



KEMENTERIAN
PERDAGANGAN ANTARABANGSA DAN INDUSTRI
(MINISTRY OF INTERNATIONAL
TRADE & INDUSTRY)

DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES

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www.miti.gov.my



MITIMalaysia



MITIMalasiayoutube

DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES



KEMENTERIAN
PERDAGANGAN ANTARABANGSA DAN INDUSTRI

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ENQUIRY REGARDING MCO

NATIONAL SECURITY
COUNCIL (NSC)



03-8888 2010

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INDIVIDUAL MOVEMENT AND PUBLIC COMPLAINTS

ROYAL MALAYSIAN
POLICE (PDRM)



03-2031 9999
03-2266 3333
03-2266 3334



covid.mcc@rmp.gov.my

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HEALTH SECTOR

MINISTRY OF HEALTH
(MOH) / National Crisis
Preparedness and Response
Centre (CPRC)



03-8881 0200
03-8881 0600
03-8881 0700



010-969 9435 (WhatsApp)



010-860 8949 (WhatsApp)



8.00 am - 5.00 pm



cprc@moh.gov.my

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GENERAL ENQUIRIES

MALAYSIAN GOVERNMENT
CALL CENTRE (MyGCC)



03-8000 8000



24 hours



80008000@1mocc.gov.my

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MANUFACTURING SECTOR

MINISTRY OF INTERNATIONAL
TRADE AND INDUSTRY (MITI)



03-6208 4949



9.00 am - 5.00 pm



covid19hotline@miti.gov.my
(General Enquiry)

covid19aduan@miti.gov.my
(Complaints Non-Compliance
SOP)

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HUMAN RESOURCE SECTOR

MINISTRY OF HUMAN
RESOURCE (MOHR)



03-8886 2409
03-8886 2352
03-8888 9111



8.00 am - 5.00 pm



itksm@mohr.gov.my



DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES



KEMENTERIAN
PERDAGANGAN ANTARABANGSA DAN INDUSTRI

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COVID-19 TESTING

PERKESO



1300-22-8000
088 238 755 (SABAH)
088 233 830 (SABAH)
082 242 261 (SARAWAK)
082 242 050 (SARAWAK)
perkeso@perkeso.gov.my

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RETAIL, WHOLESALE & DISTRIBUTION SECTOR

MINISTRY OF DOMESTIC TRADE & CONSUMER AFFAIRS (KPDNHEP)



1-800-886-800
03-8882 6088
03-8882 6245
019-279 4317 (WhatsApp)



8.00 am - 6.00 pm



<http://e-aduan.kpdnhep.gov.my>

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PRIVATE SAFETY CONTROL

MINISTRY OF INTERNAL AFFAIRS (KDN)



03-8886 8110
03-8886 8126



8.00 am - 6.00 pm



blkgerakankdn@moha.gov.my

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ENERGY & NATURAL RESOURCES SECTOR

MINISTRY OF ENERGY & NATURAL RESOURCE (keTSA)



03-8000 8000



webmaster@ketsa.gov.my

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IMMIGRATION

MALAYSIAN IMMIGRATION DEPARTMENT (JIM)



03-8888 2010
03-8000 8000

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CONSTRUCTION & CIDB SECTOR

MINISTRY OF PUBLIC WORKS (KKR) – Industry Complaints Unit



03-5567 3300 (CIDB Careline)



8.00 am - 5.30 pm



DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES



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CLEANLINESS, SAFETY, CONSTRUCTION & STRATA MANAGEMENT SECTOR

MINISTRY OF HOUSING & LOCAL GOVERNMENT (KPKT)



Strata Management Sector
03-88913208 (Sr Mohd Azhar bin Ab Wahid)
03-88914340 (Siti Noorfadhilah binti Md. Amin)
03-88914335 (Azila binti Mohd Aris)



9.00 am - 5.00 pm



pro@kpkt.gov.my

Solid Waste Sector
1800887472 (hotline)

Credit Community Sector

Licensing Matters
03-8891 4721 (Fuadi)
03-8891 4695 (Nur Adiba)
03-8891 3285 (Kaunder)
03-8891 4701 (Pn. Sheela)

Money Lending Provision Matters
In Credit Community Phone Lines
03-8891 4662 (Mohd Fadzil)
03-8891 4705 (Maisarah)
03-8891 4594 (Siti Nordiana)

Licensing &
Residential
Development & PPR
Management Sector
(see attachment)

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AGRICOMMODITY SECTOR

MINISTRY OF PLANTATION INDUSTRIES & COMMODITIES (MPIC)



HOTLINE MPIC
03-8880 3498
(Monday-Friday)



8.00 am - 5.00 pm



ukk@mpic.gov.my

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TRANSPORTATION & LOGISTICS SECTOR

MINISTRY OF TRANSPORTATION(MOT)



1-800-88-7723
019-290 7723 (WhatsApp)



8.00 am - 5.00 pm



aduan@mot.gov.my

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DEFENSE SECTOR

MINISTRY OF DEFENSE (MINDEF)



03-2059 8400



24 hours

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BORDER CONTROL/ NATIONAL DEFENSE

MALAYSIAN ARMED FORCES (ATM) / DEFENSE OPERATION CENTRE (POP)



03-2071 2071



24 hours



matm.pop@mod.gov.my



DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES



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CULTURE, ARTS & HOTELING SECTOR

MINISTRY OF TOURISM AND CULTURE (MOTAC)

