

FAQS

1. Adakah Pelabuhan Klang beroperasi semasa wabak Covid-19?

Ya. Pelabuhan Klang diklasifikasikan di bawah perkhidmatan penting mengikut Jadual 1 Akta Perhubungan Industri. 1967 yang beroperasi setiap hari termasuk semasa keadaan wabak Covid-19.

1. *Is Port Klang operating during Covid-19 outbreak?*

Yes. Port Klang is classified under the essential services as per Schedule 1 Industrial Relations Act. 1967 which operates 24/7 despite the outbreak of Covid-19.

2. Apakah perkhidmatan di pelabuhan yang terjejas dengan perintah sekatan kerajaan yang terkini disebabkan oleh wabak Covid-19?

Tiada. Pelabuhan dikategorikan dalam perkhidmatan penting dan semua perkhidmatan pelabuhan beroperasi seperti biasa. Perkhidmatan termasuk pengendalian kargo, perkhidmatan malim, kapal tunda, bunkering, bekalan air bersih, perkhidmatan sampingan marin, gudang, pemasangan *bulking* dll.

2. *What are the services in port that are affected with the latest government restriction order due to Covid-19 outbreak?*

None. Ports are categorised in essential services and all port services are operating as usual. Services include cargo handling pilotage, tugboats, bunkering, fresh water supply, other marine related service, warehouses, bulking installation etc.

3. Adakah perkhidmatan keselamatan pelabuhan dan jabatan bomba beroperasi semasa Covid-19?

Ya, perkhidmatan keselamatan pelabuhan dan jabatan bomba yang berkaitan dengan aspek keselamatan, kebakaran, kecemasan beroperasi seperti biasa.

3. *Are port security service and fire department operating during Covid-19?*

Yes, port security and fire services related to security management are operating as usual.

4. **Apakah waktu operasi Ibu Pejabat LPK sepanjang tempoh Perintah Kawalan Pergerakan?**

Waktu operasi LPK adalah seperti dari jam 8 pagi – 7 petang (termasuk waktu operasi Zon Bebas & Dagangan Berbahaya).

4. *What is the operating hours of Port Klang Authority/ LPK Headquarters during the duration of the Movement Control Order?*

PKA operating hours are from 8am - 7pm (including Free Zone & Dangerous Goods Department).

5. **Adakah saya masih boleh membuat penghantaran dan menerima barang saya melalui ejen penghantaran?**

Operasi di Pelabuhan Klang berjalan seperti biasa, sila hubungi ejen penghantaran masing-masing untuk keterangan lanjut.

5. *Can I still ship and receive my goods through the shipping agent?*

Operations in Port Klang are as normal, please contact your shipping agent for more details.

6. **Bagaimana boleh saya hubungi talian pertanyaan kecemasan?**

Segala pertanyaan sepanjang tempoh Perintah Kawalan Pergerakan boleh hubungi:

JABATAN	NAMA PEGAWAI	NO. UNTUK DIHUBUNGI
ZON BEBAS	Encik Ahmad Rizal bin Mohd Yusop	012-215 9069 03-3168 8214 03-3168 8211 samb. 1024

		ahmadrizal@pka.gov.my
DAGANGAN BERBAHAYA	Encik Nubhan bin Basaruddin	012-306 3404 03-3167 0024 03-3168 8211 samb. 1023 nubhan@pka.gov.my
GERAKAN MARIN	Capt. Azmi bin Maaris	012-639 5565 03-3168 8205 03-3168 8211samb. 3025 azmi@pka.gov.my

6. What is the emergency contact hotline?

DEPARTMENT	OFFICER IN CHARGE	CONTACT NO.
FREE ZONE	Encik Ahmad Rizal bin Mohd Yusop	012-215 9069 03-3168 8214 03-3168 8211 samb. 1024 ahmadrizal@pka.gov.my
DANGEROUS GOODS	Encik Nubhan bin Basaruddin	012-306 3404 03-3167 0024 03-3168 8211 samb. 1023 nubhan@pka.gov.my

MARINE OPERATIONS	Capt. Azmi bin Maaris	012-639 5565 03-3168 8205 03-3168 8211samb. 3025 azmi@pka.gov.my
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7. Adakah sebarang perubahan pada waktu operasi On Dock Depots?

On Dock Depots beroperasi seperti biasa dari 8 pagi – 4 pagi keesokan harinya).

7. *Any changes in On Dock Depots working hours?*

On Dock Depots will be operating as usual (0800 - 0400 hrs following day)

8. Adakah tempoh penyimpanan percuma tambahan ditawarkan dalam tempoh ini?

Tidak. Pelabuhan beroperasi 24/7 dan tiada pengecualian atau tambahan tempoh simpanan percuma yang ditawarkan.

8. *Any extra free storage period is offered during this period?*

No. The port operates 24/7 and no waiver or additional free storage period is offered.

9. Adakah sebarang tambahan tempoh penyimpanan percuma untuk kargo LCL?

Tidak. Storan percuma untuk kargo LCL kekal 3 hari.

