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**FREQUENTLY ASKED QUESTIONS (FAQS)  
RELATED TO THE MOVEMENT CONTROL  
ORDER MINISTRY OF HOME AFFAIRS**

**ROYAL MALAYSIAN POLICE (PDRM)**

**1. Do you need any permission document from the PDRM to move inter-state?**

At this time, the PDRM has postponed the requirement for any person to obtain a State Crossing Permit.

**2. If there is a restaurant/cafeteria operating as usual with the public eating at the premises, who should I report this to for enforcement purposes?**

Restaurants and shops are ONLY allowed to provide take-away food either by shoppers or through home delivery service. Should the premises operate normally, the public is asked to report to the nearest Police Station for follow-up action.

**3. My employer insists that employees come to the office even if the office/factory is no on the essential list, can I report to PDRM?**

Complaints can be reported directly to the PDRM or the Ministry of Health Malaysia (MoH)

**4. If there is a road-block as part of enforced movement control, do I need to submit a supporting document to prove my need to go to office?**

Employers of essential services (public and private) will need to issue a work order to each individual who is assigned to work during the duration of the Movement Control Order.

PDRM is currently not issuing any movement permits.

**5. In the case of truck delivery of non-essential goods, should there be any supporting documents for this truck if there is a road block by the PDRM?**

This is an offense under Regulation 7, Prevention and Control of Infectious Diseases (Measures Within the Infectious Territory) 2020, when convicted can be subject to a fine not exceeding RM1,000.00 or to imprisonment for a term not exceeding six (6) months or both.

**6. What kind of action will be taken against civilians or employers who knowingly violate the Movement Control Order?**

A jail sentence of six (6) months or a fine of RM1,000.00 shall be imposed if the public or employer is found to be in violation of the Motion Control Order.

**7. What form of actions will be taken against somebody that makes or distributes fake news?**

The actions can be:

- a. Sec505(b) of the Penal Code with a jail term of two (2) years and a fine;
- and b. Sec.233 Communications and Multimedia Act 1998 with a fine of RM50,000.00 or one (1) year imprisonment.

**8. How can the public contact the PDM to ask any related questions?**

Members of the public can contact the Malaysian Control Center at 03-22663333 or 03- 22663444, and also at the National Operations Management Center 03-88882010

**IMMIGRATION DEPARTMENT OF MALAYSIA**

**IMMIGRATION DEPARTMENT OF MALAYSIA MOVEMENT CONTROL**

**9. To what extent does this restriction affect the movement between nations?**

A comprehensive restriction covers all travel of Malaysian citizens and permanent residents abroad and the entry of all foreign tourists and visitors into the country.

**MALAYSIAN CITIZENS AND PERMANENT RESIDENTS**

**10. I am a Malaysian citizen/permanent resident who is overseas and wants to return to Malaysia. Can I return to Malaysia under the Movement Control Order (MCO)?**

For Malaysian citizens and permanent residents who return from abroad, they are allowed to enter and are required to undergo a health examination and do a 14-day self- quarantine.

**11. Is the Movement Control Order for Malaysian citizens (Peninsular) free to travel to Sabah/Sarawak?**

Yes, it applies to domestic travel except for Malaysian citizens who are on vacation, studying or working/ performing official duty in Sabah/Sarawak are not prevented from returning to Peninsular and vice versa.

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### **Movement from Peninsular to Sabah:**

- i. State and Federal Civil Servants who enter Sabah to perform essential services are subject to confirmation letters issued by the Head of Department for each job requirement.
- ii. Private sector workers entering the state of Sabah to perform essential services are subject to the employer confirmation letter issued for each job requirement.
- iii. Non-Sabahans including their spouse and children with a Sabah Permanent Resident Pass holders, Sabah residents under Employment Pass, Student Pass, Visitor Pass, Long-term Social Visit Pass or any exemption order are allowed to enter, subjected to their 14 days self-quarantine and stay-home notice. Couples who are not Sabahans should show proof of marriage.

