



NADMA MALAYSIA

GUIDELINES ENTRY AND QUARANTINE PROCESS PERSON UNDER SURVEILLANCE (PUS) ARRIVING FROM ABROAD 24 JULY 2020

1. BACKGROUND

To curb the spread of the COVID-19, the Government of Malaysia has imposed compulsory quarantine orders at the Quarantine Stations set by the Government of Malaysia, subject to the provisions of Section 15 (1) Prevention and Control of Infectious Diseases Act 1988 (Act 342).

Beginning 24 July 2020 (0001hrs), all individuals entering Malaysia through the International Entry Point (*Pintu Masuk Utama* - PMA) are required to bear the quarantine costs.

Individuals who are subject to quarantine orders will be referred to as Persons Under Surveillance (PUS).

2. QUARANTINE STATION

The Quarantine Station, including hotels or any other premises, is a place of isolation and health observation that has been gazetted under the Prevention and Control of Infectious Diseases Act 1988 (Act 342).

3. QUARANTINE PERIOD

The Quarantine Period is fourteen (14) days, or any period stipulated by the Ministry of Health, Malaysia.

4. QUARANTINE RATES

The quarantine rates are as follows:

4.1 Citizens: 100% of the hotel's maximum rate of RM150 per person per day, for a period specified by the Ministry of Health, Malaysia.

4.2 Non-Citizens (including dependant): Maximum rate of RM150 per day per person, for a period specified by the Ministry of Health, Malaysia.

4.3 People with Disabilities (OKU cardholders of the Social Welfare Department):
The cost of the Quarantine will be borne by the Government.

5. PAYMENT METHOD

5.1 PUS will have to pay a deposit / full payment to the Management of Quarantine Station during the check-in process. Credit card usage is encouraged.

5.2 Any balance of payment or refund will be made upon checkout.

6. QUARANTINE PROCESS

6.1. Before Arrival

All individuals entering Malaysia starting 24 July 2020 (0001hrs) must:

a. Sign a Letter of Undertaking and Indemnity (LoU)

All individuals travelling to Malaysia must download and complete the LoU via the following link:

(i) Ministry of Foreign Affairs Malaysia: www.kln.gov.my

(ii) National Disaster Management Agency (NADMA): www.nadma.gov.my

(iii) Immigration Department of Malaysia: www.imi.gov.my

(iv) Ministry of Health Malaysia: www.moh.gov.my

(v) Ministry of Transport Malaysia: www.mot.gov.my

(vi) Ministry of Tourism, Arts and Culture Malaysia: www.motac.gov.my

b. Obtain a Letter of Approval (Entry Permit) from an accredited Malaysian Mission

Individuals to enter Malaysia must comply with the conditions of entry set by the Immigration Department of Malaysia or Malaysian Government Agencies. Each applicant must submit the relevant documents and the completed LoU via email to the relevant Malaysian Mission, at least three days before the date of departure. The email address of the relevant Malaysian Mission can be found at:

<https://www.kln.gov.my/web/guest/malaysianmission>

Subject to approval, the Malaysian Mission will issue a Letter of Entry Permit to Malaysia by email.

c. Present the Letter of Approval from Malaysian Mission to Airlines, Other Public Transport Companies, and Immigration Department of Malaysia

A letter of approval from the Malaysian Mission must be presented during the flight / public transport check-in process. Failure to present this letter may result in the person being denied permission to board the aircraft, or other public transportations. For entry by road, failure to present the document will complicate the process of entry into Malaysia.

Individuals (Malaysians) who fail to comply with item 6.1 (a), (b) and (c) will still be allowed to enter Malaysia. However, failure to comply with the instructions outlined by the Government of Malaysia will complicate the registration procedures at the entry point (PMA) and delay the quarantine process. All incoming individuals are subject to the quarantine order and non-compliance to the instruction will result in legal action.

The Immigration Department reserves the right to issue Not-to-Land (NTL) Order to non-Citizens without the LoU.

d. Install, activate, and register *MySejahtera* mobile online application

The mobile online application can be downloaded from *Apple Appstore*, *Google Playstore* and *Huawei App Gallery*.

