

# NEW NORMAL AT GOVT OFFICES

Strict SOP on social distancing and temperature checks in place at govt departments

## KUALA LUMPUR

**G**OVERNMENT agencies have improved measures at their premises to protect members of the public and prevent Covid-19 infections as the Conditional Movement Control Order (CMCO) enters its third day today.

Checks found that stringent standard operating procedures (SOP) were in place at several government offices as staff and members of the public embraced the new normal.

Some services were provided by appointment only. Those visiting government departments and statutory bodies were required to adhere to the SOP set by the respective ministries.

Checks by the *New Straits Times* found that the number of people at the Immigration Department, National Registration Department (NRD) and Inland Revenue

Board (IRB) were small, with staff seen guiding people's movements.

At the IRB building in Jalan Dutta here, only 10 people were allowed at the counter area at a time. An auxiliary policeman guarding the entrance made sure only people who wore face masks and passed temperature checks were allowed to enter.

Upon entering the premises, people were expected to provide their contact information in a book placed on a table and sanitise their hands before they obtained queue numbers.

Tan Kok Kee, 34, who was there to make a payment on behalf of his company, said he was unaware of the new operating hours of 8am to 12pm.

He arrived at 12.10pm and could not carry out his transaction, but for safety reasons, he was also screened before he was allowed to enter the complex.

"It's good to have a few layers of screening because even if we accidentally miss one, there's another inside to make sure we are not a risk to others."

"During the MCO, I noticed visitors could only access the offices via one entrance and exit through another."

"This way, it is easier for them

to monitor our movements when we come here to submit our tax returns."

At the Home Ministry complex, civil servant Paris Daniel Ramzain, 32, fixed adhesive tape on the floor to mark guides for social distancing at the queue area.

"We measured the distance before we placed the tape, but today we realised that it can be improved," he said, adding that a mark on the floor pointed to the Immigration Department, which was in the same complex.

Kamaruddin Razan, 30, who went to the NRD counter to replace his lost MyKad, lauded the stringent measures taken to protect the public and staff.

"There is a sense of comfort knowing that measures are being taken to enforce the strict SOP to prevent Covid-19 infections."

"In return, we must play our part by abiding by the rules as we go about our daily lives."

He said he lost his wallet along with his MyKad, driving licence and bank ATM cards on the first week of the MCO and wanted to get them replaced yesterday.

"Thank God they allowed appointment-based replacements. Otherwise, I don't know what I would do because the banks refused to replace my bank card

without my MyKad."

NRD public relations officer Siti Mariani Ayob said both staff and customers were required to follow the SOP at all branches.

"Our services are currently by appointment only after making a call to the department."

"Most importantly, everyone must follow the SOP, including rules on social distancing and limiting the number of people at counters, which differs from branch to branch depending on their size and capacity."

"We also seek patience from the public as our customer care lines have been inundated with calls and are unreachable at times."

"We advise the public to delay dealings that require visits to our department as we have already announced a 90-day grace period for registration of births after the MCO ends. They won't be penalised for it," she said, adding that applicants would receive a confirmation email from the department and were required to arrive on time.

She said appointments would be set between 8.30am and 4pm.

She reminded the public to practise safe social distancing and to wear face masks.

She said only one person was allowed to be present for each

appointment. The new arrangement would be in force until further notice.

The public can apply for appointments with the nearest NRD office by calling these numbers:

**HEADQUARTERS (PUTRAJAYA):** 03-8880 7077 or 03-8880 8076

**FOR BIRTH CERTIFICATES:** 03-880 7809 or 03-8880 7856

**LABUAN:** 087-443 631

**KUALA LUMPUR:** 03-6205 7600

**JOHOR:** 07-234 1691

**MELAKA:** 06-232 6881 or 06-232 6600

**NEGERI SEMBILAN:** 06-765 1611 or 06-765 1608

**SELANGOR:** 03-5510 7255, 03-5511 7355, 03-5513 7455 or 03-5519 7155

**PAHANG:** 09-531 8888 or 09-531 8880

**TERENGGANU:** 09-630 1031 or 09-630 1039

**KELANTAN:** 09-744 1717 or 09-748 2793

**PENANG:** 04-226 5161, 04-226 4701 or 04-228 2150

**PERAK:** 05-528 8805, 05-528 8806 or 05-528 8807

**KEDAH:** 04-731 4585 or 04-735 5744

**PERLIS:** 04-979 5200

**SABAH:** 088-488 300 or 088-488 365

**SARAWAK:** 082-242 221, 082-242 223