



## NADMA MALAYSIA

### GUIDELINES ENTRY AND QUARANTINE PROCESS PERSON UNDER SURVEILLANCE (PUS) ARRIVING FROM ABROAD STARTING JUNE 1, 2020

#### 1. BACKGROUND

In order to restraint/curb the spread of the Covid-19 outbreak, the Government of Malaysia, beginning 3 April 2020, has decided that individuals entering Malaysia from abroad will be subjected to compulsory quarantine orders at the Quarantine Stations set by the Government of Malaysia, in accordance to the provisions of Section 15 (1) Prevention and Control of Infectious Diseases Act 1988 (Act 342).

Starting 1 June 2020, the Government of Malaysia has imposed a new policy to individuals entering Malaysia through the International Entry Point (PMA). **Every citizen must bear 50 per cent of the quarantine cost while full payment will be made by non-citizen individuals.**

Individuals who are subjected to quarantine and issued "Order For Supervision and Observation for Contact of 2019-Novel Coronavirus (2019-nCovV Infection Under Section 15(1) Prevention and Control of Infectious Disease Act 1988 (Act 342)" orders will be referred to as Person 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 14 days, or any period stipulated by the Ministry of Health Malaysia.

#### 4. QUARANTINE RATES

The quarantine rates are as follows;

- 4.1 **Citizens:** 50 per cent of the hotel's maximum rate of RM150 per person per day, for a period specified by the Ministry of Health Malaysia.

- 4.2 Citizens who choose to self-pay:** the full rate agreed upon between the Government and Hotel Sama-Sama, KLIA (or any hotels designated by the Government).
- 4.3 Non-Citizens (Dependent):** Maximum rate of RM150 per day per person, for a period specified by the Ministry of Health Malaysia.
- 4.4 Non-Citizens (Expatriates, Holders of MM2H, Permanent Resident (PR) status holders or any other non-citizens who have been approved by the Director-General of Immigration to enter Malaysia:** at the full rate agreed upon between the Government and the Hotel Sama-Sama, KLIA (or any hotels designated by the Government).
- 4.5 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 hotel management during the check-in process. Credit card usage is encouraged.
- 5.2 The balance of payment or refund will be made upon checkout.

## 6. QUARANTINE PROCESS

### 6.1 Before Arrival

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Individuals entering Malaysia starting 1 June 2020 must; -

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

Individuals traveling to Malaysia must download and complete the Letter of Undertaking and Indemnity (LoU) through the following link:

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

## **b. Obtain Travel Notice from accredited Malaysian Missions**

In compliance with the conditions of entry set by the Immigration Department of Malaysia or Malaysian Government Agencies, each applicant must submit the relevant documents (**refer to annex 5**) along with the completed LoU via email to Malaysian Missions, at least three days before the date of departure. Below is the email address of the Malaysian Mission:

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

Subject to approval, the Malaysian Missions will issue a Travel Notice to Malaysia (via email).

## **c. Present the Travel Notice from Malaysian Missions to Airlines, Other Public Transport Companies, and Immigration Department of Malaysia**

A letter of approval from the Malaysian Missions must be presented during the flight / public transport check-in process. For non-citizen, 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.

Notwithstanding the provisions on para 6.1 (a) (b) and (c), failure to present the Travel Notice issued by the Malaysian Missions will not result in any citizen to be denied.

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

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The PUS will go through the following process: -

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

- (i)* Health screening will be conducted and if PUS displays COVID19 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 Quarantine Stations;
- (iii)* HealthAssessment Tool (HAT) will be provided for PUS self-monitoring purposes throughout the quarantine period.

