

Directorate General of Immigration

**FREQUENTLY ASKED QUESTIONS ON COVID-19**

Latest update: Thursday, April 9, 2020 at 14:40 Western Indonesian Time

No.	Question	Answer
<b>Stay Permit and Emergency Stay Permit</b>		
1.	Can the EMERGENCY STAY PERMIT be granted to Foreigners staying in Indonesia and whose stay permit can still be extended?	Yes. The EMERGENCY STAY PERMIT shall be granted automatically for the holders of any Stay Permit (save for Diplomatic Stay Permit and Official Stay Permit) without the need to go to the immigration office.
2.	If a Foreigner's Limited Stay Permit ( <i>Izin Tinggal Terbatas</i> or " <b>ITAS</b> ") / Permanent Stay Permit ( <i>Izin Tinggal Tetap</i> or " <b>ITAP</b> ") will expire while he/she is <b>abroad</b> , due to the restriction that he/she cannot travel back to Indonesia, will the said Foreigner obtain an EMERGENCY STAY PERMIT? And is it possible to administer the extension of ITAS/ITAP while the Foreigner is abroad?	<p>The said Foreigner <b>may not</b> be granted an EMERGENCY STAY PERMIT.</p> <p>EMERGENCY STAY PERMIT is only granted to Foreigners staying in Indonesia, if the said Foreigner does not return to Indonesia and his/her Stay Permit expires, the Stay Permit cannot be extended abroad.</p> <p>The extension of ITAS and ITAP may only be administered when the applicant (Foreigner) is within the territory of Indonesia. If the effective period of the said Foreigner's ITAS or ITAP expires when he/she is outside the territory of Indonesia, the system will automatically revoke the said foreigner's Stay Permit. If the said Foreigner intends to continue his/her stay in Indonesia, he/she shall submit a new application.</p>
3.	How long does the EMERGENCY STAY PERMIT remain effective?	The EMERGENCY STAY PERMIT shall be effective until the end of the pandemic as evidenced by a decree from the authorized official.
4.	Will a Foreigner be imposed with an overstay fine if his/her visa or Stay Permit expires?	Throughout the effective period of Minister of Law and Human Rights (" <b>MOLHR</b> ") Regulation No. 11 of 2020, Foreigners shall not be imposed with the overstay fine.

5.	How can you obtain an EMERGENCY STAY PERMIT?	Every Foreigner shall <b>automatically</b> be granted an EMERGENCY STAY PERMIT through the Immigration system in accordance with the MOLHR Regulation No. 11 of 2020 without the need to submit any application to the immigration office.
6.	For Foreigners holding Visitor Stay Permit ( <i>Izin Tinggal Kunjungan</i> ) B212 who receive the EMERGENCY STAY PERMIT, can the stay permit be reused to enter Indonesia?	The Foreigner's Stay Permit B212 that is still effective can be reused.
7.	Based on the regulation, the Visitor Stay Permit B211 is effective for up to 6 months, if the said permit is not extended as a result of the automatic granting of the EMERGENCY STAY PERMIT, and if the pandemic is over and the EMERGENCY STAY PERMIT is no longer effective, how is the systematic of the permit's extension? Does it fall under the extension no-II, III or IV?	The EMERGENCY STAY PERMIT does not affect the pre-obtained Stay Permits, the systematics of the extension of the said Stay Permit shall be regulated further in the MOLHR Regulation after the end of the COVID-19 pandemic.
8.	Will Foreigners whose ITAS and ITAP have been returned (EPO) and cannot go abroad be granted an EMERGENCY STAY PERMIT?	Yes, the said Foreigners will be granted an EMERGENCY STAY PERMIT and allowed to leave the territory of Indonesia shall there be any means of transportation that can transport the said Foreigners. If the said Foreigners remain staying in Indonesia during this pandemic, it is permissible provided that they <b>may not carry out any activities as Foreign Manpower</b> .
9.	How will the return mechanism be for the holder of an EMERGENCY STAY PERMIT following the end of the COVID-19 pandemic?	The holders of EMERGENCY STAY PERMIT may leave the territory of Indonesia as usual, a detailed regulation on the granting of Exit Permit for holders of EMERGENCY STAY PERMIT shall be regulated under a subsequent MOLHR Regulation.
10.	For Foreigners whose destination country does not apply the lockdown policy, but do not intend to return to their home country as they feel safer in	The Foreigners are allowed to obtain the EMERGENCY STAY PERMIT, this is because each Foreigner is automatically granted an EMERGENCY STAY PERMIT in

