



**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**ON MOVEMENT CONTROL ORDER**  
**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY**  
**NO. 4**

**SECTION 1: GENERAL QUESTIONS ON APPLICATIONS**

- 1. My company has obtained MITI's approval to operate during Phase 1 & 2 of MCO. Will my application to increase the number of employees be processed? If yes, would the first approval I received still be valid?**

Your application will still be processed. However, the result is dependent on the company's justifications and Government's conditions from time to time. While waiting for MITI's approval, companies can only operate within the workforce capacity stipulated in their earlier application's approval.

- 2. To start the application, does the "full name" box refer to the company name or applicant's name?**

For the registration page, please fill in the name of the person who will be performing the registration.

- 3. What if I do not have a manufacturing license?**

Please put 'N.A' MIDA's manufacturing license checkbox.

- 4. What if my company does not have any company registration number?**

If you do not have any company registration number (SSM or for local agencies), please choose the checkbox that states '*Saya adalah pemilik perniagaan dan*

*belum berdaftar dengan mana-mana pihak berkenaan'.*

**5. Do I need to provide the details of all my workers using the template in the system?**

Yes. The details have to be filled completely as required using the format in CIMS 2.0 only.

**6. What are the Regulatory Agency/Profession Body License No. and the Local Authority License No.?**

**A. Regulatory Agency/Profession Body License No.**

This applies to companies that are regulated by an agency or professional body, such as engineering (regulated by BEM) or construction (reg. by CIDB). If this does not apply to you, please leave it blank.

**B. Local Authority License No.**

This refers to your local authority, such as Majlis Bandaraya, Dewan Bandaraya and others.

**7. If I want to make any corrections to the application, do I need to re-submit?**

If you want to re-submit or request for correction of an application, follow these steps:

- I. Please email your request to [updatecims2.0@marii.my](mailto:updatecims2.0@marii.my), stating the reasons for your re-submission.
- II. The system administrator will process your request and you can re-submit your application with the latest amendment.
- III. Perform the required amendments and resubmit your application.

This request can only be done once. Please ensure all your information is correct and accurate before re-submitting your application

**8. I can't find my sector in the list in CIMS 2.0, how do I apply?**

If your sector/subsector is not found, try changing the selection of your cluster. If your sector/subsector is still not found, this means your sector is not listed in the list of additional sectors allowed to operate during MCO3.

**9. I don't see the "Customers and Suppliers list" section anymore, Do I need to refill the "Customers and Suppliers list" section?**

The "Customer and Supplier List" section is no longer required in the application system. Thus, you do not need to re-submit your application if it is not submitted.

**10. Why do I have trouble uploading the list of workers on the application page?**

This could be due to the template you're using is not as per the template in the system. If you have submitted/uploaded a Worker List file without an NRIC/Passport column, follow these steps:

- I. Please email your latest worker list to [updatecims2.0@marii.my](mailto:updatecims2.0@marii.my), and state that you are sending in the new worker list.
- II. The system administrator will process your request and you can re-submit your application with the latest amendment.
- III. Perform the required amendments and resubmit your application.

This request can only be done once. Please ensure all your information is correct and accurate before re-submitting your application

**11. Do we need to be on the VPN platform in order to apply for the application?**

No, a VPN platform is not necessary

**12. How do I want to know if my application has been accepted ?**

If your application status is BAHARU, it means that it has been submitted and will be processed within 5 working days.

**13. Why is my QR code is not accessible?**

The QR code is password protected so only the authorities can access the information.

**14. 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 the sectors listed in the Government Gazette and have been granted the approval from relevant Ministries, are allowed to operate. However, the companies with these prior approvals are encouraged to re-apply to acquire MITI's approval letter with a QR code.

**SECTION 2: BUSINESS OPERATIONS**

**15. My company has the approval to operate. Do my workers need to go for a health screening before being allowed to attend work?**

Companies with registered workers list which has been approved must undergo Covid-19 screening at Social Security Organisation (SOCSO) panel health clinics available in Peninsular Malaysia. SOCSO is currently developing the guideline for the screening and it will be announced soon.

**16. Do I need to cover the cost of the screenings for all my workers?**

No, SOCSO will be covering the cost of your workers' Covid-19 screening.

- 17. My company is operating with MITI's approval, does my company need to stop our operation until all the workers have undergone the screening?**

No. However, companies must ensure the Covid-19 screening is done according to the guidelines and condition to be announced by SOCSO.

