her passport.

We went to the new KDN Bahagian Passport last Monday 13 February. Directed to the Unit Siasatan dan Kehilangan by a pleasant young man at the reception/information counter of the new KDN complex, we waited our turn.

At the Siasatan Rujukan counter, Ms. Debra attended to us. She was gracious, attentive, courteous and very kindly assisted us with our documents for process.

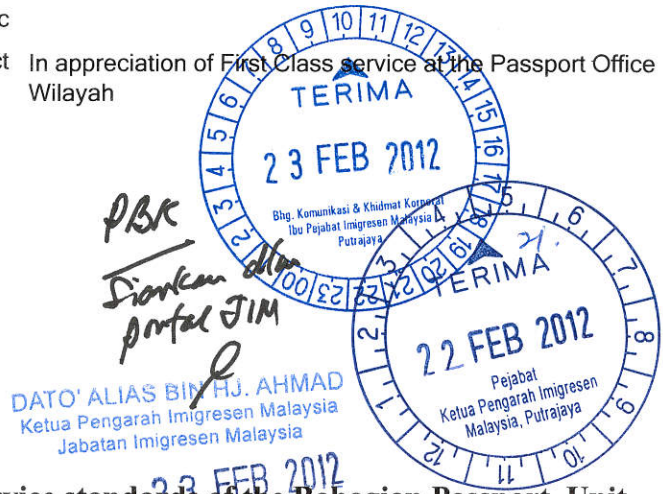
We were asked to wait a while. Later, at the same counter another officer Kamarul Zamzury attended to us. After explaining my wife's urgency to travel, like officer Debra, he assured us that a replacement passport will be ready in five working days. We were told we could come back on Friday for the replacement passport.

My wife went back to the KDN complex on Friday morning, 17 February. At the Bahagian Passport office, another very attentive lady officer Nor Khalily voluntarily asked my wife if she needed assistance. When told she came for her replacement passport the officer directed her to go to the Siasatan Rujukan room.

She paid the fee for the new passport and waited. Fifteen minutes ahead of the stipulated one hour wait, officer Kamarul Zamzury brought the passport to counter 31 and signalled to her that the passport was ready for collection. He not only remembered her, he very compassionately mentioned he remembered the urgency of my wife's request.

We are delighted by the attentive, helpful and pleasant efficient service by the officers at the Siasatan Rujukan counter especially in our predicament at that time. My wife said even the female RELA security guard by the name of Intan at the entrance of the new KDN complex was pleasant.

Officers Debra, Kamarul Zamzury and Nor Khalily in the front line represent the best of efficient and laudable service standards in the Passport office. They must have been backed up by efficient officers too in the back office. Such officers make Bahagian Passport, Unit Siasatan dan Kehilangan at the new office of Pejabat Imigresen Wilayah an exemplary showcase of excellent service for both



the public and private sector.

Congratulations again Gentlemen for such laudable service ! You and your officers must have done an extraordinary job any Malaysian or visitor will find commendable and worthy of the highest respect.

Yours sincerely,

Harris Beh

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