



FREQUENTLY ASKED QUESTIONS ON COVID-19

Last update: Thursdays, 9 April 2020, 17:30 WIB

No.	Question	Answer
Stay Permit and Emergency Stay Permit		
1.	Can Emergency Stay Permit be granted to a foreigner who has been in Indonesian territory and whose stay permit is still extendable?	Yes, it can. Emergency Stay Permit is automatically granted to all Stay Permit holders (by an exception of Diplomatic and Service Stay Permit) without having to report to Immigration Office.
2.	Suppose a foreigner finds his Temporary Stay Permit/ Permanent Stay Permit expired while being overseas , and because of the lockdown he is unable to re-enter Indonesian territory, will he also be granted Emergency Stay Permit? And can he/she apply for Temporary Stay Permit/Permanent Stay Permit extension while being overseas?	No, the foreigner in such a situation is not granted Emergency Stay Permit. Emergency Stay Permit can only be granted to foreigners being inside Indonesian territory. When he leaves and does not make it re-enter the territory and in the meantime, his Stay Permit expires, in any way he cannot extend his Stay Permit from overseas. Extension of Temporary Stay Permit and Permanent Stay Permit can only be applied when applicants (foreigners) are in Indonesian territory. In the case when Temporary Stay Permit/Permanent Stay Permit is expired while he/she is being outside Indonesian territory, then the system will automatically terminate the stay permit. If he/she intends to extend his stay in Indonesian territory then he must submit an application from the very beginning.
3.	How long is Emergency Stay Permit valid?	Emergency Stay Permit is valid until the pandemic is over according to the announcement of authorities.
4.	Suppose a foreigner cannot leave Indonesian territory until his stay permit expires, will he be fined for overstaying?	As long as the effectiveness of the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020, fine of overstay is not applied for such a foreigner.

5.	What is the procedure to apply for an Emergency Stay Permit?	As of this moment, every foreigner is granted Emergency Stay Permit automatically in the Immigration System according to the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020 without having to report to Immigration Offices.
6.	In the case of holders of D212 Visit Stay Permit who have been granted Emergency Stay Permit, is their D212 permit still applicable to enter Indonesian territory?	Yes, their D212 Visit Stay Permit is still valid and applicable.
7.	According to the regulation, B211 Visit Stay Permit is valid for 6 months, but not necessarily extended due to the automatic grant of Emergency Stay Permit. Suppose the pandemic is over and Emergency Stay Permit is no longer applicable, does B211 Visit Stay Permit require an extension? If yes, will the extension follows the normal sequence of 2 nd , 3 rd or 4 th extension?	Emergency Stay Permit does not affect the validity of the previous stay permit. The procedure of extension of Stay Permit prior to Emergency Stay Permit will further be prescribed in the Regulation of Minister of Law and Human Rights after the pandemic of COVID-19 is over.
8.	In the case of holders of Temporary Stay Permit and Permanent Stay Permit who have returned their documents and applied for Exit Permit Only (EPO) but are not able to leave Indonesian territory, can they be granted Emergency Stay Permit?	Yes, they can be granted Emergency Stay Permit and are demanded to leave Indonesian territory as soon as transportation is available. However, as long as staying within Indonesian territory in the time of this pandemic, they are not allowed to perform any working/professional activities.
9.	How can holders of Emergency Stay Permit leave Indonesian territory after the Pandemic of COVID-19 is over?	Holders of Emergency Stay Permit may leave Indonesian territory in a normal way available. Details of regulation of Exit Permit for Emergency Stay Permit holders will be regulated in the Regulation of Minister of Law and Human Rights in the future.
10.	Suppose a foreigner's destination country is not locked down and flight to the destination country is available but he prefers to stay within Indonesian territory considering safety reason, can he be granted Emergency Stay Permit?	Yes, he can. Each and every foreigner is granted Emergency Stay Permit automatically according to the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020 . After the pandemic is over, normal regulation shall be applied with a detailed procedure to be prescribed further.
11.	Is it true that overstay is not fined in the time of the pandemic?	As long as the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020 is effective, fine of overstay is not applied.

12.	Suppose future foreign worker cannot collect his visa in a certain country due to lock-down in that country, what should be done about it?	Letter of Visa Approval issued by Directorate General of Immigration as the basis of Visa issuance overseas is valid for 60 (sixty) days since the date of issuance. If the future foreign worker does not collect the visa within the time of validity, then the system will automatically cancel the visa.
13.	When the policy of Emergency Stay Permit is terminated, is it possible for a holder of an extendable stay permit to apply for an extension?	Yes, it is. Given that the foreigner is still in Indonesian territory when the pandemic of COVID-19 is announced over.
14.	In the case of a foreigner who has been granted notification from the Ministry of Manpower to extend Temporary Stay Permit, will he be granted Temporary Stay Permit extension or Emergency Stay Permit instead?	He will be granted an Emergency Stay Permit. However, his working activities will have to comply with the effective rules and regulations at the moment.
15.	What if a foreign worker has been granted EPO due to the expiry of his Temporary Stay Permit but he prefers to stay in Indonesian territory?	He will be granted an Emergency Stay Permit and demanded to leave Indonesian territory whenever possible. In the time of the pandemic, he is allowed to stay in Indonesian territory but is prohibited to perform any working/professional activities.

