



## Q&A

### IMMIGRATION POLICY DURING THE COVID-19 OUTBREAK IN INDONESIA

Last modified: Friday, 3 July 2020 on 16:00 WIB

- I. Stay Permits and Emergency Stay Permits**
- II. Public service delivery in immigration offices**
- III. Easy Passport service**
- IV. Immigration Control at airports, seaports and border crossing stations**
- V. Indonesian Visa service at Indonesian Embassy and Consulates**

No.	Questions	Answers
<b>I. Stay Permits and Emergency Stay Permits</b>		
1.	Can I be granted the Emergency Stay Permit even if my ITAS/ITAP still can be extended?	Yes, without applying for it at immigration offices, you can automatically be granted the Emergency Stay Permit regardless of your Stay Permits. It does not apply to holders of Diplomatic and Official Stay Permits.
2.	I am holding the expired Visa on Arrival and still residing in Indonesia. Can I be granted the Emergency Stay Permit?	Whichever Visitor Visa (including free-visa facility) you hold, will expire soon or is expired, you can automatically be granted the Emergency Stay Permit. As such, you are exempted from the overstay penalty.
3.	When will my Emergency Stay Permit be expired?	Your Emergency Stay Permit will expire after the Covid-19 crisis is declared over by the competent authority.
4.	I am holding the expired Stay Permits, regardless of extendable or not, am I imposed on an overstay penalty?	You are not imposed on the overstay penalty under the Regulation of Law and Human Rights Minister No.11 of 2020. If you have overstayed your permits exceeding 60 days before the 1 January 2020, you will be recorded to an entry ban list into Indonesia.

5.	How do I apply for the Emergency Stay Permit?	Every foreigner is automatically granted an Emergency Stay Permit by our system without applying for it in immigration offices under the Regulation of Law and Human Rights Minister No.11 of 2020.
6.	I am holding the Stay Permit of D212 index and have been granted an Emergency Stay Permit, can I still use my D212 permit after the Covid-19 outbreak is declared over?	Yes, you still can use your D212 permit as long it is still valid.
7.	I am holding the Stay Permit of B211 and have been granted an Emergency Stay Permit, Can I extend my B211 permit after the Covid-19 outbreak is declared over?	Yes, your Stay Permits B211 can be extended after the pandemic is over as long as it is regulated in the Regulation of Minister of Law and Human Rights.
8.	My KITAS/KITAP is expired and stamped "return of document", but I cannot travel overseas, am I granted an Emergency Stay Permit	Yes, you are granted an Emergency Stay Permit. You can leave Indonesia if the situation is possible. Or, you may stay in Indonesia during the crisis with the work prohibition.
9.	I have been granted an Emergency Stay Permit, how do I leave Indonesia after the Covid-19 outbreak is declared over?	Any holders of Emergency Stay Permit can leave Indonesia as described in the regular exit procedures in the Regulation of Minister of Law and Human Rights.
10.	When my home country is not locked down and there is available commercial transports, but I choose to stay in Indonesia for safety and security reasons, am I granted an Emergency Stay Permit?	Yes, you may choose to stay in Indonesia because every foreigner will be automatically granted an Emergency Stay Permit under the Regulation of Law and Human Rights Minister No.11 of 2020.
11.	Is an overstay penalty waived?	Any foreigner is not imposed on an overstay penalty under the Regulation of Law and Human Rights Minister No.11 of 2020.
12.	I am holding the valid KITAS/KITAP which is extendable, and have been granted an Emergency Stay Permit, Can I extend my stay permits after the Covid-19 outbreak is declared over?	Yes, your Stay Permits can be extended after the pandemic is over as long as it is regulated in the Regulation of Minister of Law and Human Rights.
13.	I have been granted a notification for an ITAS extension by the Ministry of Manpower, am I granted an Emergency Stay Permit?	Yes, your are granted an Emergency Stay Permit, but you are not allowed to work (work prohibition).

