

To: Tan Sri Yong Poh Kon <yph@royalselangor.com.my>
From: "Dato' Saripuddin Kasim" <ksu@kpdnkk.gov.my>
Date: 05/24/2012 12:16AM
Cc: "kpi@imi.gov.my" <kpi@imi.gov.my>, "allpemudah@miti.gov.my"
<allpemudah@miti.gov.my>
Subject: Re: going round in the internet - praise for imm dept.

YBhg Tan Sri

Thank you very much for sharing. My daughter went through the same hassle free experienced when renewed her passport last month. I guess not many Malaysians (including myself) are aware of the existence of this service. The Immigration Department may wish to enhance its promotion of this online service.

Regards,

Saripuddin

Sent from my iPad

On 23 May 2012, at 14:21, "Tan Sri Yong Poh Kon" <yph@royalselangor.com.my> wrote:

>

>

> Online passport renewal - what a surprise!

>

> 07 Apr 2012

>

> 4 and the half years ago, I was surprised at the efficiency of our passport unit when I went to renew my passport. It took me a total of 2 hours from submitting application to the time the passport was given to me. I have blogged about this at that time.

> Recently I noticed that my passport has only 6 months' validity which essentially means that I cannot use it anymore to travel overseas.

> I have heard about online application for passport and so i tried to apply for a new passport online on Thursday (2 days ago).

> It took me less than 10 minutes to do so , including uploading a passport size photo, payment via credit card and printing out the receipt. The

> website is quite user-friendly, and once I keyed in my old passport number,

> all my info were uploaded automatically to the application form, and all i

> was required to do was to upload my photo and agree to the terms and

> conditions and fill in my handphone number.

> There was a column in the form for me to choose where to collect my

> passport, and I opted to collect from Kelana Jaya Immigration Office. When I
> printed out the receipt, it indicated that I should collect it from the
> said office at 4pm yesterday (24 hours from the time I submitted my
> application online).
> I went around 3.50pm and got a queue number and within 20 minutes, I got my
> new passport.
> It was really hassle free, and the whole process was so fast that I have
> nothing but praises for the department. The staff there, despite being very
> busy, was very pleasant, and I even got a smile from the officer who
> handled my case.
> I was surprised to learn that not many people use this online service.
> For those who like to do so, upload a photocopy of your passport photo (
> must be most recent), and go to this link:
> www.imi.gov.my/index.php/en/
> Click on the column "Online services" and choose MyOnline passport. The
> rest will be a step by step guide as to fill in your old passport number and
> how to upload your photo and payment. The last step will be to print out
> the receipt .
> Do not forget to bring along your old passport and IC (for verification)
> when going to collect your new passport.
> This is one instance that I think Malaysia can beat and at least equal
> other countries. And being a Malaysian, I am proud of this!
>