**b. Registration - Secretariat at the Entrance**

- (i)* Management Secretariats, which are coordinated by the National Disaster Management Agency (NADMA) and the Malaysian Civil-Defence, will coordinate the arrival of PUS and logistical arrangements at KLIA1, KLIA2 or any other entrances via air, sea and land throughout Malaysia;
- (ii)* The LoU must be presented to the officer on duty;
- (iii)* The Secretariat will manage the movement of PUS to the designated Quarantine Station;
- (iv)* PUS is not allowed to choose Quarantine Station

**c. Immigration, Customs and Logistics Arrangement to the Hot**

- (i)* The PUS will undergo a regular check-in process through Immigration and Customs Officers;
- (ii)* The Immigration Department reserves the right to impose a Not-To-Land (NTL) order on non- citizens PUS who fail to present the LoU upon arrival;
- (iii)* The government will arrange transportation to the designated Quarantine Station.

### 6.3 PUS Management at Quarantine Stations

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The PUS will go through the following steps: -

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

- (i) PUS at the Quarantine Station will go through the normal registration process implemented by the Hotel management with the supervision of Quarantine Station personnel;
- (ii) The PUS must submit the original LoU copy to the Quarantine Station personnel;
- (iii) Deposit and / or full payment will be made to the hotel management before PUS is allowed to check in to the hotel room;
- (iv) Should the PUS fail to comply the provision stipulated under para 6 (a), (b) and (c) will be charged under Section 22, the Prevention and Control of Infectious Diseases 1988 (Act 342) and Regulation 14, Director General's Directive - Infectious Disease Prevention and Control (Steps in the Area Areas) Infection No. 6 by the Royal Malaysian Police (PDRM).

#### **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 the 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;
- (iv) Applications to place more than one PUS in one room should be referred to the Health Officer of Ministry of Health Malaysia;
- (v) Food and drinks will be provided by the Quarantine Station, three times a day;
- (vi) Personal laundry services will be done/borne by PUS;
- (vii) PUS is responsible for his/her own luggage;

- (viii) PUS will conduct daily self-health assessments and report to the Quarantine Station staff if they start experiencing any of the COVID-19 symptoms set by the Ministry of Health Malaysia;
- (ix) PUS will be notified on the mode of communication with Government Officers and Quarantine Station personnel via telephone / SMS / WhatsApp / Telegram applications.
- (x) PUS must comply with all SOPs and advice from the Quarantine Station personnel. Some of the restrictions at Quarantine Station are as follows:
  - PUS is not allowed to leave the room;
  - PUS is 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.
- (xi) PUS who is 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 to 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. Check Out Process**

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

#### 6.4 IMPLEMENTATION

The implementation of this procedure is effective from 1 June 2020 until further notice announced by the Government of Malaysia.

**Sample of Letter of Undertaking and Indemnity for  
Person Under Surveillance For Malaysians (Malay Version)**

**SURAT AKU JANJI DAN INDEMNITI  
ORANG DI BAWAH PENGAWASAN  
(PERSON UNDER SURVEILLANCE)  
(WARGANEGARA)**

Kepada:

Kementerian Pelancongan, Seni dan Budaya Malaysia  
(mewakili Kerajaan Malaysia)  
No. 2, Menara 1, Jalan P 5/6  
Presint 5,  
62200 Putrajaya.

**Saya,** .....  
**[nama Person Under Surveillance]**

**\*No. Kad Pengenalan :** .....  
**beralamat di :** .....

(kemudian daripada ini disebut sebagai "*Person Under Surveillance*") dengan ini sesungguhnya berjanji bahawa saya [termasuk \*\*anak / orang di bawah jagaan saya (seperti yang dinyatakan dalam **Lampiran A**)] akan mematuhi Perintah Pemerhatian dan Pengawasan Bagi Kontak Jangkitan Penyakit Corona Virus 2019 (COVID-19) Di Bawah Seksyen 15(1) Akta Pencegahan dan Pengawalan Penyakit Berjangkit 1988 [Akta 342] dan arahan lain yang dikeluarkan dan dikuatkuasakan oleh Kerajaan dari semasa ke semasa sepanjang tempoh saya menginap di Hotel yang ditetapkan oleh Kerajaan bagi tempoh bermula pada ..... 2020 hingga .....2020 (kemudian daripada ini disebut sebagai "Tempoh Pemerhatian dan Pengawasan").