Essential information such as travel information (date and time, flight information, port of embarkation) as well as health declaration need to be registered in *MySejahtera* at least one (1) day from date of departure.

e. COVID-19 test (rT-PCR / RTK-Ag) before entering Malaysia

Travellers to Malaysia are not required to take the COVID-19 test before departure.

However, travellers are advised to check with the Airlines on any requirements to take COVID-19 tests before boarding the aircraft.

6.2. Arrival at the International Gate

The PUS will go through the following process:

a. Health Inspection and Screening at the International Gate (PMA) by Ministry of Health, Malaysia (MOH)

- (i) Health screening will be conducted at PMA. PUS showing COVID-19 symptoms will be referred to the hospital for further treatment;
- (ii) COVID-19 test will be conducted at the arrival hall of PMA;
- (iii) PUS will bear the fee for COVID-19 tests carried out at the PMA. The fees are as follows:

FEE FOR COVID-19 DETECTION TEST		
Type of COVID-19 Detection Test	Malaysian Nationals (RM)	Non-Malaysians (RM)
Polymerize Chain Reaction (PCR) Test	150	250
Antigen Rapid Test Kit	60	120
Antibody Rapid Test Kit	30	60

- (iv) Health Assessment Tool (HAT) will be provided for PUS self-monitoring purposes throughout the quarantine period.

b. Registration at the International Entry Point (PMA)

- (i) PUS registration at PMA is coordinated by the National Disaster Management Agency (NADMA) and the Malaysian Civil-Defence (APM). The Secretariat will coordinate the registration procedures and logistical arrangements at KLIA1, KLIA2 or any other entrances via air, sea and land throughout Malaysia;
- (ii) PUS must present the LoU to the Secretariat at PMA;
- (iii) The Secretariat will coordinate the movement of PUS from PMA to the designated Quarantine Station; and
- (iv) PUS is **not allowed** to choose Quarantine Station.

c. Immigration, Customs and Logistics arrangement to the designated Quarantine Station

- (i) The PUS will undergo a regular check-in process through Customs and Immigration counters;
- (ii) The Secretariat will arrange transportation to the designated Quarantine Station;
- (iii) The Immigration Department will issue Not-to-Land (NTL) Order to non-Citizens without the LoU; and
- (iv) PUS with personal vehicles –
 - The PUS will have to drive / ride the vehicle to the designated Quarantine Station under the supervision of the authorities. PUS are not allowed to drive / ride to the Quarantine Station individually.
 - The PUS must surrender the car keys to the management of Quarantine Station and the keys shall be returned to PUS upon discharge.
 - The Government of Malaysia shall not be responsible on the safety of PUS' vehicles throughout the quarantine period.

6.3. PUS Management at Quarantine Stations

The PUS will go through the following steps:

a. Registration/ Check In

- (i) PUS will go through the registration process at the Quarantine Station under the administration of Quarantine Station Secretariat led by APM;
- (ii) PUS will submit the LoU to the Quarantine Station management; and
- (iii) Deposit and / or full payment will be made to the Quarantine Station management before PUS can check in to the designated room.

b. During Quarantine

- (i) PUS will undergo a 14-day quarantine period (or any period specified by the Ministry of Health, Malaysia);
- (ii) Officials from other relevant government agencies are stationed at all Quarantine Stations to assist in the management of Quarantine Stations, welfare, safety and health inspections throughout the quarantine period;
- (iii) One (1) room shall be occupied by only one (1) PUS. However, any applications to place more PUS in one room shall be referred to the Health Officer of Ministry of Health for approval;
- (iv) Food and drinks will be provided at the Quarantine Station three times a day (breakfast, lunch and dinner);
- (v) Personal laundry services will be done / borne by PUS;
- (vi) PUS is responsible for his / her own luggage;
- (vii) PUS will conduct daily self-health assessments and report to the Quarantine Station personnel if he / she starts to experience any of the COVID-19 symptoms as outlined by the Ministry of Health;
- (viii) PUS will be notified on the mode of communication with Government Officers and Quarantine Station personnel via telephone / SMS / WhatsApp / Telegram mobile applications;
- (ix) PUS must comply with all SOPs and advice from the Quarantine Station personnel. Some of the restrictions at Quarantine Station are as follows:
 - PUS are not allowed to leave the room;
 - PUS are not allowed to gather;
 - The Quarantine Station is a no-smoking zone;
 - Food delivery services such as Grabfood, Food Panda and others are not allowed; and
 - Visitors are not allowed.
- (x) PUS who are tested positive for COVID-19 (*subsequently known as Patient Under Investigation – PUI*) will be transferred to the nearby hospital for COVID-19 treatment. All PUI belongings at the hotel will be taken to the hospital and the cost of the quarantine shall be settled accordingly by PUI. Refunds will be made by the hotel management.

