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Last-minute rush at PADU counters

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LAST-MINUTE RUSH AT PADU COUNTERS

Malaysians who could not register online stuck in long queues

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MALAYSIANS are lamenting the time-consuming process to register with the Central Database Hub (Padu). Yesterday, the *News Straits Times* interviewed several people at one of the Padu physical counters at Giant Batu Caves here, where there was a crowd of more than 50.

Subashini Sivasithamparam said she faced difficulty registering online and had to go to the nearest counter to get help for her mother and herself.

"I registered online last week but we had an issue as the system couldn't recognise my mother's face for identity verification.

"That is why I am here today at Giant Batu Caves to get the problem fixed.

"I hope we will get the benefits promised by the government after we complete Padu registration."

Subashini said she could not understand why her mother must register with Padu when the latter was already eligible for government assistance.

"My mother previously received Bantuan Rakyat Malaysia.

"Doesn't that mean the government already has her information? Why should we register again to update her personal information?"

Similarly, Mohd Bakri Mohd Jamal questioned the need to register with Padu as he had received government aid before this.

"I believe the government has my information already but since this is mandatory, I might as well register before the closing date."

Bakri said he was exhausted from waiting in line for hours with his wife.

"I tried coming here (Giant Batu Caves) two days ago but it was too crowded.

"I'm not familiar with online registration, and all my children said it would be easier to register with Padu physically. Plus, I'm not tech-savvy."



People registering with the Central Database Hub (Padu) at Giant Batu Caves near Kuala Lumpur yesterday. PIC BY ASTRAF HAMZAH

Another registrant, who only wanted to be known as Lim, said both methods were inconvenient.

"The official website is slow for someone who is not tech-savvy because it keeps refreshing whenever I try to register online.

"The physical counters are only available in few locations.

"This (extra counters) is a last-minute initiative for people to register with Padu, so expect more crowds over the weekend."

Deputy senior statistical officer Nor Hazimah Yeop Abd Rashid said the last-minute registrations were following Economy Minister Rafizi Ramli's recent announcement on monthly cash transfer benefits.

"Earlier, the government only announced that people could update their personal information.

"Now that we are approaching the deadline for the registration, Rafizi announced that subsidy benefits will go straight to their bank accounts monthly."

On March 23, Rafizi reportedly said that the government was considering implementing targeted subsidies through monthly cash transfers and discussions were underway regarding its potential implementation.

Nor Hazimah reassured Malaysians that registration centres would remain operational for last-minute registrations before tomorrow's deadline.