Services for Indonesian Citizens in Immigration Offices

16.	What are the categories of emergency service in the Indonesian passport application?	At the moment, passport application in immigration offices is limited only to applicants with urgent needs through available helpdesk number. Those applicants include: <ol style="list-style-type: none"> 1. serious illness (provided with GP's referral letter) 2. emergency circumstances provided with other required documentations declaring reasons for traveling.
17.	Is the queue number I have obtained prior to the pandemic still applicable until after the pandemic of COVID-19 is over?	Yes. Queue number obtained before the limitation of passport application is still applicable after the Pandemic of COVID-19 is announced over and passport service works back to normal.
18.	Do I have to come to the Immigration Office to collect my passport after its issuance?	All issued passport are safely stored by Immigration Offices. Applicants may come to collect their passport as soon as situation is back to normal according to the announcement of the authority.

19.	My passport is expired soon. Do I have to apply for a replacement right away? I am worried to leave the house at the moment. Will I be fined if I am late to replace my expired passport? Or will there be a dispensation for me?	It is not obligatory to replace an expired passport right away. No fine will be applied for late passport replacement.
20.	I intend to apply for a passport. Is immigration offices open at the moment?	At the moment all immigration offices throughout the country limit their passport service only to applicants with urgent need.

Services in Immigration Checkpoints

21.	Do Indonesian citizens need to show Health Certificate to enter Indonesian territory?	No. Indonesian Citizens intending to return to Indonesian territory do not need to show Health Certificate/Fit to Fly Certificate. However, in the arrival point procedure of health examination will be applied by the Health Offices of Airports/Seaports.
22.	Is foreign workers candidate with Limited Stay Visa (VITAS) allowed to enter Indonesian territory?	Those holders of VITAS are allowed to enter Indonesian territory only if they will perform working/professional activities in National Strategic Projects proven by a recommendation letter.
23.	Does a 14-day quarantine policy in the COVID-19-free region apply for cities or the entire country?	As of this moment, almost no countries in the world are free from COVID-19. Directorate General of Immigration has issued an additional policy that allows foreigners intending to enter Indonesian territory from any country, by showing: <ol style="list-style-type: none"> 1. Health certificate (in English) issued by health authorities in the country of origin, or fit to fly certificate; 2. Statement letter that states his willingness to undergo self-isolation or under government facility under the supervision of the Ministry of Health of the Republic of Indonesia for 14 (fourteen) days.

Visa Services

24.	Is Visa service still open in the time of the Pandemic of COVID-19?	In the time of the pandemic, the visa application is made more strict with additional requirements as prescribed by the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 3,7 and 8 of 2020.
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25.	What about those foreigners who have been granted visa approval/telex but are unable to collect their visas?	According to the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020, the issuance of Visa Approval cannot be used to collect the actual visa in Indonesian embassies until the Pandemic of COVID-19 is announced over by the authorities. In the case when Visa Approval is expired, the foreigner is required to reapply for a new visa according to the rule and regulation after the pandemic of COVID-19 is announced over by the authorities.
26.	Suppose future foreign worker has obtained a visa in Indonesian Embassy, is there any exception during the pandemic so that his visa can still be used after the pandemic is over?	Visa that is issued by Indonesian embassies is valid for 90 (ninety days since the date of issuance. If the future foreign worker does not use it at any time within the period of 90 (ninety) days, the system will automatically cancel the visa.
27.	What are the projects that belong to the National Strategic category?	Information on National Strategic Projects can be obtained in the official website of kppip.go.id
28.	What is the procedure to apply for a Temporary Stay Permit Visa (VITAS) for a foreign worker that will perform working/professional activities in National Strategic Projects?	Visa application is submitted from the Online Foreign Worker Application (administered by the Ministry of Manpower), the officer will process the application in the following procedure: <ol style="list-style-type: none"> 1. Checking the required documents; 2. Checking the sponsor/company in the list of National Strategic Projects in reference to President's Regulation Number 56 of 2018 regarding The Second Revision on President's Regulation Number 3 of 2016 regarding Acceleration of Implementation of National Strategic Projects; 3. Sending Billing Code of Immigration Non-tax payment through email; 4. After the payment, verifying blacklist status and immigration service history;

		<p>5. After the above-mentioned completion, issuing visa approval to be collected by the applicant within 3 (three) days after the payment in Indonesian embassies.</p>
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