### **Movement from Peninsular to Sarawak:**

- i. Non-Sarawakians from Sarawak including their spouse and children are allowed to enter, subjected to their own self-quarantine, stay home notice. Couples who are not Sarawaians need to show proof of marriage.
- ii. Non-Sarawakians including their spouse and children with an Employment Pass, Student Pass, Long-term Social Visit Pass are allowed to enter, subjected to their 14 days self-quarantine and stay-home notice. Couples who are not Sarawakians should show proof of marriage.
- iii. Sarawak MyPR holders are allowed to enter, subjected to their own 14 days self- quarantine, stay home notice.
- iv. Non-Sarawakian civil servants including their spouse and children on duty in Sarawak are allowed to enter, subjected to their 14 days self-quarantine, stay home notice. Couples who are not Sarawakians need to show proof of marriage.
- v. Citizens of Brunei, Indonesia (Borneo), Malaysians and Singaporeans travelling from Borneo and Brunei by road must depart and report to the Immigration Officer at the entry point CIQS (Tebedu, Tedungan and Sungai Tujuh, Meapok, Mengkalap, Biawak, Lubuk Antu and Pandaruan) on the same day as the Transit Pass.
- vi. For Sarawakians/ non-local Sarawaians who hold a Sarawak Working Pass/ Student Pass/ Long Term Visit Pass from Limbang, Lawas or Miri who are crossing Brunei must apply their own 14 days self-quarantine.

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vii. State and Federal Civil Servants who enter Sarawak to perform essential services are subject to the Head of Department's confirmation letter issued for each job requirement. However, every citizen who commits such movement is subject to the latest instructions/ guidelines issued by the State Authority.

**12. Will Malaysia citizens and permanent residents in Malaysia with working permits in other countries be allowed to leave Malaysia for the respective country?**

Malaysia citizens and permanent residents in Malaysia with working permit which is the Long term Visit Pass in any country **MAY EXIT** from Malaysia to the respective country **WITH THE CONDITION TO NOT RETURN TO MALAYSIA BEFORE 31 MARCH 2020.**

**13. Will Malaysia citizens and permanent residents in Malaysia that have working permit in Singapore, be allowed to move back and forth to Singapore?**

**BACK AND FORTH MOVEMENT IS NOT ALLOWED**, Malaysia citizens and permanent residence in Malaysia that has a valid working permit in Singapore, are allowed to return to Singapore to work with the condition of a recall letter to work from their employee in Singapore and a written agreement that accommodations will be provided by their employee until 31 March 2020.

**14. Will Malaysia citizens and permanent residents or foreigners be allowed to drive their heavy vehicle across the country's borders?**

Citizens and permanent residents in Malaysia or foreigners who are driving heavy vehicles for the purpose of bringing *essential services* related items/ commercial items are allowed to exit and enter and also required to undergo health checks at the respective main entry points. However, the movement of items are subjected to the current orders given by other respective agencies.

**FOREIGNERS THAT ARE IN MALAYSIA DURING THE MCO**

**15. I am a foreigner/ tourist holding the Long Term Social Pass and currently in Malaysia. If my pass expires within the MCO period, what will I need to do?**

Visitors/ foreign tourists are allowed to leave Malaysia and will not be allowed to return during the MCO period.

**16. In the event I want to return to my country of origin but my country of origin is in a lockdown and no one is allowed to leave or enter and without outbound flights, will I still be allowed to stay in Malaysia?**

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Yes, foreigners that are unable to go back due to the reasons above can apply for a *Special Pass* from the JIM office **with immediate effect after the MCO period ends, with the condition that they have travel documents that are still within the validity period.**

**17. What needs to be done in case the validity period of my Temporary Working Pass for foreigners ends within the MCO period and foreigners are still here in Malaysia?**

Any foreign nationals who are long-term pass holders in Malaysia (such as PLKS, Employment Pass (Expat Pass), Student Pass, Dependant Pass (to the Long Term Visit Pass) and Long Term Social Visit Pass (MM2H)) during the MCO, if:

(i) have the intention to return home, it is permissible to exit through the entry and exit gates without having to renew the pass;

(ii) have the intention to extend the existing pass period, renewal must be made within 14 days after the end of the movement control order period.

**Note: Applicants must have valid travel documents.**

**FOREIGNERS HOLDING MALAYSIAN PASSES WHO ARE OVERSEAS DURING MCO**

**18. If long term pass holders in Malaysia return home on holiday to their country of origin and wish to enter Malaysia during the MCO period. Can he be allowed to enter Malaysia?**

All foreign nationals are NOT allowed to enter Malaysia including pass holders such as Temporary Work Pass, Employment Pass (Expat Pass), Student Pass, Dependant Pass (to Long Term Travel Pass Holder) and Long Term Social Visit Pass (MM2H).

