

KERATAN AKHBAR

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Rafizi addresses issues of wearing specs while doing verification and detail amendments

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A TOTAL of 456,136 Malaysians had registered with the national central database hub or Padu up to 9am yesterday, said Economy Minister Rafizi Ramli.

In a series of posts on X, he said 230,443 Malaysians had also conducted the e-KYC (electronic Know-Your-Customer) process, with 61 per cent receiving their verification.

The e-KYC process requires users to upload a selfie while holding their identification card as part of the verification process.

Rafizi also addressed other issues regarding the registration process. Among them is the failure of selfies by bespectacled users for the e-KYC.

"In general, individuals who wear glasses do NOT cause prob-



Rafizi Ramli

lems in performing e-KYC. Users need to update their mobile phone operating system with the latest version, clear the cache and ensure that the browser is not in private settings.

"If the user still faces problems related to e-KYC, the user can go to the nearest Padu counter. A list of Padu counter locations can be found at the following link: <http://padu.gov.my/hubungi/lokasi> and click the 'Counter list'," he said, adding that the QR code error for e-KYC could be resolved using the same method.



Department of Statistics Malaysia staff members helping people to register for the national central database hub at the Digital Economy Centre in Salak Selatan, Kuala Lumpur, yesterday. PIC BY AIZUDDIN SAAD

On amendments from individuals on their submitted information, Rafizi said information could only be amended through the Public Complaints Management System (SISPAA).

"Information that has been submitted cannot be amended by an individual except by making a complaint report through SISPAA to enable action to be taken by the Padu administrator," he said.

Concerning income updates, he said those who were unemployed could update the amount of assistance or donations they received from government agencies or family members to sup-

port themselves.

Rafizi reiterated that cybersecurity remained the government's utmost priority, adding that the system development team had held discussions with the Department of Statistics Malaysia, the Malaysian Administrative Modernisation and Management Planning Unit, the National Cyber Security Agency (Nacsa) and Cybersecurity Malaysia, among others.

"We view cybersecurity issues seriously and will constantly monitor and test our systems to ensure there are no defects or vulnerabilities in the system," he said.