



SOALAN-SOALAN LAZIM

**BAHAGIAN PEKERJA ASING
JABATAN IMIGRESEN MALAYSIA (JIM)
PUTRAJAYA**

(DIKEMASKINI PADA 10 JULAI 2020)

FREQUENTLY ASKED QUESTIONS (FAQs)

**FOREIGN WORKERS DIVISION
IMMIGRATION DEPARTMENT OF MALAYSIA (JIM)
PUTRAJAYA**

(AS OF 10TH JULY 2020)

1. Bagaimanakah untuk mendapatkan temujanji Bahagian Pekerja Asing (Pelbagai Sektor/ Pembantu Rumah Asing)?

Semua permohonan temujanji hendaklah dibuat melalui Sistem Temujanji Online di pautan <https://sto.imi.gov.my>

Temujanji ini **diwajibkan** bagi semua yang ingin berurusan dengan Bahagian Pekerja Asing termasuk semua Pejabat Imigresen Negeri.

How do I make an appointment with the Foreign Workers Division (All Sectors / Foreign Domestic Helper (Maid))?

All appointments must be done via **Online Appointment System (STO)** which can be accessed through <https://sto.imi.gov.my>.

This appointment system is **compulsory** for all Immigration offices.

2. Bagaimanakah membuat permohonan Pas Khas bagi PLKS yang tamat semasa tempoh PKP?

PLKS atau PAS KHAS yang telah tamat dalam tempoh PKP mulai 18 Mac 2020 dan masih menunggu proses berikut:

- i. Pelanjutan PLKS melalui ePLKS@JIM atau MyEG Services;
- ii. Pelanjutan PLKS (Jangka Pendek);
- iii. Kelulusan dari Kementerian Dalam Negeri (KDN) bagi Pengawal Keselamatan;
- iv. Keputusan pemeriksaan kesihatan FOMEMA;
- v. Permohonan pasport baru di Kedutaan;
- vi. Persiapan pulang ke negara asal; atau
- vii. Alasan – alasan lain yang munasabah;

Tindakan yang perlu dibuat

- i. Majikan perlu memohon PAS KHAS; dan
- ii. PA/PRA yang ingin pulang ke negara asal seperti kategori (vi) di atas, majikan perlu memohon Pas Khas beserta Memo Periksa Keluar

How do I obtain Special Pass (SP) for foreign workers whose Visit Pass Temporary Employment (VP(TE) has expired during mco period?

For VP(TE) or SP which has expired during MCO period starting 18 March 2020 and pending process **for the following transactions:**

- i. Application for renewal of VP(TE) via ePLKS@JIM or MyEG Services;
- ii. Application for renewal of VP(TE) (Short Term);
- iii. Approval from Ministry of Home Affairs (MOHA) for Security Guards;
- iv. Approval of medical examination status from FOMEMA;
- v. Application of new passport from Embassy;
- vi. Making arrangement to leave the country; or
- vii. Other valid reasons.

What needs to be done:

- i. Employers need to Apply for Special Pass;
- ii. Category (vi) of the above, application of Special Pass and Check-Out Memo.

3. Bagaimana membuat permohonan Pas Khas bagi PLKS tamat sebelum tempoh PKP?

PLKS atau PAS KHAS yang telah tamat bermula 01 Februari 2020 sehingga 17 Mac 2020, majikan hendaklah memohon PAS KHAS.

Jika PLKS atau PAS KHAS yang telah tamat sebelum 01 Februari 2020, Majikan akan dirujuk ke Bahagian Operasi, Siasatan Dan Pendakwaan / Bahagian Penguatkuasa untuk tindakan lanjut.

How do I obtain Special Pass for foreign workers whose VP(TE) has expired before MCO?

VP(TE) or SP which has expires **beginning 1st February 2020 until 17th March 2020**, the employer needs to apply for Special Pass.

VP(TE) or SP expires **before 1st February 2020**, the employer will be referred to the Operations, Investigation & Prosecution Division / Enforcement Division for further action.

4. Bagaimana membuat permohonan Memo Periksa Keluar (COM)?

Permohonan COM boleh dibuat di Bahagian Pekerja Asing Putrajaya / Semua Pejabat Imigresen Negeri dengan mengemukakan dokumen berikut:

- i. Borang Permohonan dan lain-lain dokumen mengikut senarai semak (boleh dimuat turun melalui pautan yang disertakan di bawah);
- ii. Pasport asal PA/PRA ; dan
- iii. Tiket pulang ke negara asal

How do I apply for Check-out Memo (COM)?

Application for COM can be done by submitting following documents to Foreign Workers Division Headquarters / Immigration State Office.

- i. Application forms and other supporting documents as Checklist (the checklist can be downloaded through the link below);
- ii. Original Passport; and
- iii. Confirmed Ticket to country of origin

5. Memo Periksa Keluar (COM) telah dikeluarkan tetapi PA/PRA gagal pulang akibat Perintah Kawalan Pergerakan (PKP)

PA/PRA dibenarkan keluar dengan tiket pulang yang baru **tanpa perlu merujuk** ke JIM untuk pembaharuan **COM**.

