

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

**1. BACKGROUND**

In an effort to curb the spread of COVID-19 pandemic, effective from 24 July 2020, the Government of Malaysia has decided that any person entering Malaysia from abroad will be subjected to a compulsory quarantine at any of the Quarantine Stations designated by the Government of Malaysia, in line with the provisions of Section 15 (1) Prevention and Control of Infectious Diseases Act 1988 (Act 342).

Any person entering Malaysia through the International Entry Point (PMA) will bear the full quarantine costs.

The person who is subjected to quarantine orders will be referred to as Person Under Surveillance (PUS).

**2. QUARANTINE STATION**

The Quarantine Stations, which may include hotels or any other type of premises, are premises for isolation and health observation that have been gazetted under the Prevention and Control of Infectious Diseases Act 1988 (Act 342).

**3. QUARANTINE PERIOD**

The Quarantine Period is for 14 days or any period stipulated by the Ministry of Health Malaysia.

**4. QUARANTINE RATES**

The quarantine rates are as follows;

**4.1 Malaysian Citizens:**

Full rate (100%) of the maximum ceiling amount of Malaysian Ringgit One Hundred and Fifty (RM150) per person per day, for a period specified by the Ministry of Health of Malaysia.

#### **4.2 Non-Citizens (including dependents to Malaysians):**

A maximum rate of Malaysian Ringgit One Hundred and Fifty (RM150) per person per day, for a period as specified by the Ministry of Health Malaysia.

#### **4.3 People with Disabilities (Disability) cardholders of the Social Welfare Department:**

The cost of the quarantine will be borne by the Government of Malaysia.

### **5. PAYMENT METHOD**

5.1 PUS will have to pay a deposit / full payment to the hotel management upon checking-in process. Credit card usage is encouraged.

5.2 The balance payment or refund will be made upon checkout.

### **6. QUARANTINE PROCESS**

#### **6.1 Before Arrival**

The PUS entering Malaysia starting 24 July 2020 will have to:

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

Any person travelling to Malaysia is required to download and complete the Letter of Undertaking and Indemnity Letter (LoU) through the following links:

- (i) Ministry of Foreign Affairs of Malaysia : [www.kln.gov.my](http://www.kln.gov.my)
- (ii) National Disaster Management Agency of Malaysia: [www.nadma.gov.my](http://www.nadma.gov.my)
- (iii) Immigration Department of Malaysia: [www.imi.gov.my](http://www.imi.gov.my)
- (iv) Ministry of Health of Malaysia: [www.moh.gov.my](http://www.moh.gov.my)
- (v) Ministry of Transport of Malaysia : [www.mot.gov.my](http://www.mot.gov.my)
- (vi) Ministry of Tourism, Arts and Culture of Malaysia: [www.motac.gov.my](http://www.motac.gov.my)

##### **b. Obtain Notice of Travel to Malaysia from an accredited Malaysian Diplomatic Mission**

The compliance to the conditions of entry set by the Immigration Department of Malaysia or other Malaysian Government Agencies are enforced. Applicants must submit the relevant documents along with the completed LoU via e-mail to accredited Malaysian Diplomatic Missions at least three

(3) days prior to the departure to Malaysia. The e-mail addresses of the Malaysian Diplomatic Missions can be found at <https://www.kln.gov.my/web/guest/malaysianmission>.

The respective Malaysian Diplomatic Mission will issue a Notice of Travel to Malaysia by e-mail, subject to approval.

**c. Present Notice of Travel to airlines, other public transport companies and the Immigration Department of Malaysia**

The Notice of Travel issued by the Malaysian Diplomatic Mission should be handed over upon checking-in to the flight/public transport. For non-citizens, the failure to present the Notice of Travel will be denied from boarding. For those travelling by land, the failure to present the Notice of Travel may complicate the entry process into Malaysia.

Regardless of the provisions in Paragraph 6.1 (a), (b) or (c), the failure to present the Notice of Travel should not result in any Malaysian citizen being refused to board a flight. However, it will complicate entry into Malaysia and delay in the quarantine process. Furthermore, Malaysian citizens remain subjected to all regulations enforced, and may face legal consequences upon arrival in Malaysia.

**d. Download, activate and register MySejahtera application**

MySejahtera application can be downloaded from Apple Appstore, Google Playstore and Huawei App Gallery.

Essential information such as travel details (time and date, flight information) and health declaration must be registered a day prior to the journey.

**e. COVID-19 test prior to the departure to Malaysia**

Incoming passengers/travellers are not subjected to a compulsory COVID-19 test three (3) days prior departure to Malaysia.

However, passengers/travellers may need to check with the respective airlines whether a COVID-19 test is required by the airlines before being allowed to board.

## **6.2 Arrival at the International Gate**

The PUS will go through the following process at the International Gate:

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

- (i) Health screening will be conducted and if any PUS showing COVID-19 symptoms will be referred to the hospital for further treatment;
- (ii) Sampling process for the COVID-19 test will be conducted at the arrival hall, or at the designated Quarantine Stations; and
- (iii) Health Assessment Tool (HAT) will be provided for PUS self-monitoring purposes throughout the quarantine period.