2. Dalam hal ini, saya mengambil maklum bahawa sepanjang Tempoh Pemerhatian dan Pengawasan, kadar maksima bagi caj penginapan yang dibayar kepada Hotel adalah sebanyak Ringgit Malaysia Seratus Lima Puluh (RM150.00) sahaja setiap hari termasuk makan dan minum sebanyak tiga (3) kali yang mana:

- (a) saya bertanggungjawab untuk membayar Pengusaha / Pemilik / Pihak Hotel kadar maksima Ringgit Malaysia Tujuh Puluh Lima (RM75.00) sahaja (termasuk caj perkhidmatan Premis Hotel sebanyak 10%) setiap hari, iaitu bersamaan dengan lima puluh peratus (50%) daripada caj penginapan; dan
- (b) Kerajaan akan membayar Pengusaha / Pemilik / Pihak Hotel kadar maksima Ringgit Malaysia Tujuh Puluh Lima (RM75.00) sahaja (termasuk caj perkhidmatan Premis Hotel sebanyak 10%) setiap hari, iaitu baki lima puluh peratus (50%) daripada caj penginapan.



**Sample of Letter of Undertaking and Indemnity for  
Person Under Surveillance For Malaysians (English Version)**

**LETTER OF UNDERTAKING AND INDEMNITY  
PERSON UNDER SURVEILLANCE  
(MALAYSIANS)**

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 :** .....

**addressed at :** .....

(hereinafter referred to as "Person Under Surveillance") verily undertake that I [and \*\*my child / persons 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] 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 for the period commencing from ..... 2020 to .....2020 (hereinafter referred to as the "Observation and Surveillance Period").

2. I acknowledge that throughout my stay during the Observation and Surveillance Period, the maximum rate for the accommodation charges payable to the Hotel shall be the sum of Ringgit Malaysia One Hundred and Fifty (RM150.00) only per day which shall include three (3) meals daily for which:

- (a) I shall be responsible to pay the Hotel Owner / Owner / Party the maximum rate of Ringgit Malaysia Seventy-Five (RM75.00) only (inclusive of 10% Hotel's service rate) per day, which is equivalent to fifty per cent (50%) of the accommodation charges; and
- (b) the Government will pay the Hotel Owner / Owner / Party the maximum rate of Ringgit Malaysia Seventy Five (RM75.00) only (inclusive of 10% Hotel's service rate) per day, which is equivalent to remaining fifty percent (50%) of the accommodation charges.

3. I solemnly pledge and undertake that I shall to make full payment of the expenses regarding—

**Sample of Letter of Undertaking and Indemnity for  
Person Under Surveillance For Non-Malaysian Citizen/ Permanent Resident/  
Self-Paying Malaysian Citizen (Malay Version)**

**SURAT AKU JANJI DAN INDEMNITI  
ORANG DI BAWAH PENGAWASAN  
(PERSON UNDER SURVEILLANCE)**

**(BUKAN WARGANEGARA / PEMAUSTATIN TETAP / WARGANEGARA YANG MENANGGUNG SENDIRI)**

Kepada:

Kementerian Pelancongan, Seni dan Budaya Malaysia  
(mewakili Kerajaan Malaysia)  
No. 2, Menara 1, Jalan P 5/6  
Presint 5,  
62200 Putrajaya.

Saya, .....

[nama *Person Under Surveillance*]

\*No. Kad Pengenalan:.....

\*No. Passport:.....

beralamat di:.....