	Indonesia and the flight to the destination is not available, are they allowed to obtain the EMERGENCY STAY PERMIT?	accordance with the MOLHR Regulation No. 11 of 2020. After the pandemic is declared over, normal rules will be applied, and the technical implementations will be further regulated.
11.	Is it true that overstay fine is not imposed?	Throughout the effective period of the MOLHR Regulation No. 11 of 2020, Foreigners shall not be imposed with the overstay fine.
12.	What if Foreigners cannot obtain their visa in certain countries due to the lockdown?	Visa Approval Letter issued by the Directorate-General of Immigration as the basis of the granting of Visa abroad is only effective for 60 (sixty) days since the date of its issuance. If the prospective Foreign Manpower cannot take the Visa within the effective period of the said approval, the system will revoke such approval automatically.
13.	If a Foreigner holds a Stay Permit that can still be extended, while he/she is currently granted an EMERGENCY STAY PERMIT, will the said Foreigner, after the revocation of this policy, be able to extend the Stay Permit?	Yes, the said Foreigner can extend the Stay Permit. Provided that the said Foreigner is still staying in Indonesia after the COVID-19 pandemic is declared over.
14.	For Foreigners who have already received a notification from the Ministry of Manpower for the extension of ITAS, will the Foreigners be granted an extension to their ITAS or an EMERGENCY STAY PERMIT?	The said Foreigners' Stay Permit will be granted in the form of EMERGENCY STAY PERMIT, while their activities shall be regulated in accordance with the applicable laws and regulations.
15.	How is the return procedure for Foreign Manpower with Exit Permit Only (EPO) whose ITAS has expired and intends to be extended? Yet, the said Foreigner does not intend to leave Indonesia.	Foreign Manpower will be granted EMERGENCY STAY PERMIT and allowed to leave the territory of Indonesia. If the said Foreign Manpower intends to remain in Indonesia during this pandemic, it is permissible provided that they may not carry out any activities as Foreign Manpower.
<b>Service at the Immigration Office for Indonesian Citizens</b>		
16.	Emergency service for the extension of Passport category	Temporarily, the submission of Indonesian Passport application in the immigration office is limited only for applicants who are under

		<p>the urgent needs through the provided helpdesk number. Among others for:</p> <ol style="list-style-type: none"> <li>1. A sick person whose treatment cannot be postponed or doctor's referral, and</li> <li>2. People with needs that cannot be postponed by supplementing a statement letter specifying the reasons of departure.</li> </ol>
17.	Can my pre-obtained queue number be used after the end of the COVID-19 pandemic?	The queue number obtained prior to the restriction of Passport application submission in the immigration office has expired and applicants shall redo the process from the beginning.
18.	Do I have to come to the immigration office to take my passport?	Passports that have been printed by the immigration office at the moment are safely kept in the immigration office storage, the applicants may take them when the situation has been declared normal upon further announcement from the authorized official.
19.	My passport will soon expire, do I have to immediately submit an application for the replacement? I am afraid to leave the house considering the current situation, will I be imposed with a late-fine for the passport extension? Is there any exemption?	Passports that have expired do not need to be replaced immediately. No fine whatsoever shall be imposed for the replacement of passports that have expired.
20.	Is there any immigration office that are open for business at this moment? I wish to make a new passport.	At the moment, all immigration offices in Indonesia only provide passport services for applicants with certain criteria of an urgent nature and of which issuance cannot be postponed.
<b>Services at the Immigration Checkpoints</b>		
21.	Are Indonesian citizens required to provide a Health Certificate when returning to Indonesia?	Indonesian Citizens who will return to Indonesia are required to provide a Health Certificate/Fit to Fly Certificate, and at the place of arrival, a medical examination procedure will be carried out by the Port Health Office.

