



**FREQUENTLY ASKED QUESTIONS (FAQ'S)**  
**ON MOVEMENT CONTROL ORDER**  
**MINISTRY OF HUMAN RESOURCES**

**1. What action should I take if I am forced to come to work by my employer during the period of 18<sup>th</sup> to 31<sup>st</sup> March?**

Employees who are working in essential services as explained in **Appendix 1** must come to work in accordance to the Prevention and Control of Infectious Diseases (Measure within the Infected Local Areas) Regulations 2020 under the Prevention and Control of Infectious Diseases Act 1988 [Act 342]. The employers for the said sectors should take the following precautions measures:

- i. Employers to minimise number of employees at workplace or to reduce at least 50% of the regular number;
- ii. Employers to monitor restricted employees' movement at workplace;
- iii. Employers to provide body temperature monitoring device and take daily recording of employees' body temperature;
- iv. Employees must adhere to the updated COVID-19 prevention procedures issued by the Ministry of Health (MOH) and updated from time to time;
- v. Employers are required to provide hand sanitiser at the workplace;
- vi. Employers must carry out sanitation and cleaning process if necessary; and
- vii. Companies are required to provide and implement guidelines on best practices of social distancing at workplace.

Employees of non-essential services which are not listed in **Appendix 2** may lodge complaint to the nearest police station if their employer still continues operation and instructed employees to come to the workplace in this period.

**2. Under the Movement Control Order, are employers obligated to pay their employees' salaries from 18<sup>th</sup> to 31<sup>st</sup> March?**

Yes, employers are obligated to pay their employees' salaries in full. Daily-paid employees must be paid according to the agreed rate of salary as stated in their offer letter/contract of service/latest salary increment letter. Employees with non-fixed wages shall be paid at least the minimum wage rate as in Minimum Wages Order 2020.

**3. What action can I take if my employer refuses to pay my salary during the Movement Control Order?**

Employees may lodge complaint through the Department of Labour's official email. Complainants are required to provide relevant information to facilitate the department in handling the complaints. Employees may also visit the nearest Labour Office after the expiration of Movement Control Order. Investigation on the complaints will only be commenced after the order expires.

**4. As an employer, am I required to pay my employees' salaries throughout the order period?**

Yes, employers are obliged to pay employees' salaries as normal as their contract of services are continuing.

**5. Are employers still required to pay salaries throughout the order period if the employees are beyond the scope of Employment Act 1955 / Labour Ordinance (Sabah Chapter 67) / Labour Ordinance (Sarawak Chapter 76)?**

Yes, employers are obliged to pay their salaries as in employment contract agreed between employer and employee.

**6. Are employers allowed to force employees to take annual leave or unpaid leave during this period?**

No, they should not force employees to utilise the leaves because it is the Government's Order made under the Prevention and Control of Infectious Diseases Act 1988 [Act 342].

**7. Am I eligible to claim the RM600 incentive announced by the government to make up for the salary that should have been paid by my employers during the order period?**

No, the minimum period of eligibility for the RM600 incentive is one month and therefore is not applicable for the order period.

**8. If I am an employer listed as an essential service, am I obliged to pay salary to my employees who REFUSED to attend work throughout the Movement Control Order period?**

No, employers may not pay the employees' salaries.

**9. Are employers allowed to instruct employees to work from home?**

Yes, employees are allowed and encourage to work from home where feasible.

**10. Am I required to pay salaries including allowances if my employees are working from home?**

Yes, salaries including relevant allowances shall be paid normal to employees.

**11. Is it an offence if employers do not comply to the Movement Control Order?**

Yes, it is a criminal offence under Regulation 7 of the Prevention and Control of Infectious Diseases (Measure within the Infected Local Areas) Regulations 2020, which carries a fine not exceeding RM1,000 or imprisonment not exceeding six months or to both.

*This list will be updated from time to time*

**12. Inquiries can be directed to:**

Bilik Gerakan Pemantauan Pekerjaan Covid-19 KSM  
Department of Labour Peninsular Malaysia  
Level 5 Block D3 Complex D  
Ministry of Human Resources  
62530 Putrajaya

Hotline: 03-8889 2359 / 8886 2409 / 8890 3404

Email: [jtksm@mohr.gov.my](mailto:jtksm@mohr.gov.my) / [jtknsabah@mohr.gov.my](mailto:jtknsabah@mohr.gov.my) /  
[jtknsarawak@mohr.gov.my](mailto:jtknsarawak@mohr.gov.my)