(kemudian daripada ini disebut sebagai "Person Under Surveillance") dengan ini sesungguhnya berjanji bahawa saya [termasuk \*\*anak / orang di bawah jagaan saya (seperti yang dinyatakan dalam **Lampiran A**) ] akan mematuhi Perintah Pemerhatian dan Pengawasan Bagi Kontak Jangkitan Penyakit Corona Virus 2019 (COVID-19) Di Bawah Seksyen 15(1) Akta Pencegahan dan Pengawalan Penyakit Berjangkit 1988 [Akta 342] dan arahan lain yang dikeluarkan dan dikuatkuasakan oleh Kerajaan dari semasa ke semasa sepanjang tempoh saya menginap di Hotel yang ditetapkan oleh Kerajaan bagi tempoh bermula pada ..... 2020 hingga .....2020 (kemudian daripada ini disebut sebagai "Tempoh Pemerhatian dan Pengawasan").

2. Dalam hal ini, saya sesungguhnya beraku janji akan membayar:

- (a) caj penginapan pada kadar yang ditetapkan oleh Pengusaha / Pemilik / Pihak Hotel bagi *Person Under Surveillance* yang mana termasuk makan dan minum sebanyak tiga (3) kali sehari;
- (b) apa-apa perbelanjaan lain yang ditanggung oleh saya [termasuk \*\*anak / orang di bawah jagaan saya] bagi menggunakan perkhidmatan pihak Hotel seperti tempahan makanan tambahan, perkhidmatan dobi, dan lain-lain perkhidmatan yang diberi oleh pihak Hotel atau pihak ketiga; dan
- (c) apa-apa kerosakan kepada bilik penginapan atau harta-harta Hotel yang telah digunapakai atau disebabkan oleh saya [\*\*termasuk anak dan orang di bawah jagaan saya].

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

**(NON-MALAYSIAN CITIZEN / PERMANENT RESIDENT / SELF-PAYING MALAYSIAN CITIZEN)**

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] 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 for the period commencing from ..... 2020 to .....2020 (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 Operator / Owner / 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–