**b. Registration at the International Gate – Secretariat at the International Gate**

- (i) The Secretariat at the point of entry, which is coordinated by the National Disaster Management Agency (NADMA) and the Malaysian Defence Forces (APM), will coordinate the arrival of PUS and logistical arrangements at KLIA1, KLIA2 or any other point of entry via air, sea and land throughout Malaysia;
- (ii) PUS must present the LoU to the officer on duty;
- (iii) The Secretariat will manage the logistics of PUS to the designated Quarantine Stations; and
- (iv) PUS is **NOT ALLOWED** to choose the Quarantine Stations of preference.

**c. Immigration, Customs clearance and logistic arrangements to Quarantine Station (NADMA/APM/Immigration Department/Royal Customs Department)**

- (i) PUS will have to undergo the normal Immigration and Customs clearance procedure upon arrival;
- (ii) The respective agencies will arrange for transportation to the designated Quarantine Station;
- (iii) Foreigners who failed to present the LoU upon arrival may be subjected to a *Not-To-Land* (NTL) notice by the Immigration Department of Malaysia; and

- (iv) For those entering with private vehicles:
- PUS are required to bring their vehicle(s) to the designated Quarantine Stations, accompanied by the authorised vehicles on duty. All PUS are NOT ALLOWED TO TRAVEL on their OWN to the designated Quarantine Stations without being escorted by the authorities.
  - PUS must surrender their vehicle's key upon checking-in and may retrieve it after completing the quarantine period.
  - The Government of Malaysia will not be responsible for the safety or damages to the vehicles throughout the quarantine period.

### **6.3 PUS Management at Quarantine Station**

The PUS will go through the following steps:

#### **a. Registration / Check-In**

- (i) PUS checking-in at the designated Quarantine Stations will go through the normal registration process as implemented by the hotel management under the supervision of the Quarantine Station staff;
- (ii) The PUS must submit the original LoU copy to the Quarantine Station staff;
- (iii) *For fully sponsored students who have completed their studies, a Guarantee Letter of Payment by the sponsor (if any) shall be provided upon registration/checking-in at the Quarantine Station;*
- (iv) Deposit or full payment will be made to the hotel management before PUS is allowed to check-in to the hotel room; and
- (v) *PUS who fails to adhere to the guidelines in item 6 (a), (b) and (c), may result in legal action under Act 342 and / or any other act by the Royal Malaysian Police (PDRM) or any relevant authorities.*

#### **b. During Quarantine**

- (i) The PUS will have a 14-day quarantine period (or any period specified by the Ministry of Health Malaysia);
- (ii) Malaysian Government officials will be stationed at all the Quarantine Stations to assist in the welfare, safety and health inspections throughout the quarantine period;
- (iii) Married couples and family members are allowed to accommodate the same room;
- (iv) Food and drinks will be provided by the Quarantine Station, three (3) times a day;
- (v) Laundry should be done personally by the PUS;
- (vi) The PUS is responsible for his/her own luggage;
- (vii) The PUS should conduct daily self-health assessments and report to the Quarantine Station staff(s) if they develop/experience any of the COVID-19 symptoms via mechanisms set by the Ministry of Health of Malaysia;
- (viii) The PUS will be notified on the mode of communication with the Government officers and Quarantine Station personnel via telephone / SMS / WhatsApp / Telegram;
- (ix) PUS must also comply with all the SOPs and advice from the Quarantine Station personnel. Some of the restrictions at the Quarantine Station(s) are as follows:
  - a. Not allowed to leave the room;
  - b. No smoking;
  - c. Not allowed to gather;
  - d. Food delivery services such as GrabFood, Food Panda and others are not allowed; and/or
  - e. Visitors are not allowed.
- (x) The PUS who are tested positive for COVID-19, the individual (subsequently known as Patient Under Investigation - PUI) will be transferred to a designated hospital for COVID-19 treatment. All belongings of PUI need to be taken to the hospital and the cost of the quarantine (until date of check out) should be settled accordingly by the PUI. Payments or refunds will be made by the hotel management.

### **c. Check Out Process**

- (i)* The PUS check-out process from the Quarantine Station is in accordance with the healthcare regulations and security measures as directed by the Ministry of Health of Malaysia, from time to time;
- (ii)* PUS will be issued a release order (Annex 17), upon the completion of the quarantine period by the Ministry of Health Malaysia;
- (iii)* The PUS must settle the outstanding payment(s) prior to check-out from the Quarantine Stations. Failure of the PUS to make payment, may result in legal action the taken against them; and
- (iv)* The PUS movement from the Quarantine Station to home / destination:
  - a. Beneficiaries / representatives allowed to take PUS at the Quarantine Station; or
  - b. PUS is allowed to arrange his/her own transportation to return home / destination.

## **7. IMPLEMENTATION**

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