9. *Any additional free storage for LCL cargo?*

No. Free storage for LCL cargo remains 3 days.

10. Adakah syarikat berdaftar dibenarkan memasuki kawasan pelabuhan untuk menjalankan perkhidmatan sampingan semasa Kawalan Gerakan Covid-19?

Ya, semua syarikat yang didaftarkan dan memegang Lesen Perkhidmatan Peserta LPK yang sah dibenarkan masuk ke kawasan pelabuhan untuk menjalankan kegiatan mereka.

10. Are registered companies allowed to enter port the area to carry out ancillary services during the Covid-19 Movement Control?

Yes, all companies that are registered and hold a valid LPK Ancillary Services Licence are allowed into port area to carry out their activities.

11. Adakah kakitangan dan pelawat menjalani saringan kesihatan sebelum memasuki kawasan Ibu Pejabat LPK?

Ya. Semua kakitangan dan pelawat akan menjalani pemeriksaan suhu badan sebelum masuk ke Ibu Pejabat LPK. Sekiranya terdapat simptom Covid-19, mereka tidak akan dibenarkan masuk dan perlu mendapatkan rawatan kesihatan lanjut.

11. Are staff and visitors screened before allowed entry into premises?

All staff and visitors are subject to temperature screening. Anyone showing symptoms of Covid-19 will be not permitted entry and will be asked to seek medical attention.

12. Bagaimana dengan proses permohonan dan pengambilan lesen? Permohonan lesen untuk pembaharuan boleh dilakukan secara dalam talian dan serahan akan dilakukan secara temu janji.

12. How about the application process and license collection?

License application for renewal can be done online and collection by appointment.

- 13. Apakah kesan ke atas perolehan di LPK sepanjang perintah kawalan pergerakan? Adakah semua perolehan & sebut harga ditawarkan masih sah?**

Sebut harga sah selama 90 hari daripada tarikh tutup iklan. Untuk perolehan yang telah ditawarkan sila hubungi pegawai bertanggungjawab untuk setiap projek.

- 13. *What is the effect on LPK's procurement during the movement control order? Is the quotation offered valid?***

Yes, the quotation is valid for 90 days from the offer close date. Please contact the responsible officer for awarded project.

- 14. Adakah LPK mengambil pelajar bagi Latihan Industri (internship) sepanjang Perintah Kawalan Pergerakan?**

Proses pengambilan pelajar internship adalah dibekukan sehingga dimaklumkan kelak.

- 14. *Is there any Industrial Training intake during the Movement Control Order?***

There will be no Industrial Training internship until further notice.

- 15. Adakah tuntutan perbelanjaan perubatan pesara boleh dikemukakan sepanjang tempoh Perintah Kawalan Pergerakan?**

Pesara LPK (penerima pencen) yang ingin membuat tuntutan perbelanjaan perubatan, penyerahan borang boleh dikemukakan selepas tamatnya Perintah Kawalan Pergerakan. Tuntutan juga boleh dihantar melalui pos kepada Jabatan Sumber Manusia untuk perhatian Pengurus Kanan Sumber Manusia.

- 15. *Can I submit my claim for pensioner medical expenses during the period of the Movement Control Order (MCO)?***

LPK retirees (pension recipients) who wish to claim medical expenses may submit your claims after MCO. Claims may also be sent by post to

the Human Resources Department for the attention of Senior Human Resources Manager.

16. Bagaimana tindakan bagi kes-kes kecemasan yang memerlukan rawatan segera bagi pesara?

Bagi kes-kes yang memerlukan rawatan segera dan kecemasan, pesara-pesara boleh berhubung terus dengan Pengurus Kanan Sumber Manusia di talian 012-2730757 untuk mendapatkan penjelasan tanpa perlu datang ke ibu pejabat LPK.

16. *How do you respond to emergency cases that require immediate treatment for pensioners?*

For cases requiring urgent and emergency treatment, retirees can contact the Human Resources Senior Manager at 012-2730757 for clarification without having to come to the LPK headquarters.

17. Adakah kaunter bayaran kewangan dibuka sepanjang tempoh Perintah Kawalan Pergerakan?

Kaunter bayaran dibuka seperti biasa.

17. *Is the payment counter open during the Movement Control Order?*

The payment counter is open as usual.

18. Adakah *billing invoice* untuk *port dues* boleh didapati seperti biasa?

Billing invoice akan dihantar seperti biasa melalui email.

18. *Is billing invoice for port dues available as usual?*

Billing invoices will be sent as usual by email.

19. Adakah dalam tempoh Perintah Kawalan Pergerakan ini, aduan kejuruteraan boleh dilaporkan kepada Lembaga Pelabuhan Kelang?

Ya. Sila hubungi talian kecemasan 012-331 4218 (En. Suhairi bin Nordin) atau 012- 273 6193 (Ir. Chong Chai Thiam).

19. During the period of Movement Control Order, can any engineering complaint be reported to Port Klang Authority?

Yes, please call emergency line 012- 331 4218 (En. Suhairi bin Nordin) or 012- 273 6193 (Ir. Chong Chai Thiam).