**Checklist to Obtained Letter of Approval  
From Malaysian Mission**

**Malaysian Citizen**

- 
- Letter of Undertaking and Indemnity (LoU)
  - Travel Documents (ticket/ boarding pass etc)
  - Valid Identification Documents (Passport or MyKad)
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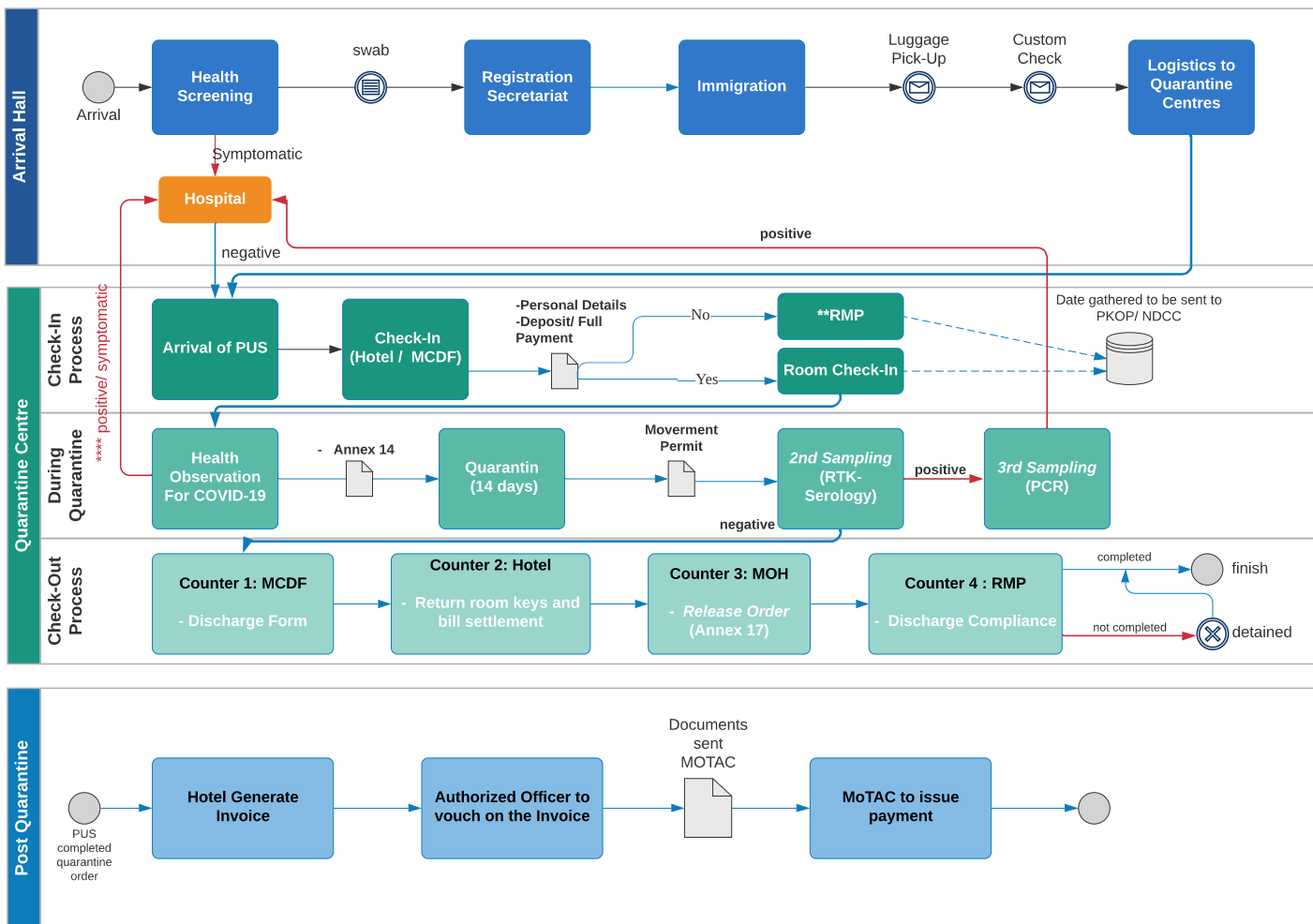
**Non-Citizen (Dependant, Expatriate, MM2H passholder, or any non-malaysian citizen who had been approved to enter Malaysia by the Director General of Immigration Department)**

- 
- Letter of Undertaking and Indemnity (LoU)
  - Travel Documents (ticket/ boarding pass etc)
  - Valid Identification Documents (Passport or MyKad)
  - Approval Letter from Director General of Immigration Department Malaysia
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- *All non-Malaysian citizen (except with Malaysian Permanent Resident's Status) has to be approved for entry by the Director General of Immigration Department, Malaysia before entering Malaysia. Application can be made by e-mail to: [kpi@imi.gov.my](mailto:kpi@imi.gov.my)*
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NADMA MALAYSIA  
**Quarantine Procedure Starting June 1, 2020  
 For Malaysian Citizen**