c. Checkout Process

- (i) The PUS checkout process from the Quarantine Station is in accordance with the health care regulations and security measures as directed by the Ministry of Health;
- (ii) PUS will be issued with a Release Order upon the completion of the quarantine period by the Ministry of Health;
- (iii) PUS must settle the outstanding payment to the Quarantine Station management. Failure to make payment may result in legal action against the PUS by the Management of the Quarantine Station; and
- (iv) PUS movement from the Quarantine Station to their respective home / residence:
 - o Only one (1) family member / representative can receive PUS at the Quarantine Station; or
 - o PUS can arrange his / her own public transport (taxi, e-hailing) to return home.

7. QUARANTINE EXEMPTION

All incoming travellers are subject to the quarantine order. Any requests for exemption must be obtained from the Director-General of Health.

8. IMPLEMENTATION

The implementation of this procedure is effective from 24 July 2020 until further notice is announced by the Government of Malaysia.

Peraturan 5: COVID-19 test fees exemption



MENTERI KESIHATAN MALAYSIA

**PERATURAN-PERATURAN PENCEGAHAN DAN PENGAWALAN PENYAKIT
BERJANGKIT (FI BAGI UJIAN
PENGESANAN PENYAKIT KORONAVIRUS 2019 (COVID-19)) 2020
[P.U.(A) 190/2020]**

PERATURAN 5

PENEPIAN FI OLEH MENTERI KESIHATAN

Pada menjalankan kuasa yang diberikan di bawah Peraturan 5 Peraturan-Peraturan Pencegahan dan Pengawalan Penyakit Berjangkit (Fi bagi Ujian Pengesanan Penyakit Koronavirus (COVID-19)) 2020 [P.U.(A) 190/2020], maka saya Dato' Sri Dr. Adham bin Baba, Menteri Kesihatan, dengan ini memberikan penepian keseluruhan fi kepada—

- (a) pegawai Kerajaan yang memasuki Malaysia dari luar negara atas tugas rasmi di luar negara dan hendaklah mengemukakan surat arahan rasmi berhubung perkara tersebut sebagai bukti;
- (b) orang kurang upaya (OKU) warganegara Malaysia yang memasuki Malaysia dari luar negara dan hendaklah mengemukakan Kad OKU yang sah yang dikeluarkan oleh Jabatan Kebajikan Masyarakat; dan
- (c) pelajar warganegara Malaysia, persendirian atau mempunyai penajaan, yang memasuki Malaysia dari luar negara kali pertama dan hendaklah mengemukakan apa-apa bukti yang sah berkenaan dengan pengajiannya.

