

FREQUENTLY ASKED QUESTIONS (FAQ)
REGARDING THE MOVEMENT CONTROL ORDER
MINISTRY OF TRANSPORT OF MALAYSIA (MOT)

LAND

1. Are the Department / Agency services under MOT affected by this Order?

Answer: Service counter of departments / agencies under the MOT such as the Department of Road Transport (JPJ) and the Land Public Transport Agency (APAD) will remain operating in smaller numbers to reduce the risk of Covid-19 infection. However, the service at UTC will be closed during the duration of the Motion Control Order.

2. Is the Driving test at the Driving Institute still pending or delayed, including computer tests at MYEG?

Answer: All Driving Institutions will be completely closed. Therefore, all Driving Tests will not be carried out during the Movement Control Order. All driving tests in MYEG are not allowed.

3. If PUSPAKOM is closed, will this affect the process of applying for Motor Vehicle License (MVL)?

Answer: The PUSPAKOM counter service will open and operate normally.

4. Are eHailing services (grab, MyCar etc.) still operate?

Answer: The eHailing service will continue as usual.

5. What kind of truck is allowed to move during the duration of the Movement Control Order?

Answer: Trucks carrying construction materials are strictly prohibited. Other types of trucks such as trucks carry essentials and food is allowed to operate normally.

6. Will APAD's Safe Working Code (ICOP) Course be continued during the Movement Control Order?

Answer: The ICOP APAD course will be temporarily suspended.

7. Does this Order affect the operation of Electric Train Service (ETS) and KTM Commuters?

Answer: ETS and Commuter Services will continue with a slight reduction in off-peak times.

8. Are Malayan Railways Limited (KTMB) trains northern sector still operate as usual?

Answer: KTMB does not allow State Railway of Thailand (SRT) trains to operate at the Main Station to reduce inbound and outbound traffic. However, the operation of the South Thai Cargo (STC) will continue as usual for the delivery of essential goods.

Maritime

9. Will Malaysian ports operate during the duration of the Movement Control Order?

Answer: All ports in Malaysia continue to operate except for cruise ships.

Air

10. Are citizens eligible for reimbursement of already-paid airline tickets?

Answer: All claims related to airline tickets should be referred to the company that issued the ticket. Subject to the terms of the flight ticket, the airline will consider 3 options as follows:

- i. Passengers can delay flights to another date; or
- ii. Passengers are refunded in the form of credit shells / points where they can be used to purchase flights to the same destination or other destinations at a later date; or
- iii. Airlines provide a full refund of flight ticket costs including fees and charges.

11. Are domestic flights still operating during the Movement Control Order?

Answer: Flight operations for the domestic and international sectors will continue to be subject to the terms and conditions of travel set by the Government from time to time. No directive for the airline operation ban was issued. Prohibition of movement only involving foreign affairs for citizens and for non-citizens is permitted.

12. Can civil aviation continue to operate to bring foreign nationals and Malaysian citizens into Malaysia?

Answer: Operations of domestic and foreign passenger carriers - whether scheduled and non-scheduled aviation services may continue to be provided subject to travel conditions and restrictions set by the Government from time to time. No instructions for flight restrictions apply.

13. Are cargo airlines blocked in and out of Malaysia?

Answer: Operations of national and foreign cargo carriers involving the provision of scheduled and non-scheduled cargo services, in and out of Malaysia are permitted.

14. Are non-revenue private jet / business flight operations - whether entry of foreign nationals and withdrawal of Malaysian citizens allowed for this flight operation?

Answer: Operation of a private jet carrier may continue. However, the entry of foreign nationals and the departure of Malaysian citizens are subject to the restrictions on entry of foreign nationals and the conditions prescribed by the Movement Control Order.

MINISTRY OF TRANSPORT MALAYSIA

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