

**MITI'S FREQUENTLY ASKED QUESTIONS**

Dear Members,

Please find below Frequently Asked Questions compiled from MITI's website.

- 1. What additional sectors are allowed to operate during the period of the Movement Control Order (MCO)?**
  - Only selected additional economic sectors are allowed to operate during the Movement Control Order (MCO) period, subject to approval and health & safety protocols. A list of selected economic sectors is shown in **Appendix 1**.
  - The list is a supplement to the list of essential services issued by the National Security Council (Majlis Keselamatan Negara - MKN) as well as a list of critical product manufacturing sectors issued by MITI on 18 March 2020.
- 2. Can companies in the sector not listed in Appendix 1 operate during the MCO period?**
  - No. Only companies in the listed sector are allowed to operate, subject to health & safety applications and protocols. This is important to ensure the effectiveness of the MCO.
- 3. Should my company apply for approval if my company is categorized in Appendix 1?**
  - Yes, companies must apply online through the website link [www.miti.gov.my](http://www.miti.gov.my). The application may be submitted beginning Monday, 13 April 2020 at 9am. Only complete applications that qualify will be processed.
- 4. How long does it take to process the application and how is the approval letter given to the company?**
  - Only complete applications will be processed and processing will take five (5) days. A letter of approval will be provided to the company by email registered at the time of application.
  - The company can only start operations after receiving a letter of approval from MITI.
- 5. If I have received MITI approval to operate during the MCO period, do I need to reapply?**
  - All companies that have received MITI approval must update their company information on the MITI website (please refer to question no. 3 for application information).
- 6. If I have obtained MITI's approval to operate during the MCO but would like to increase the workforce capacity, can I reapply?**
  - Yes, all companies that have received MITI approval can re-apply for additional capacity. Companies must apply online through the website link [www.miti.gov.my](http://www.miti.gov.my). The application may be submitted beginning Monday, 13 April 2020 at 9am. Only complete applications that qualify will be processed.
- 7. If my application for operation during the MCO period has been rejected before, can I reapply?**
  - Yes, all companies categorised in the essential manufacturing sectors in Appendix 2 or the additional sectors in Appendix 1 may apply (please refer to question no. 3 for application information).

- 8. If I have been approved by the Ministry of Health / Ministry of Agriculture and Food Industries/ Ministry of Domestic Trade and Consumer Affairs / Ministry of Primary Industries and Commodities / Ministry of Housing and Local Government / Local Authority to operate during MCO period, do I need to reapply?**
  - All companies that have been approved by the Ministry of Health / Ministry of Agriculture and Food Industries / Ministry of Domestic Trade and Consumer Affairs / Ministry of Primary Industries and Commodities / Ministry of Housing and Local Government / Local Authorities must apply on the MITI website.
  
- 9. If my company is categorised in Appendix 1 but the business premises are in the red zone area, can my company be considered operating?**
  - The business premises located in the red zone area are subject to the instructions of the MKN and the Local Authorities (PBT).
  
- 10. Can I operate with 100% manpower if my company is listed in Appendix 1?**
  - The company can operate at 50% of its workforce, subject to health and safety protocols as shown in [Appendix 3](#).
  
- 11. Can I operate full-time if my company is listed in Appendix 1?**
  - The hours of operation are subject to the directive and compliance with the conditions of the National Security Council (MKN), State Government and Local Authorities (PBT).
  
- 12. If my company is not categorised in Appendix 1 but I supply products / services (such as raw materials, logistics services) to the categorized company, can I be allowed to operate?**
  - Companies that are suppliers to companies under the category in Appendix 1 should apply and submit additional information regarding the supply of the product / service for consideration (please refer to question no. 3 for application information).
  
- 13. If my company is categorised in Appendix 1, can my company get services from non-categorical product / service providers (such as machine maintenance, spare parts)?**
  - Yes, subject to health and safety protocols. The product / service provider should request and submit additional information regarding the supply of the product / service for consideration (please refer to question no. 3 for application information).
  
- 14. If I have been approved to put manufacturing equipment in standby condition (machine idle) but are categorised in Appendix 1, can I operate normally during the MCO period?**
  - Companies must apply and update their information online through the [www.miti.gov.my](http://www.miti.gov.my) website link for evaluation purposes in order to operate. Please refer to question no. 3 for application information.
  
- 15. Are companies approved to operate during the MCO period and have violated operating conditions subject to fines / penalties other than withdrawal of approval?**
  - Yes, it is a criminal offense under Regulation 7 of the Prevention and Control of Infectious Diseases (Measures Within the Local Area of Infection) 2020 which is punishable by a fine not exceeding RM1,000 or imprisonment not exceeding 6 months or both.
  
- 16. What if a company employee is detained and company is not allowed to operate by the authority even if the company has received the approval letter?**
  - The list of approved companies will be submitted to the MKN, the Ministry of Home Affairs (KDN) and the Royal Malaysian Police (PDRM) in coordinating enforcement operations. If an approved company or employee is detained/not allowed to operate by the authority, they must present the approval letter to facilitate checking of the approval from the system.

**17. If my company is undertaking several construction projects or construction related services, do I have to apply for each of these projects?**

- The company only needs to submit one application even if it is undertaking several construction projects or construction related services. If the application is approved, only one letter of approval will be issued.

**18. Should hardware and electrical and electronics parts of the supermarket (such as Mydin, Giant, Aeon Big and Tesco) submit their application?**

- These sectors do not need to apply if they are subject to supermarket for business purposes.

**19. Are legal-related services include court-related services?**

- No, except in certain court cases permitted by MKN. However, law firms can apply to operate through the website [www.miti.gov.my](http://www.miti.gov.my). Companies must apply online through the website link [www.miti.gov.my](http://www.miti.gov.my). The application may be submitted beginning Monday, 13 April 2020 at 9am. Only complete applications that qualify will be processed.

**20. If I have a laundry or a barber shop, what are the hours allowed to operate?**

- We are re-evaluating this service and will inform the public soon.

**21. I have applied online. How do I check the status of my application?**

- All application status checks can only be made online through the [www.miti.gov.my](http://www.miti.gov.my) website.

**22. If my application is rejected, can I appeal?**

- Yes, provided that the appeal must be accompanied by justification and relevant evidence. The appeal can be made through [www.miti.gov.my](http://www.miti.gov.my) website.

Thank you.

**ST GIAM**

Executive Director

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