## II. Public Service in Immigration Offices

14.	Who can apply for the Indonesian Passport in immigration offices during the Covid-19 outbreak in Indonesia?	Immigration offices in Indonesia is now open for the Indonesian Passport application under following circumstances: <ol style="list-style-type: none"><li>1) Applicant shall sign up your name through the online queue system APAPO only on Fridays for your passport application process on the weekdays (from Monday to Friday) after your APAPO registration.</li><li>2) Applicants on the APAPO is limited to 50% from the normal applications before the virus outbreak.</li><li>3) Under the government rules, you must practice the mandatory health protocols when you visit immigration offices.</li></ol>
15.	I have been informed my passport has been issued, can I collect it in immigration offices?	Yes, you can collect it in immigration offices and you must practice the mandatory health protocols.
16.	My passport will expire soon, should I apply for the new one? Am I imposed on a penalty for not renewing my expired passport?	It is not necessary to renew your expired passport immediately. You will not be imposed on any penalty if you do not renew your expired passport.
17.	Is an immigration office open for a document service for foreigners?	Yes, immigration offices is now open for foreigners for following documents: <ol style="list-style-type: none"><li>1) Change of status for Stay Permits.</li><li>2) New ITAS (only for VITAS holders and never been previously granted KITAS)</li><li>3) Certificate of Residency (SKIM).</li><li>4) Dual Citizenship registration and immigration facilities.</li></ol>

## III. Eazy Passport Service

18.	What is Eazy Passport?	Eazy Passport is a reach out program for the Indonesian Passport application at designated locations as you have requested.
19.	How to apply for the Indonesian Passport with the Eazy Passport Service?	You shall send a letter of request for Eazy Passport Service to immigration offices. You can send the letter if you are managers at or representatives from public organizations/Military/Police/Government Business Enterprise/Local Government Business Enterprise/private

		<p>offices, education sectors (schools/muslim boarding schools/universities), communities, residential areas/apartmenets.</p> <p>You must include numbers of passport applicants,data of applicants (name, DOB, NIK, new passport/replacement, regular/one day service), proposed locations, date and days, and contact numbers of the PIC.</p>
20.	Who can apply for the Indonesian Passport with the Eazy Passport Service program?	<p>Eazy Passport service applies to Indonesian citizens at:</p> <ol style="list-style-type: none"> <li>1) Public offices/Military/Police/Government Business Enterprise/Local Government Business Enterprise/private offices.</li> <li>2) Education sectors (schools/muslim boarding schools/universities).</li> <li>3) Communities/organizations</li> <li>4) Residential areas/apartmenets.</li> </ol>
21.	What are conditions and procedures for this Eazy Passport Service?	<ol style="list-style-type: none"> <li>1) Under the government rules, you must practice the mandatory health protocols during the program.</li> <li>2) Eazy Passport Service is open for minimum of 50 passport applicants per day at one designated location.</li> <li>3) Eazy Passport Service includes new passport application and passport replacements (if arunning out of blank visa pages). This service is not for a replacement application if your passport is stolen, lost or damaged.</li> <li>4) Immigration offices will inform you the schedule of service to your locations in advance. This service is open on the business days from 8a.m. to 4p.m. at local times or outside the business days and hours.</li> <li>5) Your passport application will be processed in four business days after you make a payement (PNBP) accordingly.</li> <li>6) Your passport application can be processed in one day if you make a payment (PNBP) before 1p.m. at local times.</li> </ol>
22.	How can I collect my passport in immigration offices whenever it is issued?	<p>You can collect your passport (options):</p> <ol style="list-style-type: none"> <li>1) In person, if you are the passport applicants.</li> </ol>

		<p>2) If you cannot collect your passport in person, it is possible to arrange for a friend or relative to collect it on your behalf. You will need to confirm the details of the person nominated to collect the passport in writing (power of attorney/official letters).</p> <p>3) By mailing it to your address by PT. POS Indonesia.</p>
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#### IV. Immigration Control at airports, seaports and border crossing stations