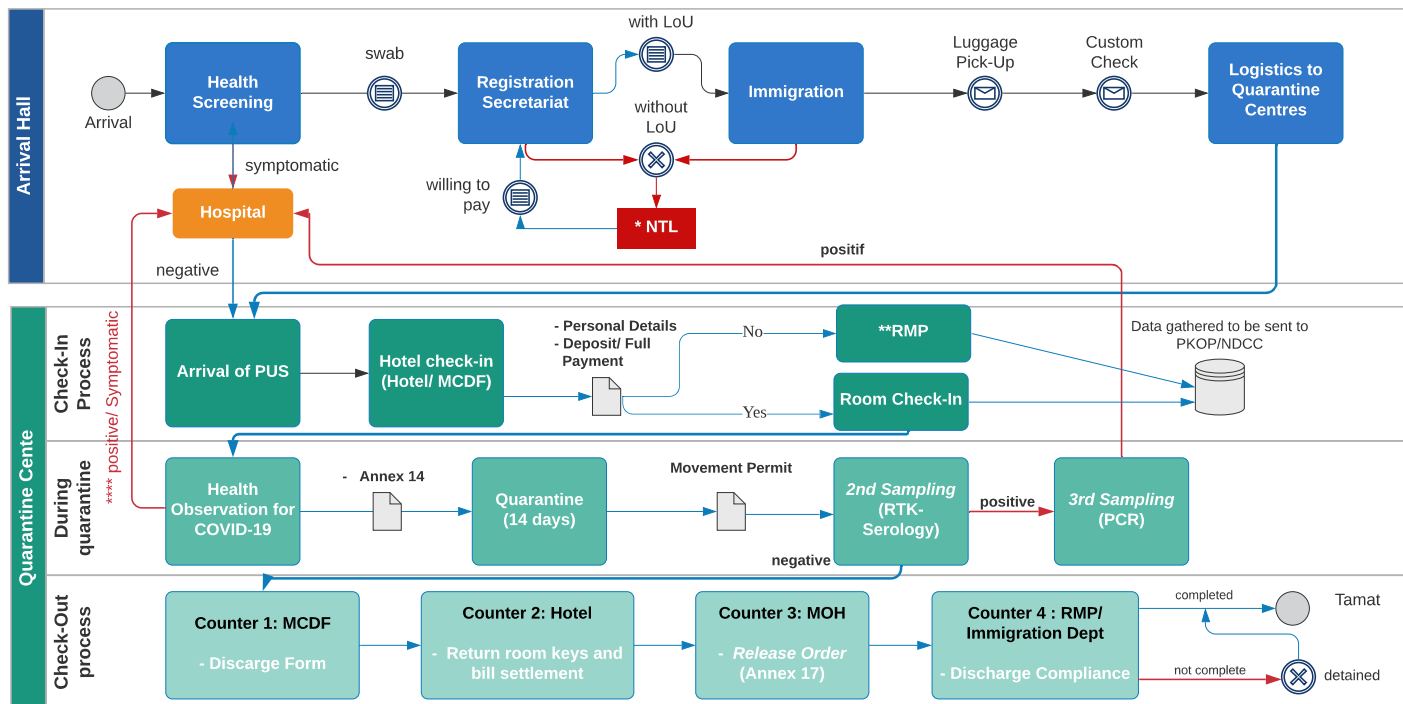


\* If sample tested negative for COVID-19, PUS has to undergo the similar check in process  
 \*\* The Royal Malaysian Police will exercise the Regulation 14, Director General's Directive, Act 342 for PUS who failed to comply with the provisions stipulated  
 \*\*\* For symptomatic/ positive patient, all belonging must be brought to the hospital and chargeable period will be as of the date of transfer



NADMA MALAYSIA

**Quarantine Procedure Starting June 1, 2020  
For Non-Malaysian Citizen**



\* 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 14, Director General's Directive, Act 342 for PUS who failed to comply with the provisions stipulated  
 \*\*\*\* For symptomatic/ positif patient, all belonging must be brought to the hospital and chargeable period will be as of the date of transfer



# Guidelines

**3 times**

Packed food are provided in front of the room

**\*14 days**

Quarantine period

**24 hours**

Surveillance and support are readily available

## THE DOs AND DONT'S

- Quarantine Station is a non-smoking area
- Do not leave the hotel room. Non-compliance of the quarantine guidelines will be charged under the violation of Section 18 Prevention and Control Infectious Disease (Act 342)
- Please keep clean
- No visitation allowed
- Any medical related issues and complaints, kindly contact the front desk
- Practise good personal hygiene and wash your hands frequently
- Food delivery from outside is not allowed.

Know the symptoms

**FLU  
&  
COUGHING**

**HIGH  
FEVER**

**TROUBLE  
BREATHING**

If you contracted any symptoms, please seek immediate medical support



**NADMA  
MALAYSIA**