



UNOFFICIAL TRANSLATION

FREQUENTLY ASKED QUESTIONS ON THE MOVEMENT CONTROL ORDER (MCO) MINISTRY OF TRANSPORT (MOT)

Land

- 1. Are MOT Department / Agency services affected by this Order?**

Answer: MOT Department / Agency service counters such as the Land Transport Department and Land Public Transport Agency will continue operations in smaller numbers to reduce the risk of Covid-19 infections. However, UTC services will be suspended for the duration of the MCO.

- 2. Will Driving Tests at Driving Institutions be continued or postponed, including computer tests by MYEG?**

Answer: All Driving Institutes will be fully closed. As such, all Driving Tests will not be carried out while the MCO is in force. Driving tests by MYEG are not allowed to be conducted.

- 3. If PUSPAKOM is closed, will this affect the application process for Motor Vehicle Licenses?**

Answer: The PUSPAKOM counter services will be open and operate as normal.

- 4. Can eHailing services (Grab, MyCar, etc.) still operate?**

Answer: eHailing services can be continued as normal.

- 5. What kind of truck is allowed to move during the MCO period?**

Answer: Trucks carrying construction materials are strictly prohibited. Other types of trucks such as those carrying essential needs and food are allowed to operate as normal.

- 6. Will the Safe Working Practices in Confined Spaces Code Courses be continued during the MCO period?**

Answer: The course will be temporarily suspended.



7. Does this Order affect the Electric Train Service (ETS) and KTM Commuter services?

Answer: The ETS and Commuter services will continue with a slight reduction at off-peak hours.

8. Will the KTMB northern sector trains operate as normal?

Answer: KTMB will not allow *State Railway of Thailand* trains to operate at the Padang Besar station to reduce inbound and outbound tourist traffic. However, the *South Thai Cargo* trains will continue as normal for the delivery of *essential* goods.

Maritime

9. Will Malaysian ports operate during the MCO period?

Answer: All Malaysian ports will continue to operate except for ports servicing cruise ships.

Air

10. Are citizens eligible for the reimbursement of flight tickets purchased?

Answer: All claims related to flight tickets should be referred to the issuing airline company. Subject to the terms and conditions of the flight ticket, the airline company can consider providing the following three options:

- (i) Passengers may defer the flights to a later date; or
- (ii) Passengers are refunded in the form of credit shell / points whereby the points can be used to purchase flight tickets to the same or another destination at a later date; or
- (iii) The airline company will provide a full refund of the flight ticket cost, including related fees and charges.

11. Are domestic flights still operational during the MCO period?

Answer: Domestic and international flights will continue to operate subject to the conditions and travel restrictions imposed by the Government from time to time. No ban on the operations of airline companies has been issued. The control of



movement is only in relation to departing the country for citizens. Non-citizens are permitted to depart the country.

12. Can commercial airline companies continue to operate to bring foreigners out of the country and Malaysian citizens into the country?

Answer: The operations of domestic and foreign passenger carriers, whether scheduled or non-scheduled flights may continue to be provided subject to the conditions and travel restrictions imposed by the Government from time to time. There is no ban on flights.

13. Are cargo airline companies prohibited from entering or departing Malaysia?

Answer: National and foreign cargo airline company operations involved in the provision of scheduled and non-scheduled cargo services entering and departing Malaysia are allowed.

14. Are private jet company operations (non-revenue private flights / business flights) – whether for the entry of foreign nationals and departure of Malaysian citizens, allowed?

Answer: Private jet companies may continue operations. However, the entry of foreign nationals and departure of Malaysian citizens are subject to the restrictions of entry for foreign nationals and conditions prescribed under the MCO.

**MALAYSIAN MINISTRY OF TRANSPORT
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