22.	Can prospective Foreign Manpower who hold Limited Stay Visa ( <i>Visa Tinggal Terbatas</i> or “ <b>VITAS</b> ”) enter Indonesia?	Prospective Foreign Manpower who hold VITAS are only allowed to enter Indonesia <b>if</b> they are employed in National Strategic Projects by providing the recommendation letter.
23.	The 14-days quarantine in COVID-19-free regions policy, does this mean a country or a city?	<p>At the moment, almost all countries around the world are infected with COVID-19, Directorate-General of Immigration has issued an additional policy to allow Foreigners entering Indonesia from any country to provide:</p> <ol style="list-style-type: none"> <li>1. Health certificate (in English) issued by the health authority of the country within which the said Foreigners are, <b>or</b> fit to fly certificate;</li> <li>2. Statement letter of willingness to undergo an isolation provided by the government of Indonesia or self-isolation under the supervision of the Ministry of Health for 14 (fourteen) days.</li> </ol>
<b>Visa Service</b>		
24.	Is visa application processing still ongoing during the COVID-19 pandemic?	<p>During the COVID-19 pandemic, visa application is carried out with additional requirements provided in the MOLHR Regulation Numbers 3, 7, and 8 of 2020.</p> <p>On April 2, 2020, upon the enactment of MOLHR Regulation No. 11 of 2020, visa application processing is temporarily suspended for all types of visa, except Diplomatic Visa, Official Visa, and Foreign Manpower Limited Stay Visa (Foreign Manpower VITAS) specifically for foreigners employed in National Strategic Projects.</p>
25.	What policy applies to Foreigners who obtained their approval/telex visa but cannot take their visa?	Based on MOLHR Regulation No. 11 of 2020, Visa Approval that has been issued may not be used to take Visa in the Indonesian Embassy until the COVID-19 pandemic is declared over by the authorized institution.

		In the event that the said Visa Approval expires, the foreigners must submit a new Visa application in accordance with the laws and regulations after the COVID-19 pandemic is declared over by the authorized institution.
26.	If a prospective Foreign Manpower has taken his/her visa in the Indonesian Embassy, is there any exemption while waiting for the pandemic so that his/her visa can still be used?	Visa issued in the Indonesian Embassy is only effective for 90 (ninety) days since its issuance date. If the prospective Foreign Manpower does not use the said Visa within the specified period, the system will automatically revoke the visa.
27.	What projects are categorized as National Strategic Projects?	National Strategic Projects can be seen in the government official link <a href="http://kppip.go.id">kppip.go.id</a>
28.	How is the VITAS application procedure for Foreign Manpower employed in the National Strategic Projects?	<p>Visa application is received from the TKA Online (Ministry of Manpower) online application, the official shall process such application in accordance with the procedure of Foreign Manpower VITAS by:</p> <ol style="list-style-type: none"> <li>1. Verification of the Required Documents;</li> <li>2. Verification of sponsor/company in accordance with the list of National Strategic Project by referring to the Presidential Regulation No. 56 of 2018 regarding the Second Amendment of Presidential Regulation No. 3 of 2016 regarding the Acceleration of the Implementation of National Strategic Projects;</li> <li>3. Sending payment billing code for the Immigration Non-Tax State Revenue (<i>Penerimaan Negara Bukan Pajak</i> or “<b>PNBP</b>”) by email;</li> <li>4. After the payment of PNBP, the official carries out verification, block checking (<i>pemeriksaan cekal</i>) and immigration processing history;</li> <li>5. If all requirements are satisfied, 3 (three) days after the payment of PNBP, visa approval shall be issued</li> </ol>

		and the foreigner may take his/her visa in the Indonesian Embassy.
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