

EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)

17th March 2020

EMGS OPERATING PROCEDURES FOR MOVEMENT CONTROL ORDER FROM 18th March 2020 31st March 2020

1. PURPOSE:

- 1.1. The purpose of this notice is to provide clarification to institutions regarding the decision from the Malaysian Government to issue a Movement Control Order under the Prevention and Control of Infectious Diseases Act 1988 and well as the Police Act 1967.
- 1.2. Conditions imposed under the Movement Control Order requires all government and private sector premises to cease operating from 18th March 2020 until 31st March 2020 in order to prevent the spread of Covid-19.

2. IMPLEMENTATION:

- 2.1. **EMGS will not be accepting any applications or passports** (new, renewal, dependent, special pass etc.) until **1st April 2020**.
- 2.2. With reference to point no. 2.1, for all students with a valid pass expiring anytime between 18th March 2020 until 31st March 2020, EMGS will facilitate the processing of their passports beginning 1st April 2020. This is only applicable for institutions that submit their passport to EMGS OSC for endorsement. Institutions that submit their passports to state immigration offices for endorsements (i.e. self-endorsement) should refer to their respective state immigration offices for further clarification.
- 2.3. The EMGS One Stop Centre will remain open until 31st March 2020 **only for the institutions to collect their respective students' passports from EMGS**. It is imperative for the institutions to collect the passports before **Friday, 20th March 2020** and return them to their respective students.
- 2.4. All the e-support letters for institutions who have opted for self-endorsement will be ready for download by **end of today, 17th March 2020**.
- 2.5. EMGS will also suspend the processing of all applications that are currently pending at EMGS until 31st March 2020.
- 2.6. EMGS call centre will be working as per normal. However, we strongly encourage you to communicate with us via email as we will be experiencing high call volumes over the next two weeks.

Education Malaysia Global Services

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