SOALAN-SOALAN LAZIM BERKENAAN PERKHIDMATAN KAUNTER BAHAGIAN OPERASI, SIASATAN DAN PENDAKWAAN JABATAN IMIGRESEN MALAYSIA (DIKEMASKINI PADA 05 OKTOBER 2020)

FREQUENT ASKED QUESTIONS (FAQs) SERVICE COUNTER OPERATION, INVESTIGATION AND PROSECUTION DIVISION IMMIGRATION DEPARTMENT OF MALAYSIA (UPDATED AS AT 05 OCTOBER 2020)

NO	SOALAN / QUESTIONS	JAWAPAN / ANSWERS
1.	Apakah urusniaga yang dijalankan di kaunter Bahagian Operasi, Siasatan dan Pendakwaan?	• Tinggal lebih masa sebelum 01 Januari 2020 (Serah diri) • Anak kepada warga asing yang lahir di Malaysia • Kes kehilangan pasport (warga asing) • Lain-lain (Pas Khas untuk Kes Mahkamah dan bayaran kompaun)
	What are the transactions provided by Operation, Investigation and Prosecution Division?	• Overstayed before 1st January 2020 (voluntary surrender) • Foregners'children born in Malaysia • Lost passport cases (foreigners) • Others (Special Pass for Court Cases and compound payments)
2	Adakah saya perlu membuat temujanji terlebih dahulu sebelum datang berurusan di Bahagian Operasi, Siasatan dan Pendakwaan?	Ya. Kami hanya menerima pelanggan yang mempunyai temujanji sahaja. Permohonan temujanji boleh dibuat melalui **Sistem Temujanji Online (STO)** di pautan http://sto.imi.gov.my
	Do I need to make an appointment before proceeding to Operation, Investigation and Prosecution Division?	Yes. We only entertain customers on appointments basis. Appointment can be made through :**Sistem Temujanji Online (STO)** at http://sto.imi.gov.my
3.	Apakah maklumat yang diperlukan semasa membuat temujanji STO?	• Sila memasukkan butiran yang diperlukan di ruang yang disediakan • Pilih Jabatan mengikut negeri / lokasi • Pilih bahagian - **OPERASI, SIASATAN DAN PENDAKWAAN** • Pilih urusniaga yang betul mengikut urusan yang hendak dibuat 1. **TINGGAL LEBIH MASA** (sebelum 01 Januari 2020) 2. **ANAK WARGA ASING YANG LAHIR DI MALAYSIA** 3. **KES KEHILANGAN PASPORT**

		(WARGA ASING) 4. **LAIN-LAIN** (Pas Khas untuk Kes Mahkamah dan bayaran kompaun) • Pilih tarikh dan slot temujanji (tertakluk kepada kekosongan mengikut hari bekerja rasmi pejabat tersebut) • Sila bawa slip STO semasa berurusan di JIM • Sila hadir mengikut tarikh dan masa yang ditetapkan
	What are the information required when making STO appointments?	• Applicants need to fill up the basic information in the STO link • Select a Department by state / location • Select division - **OPERATION, INVESTIGATION AND PROSECUTION** • Choose the right transaction as follows: 1. **OVERSTAYED** (before 01st January 2020) **2. FOREIGNERS' CHILDREN BORN IN MALAYSIA** **3. LOST PASPORT CASES (FOREIGNER)** **4. OTHERS** (Special Pass for Court Cases and compound payments) • Select an appointment date and slot (subject to availability on official working day) • Please bring the STO slip during your visit to JIM office • Please be present at JIM office according to the selected date and time
4.	Selain dari slip temujanji (STO), apakah dokumen lain yang perlu di bawa semasa hadir di pejabat JIM? Apart from the appointment slip (STO), what is the required documents to bring?	**TINGGAL LEBIH MASA** **<u>Serah Diri</u>** • Pasport / dokumen perjalanan yang sah (asal beserta salinan) • Bukti kemasukan ke Malaysia (Tiket penerbangan / feri / bas) • Tiket pulang ke negara asal • Dokumen tambahan yang berkaitan (surat kedutaan / surat hospital / pembuktian lain jika berkaitan) • **Semua keperluan di atas perlu disertakan dengan dokumen asal dan salinan** **<u>Rujukan dari bahagian-bahagian lain di JIM</u>** • Pasport / dokumen perjalanan yang sah (asal beserta salinan) • Memo dari bahagian berkaitan • Dokumen syarikat - SSM / KWSP wakil syarikat / surat perwakilan kuasa / IC Majikan dan wakil (jika berkaitan) • Sijil Nikah / Daftar Perkahwinan / sijil lahir

