

**Frequently Asked Question (FAQ)**  
**About the Movement Control Order**  
**Ministry of Transport of Malaysia (MOT)**

**NO 2**

**LAND**

**1. Are the department / agency counters under the MOT (JPJ, APAD, LPKP Sabah and LPKP Sarawak) operating during the duration of this Movement Control Order?**

All JPJ, APAD, Sabah LPKP and Sarawak LPKP service counters are fully closed to the public from March 20, 2020 until the expiry of the Movement Control Order. The RTD service at the Post Office was also discontinued during this period.

However, during the MCO period, the Minister of Transport applied the provisions of the law under Section 66 (1) of the Road Transport Act 1987 (Act 333) by granting **EXEMPTION** to all drivers with driving license from the need to **RENEW THEIR DRIVER'S LICENSE** through special law effective March 25, 2020.

This means that anyone with an expired driving license can still use their vehicle provided that the vehicle is required to have valid insurance coverage and drivers are advised to bring a copy of their insurance certificate or e-cover note of driving while driving during the MCO period.

Licenses must renew their licenses within 30 days after the MCO is declared end.

Another reminder, as required by law, all commercial vehicle owners and private vehicle owners must ensure that vehicles have valid insurance coverage during the MCO period.

**2. Does driving study and driving test at the Driving Institute continue during this period?**

All activities and courses, Driving Education Curriculum (KPP) talks, driving training, theory testing and practice testing at the Institute for Driving and Part 1 testing (KPP01 - theory) at the e-Services Center (MyEG, KOMMS and MYSPEED) are postponed to March 18, 2020. expiration of the Movement Control Order.

Any updated information on MYEG will be posted on the <https://www.myeg.com.my/> website.

**3. Will the JPJ's enforcement activities continue during the duration of this Movement Control Order?**

Enforcement operations will continue as usual to ensure the safety of the road users. The RTD will ensure that all members who carry out enforcement activities take appropriate security measures.

**4. Are periodic inspections required for commercial vehicles and voluntary vehicle inspections to private vehicles still being carried out at PUSPAKOM premises during the duration of the Movement Control Order?**

The operations of the PUSPAKOM Inspection Center throughout Malaysia including Headquarters, mobile services and visitation sites are fully closed from March 20, 2020 until the date to be announced in line with the closure of the Road Transport Department (RTD) throughout the country. Customers who have made an appointment through My PUSPAKOM will automatically receive a full refund.

Issues regarding the need for PUSPAKOM's approval for commercial vehicle drivers to renew the Competent Driver's License (GDL) as well as valid health reports as required in the commercial vehicle license renewal application requirements no longer arise from March 25, 2020 when the need for renewal of the license has been EXEMPTED during the MCO period. However, commercial vehicle owners need to renew their respective LKM and are subject to the requirements of the approval document within 30 days after the MCO ends.

**5. Is the Motor Vehicle Trade License (LPKM) application process still available at the PUSPAKOM service counter during this period?**

The Motor Vehicle Trade License (LPKM) application service at the PUSPAKOM service counter will be closed from March 20, 2020 until the next day.

**6. Will bus, taxi and e-hailing (grab, MyCar etc.) still operate during this period?**

In line with the announcement by the Senior Minister (Defence) on March 23, 2020, all modes of public transport throughout the country will only be allowed to operate from 6am to 10.00am and 5.00pm to 10.00pm daily from March 25, 2020 throughout the day during the duration of the Movement Control Order is executed. As such, stops buses, free buses like GoKL and Smart Selangor as well as all bus feeders will be subject to this directive. However, taxi and e-hailing services can continue to operate as usual in accordance with the predefined guidelines.

**7. If bus, taxi and e-hailing services are to be continued, will operators and users need to get permission from the district if the service involves cross-border states such as Kuala Lumpur - Selangor and other states?**

This is subject to instructions from the Royal Malaysian Police.

**8. Are body temperature checks conducted at public transport terminals to ensure that public transport users are in good condition?**

The operator of the public transport terminal must ensure that all passengers undergo a physical temperature scan before entering the departure hall and main entrance and exit.

**9. If the user does not pass the body temperature screening test, is the user allowed to go on public transport?**

Passengers who do not pass the body temperature screening test are not allowed to board public transport.

**10. Are hand sanitizer facilities available in every public transport?**

The government has recommended that public transport operators make sure that their hygiene needs are taken into account by considering the provision of hand sanitizer where users can access the facility at each ticket purchase counter and / or main entrance and exit at the terminal.

**11. How often do public transport operators perform sanitation processes on public transport vehicles?**

Public transport operators are required to carry out regular cleaning and disinfection processes in regularly touched areas such as doors, chairs and holders and any other common touch points.

**12. Is there a ban on the movement of freight vehicles on the road?**

According to the Prevention and Control of Infectious Diseases (Measures Within Infectious Areas) 2020 effective from March 18 to 31, 2020, which has been published by the Ministry of Health (MOH), there is no provision for the prohibition of motor vehicle driving on the road in period.

