



FREQUENTLY ASKED QUESTIONS

ON IMMIGRATION POLICY DURING COVID-19 OUTBREAK

Last update: Monday, 13 April 2020, 16:00 WIB

No.	Questions	Answers
Stay Permits (Visitor Permits/ KITAS/KITAP) and Emergency Stay Permits Holders		
1.	I am a Stay Permit holder and my KITAS/KITAP is still can be extended. Can I be granted an Emergency Stay Permit during my stay in Indoensia?	Yes, you can be granted. An Emergency Stay Permit is automatically granted to all types of Stay Permit Holders (not for Diplomatic and Official/Service Stay Permit holders) without an application process at immigration offices.
2.	My Stay Permit will be expired soon but I am overseas now. I cannot enter Indonesia for travel disruptions or unavailable public transports. Can I extend my ITAS/ITAP from overseas (the place where I stay now) or offshore application? If not, can I be granted an Emergency Stay Permit during my stay outside Indonesia?	No, you cannot extend your ITAS/ITAP outside Indonesia. Your ITAS/ITAP can only be extended at immigration offices in Indonesia (onshore application). If your ITAS/ITAP is expired while you are overseas, your ITAS/ITAP will not be valid anymore and will be cancelled by our system. You will be required to apply new ITAS/ITAP at immigration offices. No, you cannot be granted an Emergency Stay Permit during your stay outside Indoensia. Emergency Stay Permit is granted to foreigners residing in the Indonesian territory. Once you leave Indonesia, your Emergency Stay Permit will be expired and you cannot extend it outside Indonesia.
3.	My Visa on Arrival has expired and I still stay in Indoensia. I have overstayed my visa. Can I be granted an Emergency Stay Permit?	If you hold an expired Visa on Arrival, its extension, your visitor's stay permit (of Visa B211 or D212) is expiring or has been expired, or with a visa-free stamp exceeding 30 days,

		you will be granted an Emergency Stay Permit. Your overstay penalty is waived if you arrive on/after 1 January 2020.
4.	How long is an Emergency Stay Permit valid for?	Emergency Stay Permit is valid until the Covid-19 pandemic is over which is officially declared by the Indonesian authorities.
5.	If my visa or stay permit has expired whichever I can extend it or not, will I be imposed on an overstay penalty?	Provisions on and overstay penalty shall follow the Regulation of Minsiter of Law and Human Rights No.11 of 2020. If you have been overstaying your Stay Permits more than 60 days before 1 January 2020, you will be removed and listed as an entry ban person to Indonesia on the movement alert list system.
6.	How to apply for an Emergency Stay Permit?	Any foreign national will be automatically granted an Emergency Stay Permit without any application process at immigration offices and it is recorded by our system.
7.	I am holding a valid Visit Stay Permit of D212 Visa (multiple entries), and I am automatically granted an Emergency Stay Permit. Is my D212 Visa still valid? Can I use my D212 Visa to enter, once I leave Indonesia?	Yes, you can use it to enter Indonesia after the Covid-19 crisis is over, as long your D212 Visa is still valid.
8.	I am holding a Visitor Stay Permit of Visa B211, then automatically granted an Emergency Stay Permit. By the time the Covid-19 crisis is declared over, can I still extend my B211 at immigration offices?	Yes, you can extend your Visitor Stay Permit of you B211 Visa at immigration offices, as long your permit is still extendable. Procedures of extending your permit will follow new arrangements by the Minister.
9.	My KTIAS/KITAP has expired and my passport was stamped a Return of Documents (2G33). I cannot leave Indonesia. Am I also granted an Emergency Stay Permit?	Yes, you can be granted an Emergency Stay Permit. You are ordered to leave the Indonesian territory as soon as public transports are available. When you stay in Indonesia during this virus crisis, you are pohibited from working or any professional activities.
10.	I am holding an Emergency Stay Permit. How can I leave Indonesia after this crisis is over?	You can leave the Indonesian territory as usual procedures. Regulations about granting an Exit Pass for Emergency Stay Permit holders will follow futher arrangements by the Minister.

11.	If my country or any country is open or not a lockdown status with available public transports (flights), will I be granted an Emergency Stay Permit as staying in Indonesia is safer?	Yes, you can. Any foreign national in Indonesia is automatically granted an Emergency Stay Permit according to the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020 . After the virus is over, you shall follow regular procedures about Indonesian Stay Permits, and further arrangements will be published soon.
12.	Is an overstay penalty waived?	Yes, an overstay penalty is waived (free) during this covid-19 crisis in Indonesia, referring to the Regulation of Minister of Law and Human Rights of Republic of Indonesia Number 11 of 2020.
13.	I am holding a KITAS/KITAP, then automatically granted an Emergency Stay Permit. By the time the Covid-19 crisis is declared over, can I still extend my KITAS/KITAP at immigration offices?	Yes, you can extend your Temporary or Permanent Stay Permit at immigration offices, as long your stay permit is still extendable. Procedures of extending your permit will follow new arrangements by the Minister.
14.	I have been sent an approval notification to extend my KITAS from the Ministry of Manpower Indonesia. Can I be granted an ITAS or an Emergency Stay Permit?	Yes, you can be granted an Emergency Stay Permit. Your professional activities shall comply with the rules and regulations subject to specific arrangements by the Indonesian Government.
15.	If I hold a KITAP (Permanent Stay Permit) and I am overseas now, but my Multiple Re-Entry Permit (MREP) is expiring soon or has been expired, Can I extend my MREP from here?	No, you will not be granted your new MREP if you are staying overseas. When your MREP has been expired, you still can enter Indonesia with your new visa or visa-free program. Your ITAP will be cancelled by the Immigration officers at Immigration Border Control upon arrival.