Bertarikh pada 30 Jun 2020

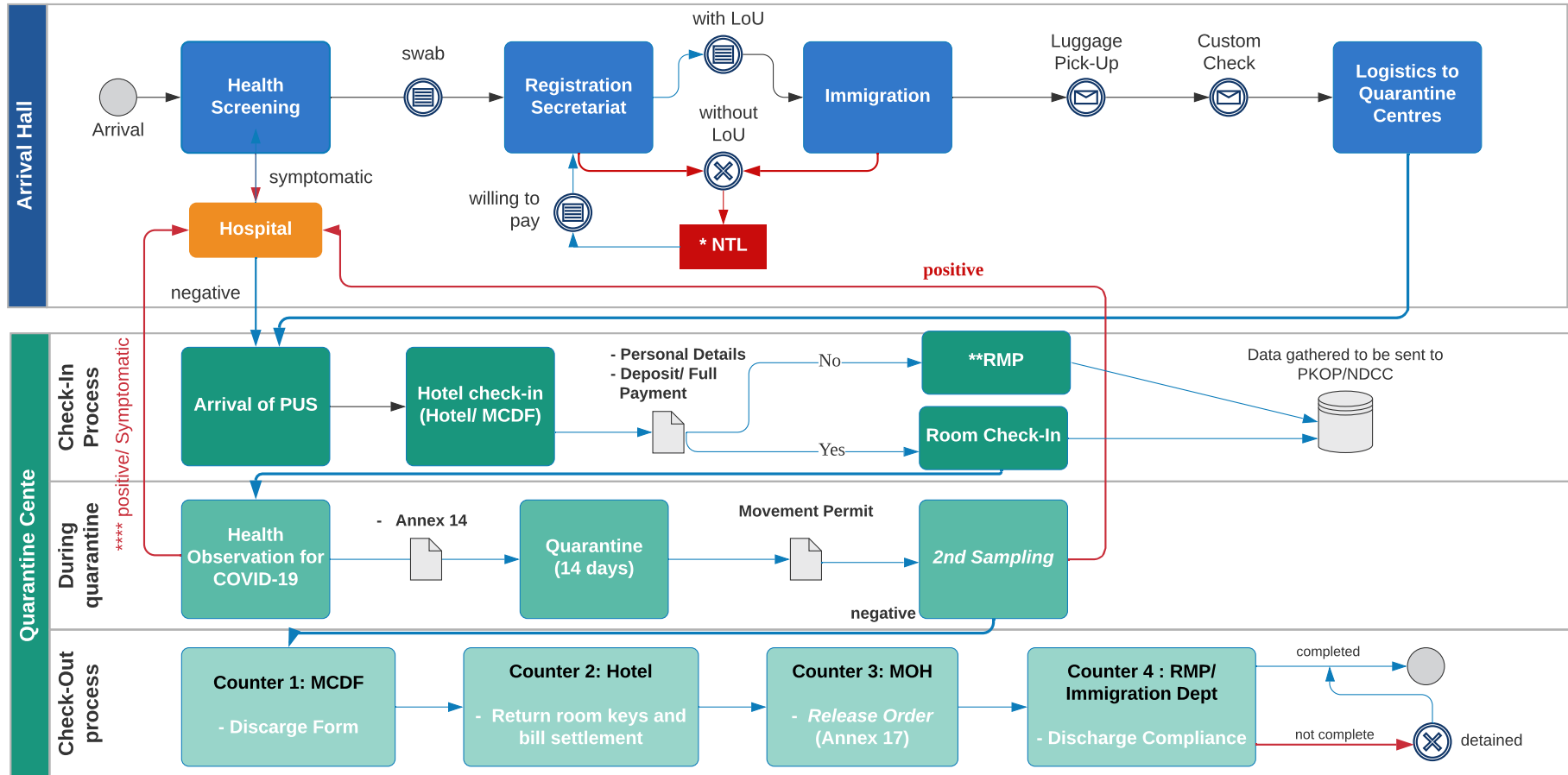
(DATO' SRI DR. ADHAM BIN BABA)

**KEMENTERIAN KESIHATAN MALAYSIA
ARAS 13, BLOK E7, KOMPLEKS E, PRESINT 1
PUSAT PENTADBIRAN KERAJAAN PERSEKUTUAN
62590 PUTRAJAYA
TEL : 03-8883 2527 / 2513 FAKS : 03-8888 6188**



NADMA MALAYSIA

Quarantine Procedure Starting July 24th, 2020



- * NTL (Not to Land): The immigration Department reserves the right to impose an NTL order on non-citizen who failed to present the LoU upon arrival, the lits will be forwarded to respective embassy
- ** If sample tested negative for COVID-19, PUS has to undergo similar check in process
- *** The Royal Malaysian Police will exercise the Regulation 31(2)(q), Act 342 for PUS who failed to comply with the provisions stipulated
- **** For symptomatic/ positive patient, all belonging must be brought to the hospital and chargeable period will be as of the date of transfer

**LETTER OF UNDERTAKING AND INDEMNITY
PERSON UNDER SURVEILLANCE**

To:
Ministry of Tourism, Arts and Culture
(Representing the Government of Malaysia)
No. 2, Menara 1, Jalan P 5/6
Presint 5,
62200 Putrajaya

I,.....