Accordingly, the JPJ did not enforce any prohibition order on the movement of goods vehicles during that period. This is because the JPJ is of the view that the movement of goods vehicles on the road for the transportation of daily necessities is included in the essential services as specified in the Schedule of Required Services 2.

However, prohibition on movement of goods transport was subject to PDRM directive during the MCO.

**13. Will the MOT issue information regarding the types of freight allowed to truck and logistics operators during the duration of this Movement Control Order?**

Following the Movement Control Order effective March 18, 2020 to prevent the spread of the COVID-19 outbreak, the Government has informed that the management of COVID-19 is fully under the NSC. Therefore, any notification will be issued only by NSC. However, the public is encouraged to follow the FAQs on the official website and channel of NSC's official Telegram channel for accurate information.

**14. What was the status of the e-fulfillment hubs / warehousing operations during this Movement Control Order?**

The government has not stop e-fulfillment hubs / warehousing operations. This is because, e-fulfillment hubs / warehousing operations are not subject to the Movement Restriction Order as outlined in the Federal Government Gazette of the Prevention and Control of Infectious Diseases (Measures in the Local Area of Infection) 2020. The industry is requested at the recommendation of the Ministry Health of Malaysia to curb the transmission of COVID-19.

**15. Are port forwarding agents and shipping agents operating at the port operating during this period?**

The port operation will run normally. Therefore, the operation of forwarding agent and shipping agent will also operate as usual in Malaysian ports. This is in line with the Movement Restrictions Order as outlined in the Federal Government Gazette on the Prevention and Control of Infectious Diseases (Measures in the Local Area of Infections) 2020.

**16. Is the movement of cross-border cargo via land at Malaysia's main entrance (import, export and transhipment) allowed during this period?**

Subject to NSC's current instructions.

**17. What is the status of the movement of goods including the daily driver and business sending cross-border trade to Singapore?**

Subject to NSC's current instructions.

**18. Are citizens eligible for reimbursement of bus tickets made?**

All claims related to the bus ticket should be referred to the company that issued the ticket.

**19. Does Movement of Control Order affect the operation of Electric Train Service (ETS) and KTM Commuter?**

The ETS and Commuter Services will operate from 6am to 10.00am and 5.00pm to 10.00pm each day effective March 25, 2020 throughout the duration of the Movement Control Order.

**20. Do all rail services by Prasarana still operate during the duration of this Movement Control Order?**

All Prasarana-based train and bus services such as the LRT, MRT and KL Monorail will operate from 6am to 10.00am and 5.00pm to 10.00pm daily from March 25, 2020 during the duration of the Movement Control Order.

**21. What precautions are being taken at the Prasarana operating stations and trains?**

Prasarana provides hand sanitizer at every customer service counter, concourse and platform at each LRT, MRT and Monorail station. Infrastructure has also increased the frequency of escalators, handlers, elevators and token buying machines across stations.

**22. How often does Prasarana make sanitation process on tren?**

All sets of trains will be washed daily outside of peak hours for all LRT / MRT and Monorail routes. Internal cleaning of the train is also performed at each of the last terminal / station during peak hours (morning and evening) by the cleaning staff.

**23. What are the precautions taken by Prasarana for frontline staff?**

All station staff (customer service personnel, police and cleaning staff should wear face masks and rubber gloves (as needed).) Each staff member is also required to check body temperature before starting daily tasks.

**24. Do all rail services by ERL still operate during the duration of this Movement Control Order?**

All KLIA Express and KLIA Transit train services will operate from 6am to 10.00am and 5.00pm to 10.00pm daily from March 25, 2020 throughout the duration of the Movement Control Order.

**25. What are the precautions taken at ERL stations and trains?**

The ERL will take the following precautions:

- Provide hand sanitizer at each ticket counter;
- Increase frequency of disinfecting all surfaces and handrails including escalators, stairs, elevators, ticket counters and ticket buying machines at all stations. Face masks will also be offered to users who have symptoms; and
- Disinfect surfaces and handles inside train and perform steam cleanings every night.

**26. What are the precautions taken by the ERL for frontline staff?**

Among the precautions taken for frontline personnel are as follows:

- All frontline staff wear face masks and are supplied with hand sanitizer;
- Work temperature readings are taken daily before starting work; and
- All employees are reminded to practice social distancing to avoid Covid-19 infection.

**Aviation**

**27. Is the operation of a private jet airline (non-revenue private flight/business flight) involving the entry of foreign nationals and the withdrawal of Malaysian citizens allowed for this flight operation?**

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 set by the Immigration Department of Malaysia (JIM).

**28. Is airport still operating during this Motion Control Order?**

Yes, the Movement Control Order has categorized the airport as an important national service.

**29. Are business premises, services and food premises at the airport open during this period of enforcement?**

The Movement control order has set out that only pharmacies, supermarkets and convenience stores selling essentials are allowed to operate at the airport. Customers are not allowed to eat on premises and are only allowed to pack food.

**30. Is there public transport for me to or from the airport?**

Yes, the Movement Control Order has outlined public transport as an essential service for the public use. However, the operational reliability may be reduced. Please refer to the current schedule with the companies that provide the service.

**MINISTRY OF TRANSPORT MALAYSIA**

**26 March 2020**