Exceptions only apply to:

- i. Husband/ wife and child of Malaysian citizens are allowed to have a Long Term Social Visit (Husband/Wife) and Dependent Pass and have their own quarantine for 14 days.
- ii. Foreign diplomats on duty in the country are allowed to enter and undergo quarantine for 14 days. If couples or families of diplomats want to enter Malaysia together, they must have a Dependent Pass.
- iii. Expatriate Pass holders involved in essential services (such as a predetermined list) must obtain the relevant Ministry/ Regulatory Agency approval and subsequent approval of the Director General of Immigration before their release to Malaysia, as well as their 14-day quarantine (self-quarantine)

**19. What do I do if I am abroad and my long term pass expires during the MCO period?**

If your pass expired during the movement control order period and the pass holder is overseas, they are allowed to return to the country within three months after the end of the movement control order and are required to renew the pass within thirty (30) days from the date of entry into Malaysia.

For inquiries on immigration issues, please contact the Malaysia Immigration Department hotline at **03-88801555**.

**NATIONAL REGISTRATION DEPARTMENT**

**20. How does the National Registration Department (NRD) deal and manage the spread of the COVID-19 outbreak?**

NRD has taken precautions such as:

- a. Assigning staff to check temperature of staff and customers;
- b. Providing sanitisers at all Department's entrances and counters;
- c. Increase the level of cleanliness of the premises; and
- d. All officers at the counter are required to wear masks and rubber gloves.

**21. How many NRD offices will be open during the implementation of the Movement Control Order?**

During the Movement Control Order, 29 NRD offices will be opened throughout the country as per Appendix A.

**22. What are the operating hours of NRD counters?**

NRD counters are open from 8.00am to 5.00pm

**23. What about the operating status of NRD counters at UTC nationwide?**

The government has decided that all UTCs will be closed to the public from March 18 to March 31, 2020. The enforcement is based on a directive from the Ministry of Finance Malaysia dated March 17, 2020.

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#### **24. What type of transactions and services are available at the NRD counters?**

Only one (1) is allowed:

- a. Application of damaged or lost Identity Cards. First time application for Identity Card (12 years old) can be delayed until the Movement Control Order ends.

The NRD advises the public to postpone all NRD matters except for urgent and emergency matters such as banking, employment, health services and matters related to enforcement agencies only.

#### **25. What about the other major transactions?**

During the duration of the movement control order, all Citizenship Division, Marriage and Divorce Division and Investigation and Enforcement Division transaction counters are suspended.

For inquiries, please contact:

- a) Marriage and divorce matters: 03-8880 8134
- b) Investigation and enforcement matters: 03- 8880 7700
- c) Citizenship status application review: 03-8880 8171

#### **26. Is the late registration and birth registration still ongoing?**

All late registration for identity cards and birth registrations are postponed during the Movement Control Order.

#### **27. Can collection of identification cards (MyKAD, MyPR and MyKAS) be possible?**

Customers are required to come collect their identity cards after the Movement Control Order ends if there is no urgent need such as banking, employment, health services, and other related agencies. For this period of time, the temporary identity card slip (KPPK09/ KPPK11) can be used as a personal identification.

#### **28. Can MyPR and MyKAS Application still be done?**

No application for MyP and MyKAS during the Movement Control Order period.

### **MALAYSIA PRISON DEPARTMENT**

#### **29. Can prisoners/ residents of prison institutions meet with family members or outside during the Movement Control Order?**

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All meetings of prisoners with family, lawyers, police and embassies have been put **ON HOLD**.

This includes all transfers of prisoners to other institutions as well as the movement of inmates under Section 31 such as visiting death and sick family members will also be put **ON HOLD**.

**30. How can a family contact the inmate in the event of death?**

The family may contact the prison institution where the prisoner/ inmate is located to inform them through the Prison officials.

**31. Is the District Parole Office open normally during the duration of the Movement Control Order?**

Yes.

**32. Is the parole release date still following the date given?**

The parole release has been put **ON HOLD** until April 1, 2020 and any updates will be updated from time to time.

**33. Does operations and learning classes at Henry Gurney School and the School of Integrity run as normal during the Movement Control Period?**

No, all operations and learning classes have been put on hold.

**FILM CENSORSHIP BOARD**

**GUIDELINES FOR APPLICATION OF FILM AND PUBLICITY MATERIALS FILTRATION**

**34. Are new applications for film and publicity materials filtration being processed during the Movement Control Order period?**

All new applications for film and publicity materials censorship will be put **ON HOLD** during the Movement Control Order.