**MINISTRY OF HUMAN RESOURCES  
24 MARCH 2020**

## ESSENTIAL SERVICES UNDER THE COVID-19 MOVEMENT CONTROL ORDER

No.	SERVICE	COMPONENT	STATUS
1.	BANKING, FINANCE AND STOCK MARKET SERVICE	1. ATM SERVICE	IN OPERATION
		2. ONLINE SERVICE	IN OPERATION
		3. MANAGEMENT OF ATM MACHINES/ CDM/ CHEQUE/ SECURITY	IN OPERATION
		4. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
		5. COUNTER SERVICE	IN OPERATION AT MINIMUM CAPACITY
		6. STOCK MARKET	IN OPERATION
2.	ELECTRIC AND POWER SERVICE	1. REPAIR/ MAINTENANCE/ OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
3.	FIRE-FIGHTING SERVICE	1. FIRE-FIGHTING OPERATION	IN OPERATION
		2. OPERATIONAL ROOM	IN OPERATION
		3. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME

No.	SERVICE	COMPONENT	STATUS
4.	SHIPPING PORTS AND AIRPORT SERVICE	1. SHIPPING PORT AND AIRPORT OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
5.	POST AND COURIER SERVICE	1. POST/ COURIER OPERATION	IN OPERATION
		2. COUNTER SERVICE	IN OPERATION
		3. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
6.	PRISON/ TEMPORARY DETENTION CENTRE/ IMMIGRATION DEPO/ REHABILITATION CENTRE/ LOCK-UP	1. OPERATION	IN OPERATION
		2. VISITS	FORBIDDEN
		3. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
7.	FUEL AND LUBRICANT	1. PETROL STATION	IN OPERATION
		2. PRODUCTION/ DISTILLATION/ STORAGE/ SUPPLY/ DISTRIBUTION	IN OPERATION
		3. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
8.	HEALTH CARE SERVICE	1. MEDICAL/ HOSPITAL/ CLINIC/ PUBLIC & PRIVATE FARMASI/ REGISTERED TRADITIONAL MEDICINE SHOP/ VETERINARY/ DYALISIS CENTRE	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
		3. ALTERNATIVE HEALING CENTRE	CLOSE
		4. VIVITING PATIENTS	NOT ALLOWED EXCEPT FOR CRITICAL CASES INLINE WITH CURRENT REGULATIONS BY THE MINISTRY OF HEALTH, MALAYSIA

No.	SERVICE	COMPONENT	STATUS
9.	MANAGEMENT OF SOLID WASTE AND SEWERAGE	1. OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
10.	BROADCASTING/ ANNOUNCEMENT SERVICE	1. DISSEMINATION OF INFORMATION AND OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
11.	TELECOMUNICATIONS SERVICE	1. MAINTENANCE/ OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
		3. COUNTER SERVICE	CLOSE
		4. DATA CENTRE	IN OPERATION
		5. CALL CENTRE	IN OPERATION
12.	LAND/ SEA/ AIR TRANSPORTATION (INCLUDING E-HAILING)	1. MAINTENANCE/ OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
13.	WATER UTILITY SERVICE	1. REPAIR/ MAINTENANCE/ OPERATION	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME

No.	SERVICE	COMPONENT	STATUS
14.	IMPORTANT SERVICES BY GOVERNMENT/ STATUTORY BODY  i. PUBLIC AIRLINE ii. CUSTOMS EXCISE iii. IMMIGRATION iv. MARINE (APMM & MARINE DEPARTMENT) v. METEOROLOGY vi. PRINTING vii. REGISTRATION viii. JPJ	1. COUNTER SERVICE	IN OPERATION AT MINIMUM CAPACITY
		2. ENFORCEMENT	IN OPERATION
		3. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
15.	SECURITY/ DEFENCE (PDRM AND ATM)	1. OPERATION AND ENFORCEMENT	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY
		3. COURSES AND TRAINING	ON HOLD
16.	INDUSTRY AND BUSINESS CONNECTED TO SECURITY/ DEFENCE	1. OPERATION/ MAINTENANCE/ SUPPLY/ SERVICE	IN OPERATION
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME



