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MINISTRY OF AGRICULTURE AND FOOD INDUSTRIES MOVEMENT CONTROL ORDER FAQs - NUMBER 3

A. DEPARTMENT OF QUARANTINE AND INSPECTION SERVICES (MAQIS)

1. Will applications for permits still be conducted during the Movement Control Order?

Yes, it will continue as usual.

2. Am I able to import/exports agricultural goods from/to overseas?

Yes, you are. MAQIS has not received any instructions to cease import and export of agricultural goods.

3. Is entry to Malaysia still operational?

Yes, it is operational as usual and MAQIS officers will conduct the inspection when the goods leave/arrive.

4. Will my permit application be processed and approved by MAQIS officers during the Movement Control Order?

Permit applications are operating as usual whereby fish commodities and agriculture will be auto-approved if the application is complete. For animal commodities and any other applications related to fish commodities and agriculture that isn't complete, our officers will process them manually.

5. Where can I address my questions regarding permit applications?

You may address all enquiries to feedback@maqis.gov.my or contact our operational offices located nationwide.

6. How do I contact MAQIS officers throughout the Movement Control Order seeing that the head office and state offices are not operational?

All enquiries can be emailed to feedback@maqis.gov.my or by phone at 03-8870 8000.

7. Are permit approvals still operational?

Yes. According to our customer standards, the period of approval is within 24 hours. For fish commodities and agriculture, the auto-approval process is within 1-3 minutes. Approvals for wildlife commodities will be done manually within 24 hours.

8. Are there restrictions made on the entry of live animals to Malaysia?

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MAQIS has not imposed any restrictions for now.

9. Has MAQIS imposed any form of restrictions on the movement of agricultural commodities between Malaysia's bordering neighbours?

MAQIS has not imposed any form of restrictions, especially movement by land, air and sea for plant commodities, agriculture, soil, microorganisms, wildlife, carcasses or meat and fish. However, importers and exporters need to apply for their respective permits from MAQIS via the e-permit system. However, any orders from the National Security Council can supersede that of MAQIS.

10. If there is a problem during the consignment inspection at the point of entry, will the appeal process still take the same period as usual?

Yes. Any appeal application will be responded to in, at the latest, two working days, and the result will be informed within seven working days as stated in our customer standards.

11. Are consignment inspections still being conducted at the entry point where mass gatherings are not allowed in time of the COVID-19 pandemic?

Inspections are still being done for imports and exports to ensure that all agricultural goods are free from pests and diseases that are dangerous so that the country's food supply won't be affected. All precautionary steps recommended by the National Security Council will be taken to minimise direct contact among MAQIS officers.

B. DEPARTMENT OF VETERINARY SERVICES (DVS)

12. Is the supply of meat and chicken eggs sufficient?

The supply of meat and chicken eggs, which are mostly produced locally in Malaysia, is sufficient to meet domestic demands. On an average, we produce between 57 and 59 million chickens a month against our consumption of between 43 to 45 million a month. We produce 800 million eggs against our consumption of between 620 and 630 million a month.

13. Is the supply for beef and buffalo meat sufficient?

The supply of beef and buffalo meat that comes to 18,000 metric tons (which includes frozen meat that is imported from Australia and India) is deemed to be sufficient.

14. Is it safe consuming livestock products during Covid-19?

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It is safe because the DVS is taking all the precautionary steps related to the Covid-19 threat by inspecting all domestic products and supplies as well as those being imported. To date, the World Organisation for Animal Health shows no infections of Covid-19 on livestock.

15. Can livestock in Malaysia be infected by Covid-19?

To date, the DVS has not received any complaints or reports related to livestock being threatened by Covid-19. To date, there is no evidence to show that Covid-19 can affect livestock.

16. Is the Import Export Services counter at the Putrajaya DVS in operations throughout the Movement Control Order?

For all matters pertaining to the Import Export Services counter at the Putrajaya DVS (the collection of the Veterinary Health Certificate for birds' nests to China and the delivery of documents), the opening hours are from 9am to 12pm on these days:

- i. 18th March 2020 (Wednesday)
- ii. 20th March 2020 (Friday)
- iii. 24th March 2020 (Tuesday)
- iv. 26th March 2020 (Thursday)
- v. 31st March 2020 (Tuesday)

17. Are the counters for applications and transfer of livestock and health certificates in the states still operating during the Movement Control Order?

Yes. Please refer to the nearest DVS for the schedule.

18. Is the Animal Food Counter still operating during the Movement Control Order?

Yes it is.

19. Will investigations on complaints and reports of animal abuse continue during the the Movement Control Order?

The enforcement for all rules, laws, enactments and acts are as usual. All reports will be received by officers on duty.

20. Are DVS Veterinary Clinics still operating during the Movement Control Order?

Similar to private veterinary clinics, DVS clinics will operate only on specified cases:

- Emergency cases such as accidents and injuries
- Treatment and vaccination where the appointment has been made prior to 18th March 2020
- Follow-up in patient treatment

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21. Are private veterinary clinics allowed to operate during the Movement Control Order?

Private veterinary clinics only operate on specified cases:

- Emergency cases such as accidents and injuries
- Treatment and vaccination where the appointment has been made prior to 18th March 2020
- Follow-up in patient treatment
- Boarding that have accepted prior to 18th March 2020

22. Are pet shops that sell pet food allowed to operate during the Movement Control Order?

They are allowed to operate minimally and by taking all the necessary precautionary steps set by the Ministry of Health.

23. If my livestock or pet is facing an emergency, will I be able to call for a veterinary officer to visit my farm or house?

Yes, because it is considered an emergency.

24. Is the Department of Abattoir Services still operating during the Movement Control Order?

Yes, because food is considered among the essential services that needs to be provided. However, it is operating on a schedule.

25. Are there restrictions for the transport of livestock to be slaughtered?

Yes, because food is considered among the essential services that needs to be provided.

26. Is the DVS Veterinary Lab open for me to submit samples if there has been a death in livestock?

Diagnostic services are still operating efficiently and on schedule. There will be officers on duty who will conduct post-mortems and to receive samples.

MINISTRY OF AGRICULTURE AND FOOD INDUSTRIES
22th MARCH 2020

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