



SOALAN-SOALAN LAZIM

**BAHAGIAN VISA, PAS DAN PERMIT
JABATAN IMIGRESEN MALAYSIA
(JIM) PUTRAJAYA**

(DIKEMASKINI PADA 16 OKTOBER 2020)

FREQUENTLY ASKED QUESTIONS

(FAQs) VISA, PASS AND PERMIT

DIVISION

**IMMIGRATION DEPARTMENT OF
MALAYSIA (JIM) PUTRAJAYA**

(AS OF 16TH OCTOBER 2020)

TRANSAKSI VISA,PAS DAN PERMIT

1. **Bagaimana saya boleh membuat temujanji bagi transaksi Visa, Pas dan Permit di Ibu Pejabat Imigresen semasa/ selepas tamat tempoh Perintah Kawalan Pergerakan?**

Semua temujanji berkaitan urusan Visa, Pas dan Permit (Permit Masuk) bagi Bahagian Visa, Pas dan Permit, Ibu Pejabat Imigresen Putrajaya perlu dilakukan melalui temujanji atas talian sahaja di <http://sto.imi.gov.my> atau aplikasi **PowerQ** (boleh dimuat turun melalui *Google Play Store* atau *Apple App Store*).

VISA, PASS AND PERMIT TRANSACTIONS

How do I book an appointment for Visa, Pass and Permit transactions at Immigration Headquarters during/ after the MCO?

All appointments for Visa, Pass and Permit (Entry Permit) transactions at Putrajaya Immigration Headquarters must be made through online appointment at <http://sto.imi.gov.my> or via **PowerQ** apps (which is downloadable from Google Play Store or Apple App Store).

PAS LAWATAN SOSIAL

2. **Apakah saranan kepada warga asing yang mana Pas Lawatan Sosial Jangka Panjang mereka tamat sebelum atau semasa tempoh Perintah Kawalan Pergerakan (PKP)?**

Kepada warga asing yang mana Pas Lawatan Sosial Jangka Panjang mereka tamat **sebelum atau semasa tempoh PKP**, mereka dikehendaki hadir ke pejabat imigresen terdekat untuk proses penyelarasan pas tertakluk kepada peraturan imigresen yang berkuat kuasa dalam tempoh 30 hari bekerja selepas tarikh tamat tempoh PKP.

Bagi pemegang Pas Lawatan Sosial (pelancong) yang mana pas mereka tamat **sebelum atau semasa tempoh PKP** dan terkandas untuk meninggalkan negara ini selepas 14 hari bekerja tempoh tamat PKP dikehendaki hadir ke pejabat imigresen terdekat dalam tempoh 30 hari bekerja selepas tarikh tamat tempoh PKP untuk kemudahan imigresen tertakluk kepada surat sokongan daripada kedutaan masing-masing.

SOCIAL VISIT PASS

What is the advice for foreigners whose Long-Term Social Visit passes have expired before or during MCO period?

For holders of **Long-Term Social Visit Pass** whose passes have expired **before or during MCO**, they are advised to present themselves at the nearest Immigration Offices for validation and facilitation of passes subject to Immigration rules and regulations within 30 working days after the MCO period ends.

For foreigners holding **Social Visit Pass (tourist)** and their passes have expired **before or during MCO**, and are still stranded in Malaysia after a 14 working days period after MCO are required to present themselves at nearest Immigration Offices within 30 working days period for facilitation, subject to supporting letter from their respective Embassy.

3. Bagaimana dengan warga asing yang mana pas mereka telah tamat dan bercadang untuk meninggalkan Malaysia?

Semua warga asing yang pas mereka telah tamat mulai 1 Januari 2020 dan telah mempunyai tiket untuk kembali ke negara asal dalam tempoh 14 hari bekerja selepas PKP berakhir, dikecualikan daripada mendapatkan sebarang kemudahan imigresen di Pejabat Imigresen dan dibenarkan meninggalkan Malaysia tanpa dikenakan tindakan penalti kecuali bagi pemegang Pas Lawatan Kerja Sementara (PLKS).

My pass has already expired, and I plan to leave Malaysia as soon as possible. What should I do?

Foreigners whose passes have expired from 1st January 2020, and have obtained the tickets to return to their home countries within 14 working days after the MCO period, are exempted from immigration pass facilitation at Immigration Offices; and will thus be able to leave the country directly without any penalties except for Visit Pass (Temporary Employment) - VPTE holder.

APEC

4. **Saya adalah seorang ahli perniagaan asing dan merupakan pemegang Kad Perjalanan Perniagaan APEC (ABTC), bolehkah saya masuk ke Malaysia untuk menghadiri mesyuarat bersama rakan sejawat di Malaysia?**

Pada masa ini, pemegang (ABTC) masih tidak dibenarkan masuk untuk sebarang tujuan sehingga arahan selanjutnya diumumkan oleh Kerajaan.

I am a foreign businessman and APEC Business Travel Card (ABTC) holder. Can I enter Malaysia to attend business meetings with my colleagues in Malaysia?

Please be informed that for the time being, ABTC cannot be used to enter Malaysia.