- 18. Does MITI have a channel for employee to lodge a complaint against employer that violates the SOPs?**

Yes. Such complaint can be channelled to MITI via email at [covid19sec@miti.gov.my](mailto:covid19sec@miti.gov.my) with "ADUAN" as the email title.

- 19. Can a third-party sanitisation company allowed to operate using my company's approval letter?**

No.

**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY**

**17 APRIL 2020**

**LIST OF ADDITIONAL SECTORS ALLOWED TO OPERATE UNDER THE  
MOVEMENT CONTROL ORDER (MCO) PHASE 3**

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- Automotive industry (limited to exports of CBU, parts and components, as well as after-sale services, e.g., repair and maintenance)
  
- Machinery and equipment industry
  
- Aerospace industry
  
- Construction projects and services related to construction works:
  - ✓ Projects whereby the main contractors are G1–G2
  - ✓ Projects that have achieved physical progress of 90% and above
  - ✓ Tunneling works
  - ✓ Maintenance works
  - ✓ Sloping works
  - ✓ Emergency works that are consequent to contractual obligations
  - ✓ Maintenance, cleaning and drying of stagnant water, spraying of pesticides at construction sites which prevent the breeding of Aedes mosquitoes and other pests
  - ✓ Other works that if left incomplete may result in danger
  - ✓ Building projects with 70 IBS score and above
  - ✓ Construction projects with accommodation facilities for workers, such as centralised quarters for workers or workers' camp
  - ✓ Professional services related to the construction industry including architects, engineers, town-planners, land surveyors, quantity surveyors, project managers, facility managers as well as other relevant services
  
- Science, professional and technical services, including R&D (limited to legal services, services incidental to oil and gas, R&D activities related to COVID-19, and testing labs for the sectors allowed to operate)

- Social health services including registered traditional and complementary medicine (TCM) practitioners
- Hardware shops, electrical and electronic (E&E) shops
- Laundry services (only those offering full-service and does not include self-service laundrettes)

**A. List of Essential Goods**

<b>Products</b>
<p>1. Food and beverage items including imported items</p> <ul style="list-style-type: none"><li>• Rice</li><li>• Sugar</li><li>• Vegetable and animal oils and fats</li><li>• Flour and All Grain Mill Products</li><li>• Bread</li><li>• Water</li><li>• Dairy products – milk, infant formula</li><li>• Condiments and Spices</li><li>• Dry food</li><li>• Coffee and tea</li><li>• Canned food</li><li>• Meat</li><li>• Chicken</li><li>• Animal feed</li><li>• Processing of fruits and vegetable</li></ul>
<p>2. Agriculture and fisheries including imports</p> <ul style="list-style-type: none"><li>• Fish and Seafood</li><li>• Fruits</li><li>• Vegetables</li></ul>
<p>3. Household products</p> <ul style="list-style-type: none"><li>• Detergents</li><li>• Disinfectants</li><li>• Sanitisers</li><li>• Personal care items</li></ul>



<b>Products</b>
<ul style="list-style-type: none"> <li>• Toilet paper and tissue paper</li> </ul>
4. Personal Protective Equipment (PPE) including Fire Safety Equipment and Medical Attire including face mask, rubber gloves.
5. Pharmaceutical – all chemicals and drugs production
6. Packaging materials and printing including ink
7. Medical and surgical devices
8. Parts for medical devices eg. parts for ventilators

**B. List of Products that are Part of the Supply Chain of Essential Goods Supply Chain For Exemption From the Restriction of Movement**

<b>Products</b>
1. Oil & Gas
2. Petrochemicals <ul style="list-style-type: none"> <li>• PTA &amp; PET Resins</li> <li>• Polyester fibres &amp; filaments</li> <li>• Polypropylene &amp; polyethylene</li> <li>• ABS &amp; MABS resins</li> <li>• Maleic Anhydride</li> <li>• PVC Paste resin</li> <li>• Expanded EPE</li> <li>• Impact modifiers &amp; processing aids</li> </ul>

<b>Products</b>
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|---|
| <ul style="list-style-type: none"><li>• Styrene Monomer</li><li>• Styrene Butadiene Latex</li><li>• Polystyrene</li></ul> |
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3. Chemical and Chemical Products - Fertiliser and Pesticide
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4. Electrical & Electronics (E&E) including semiconductors
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