

EDUCATION MALAYSIA GLOBAL SERVICES (EMGS)

14th June 2021

EMGS OPERATING PRODECURES FOR MOVEMENT CONTROL ORDER 3.0 FROM 15th JUNE 2021 UNTILL 28th JUNE 2021

1. PURPOSE:

- 1.1. EMGS would like to provide further updates on the bulletin issued on the 31st May 2021 regarding EMGS operating procedures for Movement Control Order (MCO 3.0) issued by the Malaysian Government from 01st to 14th June 2021

2. IMPLEMENTATION:

- 2.1. **In lieu of the above, the EMGS Malaysia Immigration Department at Menara TA One will begin accepting passports from 15th June 2021.**
- 2.2. **EMGS One Stop Centre will be also operating as usual with minimal headcount during this period – 15th June to 28th June 2021 and will be adhering to MCO 3.0 SOPs.**
- 2.3. EMGS will be accepting applications and passports at the EMGS One Stop Centre (new, renewal, dependent, special pass etc.).
- 2.4. Representative from Educational Institutions must adhere to **MCO 3.0 SOPs** when submitting applications and passports to EMGS One Stop Centre. They must check-in using MySejahtera application, get their temperature checked before entering EMGS One Stop Centre. They are also encouraged to maintain at least 1 metre (3 feet) distance between themselves and others, clean their hands with an alcohol-based hand rub provided by EMGS when arriving and leaving the EMGS One Stop Centre.
- 2.5. Kindly note that institutions can continue to submit New and Renewal applications online by creating applications and uploading all the supporting documents via the EMGS STARS System.
- 2.6. Kindly also note that the **Malaysian Immigration Department at Cyberjaya** will remain closed during the MCO 3.0 period from 15th June to 28th June 2021, and **EMGS will not be accepting passports that are endorsed at the Malaysia Immigration Department at Cyberjaya.**

2.7. EMGS will only be able to process applications until the following stages during the lockdown period:

- New Applications – Application pending for submission to the Immigration Department for eVAL approval.
- Self-Endorsement Renewal Applications – Issuance of e-support letter for self-endorsement.

2.8. EMGS call centre will remain not operating during MCO 3.0 - 15th to 28th June 2021. However, you may continue to communicate with us via email at enquiry@emgs.com.my.

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