 03-8891 7189

 8.00 am - 5.00 pm

 covid19@motac.gov.my

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COMMUNICATION, INFORMATION TECHNOLOGY, E-TRADE & CREATIVE INDUSTRY SECTOR

MINISTRY OF COMMUNICATION & MULTIMEDIA (KKMM / MCMC) (Note: Postal and courier services)

 03-8911 5351
03-8911 5258
03-8911 5265
03-8911 5188

 Complaint Hotline : 1800-188-030
SKMM ADUAN [Complaint Details]
SMS to 15888

 Whatsapp: 016-220 6262
8.00 am - 10.00 pm

 mco.sop@mcmc.gov.my
aduanskmm@mcmc.gov.my

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R&D AND LABORATORY TESTING

MINISTRY OF SCIENCE, TECHNOLOGY AND INNOVATION (MOSTI)

 03-8885 8721
03-8885 8782

 8.00 am - 5.00 pm

 covid19@mosti.gov.my

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PPK, RICE, FISHERIES, AGRICULTURE, FOOD & LIVESTOCK SECTOR

MINISTRY OF AGRICULTURE & FOOD INDUSTRIES (MAFI)

 03-8870 1491

 8.00 am - 5.00 pm
(Monday-Friday)

 bilikgerakan@mafi.gov.my

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PRIHATIN ECONOMIC STIMULUS PACKAGE

MINISTRY OF FINANCE

 03-8882 9087
03-8882 9089
03-8882 9169
03-8882 9170
03-8882 9191

 prihatin@treasury.gov.my

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SPORTS & RECREATION

MINISTRY OF YOUTH & SPORTS (KBS)

 03-8871 3585
03-8871 3246
Monday-Friday (except PH)

 8.00 am - 5.00 pm

 sopsportrec@kbs.gov.my

DIRECTORY MINISTRIES FOR REFERENCE OF COVID-19 ISSUES



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**NURSERIES, CARE
CENTERS INCLUDING
SENIOR CITIZENS**

**MINISTRY OF WOMEN,
FAMILY AND COMMUNITY
DEVELOPMENT (KPWKM)**



Care Line- 15999

019-2615 999 (WhatsApp)

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EDUCATION SECTOR

**MINISTRY OF EDUCATION
(KPM)**



03-8884 9383

03-8888 6749

03-8884 9325

03-8884 9401



8.00 am - 10.00 pm



adabpm@mohe.gov.my

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HIGHER EDUCATION SECTOR

**MINISTRY OF HIGHER
EDUCATION (KPT)**



KPT Ops Centre

03-8870 6777

03-8870 6949

03-8870 6628

03-8870 6623



24 hours



covid19kpt@mohe.gov.my

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**CONSULAR,
PROTOCOL &
OPERATION SERVICES**

**MINISTRY OF
FOREIGN AFFAIRS
(KLN)**



03-8887 4588



8.00 am - 5.00 pm



covid19taskforce@kln.gov.my

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FOOD PREMISES

**MINISTRY OF FEDERAL
TERRITORIES(KWP)**



KWP OPS CENTRE- 03-8892 3613

PPJ OPS CENTRE- 03-8887 3000

019-2666 3000 (WhatsApp/
Telegram)

PL OPS CENTRE- 087-425 600

DBKL OPS CENTRE

03-9226 3113/1112/1312 (Housing)

03-4024 4424/03-4026 7222

(Emergency)

03-2027 5399

(DBKL Health Management)



8.00 am - 5.30 pm



bilikgerakan@kwp.gov.my

gerakan@ppj.gov.my

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ENVIRONMENT SECTOR

**MINISTRY OF ENVIRONMENT
& WATER (KASA)**



1800-88-2727

03-8889 1972



24 hours



aduan_k@doe.gov.my



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DISASTER MANAGEMENT/PKR
COORDINATION/QUARANTINE
CENTER/ABC COVID-19
PROGRAM/JPBN
COORDINATION

**NATIONAL CRISIS
MANAGEMENT AGENCY
(NADMA)**



03-8064 2400



24
hours



opsroom@nadma.gov.my

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RUKUN TETANGGA, NON-
ISLAM RELIGIOUS HOUSES &
NON-ISLAM BURIAL
MANAGEMENT

**MINISTRY OF NATIONAL
UNITY (KPN)**



03-8091 8080

03-8883 7151

03-8883 7155

017-280 4364

019-251 6095

(En. Magendran a/l Muniandy)

013-935 8009

(En. Roslan bin Seman)



9.00 am - 5.00 pm



pro@perpaduan.gov.my

magendran@perpaduan.gov.my

roslan@perpaduan.gov.my

bilikgerakan@perpaduan.gov.my

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**RURAL
DEVELOPMENT**

**MINISTRY OF RURAL
DEVELOPMENT (KPLB)**



MARA CALL CENTER

03-2613 5082

03-2613 5084

03-2613 5085

03-2613 5086



24 hours

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**AR-RAHNU AND CREDIT
COOPERATIVE**

**MINISTRY OF ENTREPRENEUR &
COOPERATIVES DEVELOPMENT**



1-300-88-1020

03-8892 3448

03-8892 3444

03-8892 3450

03-8892 3447



8.00 am - 5.00 pm

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OIL & GAS SECTOR

PETRONAS



ask.isc@petronas.com

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FINANCE INSTITUTION

**BANK NEGARA MALAYSIA
(BNM)**



1-300-88-5465 / 03-2698 8044



9.00 am - 5.00 pm



<https://telelink.bnm.gov.my/>



www.bnm.gov.my

