



Jawahar (right) with Mosin, who is Presma deputy president meeting Mazlan.



Primas suggests that the MySejahtera app be upgraded to include a column for recording body temperature, so that customers do not need to touch the pen used by many to record it in a shop's log book.

# Malaysians welcome digital registration but question need to manually log temperature

B. TAN finds that she has been getting more phone calls lately from strangers trying to sell something or solicit donations.

And she believed the problem began when she started jotting down her personal particulars in log books whenever she went to a restaurant or a shopping centre as part of the standard operating procedures (SOP) during the conditional and recovery stages of the movement control order (MCO) for the purpose of contact tracing.

The calls, she said, were from individuals with a variety of intentions.

"A company called up to sell travel packages. There were property agents and people soliciting funds for old folks homes and orphanages.

"On top of that, there were scam calls too.

"I know for a fact that my number was obtained from the log books that I had signed in for contact tracing, because they address me by my married name that I use for registering at the shops.

"I do not want to share too much personal information in those log books for fear of scams since there are so many of that going around. And it is proven that I am right to worry as I have been receiving many calls from strangers," said Tan.

She said the callers would ask for Mrs Tan, the name she had registered in those log books.

Similarly, part-time tourist guide Saiful M said he started getting scam calls two months ago right after the MCO moved into the recovery phase and the contact-tracing registration was introduced.

"I think they get my number from the log books where I sign in before entering eateries and other business premises," he said.

"It is really annoying to keep getting these many calls, especially during working hours," he added.

Many Malaysians have expressed worry over their personal details being misused, which they say was the reason for their reluctance in writing down

their full names in those log books at business premises.

As such, they are relieved and welcome the move by the government to make it mandatory for all businesses to use the MySejahtera app.

"It is a good rule, since I dislike manually writing things down anyway, and especially so when the pen provided has not been disinfected after each use," said Tan.

"It is certainly safer and more hygienic," Saiful agreed.

Some, however, are left to wonder why they are still required to note down their temperature in the physical record books. They urged the authorities to define more clearly the procedures.



crowded places, restaurateurs in the Klang Valley are concerned that it may lead to abuse of power.

They hoped the authorities would adopt a soft approach when dealing with those who flouted the rule.

Several eatery operators told *StarMetro* that there had been instances where they were fined for not following rules that they claimed were "conflicting" and "out of their hands."

Malaysian Indian Muslim Restaurant Owners Association (Presma) vice-president Abdul Mukthahir M. Ibrahim said it would create confusion and give rise to allegations of unfairness if a regulation was left to discretion during enforcement.

"We are already receiving complaints from our members," he said.

"There was one outlet that said they followed all the SOP but was still summoned.

"The owner was told that customers did not write down their full name as per their identity cards."

"How can restaurant owners be liable for that?"

"We have no way of knowing if customers are writing their real name and we certainly don't have the authority to check people's identity cards."

He said members were also confused over the different SOP by different local authorities.

He cited that one city council stated that one table could only seat two people, while in an area under a different jurisdiction, the rule was four people per table.

On the issue of face masks, Abdul Mukthahir said operators should not be penalised if customers refused to wear the masks while in the premises.

Malaysian Indian Restaurants Owners Association (Primas) echoed the view that operators should not be blamed for something that was out of their control.

"If the restaurant owner is at fault they should be fined, but if they had already taken the necessary action to put an SOP in place and customers fail to observe the rules then it is not fair to penalise the proprietor," said Primas president T. Muthusamy.

He said there were also situations where the policy-makers had okayed something but the enforcement authorities did not allow it.

"These ambiguous rules can lead to further confusion and create more problems," he said.

He said it was important for the government to streamline the SOP from the ministerial level to the police and the local authorities such as Kuala Lumpur City Hall.

The association too pointed out that it was not hygienic having people using the same pen to write down their personal details and temperature in a book.

Muthusamy suggested that the MySejahtera app be upgraded to include a column to record one's temperature after being scanned at a shop, to reduce contact points.

On the face masks, Presma had recently met with city police chief Comm Datuk Seri Mazlan Lazim to address their concerns.

"Datuk Seri Mazlan has suggested that we inform our members to put up a notice reminding the public dining at our outlets to wear face masks.

"Eateries that have put up the notice will not be penalised if the police find customers violating the rule.

"He was very understanding and promised us that he would bring up the matter at the next crisis management meeting of government agencies," said Abdul Mukthahir, adding that Presma would distribute the reminder notices soon.

Muthusamy said at the end of the day, education was the best way forward to get people to comply with physical distancing rules.

"I always believe the best deterrent is having police presence in the form of a patrol car going around the neighbourhood with loud hollers warning the public.

"We hope to see more of that," he added.

Senior minister Datuk Seri Ismail Sabri Yaakob had announced that the mandatory use of face masks in crowded public places would take effect from Aug 1.

Those who refuse to follow the rules can be slapped with a RM1,000 compound.

He, however, also said that the enforcement authorities could use their discretion whether to issue a compound or let violators off with a warning.

Crowded public spaces, he said, were wet markets, cinemas, tourist destinations and public transportation.

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