No.	SERVICE	COMPONENT	STATUS	
17.	SUPPLY AND PREPARATION OF FOOD	1. SUPPLY OF RAW MATERIAL	ALLOWED	
		2. TAKE-AWAY	ALLOWED	
		3. DELIVERY	ALLOWED	
		i. RESTAURANT /STALL	4. DINE IN	NOT ALLOWED
		5. DRIVE THROUGH	ALLOWED	
ii. HAWKER/ FOODTRUCK/ FOODCOURT				
iii. RESTAURANT IN HOTEL				
18.	RETAIL	1. OPERATION	ALLOWED	
		i. GROCERY STORE/ DEPARTMENT STORE/ SHOPPING MALL/ PUBLIC MARKET/ WHOLESALE MARKET	2. PURCHASE OF GOODS	LIMIT NUMBER OF BUYERS FOR EACH FAMILY
		3. NIGHT MARKET/ FARMER'S MARKET	NOT ALLOWED	
		4. SHOPPING MALL	CLOSED EXCEPT FOR GROCERIES AND FOOD SECTIONS	
		5. DELIVERY	ALLOWED	
19.	ONLINE SERVICE	1. OPERATION	ALLOWED	
20.	E-BUSINESS	1. OPERATION	ALLOWED	
21.	WILDLIFE MANAGEMENT	1. OPERATION	ALLOWED	

No.	SERVICE	COMPONENT	STATUS
		2. GENERAL MANAGEMENT/ OTHERS	IN OPERATION AT MINIMUM CAPACITY/ WORK FROM HOME
22.	HOTEL/ HOMESTAY/ PAID ACCOMMODATION	1. ACCOMMODATION OPERATION	ALLOWED WITH CONDITION THAT OCCUPANTS REMAIN IN ROOM FOR THE DURATION OF THE QUARANTINE AND ALL FOOD IS ORDERED VIA ROOM SERVICE
		2. SUPPLEMENTARY OPERATION (SWIMMING POOL/ PUB/ GYM/ BAR/ RESTAURANT/ SPA	NOT ALLOWED
		3. KITCHEN	ALLOWED STRICTLY FOR ROOM SERVICE ONLY

**APPENDIX 2**

**NON-ESSENTIAL SERVICES UNDER THE COVID-19 MOVEMENT CONTROL ORDER**

<b>No.</b>	<b>SERVICE</b>	<b>COMPONENT</b>	<b>STATUS</b>
1.	AUTOMOBILE REPAIR	1. REPAIR SERVICE	IN OPERATION AT MINIMUM RATE
		2. TOWING SERVICE	ALLOWED
2.	BUILDING AND RENOVATION	1. BUILDING INFRASTRUCTURE  (IN-PROGRESS CONSTRUCTION THAT HAS AN IMPACT ON SAFETY AND SECURITY)	ALLOWED SUBJECT TO EVALUATION BY PUBLIC WORKS DEPARTMENT (PWD) AND DEPARTMENT OF OCCUPATIONAL SAFETY AND HEALTH (DOSH)
3.	RELIGIOUS	1. RELIGIOUS ASSEMBLY	NOT ALLOWED
		2. MANAGEMENT IN EVENT OF DEATH	ALLOWED WITH LIMITED INVOLVEMENT
4.	PUBLIC SPORTS AND RECREATION		NOT ALLOWED/ CLOSED
5.	SOCIAL AND CULTURE	1. ASSEMBLY/ SHOWS/ CONCERT/ BUSKING/ ZUMBA/ NIGHT CLUB/ DISCO/ BAR/ KARAOKE/ CINEMA/ FAMILY RECREATION CENTRE/ FUN FAIR/ ARCADE	FORBIDDEN AND CLOSED
		2. FEAST AND BANQUET	NOT ALLOWED
6.	MOVEMENT WITHIN COUNTRY		NOT ALLOWED EXCEPT FOR THE PURPOSE OF OBTAINING ESSENTIAL GOODS AND MEDICAL ACCESS

No.	SERVICE	COMPONENT	STATUS
7.	MOVEMENT OUT OF THE COUNTRY	1 CITIZEN	NOT ALLOWED
		2 NON-CITIZEN	ALLOWED
		3. RETURN OF CITIZEN TO MALAYSIA	ALLOWED PROVIDED MEDICAL ATTENTION IS GIVEN AND QUARANTINED FOR 14 DAYS
8.	NON-CITIZEN ENTERING COUNTRY		NOT ALLOWED EXCEPT FOR THOSE WITH DIPLOMATIC PASS, PERMANENT RESIDENT AND EXPATRIATE IN ESSENTIAL SERVICES AND MUST BE QUARANTINED FOR 14 DAYS AND ON A CASE BY CASE BASIS
9.	MALAYSAN CITIZEN WORKING IN SINGAPORE/ THAILAND/ BRUNEI/ INDONESIA		NOT ALLOWED