

Foreigners, M'sians hope new travel app will ease entry, exit

PETALING JAYA: Foreigners are hoping the Immigration Department's MyTravelPass system will help ease their travel applications into Malaysia.

Pakistani Muhammad Khan, 30, said he was glad that the department had developed the MyTravelPass system, which would make it easier and faster for his application to re-enter Malaysia to be processed so he could reunite with his Malaysian wife.

"I have applied for re-entry into Malaysia via the department's email on Aug 17. But I did not receive a reply. I understand that they receive a lot of emails, so mine is probably still in the queue.

"With this new app, I think it's much better because the processing time is five working days," said the businessman who had to return to Pakistan for a medical procedure on July 20.

On Wednesday, the Immigration Department launched the MyTravelPass system which would make it easier for Malaysians and foreigners to apply for entry or exit permits.

It is expected to reduce the processing time to five days.

Among the categories under MyTravelPass are the entry and exit applications for foreign expatriates and their dependents, permanent residents, Malaysia My Second Home holders and foreign maids.

Entry applications for the Singapore Reciprocal Green Lane (RGL) and Periodical Commuting Arrangement (PCA) can also be done through the portal.

A Singaporean public relations officer, who only wanted to be known as Mun, said she used to frequent Malaysia for business meetings before the border closure.

"With this new system, I hope it is going to be so much more convenient. There will be no missing application, which will smoothen the process as well," she said.

In Johor Baru, Malaysians working in Singapore laud the government's decision to introduce the MyTravelPass and hope this would help speed up the process.

They say among the issues they face since the closure of the border in March is the delay in travel applications, including the RGL and PCA.

Assistant chemist M. Eddie, 25, who is working in Singapore, called the launch timely.

"The system will reduce processing time and allow Immigration to effectively respond to a huge number of applications at one time.

"I hope this will also allow the department to respond to queries faster," he said, adding that it was hard to reach out to the department via email or phone calls.