		dan bukti pertalian / IC @ pasport penjamin (jika berkaitan) • Lain-lain dokumen yang berkaitan • **Semua keperluan di atas perlu disertakan dengan dokumen asal dan salinan**
		OVERSTAYED **<u>Voluntary Surrender</u>** • Valid passport / travel document (original and copy) • Proof of entry to Malaysia (flight / ferry / bus tickets) • Return tickets • Additional documents (letter from Embassy / High Commission / hospital / other documents if applicable) • **All of the above requirements must be accompanied by original documents and copies** **<u>Reference from other divisions</u>** • Valid passport / travel document (original and copy) • Memo from respective divisions (Foreign Workers / Visa, Pass & Permit / Expatriate Service) • Company's documents - SSM / EPF of company representatives / letter of authority / Employer and representative's IC (if applicable) • Marriage Certificate / Marriage Registration / birth certificate and proof of relationship / guarantor's IC @ passport (if applicable) • Other related documents • **All of the above requirements must be accompanied by original documents and copies**
		ANAK WARGA ASING YANG LAHIR DI MALAYSIA • Pasport / dokumen perjalanan yang sah bayi dan ibu bapa (asal beserta salinan • Sijil Nikah / Daftar Perkahwinan ibu bapa / sijil lahir bayi dan bukti pertalian. • Memo dari Bahagian (sekiranya dirujuk oleh bahagian) • Tiket pulang ke negara asal (bagi ibu bapa bukan pemegang pas jangka panjang) • **Semua keperluan di atas perlu disertakan dengan dokumen asal dan salinan**
		FOREIGNERS' CHILDREN BORN IN MALAYSIA

		• Valid passport / travel document of the child and parents (original and copy) • Parents' marriage certificate / marriage registration / child's birth certificate and proof of relationship • Memo's of respective divisions (if referred by other JIM's division) • Return ticket (if parents are Social Visit Pass holders) • **All of the above requirements must be accompanied by original documents and copies**
		KES KEHILANGAN PASPORT (WARGA ASING) • Pasport / dokumen perjalanan yang sah beserta salinan • Laporan polis (kehilangan / kecurian pasport) • Bukti kemasukan ke Malaysia (Tiket penerbangan / feri / bas) • Tiket pulang ke negara asal • **Semua keperluan di atas perlu disertakan dengan dokumen asal dan salinan**
		LOST PASPORT CASES (FOREIGNERS) • Valid passport / travel document (original and copy • Police report (lost / stolen passport) • Proof of entry to Malaysia (flight / ferry / bus tickets) • Return ticket • **All of the above requirements must be accompanied by original documents and copies**
5.	Saya adalah warganegara asing yang telah melahirkan anak di Malaysia. Saya ingin membawa pulang anak saya balik ke negara asal tetapi anak saya masih tidak mempunyai pasport dan pas yang sah. Apa yang perlu saya lakukan?	• Ibu bapa (warga asing) perlu mendaftarkan kelahiran bayi tersebut di Jabatan Pendaftaran Negara (JPN) dan seterusnya ke kedutaan masing-masing untuk mendapatkan dokumen perjalanan • Membeli tiket penerbangan pulang ke negara asal • Membuat temujanji (STO)*(sila rujuk jawapan No. 2, 3 dan 4* - **ANAK WARGA ASING YANG LAHIR DI MALAYSIA** • *Bagi ibu bapa yang memegang pas jangka panjang, perlu merujuk kepada bahagian yang berkaitan terlebih dahulu*

