

**CIRCULAR LETTER OF THE DIRECTOR GENERAL OF IMMIGRATION
NUMBER IMI-GR.01.01-0946 OF 2020
REGARDING
IMPLEMENTATION OF IMMIGRATION DUTIES AND FUNCTION DURING THE NEW
NORMAL ORDER PERIOD**

- To:
1. Head of Regional Offices of the Ministry of Law and Human Rights of the Republic attn. Head of Immigration Division
 2. Head of Immigration Offices
 3. Head of Immigration Detention Houses throughout Indonesia

1. General

In order to support the continuity of the implementation of duties and function of the Ministry of Law and Human Rights, specifically in the Immigration field to be able to adapt with a productive new normal order and to prevent the spread of the Corona Virus Disease 2019 (Covid-19) it is necessary to make adjustments to the work system in the Immigration work unit.

In light of this, it is necessary to stipulate Circular Letter of the Director General of Immigration regarding Implementation of Immigration Duties and Function during the New Normal Order Period.

2. Purpose and Objective

- a. The purpose of the issuance of this circular letter is to become the guidelines for Immigration work units in the implementation of immigration duties and function during the new normal order period.
- b. The objectives of the issuance of this circular letter are:
 - 1) To ensure that the servicing and law enforcement in the Immigration field can be carried out effectively during the new normal order period; and
 - 2) To reduce the risk of the spread of the Covid-19 in the immigration work unit environment.

3. Scope

The scope of this circular letter covers the guidelines for the implementation of immigration duties and functions that comprise of servicing for Indonesian Citizen (*Warga Negara Indonesia* or WNI) and Foreign Citizen (*Warga Negara Asing* or WNA) as follows:

- a. Issuance of Passport;
- b. Change of Status of Immigration Stay Permit;
- c. Granting of new Limited Stay Permit (*Izin Tinggal Terbatas* or ITAS);
- d. Granting of Immigration Certificate (*Surat Keterangan Keimigrasian* or SKIM);
- e. Registration of Limited Dual Citizenship and Immigration Facilities;
- f. Implementation of duties and function of Immigration Detention Houses.

4. Basis

- a. Law Number 6 of 2011 regarding Immigration;
- b. Government Regulation Number 31 of 2013 regarding Implementing Regulation of Law Number 6 of 2011 regarding Immigration as amended by Government Regulation Number 26 of 2016 regarding Amendment to Government Regulation Number 31 of 2013 regarding Implementing Regulation of Law Number 6 of 2011 regarding Immigration;
- c. Minister of Law and Human Rights Circular Letter Number M.HH-07.PR.01.03 of 2020 regarding Work System of State Apparatus in the Ministry of Law and Human Rights;
- d. Minister of Health Circular Letter Number HK.01.07/MENKES/328/2020 regarding Guideline on the Prevention and Management of the Covid-19 in the Office and Industrial Workplaces.

5. Content of the Circular Letter

- a. Head of Immigration Division:
- 1) Shall open the queue quota in the Online Passport Registration Application (*Aplikasi Pendaftaran Paspor Online* or APAPO) every Friday once per 1 (one) week for the working days on the following week, so as for the opening of quota on June 15 – 19, 2020 can be conducted on June 12, 2020;
 - 2) Shall apply the restriction on the number of queue quota that is open to a maximum of 50% (fifty percent) of the opened quota in the immigration office during normal circumstances;
 - 3) Shall coordinate with immigration offices under its working area regarding the number of queue quota that will be opened as well as the readiness of facilities in passport servicing booths;
 - 4) Shall evaluate the servicing of WNI and WNA as well as the implementation of the procedure for the prevention of transmission of the Covid-19 in the immigration offices;
 - 5) Shall carry out development, control, and supervision of the implementation of duties of the Technical Implementing Unit (*Unit Pelaksana Teknis* or UPT) under its working area in the implementation of immigration duties and function during the new normal order period;
 - 6) Shall periodically report the result of development, control, and supervision of the implementation of technical duties of UPT.
- b. Head of Immigration Offices/Head of Immigration Detention Houses:
- 1) Shall prepare the personal protective equipment (*alat pelindung diri* or APD) such as masks and rubber gloves for the officers;
 - 2) Shall conduct temperature screening of the officers, applicants and guests using the thermogun prior to entering the UPT environment, if someone is found to have a temperature of more than 37.5°C (thirty seven point five degree Celsius) to be denied entry and recommended to report to the local Covid-19 Task Force;

- 3) Shall require the officers, applicants and guests to wear mask in the UPT environment;
- 4) Shall prepare sanitation facilities (handwashing facilities, soap, hand sanitizer, etc.) as well as require the officers, applicants and guests to wash their hands prior to entering the UPT environment;
- 5) Shall implement physical distancing when providing the immigration servicing by keeping a distance of minimum 1 (one) meter between officers, applicants and guests as well as at seating facilities in all UPT areas;
- 6) Shall carry out periodic disinfectant spraying in the rooms of UPT;
- 7) Shall make adjustments and arrangements towards the available facilities and infrastructure in accordance with the circumstances and necessities in each UPT to implement the physical distance and minimize the crowding of applicants or guests;
- 8) Shall provide immigration servicing for WNI and WNA alternately by officers in the UPT by formulating the schedule for servicing officers, as well as assigning officers from other fields/sections by implementing picketing system;
- 9) Shall implement a maximum number of immigration servicing booths at 50% (fifty percent) of the available number of booths in the Immigration Offices and keeping distance between open booths;
- 10) Shall install separating transparent screen between the officers and applicants of the immigration servicing in the Immigration Offices;
- 11) Shall implement duties and functions in the form of servicing and legal enforcement in the immigration field effectively in achieving their respective performance targets;
- 12) Shall prepare video conference devices in Immigration Detention Houses as the alternative means for detention visit;

- 13) Shall carry out duties and functions while prioritizing the health and safety of the officers by paying attention to the guidelines for Health protocol in accordance with the Minister of Health Circular Letter Number HK.01.07/MENKES/328/2020 regarding Guidelines on the Prevention and Management of the Covid-19 in the Office and Industrial Workplaces;
- 14) Shall base the Work System and Work Pattern in accordance with the Minister of Law and Human Rights Circular Letter Number M.HH-07.PR.01.03 of 2020 regarding Work System of State Apparatus in the Ministry of Law and Human Rights as attached;
- 15) Shall coordinate with the Covid-19 Task Force in their respective regions to ensure that the public servicing and legal enforcement are carried out effectively.

6. Closing

- a. By virtue of the issuance of this circular letter, the Director General of Immigration Circular Letter Number IMI-GR.01.01-2114 of 2020 regarding Restriction on the Immigration Servicing In Preventing the Corona Virus Disease (Covid-19) In the Immigration Office Environment is revoked and declared inapplicable.
- b. This circular letter shall be effective on the date of its stipulation and shall be further evaluated.

Therefore, this circular letter shall be in its best endeavor to be observed and implemented, thank you for your attention and cooperation.

Stipulated in Jakarta
on June 9, 2020
THE DIRECTOR GENERAL OF IMMIGRATION

(Signed)

JHONI GINTING
NIP 196106121989031003

Copied to:

1. Minister of Law and Human Rights;
2. Secretary General;
3. Inspector General;
4. Secretaries and Directors in the Directorate General of Immigration Environment;
5. Heads of Regional Offices of the Ministry of Law and Human Rights throughout Indonesia;
6. Archive.