Travel Documents Service for Indonesian Citizens at Immigration Offices

16.	What is an emergency immigration service when applying for an Indonesian passport?	Passport application at immigration offices is limited only to applicants with urgent matters by our helpdesk contact number. They are with: <ol style="list-style-type: none"> 1. a serious illness (provided with GP's referral letter) 2. emergency circumstances provided with other required documentations declaring reasons for traveling.
17.	Can I still use my online ticket queue which I got before this crisis after the crisis is over?	Yes, you can use your online ticket queue you have applied, after this Covid-19 crisis is declared over and Immigration Offices are open to provide regular immigration services.

18.	If I am informed my Indonesian passport is issued, should I come to the Immigration Office to collect my passport?	No. The Immigration Office is temporarily closed. All passports are safely stored at Immigration Offices. You can come to collect your passport when our service is open subject to the Covid-19 crisis is declared over by the competent authorities.
19.	My passport will be expired soon. Do I need to apply for a passport replacement immediately? I am worried to go out at the moment and the government orders everyone to stay at home. Will I be fined if I am late to replace my expired passport?	You will not be required to replace you expired passport immediately. It is not a compulsory to replace an expired passport immediately. No fine will apply if you are late to replace your expired passport. You are required to stay at home and do not make any international travels due to travel restrictions and no available public transports.
20.	I need to apply for a passport. Is immigration office open at the moment?	At the moment all immigration offices in Indonesia are open but limited to applicants with urgent matters referring to the regulation.

Immigration Controls at Airports, Seaports, and Border Crossing Stations

21.	I am an Indonesian citizen, do I need to show a Health Certificate to enter the Indonesian territory?	No. Indonesian Citizens who returns to Indonesia are not required to present a Health Certificate/Fit to Fly Certificate. Upon arrival, a port health authority or local health agency will commence a health examination for every incoming traveller.
22.	I am a profession worker holding Visa C312 and will work in Indonesia. Can I still enter Indonesia?	Any traveller is not allowed to enter Indonesia unless otherwise required. If you work at National Strategic Projects by the Indonesian Government and hold a recommendation letter, you will be allowed to enter Indonesia.
23.	Any visitor to enter Indonesia shall be in a free-Covid-19 cases regions. Which does region refer to: a country or a city?	This provision referes to a region and country. Major countries have annou 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.

Indonesian Visa Services

24.	Is Visa service still open during the Covid-19 outbreak?	Visa application is closed, except for an application for Diplomatic Visas, Service Visas, and Temporary Stay Permit Visas for foreign workers in National Strategic Projects. The arrangement shall follow the Regulation of Minister of Law and Human Rights Indonesia Number 11 of 2020, as of 2 April 2020.
25.	I am a skilled worker and my work visa has been granted, but I cannot collect my visa at the Indonesian Embassy. What should I do?	If you cannot collect your visa at the Indonesian Embassy or Consulate exceeding 60 days, your visa will be cancelled automatically by our system. A Letter of Visa Approval issued by Directorate General of Immigration to grant your visa is valid for 60 (sixty) days since the date of issue.
26.	I am a professional worker to work in Indonesia, and my work visa is granted. I cannot enter Indonesia because of the virus outbreak. How is the validity of my visa?	Visa validity is 90 (ninety) days since the date of issue for travelling to Indonesia. Your visa is not valid after 90 days since the date of issue.
27.	What is National Strategic Project?	Information about National Strategic Projects, please go to kppip.go.id
28.	What is the procedure to apply for a work visa who will work at National Strategic Projects?	If you are applying for a work visa, you can go to the Online Application for Foreign Worker (managed by the Ministry of Manpower). We will process your application by following steps: <ol style="list-style-type: none">1. verifying all required documents;2. validating your sponsor/company in the list of National Strategic Projects referring to President's Regulation Number 56 of 2018 on The Second Revision on President's Regulation Number 3 of 2016 regarding Acceleration of Implementation of National Strategic Projects;3. Sending a Payment Billing Code to your email;

		<ol style="list-style-type: none">4. After the payment is made, verifying your data in the movement alert list and your data record on our immigration service system;5. If you are eligible, granting your work visa within 3 (three) days after the payment, and you can collect your work visa at Indonesian Embassies.
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