**35. Will the application for film and publicity materials filtration received until March 17, 2020 be processed?**



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All film and publicity materials filtering applications received until March 17, 2020 will be **PROCESSED** in accordance with the current procedures until they are completed.

**36. Can the payment process for film and publicity materials filtration be made during the Movement Control Order?**

Payment arrangements for film and publicity materials filtration has been **POSTPONED** to April 1, 2020.

**MALAYSIAN VOLUNTEER DEPARTMENT**

**37. What is the power of the Malaysian Volunteer Department to carry out the Movement Control Order?**

The Department of Volunteers Malaysia has been empowered under Section 3 of the Prevention and Control of Infectious Disease (Act 342) to carry out the Movement Control Order, Prevention and Control of Infections Diseases (Measures in the Infections Diseases Regulations) 2020 dated March 18, 2020.

**38. What is the role of RELA members during the Movement Control Order?**

RELA members are assigned to:

- i) Assist in implementing security controls at the Quarantine Station perimeters as directed by the State Disaster Management Committee;
- ii) Carry out patrols around areas designated by the Director;
- iii) Authorised Operations Division/ Officers;
- iv) Directing gathering and wandering crowds to return home;
- v) Instructing food operators and sellers not to serve dine-ins at their premises;
- vi) Directs premises that do not provide essential services to be closed immediately;
- vii) Reporting non-compliance of MCO to the state authority;
- viii) Provide supervision to those who are under quarantined as directed by the District Health Office;
- ix) Provide field information/ issues according to the format set by the Department; and
- x) Immediately report field incidents directly to the Operations Room.

**39. How to contact the Malaysian Volunteer Department (RELA Malaysia) Headquarters for any questions regarding instructions of deployments during the Movement Control Order?**

Any questions regarding the implementation of instructions on RELA assignments during the Movement Control Order can be made by calling 03-88703692.

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### **ONE STOP CENTER (OSC), MINISTRY OF HOME AFFAIRS**

#### **40. Is the Ministry of Home Affairs One Stop Center (OSC) counter operational during the Movement Control Order?**

Ministry of Home Affairs One Stop Center (OSC) will be **CLOSED** throughout the Movement Control Order period. Notice of closure was announced on March 17, 2020 through the Ministry's official social media.

### **NATIONAL REGISTRATION AND ORGANISATION DIVISION**

#### **41. Can the collection of Decision Letter of Citizenship be made during the Movement Control Order period?**

All matters relating to the issuance of Decision Letter of Citizenship CAN BE COLLECTED AFTER the Movement Control Order Period.

### **ENFORCEMENT AND CONTROL DIVISION**

#### **42. Are the applications for textual review of the Quranic texts operating as usual during the Movement Control Order period?**

The textual review of the Quranic text is only conducting applications received before the Movement Control Order is in force.

### **MANAGEMENT OF FOREIGN WORKERS DIVISION**

#### **43. Are the interview sessions open during the Movement Control Order period?**

Interview counters will be closed during the Movement Control Order period.

#### **44. If the levy payment deadline falls on the Movement Control Order period, will the company get an extended payment period?**

The levy payment period will be extended for two weeks after the Movement Control Order period ends. This exemption will be given to employers with levy payments that expire within the Movement Control Order period.

#### **45. Will foreign workers' entry into the country be allowed during the Movement Control Order period?**

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Any matters regarding the entry of foreign workers into the country have been suspended temporarily throughout the Movement Control Order period.

**46. Can an extension be granted to employers who have expired conditional approval of foreign workers during the Movement Control Order period?**

No. The 18 months provided by the government is sufficient to manage the entry of foreign workers into the country.

**CORPORATE COMMUNICATION DIVISION**

**47. What are the channels available in the event of any complaints regarding the Home Ministry?**

Any complaints or inquiries can be done through the

following: i. MOHA Operations Room: 03-8886

8110/ 03/8886 8126

Operating hours: 8.00am to 12.00am

ii. Email: [pro@moha.gov.my](mailto:pro@moha.gov.my)

iii. Home Ministry's Public Complaints Management System through:

<http://www.moha.gov.my/index.php/ms/maklumbalasaduan>.

**MINISTRY OF HOME AFFAIRS  
21 MARCH 2020**

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