



**FREQUENTLY ASKED QUESTIONS (FAQs)
RELATED TO IMMIGRATION SERVICE COUNTERS AND TRANSACTIONS
POST MOVEMENT CONTROL ORDER (MCO)**

**VISA, PASS AND PERMIT DIVISION
IMMIGRATION DEPARTMENT OF MALAYSIA (JIM)
PUTRAJAYA**

(UPDATED ON 12TH MAY 2020)

**SOALAN-SOALAN LAZIM
BERKAITAN PERKHIDMATAN KAUNTER IMIGRESEN DAN TRANSAKSI
PASCA PERINTAH KAWALAN PERGERAKAN (PKP)**

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

(DIKEMASKINI PADA 12 MEI 2020)

1. What is the status of immigration services counters at Visa, Pass and Permit Division Immigration Headquarters Putrajaya after the Movement Control Order (MCO)?

All Immigration services and transactions will be resumed operation starting on 4th May 2020 by staged. In lieu of this, all foreigners are requested to comply with basic protective measures against COVID-19 such as social distancing, wearing of facemasks, frequent use of hand sanitizers, and not having mass gatherings at any immigration offices to ensure the chain of COVID-19 is broken.

Apakah status perkhidmatan kaunter di Bahagian Visa, Pas dan Permit Ibu Pejabat Imigresen Putrajaya selepas tamat tempoh Perintah Kawalan Pergerakan (PKP)?

Semua perkhidmatan dan transaksi di Bahagian Visa, Pas dan Permit Ibu Pejabat Imigresen Putrajaya akan beroperasi secara berperingkat mulai 4 Mei 2020. Untuk tujuan ini, semua warga asing adalah dikehendaki mematuhi langkah keselamatan asas menangani penularan COVID-19 dengan mengamalkan penjarakan sosial, memakai topeng muka, menggunakan sanitasi tangan dan tidak berkumpul di pejabat imigresen dalam memastikan rantaian COVID-19 diputuskan.

2. How about the transactions of visa, pass and permit at Immigration Headquarters during/ after the MCO?

All appointment for visa, pass and permit (Entry Permit) transactions for Visa, Pass and Permit Division at Putrajaya Immigration Headquarters must be done through online appointment only at <https://sto.imi.gov.my> which can be access starting on 8th May 2020 and powerQ apps (downloadable from Google Play Store or Apple App Store).

Bagaimana dengan 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 <https://sto.imi.gov.my> yang boleh diakses mulai 8 Mei 2020 atau aplikasi powerQ (boleh dimuat turun melalui *Google Play Store* atau *Apple App Store*).

3. What is the advice for foreigners which passes are expired before or during MCO and didn't manage to renew it during MCO?

For foreigners holding Long Term Pass and their passes expired **before or during MCO**, they are requested to present themselves at nearest Immigration Offices for validation and facilitation of passes according to the Immigration rules within the stipulated 30 working days period.

For foreigners holding Social Visit Pass (visitors) and their passes expired **before or during MCO**, who are stranded to leave Malaysia after 14 days of MCO are required to present themselves at nearest Immigration Offices within the stipulated 30 working days period for facilitation subject to supporting letter from the respective embassy.

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 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.

4. How about the foreigners who passes has expired and planning to leave Malaysia?

Foreigners whose passes have expired from January 2020, and have obtained tickets to return to their home country within 14 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 (PLKS) holder.

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

Semua warga asing yang pas mereka telah tamat mulai Januari 2020 dan telah mempunyai tiket untuk kembali ke negara asal dalam tempoh 14 hari 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).

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