

Immigration Dept fixing technical problems

KUALA LUMPUR: Improvements are being made following certain technical problems in online passport application for Malaysians in Singapore.

Immigration Department director-general Datuk Khairul Dzaimie Daud said the department was aware of the technical issues, which occurred since two weeks ago.

"The online passport application system experienced disturbances in terms of photo processing and online payment.

"We are currently working towards overcoming the problem to ensure such technical problems do not occur in the future," he said in a statement yesterday.

Khairul Dzaimie was responding to a letter from a reader published in *The Star* on Tuesday entitled "Improve online passport renewal process".

He also said that the department would take proactive measures, including sending four additional officers to Singapore, as soon as possible.

"We will also be processing passport applications at Johor Immigration office and we will send the printed passports to the Malaysian High Commission in Singapore for collection," Khairul Dzaimie added.