23.	Who is eligible to enter Indonesia during the Covid-19 pandemic?	<p>You will be allowed to enter Indonesia if you are:</p> <ol style="list-style-type: none"> <li>1) Indonesian citizens.</li> <li>2) Holders of a valid KITAS/KITAP.</li> <li>3) Holders of expired KITAS/KITAP residing overseas (only to enter through 7 designated airports/seaports)*</li> <li>4) Holders of KITAP with expired MREP residing overseas (only to enter through 7 designated airports/seaports)*</li> <li>5) Holders of diplomatic and official visa.</li> <li>6) Holders of diplomatic and official stay permits.</li> <li>7) Workers and staffs engaged in healthcare, food supplies, and humanitarian work.</li> <li>8) Crew members.</li> <li>9) Workers at <a href="#">National Strategic Projects</a>.</li> </ol> <p>*7 designated airports/seaports as mentioned in no.3 and no.4 comprise:</p> <ol style="list-style-type: none"> <li>i. Soekarno-Hatta International Airport, Jakarta</li> <li>ii. Ngurah Rai International Airport, Denpasar</li> <li>iii. Juanda International Airport, Surabaya</li> <li>iv. Kualanamu International Airport, Medan</li> <li>v. Hang Nadim International Airport, Batam</li> <li>vi. Batam Centre International Seaport, Batam</li> <li>vii. Citra Tritunas International Seaport, Batam</li> </ol>
24.	Do I need to present the Health Certificate when entering Indonesia?	Yes, upon arrivals, Indoensian citizens and foreigners must present the Health Certificate and other required documents and you must practice the mandatory health protocols. The

		Port Health authority will conduct a health examination procedure.
25.	How to leave Indonesia if I hold an Emergency Stay Permit?	As described in the regular exit procedures, you can leave Indonesia and go through an immigration clearance by approving the exit stamps on your passports.
<b>V. Indonesian Visa service at Indonesian Embassy and Consulates</b>		
26.	Can I apply for the Indonesian visa at Indonesian embassy or consulates during the Covid-19 Pandemic?	No, visa application has been closed since 2 April 2020 under the Regulation of Law and Human Rights Minister No.11 of 2020.  Visa application service is limited to the diplomatic visa, official visa, and temporary stay visa (VITAS) for foreign workers at <a href="#">National Strategic Projects</a> .
27.	How do I collect my visa telex at Indonesian Embassy or Consulates if my region is locked down?	You can collect your new revalidated visa telex at Indonesian Embassy or Consulates where you apply, if only your region is not locked down.  Your expired Visa telex (issued since 1 January 2020) which has not been granted a Visa label, will be automatically revalidated by the system from the date of state of emergency is declared over. Then, your new visa telex is valid for 60 days.
28.	If my visa is granted by the Indonesian Embassy or Consulates, but I cannot travel to Indonesia, can I still use my visa? When will my visa be expired?	Yes, you can travel to Indonesia with your visa within 90 days for your travel, after your visa has been revalidated. Your expired visa will be automatically revalidated from the date of state of emergency is declared over. You do not need to visit the Indonesian Embassy or Consulates for a visa revalidation process or for collecting your new revalidated visa.
29.	What is the National Strategic Project?	For further information, you can log on <a href="http://kppip.go.id">kppip.go.id</a>
30.	What are procedures of VITAS application for foreign workers engaged in the National Strategic Projects?	When your visa application from the TKA Online system (the Ministry of Manpower) is received, next procedures will include: <ol style="list-style-type: none"> <li>1. Verifying your required documents;</li> <li>2. Validating your sponsorships/companies as listed in the National Strategic Projects under the</li> </ol>

Presidential Regulation No.56 of 2018 about the National Strategic Projects.

3. Sending billing payment (PNBP) to your email;
4. Verifying and matching your data with the alert list and movement records;
5. In three business days after you complete your payment and if your documents are verified and validated, your visa will be granted. You can collect your visa at Indonesian Embassy or Consulates where you apply.