[Name of Person Under Surveillance]

***NRIC Number :**.....

***Passport Number :**.....

addressed at

(hereinafter referred to as "Person Under Surveillance") verily undertake that I [and **my child / person under my care (as stated in **Annexure A**)] shall comply with the Observation and Surveillance of Coronavirus Disease 2019 (COVID-19) Contacts Order made under Section 15(1) of the Prevention and Control of Infectious Diseases Act 1988 [*Act 342*] (hereinafter referred to as "Observation and Surveillance Order") and other directives issued and enforced by the Government of Malaysia from time to time during my stay in the hotel assigned by the Government of Malaysia (hereinafter referred to as the "Hotel") for a period of fourteen (14) days commencing from 2020 to2020 or for an extended period as may be required and determined by the Authorized Officer upon the issuance of another Observation and Surveillance Order (hereinafter referred to as the "Observation and Surveillance Period").

2. In this regard, I solemnly pledge and undertake that I shall pay:
 - (a) the accommodation charges at the rate as specified by the Hotel for Person Under Surveillance which shall include three (3) meals daily;
 - (b) any other expenses incurred by myself [and **my child / person under my care] for the use of the Hotel's services such as additional meal ordered, laundry services and other services provided by the Hotel or any third party; and
 - (c) any damage to the Hotel's accommodation or Hotel's property which has been used or caused by me [and **my child / person under my care].

3. I undertake to make full payment of the expenses regarding–

- (a) paragraph 2(a) above, the total accommodation charges for the whole Observation and Surveillance Order as invoiced to me, directly to the Hotel in the manner as required by the Hotel upon checking in the Hotel; and
- (b) paragraphs 2(b) and (c), in the manner as required by the Hotel upon checking out of the Hotel once obtaining the authorisation by the Government to leave the Hotel premises.

4. If I am unable to make the payments as stipulated in paragraph 3, my next of kin or representative including sponsor, as named in paragraph 8 below, has agreed to become my guarantor to make such payment on my behalf to the Hotel upon request by the Hotel.

5. I further acknowledge that:

- (a) the Hotel is entitled to collect deposit fees from me for my stay at the Hotel during the Observation and Surveillance Period upon checking in at the Hotel; and
- (b) I must at all times abide to the Government's instructions throughout the Observation and Surveillance Period.

6. I verily understand that the Hotel has the right to take legal action against me or my next of kin or representative including sponsor for my failure to make all accrued payments as stated in the above paragraphs and I shall be fully responsible for any claims and damages made by the Hotel against me.

7. I further undertake to indemnify and hold the Government of Malaysia, its employees and agents harmless from and against all actions, proceedings, losses, shortfalls, damages, compensation, costs (including legal costs), charges and expenses resulting from my [and **my child / person under my care] actions, negligence or dishonesty to the Hotel during the Observation and Surveillance Period.

8. Should there be a need to contact my next of kin or representative including sponsor during the Observation and Surveillance Period, my next of kin or representative including sponsor details are as follow:

Name of next of kin / representative including sponsor:

.....

*NRIC Number / Passport Number:

Address:

H/Phone / Contact Number:

Signed by:

Name:

NRIC Number / Passport Number:

Address:

H/Phone Number :

Date:

Witnessed by:

**On behalf of the Government
of Malaysia:**

***Name of representative:.....

NRIC Number:

Designation:

Date :

Note:

* insert NRIC number for Malaysian citizen.

** If a child is 18 years of age and above, he/she must sign a separate Letter of Undertaking. Wife / husband and father / mother is required to sign a separate Letter of Undertaking.

*** insert name, NRIC number and witness's position

c.c.:

The Management
(Name and Hotel Address)****

.....
.....
.....
.....
.....

Contact Number:

Email Address :.....

**** To be filled in after the PUS have undergone health screening upon arrival at Malaysia's International Entry Point.

