



MINISTRY OF TRANSPORT
MALAYSIA

MEDIA RELEASE

MINISTRY OF TRANSPORT MALAYSIA

UPDATES TO COUNTER SERVICES UNDER MINISTRY OF TRANSPORT AGENCIES

The Ministry welcomes the announcement by Chief Secretary to the Government YBhg Tan Sri Mohd Zuki Ali on 29 June 2021 for government counter services to be opened and to operate under Phase 1 of the Movement Control Order under the National Recovery Plan (NRP). As noted, this decision was made in response to public feedback of the need for certain over-the-counter government services, which had been closed to prevent COVID-19 transmissions.

Please be informed that the following agencies under MOT will offer in-person counter services starting from 1 July 2021 based on these conditions:

1. Only for services that cannot be conducted/transacted online.
2. Counter staff limited to 50% of normal capacities.
3. Physical attendance only by scheduled appointments (no walk-in allowed).

JABATAN PENGANGKUTAN JALAN (Road Transport Department)

1. JPJ will allow counter services for all commercial and private transactions/services from 1 July EXCEPT for services that are available online through mySIKAP or JPJ's service partners.
2. Applicable nationwide (Peninsula Malaysia, Sabah, Sarawak, and Labuan) via scheduled appointments only, and no walk-ins are allowed. Kiosks will operate as normal.
3. There are 38 JPJ services available online through mySIKAP. However, the following 11 JPJ services must be registered in-person (one-time registration) at JPJ counters with thumbprint biometry in order to proceed with online mySIKAP transactions:

- 3.1. Reprinting LKM
- 3.2. Application for change of ownership (new owners)
- 3.3. Application for change of ownership (registered owners)
- 3.4. Extraction of vehicle information pack
- 3.5. Inquiry of VOC (vehicle ownership certificate)





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- 3.6. Inquiry of Vehicle Information Pack (VIP)
- 3.7. Purchase of vehicle registration number
- 3.8. Detailed vehicle ownership information
- 3.9. Application for re-stamping of chassis number
- 3.10. Application for re-stamping of engine number
- 3.11. Changes to email address, telephone number, or address.

4. Clients are encouraged to refer to JPJ's Facebook page @jabatanpengangkutanjalanmalaysia for a list of JPJ offices nearest to them to make their appointments.

AGENSI PENGANGKUTAN AWAM DARAT (Land Public Transport Agency)

1. All counter services are opened via scheduled appointment only EXCEPT for matters related to Drivers Card (Kad Pemandu).
2. Operators and businesses may make their appointments through APAD's website at <https://www.apad.gov.my/temujanji/index.html> starting at 4:00pm, 30 June 2021.
3. For Lesen Perubahan Sementara (LPS) applications, requests can be made by directly emailing lps@apad.gov.my
4. Within the NRP period, operators and businesses are not bound to the requirement of submitting the renewal application at least 90 days prior to the expiry date.
5. Appointments for the collection of licensing updates/results can be made via email at the following addresses:
 - keputusan.tengah@apad.gov.my
 - keputusan.utara@apad.gov.my
 - keputusan.selatan@apad.gov.my
 - keputusan.timur@apad.gov.my
6. Clients are encouraged to refer to APAD's Facebook page @APADchannel for further details.





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JABATAN LAUT MALAYSIA (Marine Department of Malaysia)

The following services are available over the counter from 1 July via scheduled appointments only:

1. Seafarers' documents review;
2. Ship certificates review;
3. Crew change arrangements;
4. Purchase of seafarers training books
5. Collection of seafarers' documents;
6. Collection of ship certificates/permits; and
7. Payment transactions that cannot be conducted online.

Contact details to make appointments:

Hotline: 03 3346 7777 / 7620

Email: khidmatpelanggan@marine.gov.my

Facebook: @JabatanLautMalaysia

LEMBAGA PELESENAN KENDERAAN PERDAGANGAN SABAH (Sabah Commercial Vehicle Licensing Board)

The following services are available over the counter from 1 July via scheduled appointments only:

1. New application / additional commercial vehicle license
2. Application to Change of Terms in Commercial Vehicle Approval Offer Letter (STK)
3. Renewal of commercial vehicle license
4. Application to Change of Terms in commercial vehicle license
5. Printing of commercial vehicle license
6. Application to surrender commercial vehicle license
7. Driver's card application and collection

Contact details to make appointments:

Hotline: 088 238244 / 245

Email: aduan@lpkpsabah.gov.my

Facebook: @lpkpsbh





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LEMBAGA PELESENAN KENDERAAN PERDAGANGAN SARAWAK (Sarawak Commercial Vehicle Licensing Board)

The following services are available over the counter from 1 July via scheduled appointments only:

1. New application / additional commercial vehicle license
2. Application to Change of Terms in Commercial Vehicle Approval Offer Letter (STK)
3. Renewal of commercial vehicle license
4. Application to Change of Terms in commercial vehicle license
5. Printing of commercial vehicle license
6. Application to surrender commercial vehicle license

Contact to make appointments:

Hotline: 082 412073 / 413303

Email: temujanji@lpkpsarawak.gov.my

Facebook: @lpkpsarawak

PUSPAKOM

1. To complement the re-opening of counter services for the above, PUSPAKOM is allowed to operate as normal with 50% of full counter staff capacity.
2. All services are allowed only via scheduled appointments (no walk-ins allowed) at the following contact details:

Online booking: www.mypuspakom.com.my

Customer Service Careline: 03 5101 7000

Email: customerservice@puspakom.com.my

Facebook: @puspakomvehicleinspection





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COMPLIANCE TO COVID-19 PREVENTION SOP

As always, the Ministry strongly urges all Malaysians to practice self-compliance with regards to the SOPs at all offices, stations and terminals including using hand sanitisers, wearing face masks, maintaining physical distancing of more than 1 metre wherever required, and checking in with MySejahtera QR codes where required.

MINISTRY OF TRANSPORT MALAYSIA
30 JUNE 2021

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About MOT:

The Ministry of Transport Malaysia has determined to be the leader of an integrated, efficient and secure transportation system by empowering technology-based transportation systems as the catalyst for national development.

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