MM2H

5. **Bagaimana kemasukan bagi warganegara asing yang memegang Pas Lawatan (Sosial) Program Malaysia Rumah Keduaku (MM2H) semasa tempoh Perintah Kawalan Pergerakan (PKP)?**

Pemegang Pas Lawatan (Sosial) Program Malaysia Rumah Keduaku (MM2H) yang masih berlaku dibenarkan masuk ke Malaysia tertakluk kepada *Standard Operation Procedure* (SOP) seperti berikut:

- 5.1 Memperoleh kebenaran masuk dari Jabatan Imigresen Malaysia (JIM) melalui platform *MyTravelPass*;
<https://mtp.imi.gov.my/myTravelPass/main>
- 5.2 Memuat turun aplikasi “MySejahtera”;
- 5.3 Menjalani **kuarantin wajib selama 14 hari** atau apa-apa jumlah hari yang ditetapkan oleh Kementerian Kesihatan Malaysia di pusat-pusat kuarantin yang ditetapkan oleh Kerajaan;
- 5.4 Perlu menanggung sepenuhnya kos kuarantin tersebut; dan
- 5.5 Setiap individu perlu menandatangani Borang Aku Janji dan Indemniti (LoU).

My MM2H Social Visit Pass is still valid. Can I enter Malaysia during MCO?

MM2H Social Visit Pass holders whose passes are still valid are allowed to enter Malaysia subject to the following procedures:

- 5.1 Obtain entry permission from Immigration Department of Malaysia (JIM) through *MyTravelPass* platform;
<https://mtp.imi.gov.my/myTravelPass/main>
- 5.2 Download “MySejahtera” mobile apps;
- 5.3 Undergo a compulsory quarantine for 14 days or any other period as stipulated by the Ministry of Health at Quarantine Stations set by the Government of Malaysia;
- 5.4 All individuals are required to bear the quarantine costs; and
- 5.5 Sign a letter of Undertaking and Indemnity (LoU).

PELAWAT PERUBATAN

6. Adakah pelawat perubatan asing dibenarkan masuk ke Malaysia semasa tempoh Perintah Kawalan Pergerakan (PKP)?

Pelawat perubatan asing yang memerlukan rawatan bagi penyakit kritikal atau masalah kesihatan yang serius sahaja dibenarkan masuk ke Malaysia tertakluk kepada kebenaran yang diberikan sebelum tiba ke negara ini. Bagi Fasa Pertama, kebenaran masuk dibenarkan bagi kaedah kemasukan seperti berikut:

- 6.1 *Medical evacuation*; atau
- 6.2 Penerbangan sewa khas atau jet peribadi.

HEALTHCARE TRAVELERS

Are healthcare travelers allowed to enter Malaysia during MCO?

Only foreign nationals who require medical treatment for critical illnesses or serious health problems can apply to enter Malaysia during MCO. They **MUST** obtain permission to enter Malaysia prior to their traveling dates. For Phase 1 entry permission, only the following mode of entry is allowed:

- 6.1 Medical Evacuation; or
- 6.2 Chartered Flight or Private Jet.

7. Adakah kebenaran masuk ke Malaysia untuk tujuan rawatan perubatan memerlukan kelulusan dari Jabatan Imigresen Malaysia?

Ya, proses kelulusan masuk pelawat asing perubatan akan dibuat melalui *Malaysian Healthcare Travel Council* (MHTC). Ahli MHTC boleh mengemukakan permohonan kepada MHTC bagi pihak pesakit. Untuk senarai penuh hospital swasta yang berdaftar dengan MHTC, layari <http://malaysiahealthcare.org/healthcare-facilities/>.

Does the application to enter Malaysia for medical treatments need approval from Immigration Department of Malaysia?

Yes, the approval process will be facilitated by *Malaysian Healthcare Travel Council* (MHTC). Members of MHTC may submit the application to MHTC on patient's behalf. For the full listing of private hospital registered with MHTC, kindly visit <http://malaysiahealthcare.org/healthcare-facilities/>.

8. Bilakah permohonan untuk kebenaran masuk kepada pelawat perubatan asing boleh dikemukakan semasa tempoh PKP?

Mulai 1 Julai 2020.

When can the healthcare travelers submit their permission to enter Malaysia during MCO?

The starting date for the application of permission for healthcare travelers to enter Malaysia is from 1st July 2020.

9. Berapa bilangan pengiring boleh dibenarkan sepanjang saya menerima rawatan di Malaysia?

Sepanjang tempoh rawatan, hanya seorang pengiring sahaja dibenarkan untuk menemani pesakit kecuali bagi pesakit berumur di bawah 12 tahun, maksimum dua (2) orang pengiring dibenarkan.

How many companions are allowed to accompany me during my treatment in Malaysia?

Only one (1) person is allowed to accompany the patient (healthcare travelers). As for patients below 12 years old, only two (2) companions are allowed.

10. Siapakah yang perlu saya hubungi untuk mengetahui prosedur-prosedur berkaitan perkara ini?

Sila e-mel ke callcentre@mhtc.org.my untuk maklumat lanjut.

Whom should I contact for further details on the procedure involved on this matter?

Kindly email to callcentre@mhtc.org.my to obtain further details on this matter.