

ANNOUNCEMENT OF TEMPORARY CLOSURE OF USM VISA COUNTER AT IMCC DURING MCO (17 MAY - 7 JUNE 2021)

Dear international students and expatriates, we regret to inform you that the USM visa office at IMCC will be temporarily closed for Face to Face Counter submission following the implementation of the Movement Control Order (MCO) on 17 May 2021 until 7 June 2021.

As an option, you may contact us via online platforms (Whatsapp and email) pertaining to visa matters and by making an appointment if you need to collect or submit your documents urgently (Passport/IKAD/Insurance Card etc).

Kindly take note on the following:

1. International Students and Staff may enter the campus for urgent visa matters and is subject to approval by following the current procedure by online application using form A (for students) and to contact your respective school/centre (for staff).
2. Complete and Submit your form A (for students) ONCE you get the appointment date and time from Visa Staff before obtain the Entry approval online. You MUST obtain a permission to enter the campus for the purpose of visa processing and please comply the rules and SOPs during the MCO 3.0.
3. Walk-ins are not allowed and cannot be entertained during this period to limit face to face interaction while observing physical distancing. To those residing on Campus will also need to get an appointment from Visa Staff before coming to Visa Office for Passport submission & collection.
4. The Immigration Office nationwide including the Penang Immigration Office still opened throughout this period but the submission and process to Immigration Office has been limited for only 3- 5 applications daily due to implementation of appointment via sto.lmi.gov.my and limited services by their main power has reduce to only 30% . Please expect a delay in your visa processing especially for sticker endorsement from Penang Immigration.
5. Please ensure to follow proper guidelines and SOPs relating to MCO set by the Malaysia Government throughout this period. Practice good personal hygiene and take care of yourself.

We appreciate your kind understanding and patience.

For any enquiries pertaining to USM visa matters, please contact our visa staff during office hours (Monday to Friday) as below:

New Application & Renewal of Student Pass

1) Mr Muhamad Sidek

Email: msidek@usm.my

2) Mr Mohamad Shamimm Bin Nadzeri

Email: shamimm.nadzeri@usm.my

Whatsapp : +60 11-3108 9852

3) Mr Nadzrull

(Staff In-Charge for all submission to Penang Immigration Office)

Email:nadzrull@usm.my

WhatsApp : +6019 5590394

New Application & Renewal of Dependent Pass

1) Mdm Suriati Mukhtar

Email: msuriati@usm.my

2) Ms Sabrina

Email: sabrinaa@usm.my

Whatsapp: + 604-6532492

Employment Pass & Expatriate (Staff Visa)

1) Mr Muhammad Afif Aizat

Email: aizat.afif@usm.my

WhatsApp: +60 114069 8341

WORKING HOURS

Monday – Thursday

8.10 am – 1.00 pm

2.00 pm – 5.10 pm.

Visa Counter : 9.00am - 12.30pm

Afternoon closed for processing

Friday

8.10 am - 12.15 pm

2.45 pm - 5.10 pm.

Visa Counter : 9.00am -12.00noon

Afternoon closed for processing

We are closed on Saturday, Sunday and Public Holiday

Thank you.

Have A Nice Day and Stay Safe!

Best regards,

FADZILLA BOSMAN

Head Of Visa Management Unit

International Mobility & Collaboration Centre (IMCC)

UNIVERSITI SAINS MALAYSIA

Email: fadzilla@usm.my

Whatsapp Official No.: +604-6532777