	I am a foreigner who gave birth in Malaysia. I want to bring my baby back to my country. However my baby still does not have a passport and valid pass. What should i do?	• Parents (foreigners) need to register the newborn at National Registration Department and proceed to the respective Embassy / High Commission for the issuance of the child's travel document • Purchase ticket back to your country. • Make an appointment (STO) *(please refer to answers No. 2, 3 and 4)* - **FOREIGNERS' CHILDREN BORN IN MALAYSIA** • *For parents who has long-term pass in Malaysia, they need to refer to respective division*
6.	Saya dan tiga (03) ahli keluarga yang lain telah tinggal lebih masa sejak tahun 2019. Kami akan hadir ke JIM untuk serah diri. Adakah setiap seorang dari kami perlu membuat permohonan STO?	• Ya. Setiap seorang dari pelanggan yang hadir perlu membuat temujanji secara individu (slip temujanji berasingan). Ini bagi menjaga penjarakan sosial dan mematuhi arahan semasa yang berkuatkuasa • *Hanya individu yang mempunyai slip temujanji sahaja dibenarkan berurusan di JIM*
	Me and three (03) family members have overstayed since 2019. We will be present at JIM for voluntary surrender. Do each of us need to have a separate appointment slip?	• Yes. Each applicant needs to make an individual appointment (separate appointment slip). This is to maintain social distancing and to comply with current standing orders • *Only those who has the appointment slip are allowed to proceed to JIM's office*
7.	a) Wakil syarikat / individu telah hadir untuk urusan kes tinggal lebih masa (serah diri / rujukan dari bahagian lain) sebelum PKP dan dikehendaki hadir semula (Slip KIV) untuk urusan bayaran kompaun dan Pas Khas. Apakah jenis urusniaga yang perlu dipilih semasa membuat temujanji (STO)? b) Apakah keperluan yang perlu dibawa?	a) STO - Pilih urusniaga **LAIN-LAIN** *(sila rujuk jawapan No. 2 dan 3)* b) Keperluan • Sabjek diwajibkan hadir • Pasport. • Bayaran kompaun dan Pas Khas seperti yang telah ditetapkan (kad kredit / debit diterima) • Tiket penerbangan / feri / bas (serah diri sahaja)
	a) Representative of company / individual who appear to transact with overstay cases (self-surrender / referrals from other divisions) before the MCO and required to be present again (KIV Slip) for compound and Special Pass payments. What type of transaction should be choosen	a) STO – Please Choose **OTHERS** (kindly refer to answers No. 2 and 3) b) Requirements • The person is required to present himself / herself in front of Immigration Officer • Passport • Compound and Special Pass payments

	when making an appointments (STO)? b) What need to be produced for this transaction ?	as imposed (credit / debit card accepted) • Flight / ferry / bus ticket (voluntary surrender only)
8	Saya perlu menghadiri kes perbicaraan di mahkamah. Bagaimana untuk membuat temujanji dan apakah dokumen yang perlu disediakan?	• STO - Pilih urusniaga **LAIN-LAIN** *(sila rujuk jawapan No. 2 dan 3)* • Sabjek perlu hadir • Dokumen : pasport / surat dari mahkamah / laporan polis • **Semua keperluan di atas perlu disertakan dengan dokumen asal dan salinan.**
	I need to attend a court case. How do I make an appointment and what is the required documents?	• STO – Please Choose **OTHERS** (kindly refer to answers No. 2 and 3) • The person is required to present himself / herself in front of Immigration Officer • Documents: passport / letter from court / police report • **All of the above requirements must be accompanied by original documents and copies.**
9.	Jika seseorang warga asing yang telah tinggal lebih masa atas Pas Lawatan Sosial (PLS) dari 01 Januari 2020 ingin pulang ke negara asal, apakah prosedur yang ditetapkan?	a) Warga asing dibenarkan pulang ke negara asal tanpa perlu mendapatkan Pas Khas di Pejabat Imigresen sepanjang tempoh PKPP dan tidak lebih 14 hari dari tamat tempoh PKPP b) Jika tidak dapat meninggalkan negara selepas 14 hari tamat PKPP – perlu merujuk dan mendapatkan pembuktian dari kedutaan masing-masing mengenai justifikasi (tidak dapat meninggalkan negara ini seperti pembatalan penerbangan, dimasukkan ke hospital dll). Kegagalan berbuat demikian, warga asing akan berdepan tindakan penguatkuasaan dan akan disenarai hitamkan c) Bagi pemegang Pas Jangka Panjang (PLS Pasangan Warganegara / Pas Penggajian / Pas Lawatan Ikhtisas / Pas Pelajar / Pas Lawatan Kerja Sementara / MM2H dll) hendaklah terus merujuk kepada bahagian berkenaan untuk tujuan lanjutan pas

	If a foreigner who has overstayed since 01st January 2020 wish to return home, what is the procedure?	a) Foreigners are allowed to return home without having to obtain a Special Pass at the Immigration Office during RMCO period. It must not exceed 14 days from end of RMCO b) If unable to leave the country within 14 days after RMCO – please proceed to the respective Embassy/High Commission to obtain a supporting letter justifying the delay of departure (not been able to leave the country i.e flight cancellation, hospitalization etc.) before being present to Immigration office. Failure to do so, they will face enforcement action and will be blacklisted c) For long term pass holders (Spouse of Malaysian Citizen / Employment Pass / Professional Pass / Student Pass / Visit Pass Temporary Employment / MM2H etc.), can proceed to the respective divisions for extension of pass.
10.	Maklumat tambahan	• Sila pastikan hari yang anda ingin berurusan adalah hari bekerja sahaja (tidak termasuk cuti hujung minggu dah hari kelepasan am) • Slot yang ditawarkan adalah terhad
	Additional information	• Please ensure the appointment date is fixed on a working day (excluding weekends and public holidays) • Slots offered are limited (first come first serve basis)