

# KERATAN AKHBAR

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## People rush to register after Padu launch

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**KUALA LUMPUR:** Members of the public were reported to be rushing to register with the Central Database Hub (Padu) system as soon as it was launched.

Checks by Bernama on social media showed that netizens generally welcomed the government's initiative to launch Padu, as it was seen as beneficial in the distribution of aid to the people.

However, the clamour to register with Padu reportedly made the website difficult to access due

to system congestion, despite earlier concerns expressed by some quarters regarding the safety of information stored in the system.

Some social media users said they could not access the Padu website because of the high traffic volume while others claimed their attempts to register got stuck at the part seeking an OTP SMS.

TaufiqMNI (@TaufiqMNI) posted on X, "Banyak kali tersangkut di pengesahan 'e-KYC, kod 100. Capaian akses tidak sah. Acane?

#PADU" (So many times stuck at the e-KYC authentication, code 100. Access is not valid. What's this?)

Another X user, Ahmad Izzuddin Sapiee (@ahmadizz87), suggested that the authorities upgrade the Padu system with the multiple verification function to ease the registration process for new users, apart from using OTP SMS.

"The SMS OTP code comes late. Quite a long delay and it becomes invalid within five minutes. The

Padu system can be improved with the multiple-user verification function, like for gmail login. Pray that this multiple verification function will be added in the next upgrade," he said.

Meanwhile, Economy Minister Rafizi Ramli, in a post on X, said complaints on the OTP issue so far only involved Celcom users and not subscribers of other telcos.

"This matter is being handled by teams from Padu and MCMC," he said.