

FREQUENT ASKED QUESTIONS (FAQs)

Q1: WHAT IS THE OPERATIONAL STATUS OF RAJANG PORT DURING THE MCO AND POST-MCO?

A: We are fully operational as an essential service sector except for cruise ships.

Q2: IS RAJANG PORT OPERATIONAL 24/7 DURING THIS PERIOD?

A: During this period, our operational hours is from 7.30a.m to 7.00p.m. Any requirement to work after 7.00p.m will be based on a need basis and by appointment and special arrangement.

Q3: WHERE DO I FIND INFORMATION ON THE OPERATIONS OF THE PORT DURING THE POST MCO PERIOD?

A: Rajang Port Authority provides the necessary Standard Operating Procedures (SOP) on its operation and administration, obtainable via its website at www.rajangport.gov.my .

Q4: IS THE OVERTIME FOR FREE STORAGE WAIVED DURING THIS PERIOD?

A: Overtime for free storage is not waived. This is to prevent congestion in the port. The port will assist to coordinate the delivery of cargo with all parties including Customs, shipping agents, forwarding agents and haulage. Individual cases with unavoidable circumstances on a case to case basis shall be considered by Rajang Port.

Q5: HAS THE PORT PREMISES BEEN SANITISED?

A: The port has undertaken to disinfect our facilities and machineries and shall continue to do so on a periodic basis.

Q6: DO I NEED A FACE MASK TO ENTER THE PORT?

A: It is mandatory to have a face mask to enter the port. Upon entering the Port premises, you are also required to a body temperature check before you can proceed to conduct your business with the port.



Q7. IS THE PORT PRACTICING SOCIAL DISTANCING?

A: Everyone is required to maintain a safe distance (1 meter) at all times while in the Port.

Q8. ARE HAND SANITIZERS PROVIDED?

A: Hand sanitizers are provided at all strategic locations. You should also wash your hands with soap at the Port's washroom located at every floor of the building.

Q9. IS THERE A PARTICULAR TASK FORCE LOOKING INTO THE GOVERNMENT'S INITIATIVES IN COMBATING THE SPREAD OF COVID-19 IN THE PORT?

A: The task force set up in Rajang Port Authority since 20.03.2020 shall continue to look into adherence to the Health Ministry's advices and guidance on this matter.

Q10. CAN I PAY MY BILL ONLINE?

A: Yes, you can. You are encouraged to settle your bills online; details of which are available in our website at www.rajangport.gov.my .

Q11. DO I HAVE TO GO TO THE PORT TO GET MY CHEQUE?

A: The Port can arrange to pay you if you provide the Port with your account number.