What needs to be done for FW/FDH whose has been issued with COM but could not return to their home country due to cancellation of flights during MCO?

FW/FDH may leave the country **without renewal** of COM from Immigration Office prior to new travel ticket.

6. Bagaimana dengan PA/PRA yang telah pulang tanpa COM dalam tempoh PKP?

- i. **PENGECUALIAN COM** diberikan kepada PA/PRA yang telah pulang tanpa COM dalam tempoh PKP.
- ii. Majikan perlu menghantar pengesahan kepada pihak jabatan dengan mengemukakan bukti-bukti berikut:
 - a. Salinan tiket pulang
 - b. Salinan cop keluar di dalam passport PA/PRA

How about cases where the FW/FDH have left the country without COM during the MCO period?

- i. **COM is exempted.**
- ii. Employer need to submit proof of departure as follows:
 - a. Copy of travel ticket
 - b. Copy of passport with exit stamp

7. Bagaimana membuat permohonan Lanjutan Tahun Ke-11 hingga Ke-13 bagi PLKS yang telah tamat dalam tempoh PKP?

Permohonan Lanjutan Tahun Ke-11 hingga Ke-13 bagi PLKS yang telah tamat dalam tempoh PKP hendaklah melalui prosedur berikut;

- i. Permohonan PAS KHAS boleh dibuat di semua **Pejabat Imigresen Negeri** mengikut alamat bekerja;
- ii. Permohonan Lanjutan PLKS Tahun 11 hingga 13 hanya dilakukan di **Bahagian Pekerja Asing, Ibu Pejabat Putrajaya** sahaja.

How do I apply for extension of VP(TE) for year 11 to 13 which has expires during the MCO period?

Extension of VP(TE) for year 11 to 13 which has expires during the MCO period shall be attend as follows:

- i. Application for Special Pass can be done at **State Immigration Offices** according to registered address;
- ii. Application for extension needs to be submitted to **Foreign Workers Division, Immigration Putrajaya** only.

8. Adakah Permohonan lanjutan PLKS dibenarkan bagi pasport tidak cukup tempoh 12 bulan?

Tidak Dibenarkan.

Majikan perlu mengikuti prosedur berikut:

- i. PA/PRA perlu mendapatkan pasport baru dari pihak kedutaan;
- ii. Setelah pasport diperbaharui, majikan perlu hadir untuk kemaskini maklumat pasport baru di Pejabat Imigresen;
- iii. Mohon Pas Khas sekiranya Tinggal Lebih Masa dalam tempoh PKP;
- iv. Lanjutan PLKS dibuat seperti prosedur biasa melalui ePLKS@JIM atau MyEG.

Is extension of VP(TE) allowed for passport with validity less than 12 months?

It is not allowed.

Employers are advised to follow the procedures below:

- i. FW/FDH must obtain new passport from their Embassy;
- ii. Upon receiving the new passport, verification of data by updating the FW/FDH new passport needs to be done at Immigration Department;
- iii. Application of Special Pass (applicable to FW/FDH who overstayed during MCO);
- iv. Extension of VP(TE) can be made through normal procedures using ePLKS@JIM or MyEG.

9. Bagaimana untuk mendapatkan pelekat PLKS tahun pertama, sekiranya PA/PRA telah Tinggal Lebih Masa semasa tempoh PKP?

Majikan perlu memohon Pas Khas sebelum mendapatkan pelekat PLKS tahun pertama di Pejabat Imigresen Negeri.

What is the procedure to obtain the 1st year VP(TE) (sticker) for FW/FDH who have overstayed during the MCO period.

Employers need to apply for Special Pass, before obtaining the 1st year VP(TE) sticker from State Immigration Office.

10. Bagaimana saya boleh mendapatkan maklumat tambahan berkaitan permohonan pekerja asing dan senarai semak dokumen?

- i. Maklumat tambahan dan pertanyaan berkaitan boleh didapati dengan melayari pautan berikut :

<https://www.imi.gov.my/portal2017/index.php/en/main-services/foreign-workers.html>

- ii. Senarai semak dan muat turun borang boleh diakses dengan melayari pautan:

<https://www.imi.gov.my/portal2017/index.php/en/resources-and-archives/download-forms-i.html>

- iii. Sebarang pertanyaan dan maklumat lanjut berkaitan Pekerja Asing boleh menghubungi eplkshelpdesk ditalian 03-8880 1452 atau melalui emel di alamat eplkshelpdesk@imi.gov.my

How do I find further information regarding the application for foreign workers and the relevant checklist/ forms?

- i. Further information and clarification regarding foreign workers can be acquired via:

<https://www.imi.gov.my/portal2017/index.php/en/main-services/foreign-workers.html>

- ii. List of checklist or forms can be downloaded from:

<https://www.imi.gov.my/portal2017/index.php/en/resources-and-archives/download-forms-i.html>

- iii. Any inquiries regarding foreign workers kindly contact our eplkshelpdesk line 03-8880 1452 or email at eplkshelpdesk@imi.gov.my

TAMAT

END OF FAQ