

## 人联党联系中心回答标准 <<SUPP CALL OPERATION ANSWERING SOP>>

### 1. 砂拉越政府协助受行动管制令影响贫穷人民的食物援助计划。

**The State Special Food Aid for needy families during MCO as announced by Sarawak Government**

- ✓ 受影响民众可以联系福利部(JKM) / The affected public can contact the Jabatan Kebajikan Negeri Sarawak (JKM) : 082-449577 / 444139。
- ✓ 或到各区的福利部 / Or visit the nearby branches of Jabatan Kebajikan Masyarakat Negeri Sarawak.
- ✓ 或联系各地方的社区领袖(地方领袖的联系名单会用讯息转发 / Or contact the Local Community Leaders / Ketua Masyarakat / Ketua Kaum (Name list and contact will be sent through message)

### 2. “爱护我的砂拉越” B40 群体的 RM250 福利

**“Sarawakku Sayang” (B40) RM250**

<b>概念 Objectives</b>	<ul style="list-style-type: none"> <li>✓ 砂政府辅助砂拉越子民渡过 Covid 19 的 MCO 救济金。 Sarawak Government to financially assist Sarawakians to mitigate the impact of Covid-19</li> <li>✓ 砂政府的资助，和联邦其他配套不是共同的。 This is financial aid by Sarawak Government, different from the Bantuan Prihatin Nasional from Federal.</li> </ul>
<b>条件 Conditions</b>	<ul style="list-style-type: none"> <li>✓ 只给砂 B40 Only for Sarawakians under B40</li> <li>✓ 只给家庭式（就是原本在 2020 年拿者 RM1100 的生活援助金(BSH)者，就会有这 RM250，没包括单身，乐龄） Only for family ( i.e. the one who had been a BSH recipients of RM1100 for year 2020, will receive the extra RM250, excluding the single and senior citizens)</li> </ul>
<b>怎样申请 How to apply?</b>	<ul style="list-style-type: none"> <li>✓ 不用申请，直接进入在 BSH 注册的银行户口 No application required, RM250 will be transferred into the bank account registered for BSH.</li> </ul>
<b>期限 Duration</b>	<ul style="list-style-type: none"> <li>✓ 6 个月（2020 年 4 月至 9 月） 6 months (from April 2020 till September 2020)</li> </ul>

<b>几时发放 Date of Release</b>	✓ 4月15号开始，每个月15号发放到九月 Starting from 15th April 2020, 15 <sup>th</sup> day of every month until September 2020
<b>怎样发放 How?</b>	✓ 直接进入 BSH 注册的户口。如果没有户口的，就会： Will transfer directly into the bank account registered for BSH. If no bank account, then:
	✓ 分两阶段透过临近的砂财政部办公处分发： will release in 2 stages through the nearby State Treasury Department Sarawak:  ✓ 第一阶段：2020年4月15-30号 First Stage: 15 <sup>th</sup> April till 30 <sup>th</sup> April 2020  ✓ 第二阶段：2020年8月15-30号 Second Stage: 15 <sup>th</sup> August till 30 <sup>th</sup> August 2020
<b>遗漏投诉 Appeal</b>	✓ 直接去省、县公署办公室。 Appeal at the nearby Resident Office or District Office
<b>查询 Further info</b>	✓ <a href="https://bsh.hasil.gov.my/LogMasuk.aspx">https://bsh.hasil.gov.my/LogMasuk.aspx</a>

### 3. 原有的“生活援助金” (BSH)

#### The existing Bantuan Sara Hidup (BSH)

- ✓ 这个 BSH 是政府的原有计划，与 BPN 和 Sarawakku Sayang 是不同配套。只因 BPN 和 Sarawakku Sayang 有给到 B40 群体，所以这两者的查询方式是依据 BSH 的网站系统。

BSH is an existing financial aid, different from the BPN and Sarawakku Sayang package. Since the BPN and Sarawakku Sayang also for the B40 group, therefore both status can be checked through the BSH website.

- ✓ 原有的 BSH 保持，剩余的余额也将在 7 月全数发放。  
The existing BSH still remain the same, the balance of the remaining sum will also be released in July.
- ✓ 查询网页 / Please refer : <https://bsh.hasil.gov.my>

### 4. 联邦政府的国民关怀援助金(BPN) 申请条件

#### The conditions for application of BPN

- ✓ 有不同配套。参考 / The details of the various aids, please refer to:  
<https://www.facebook.com/101105344871291/posts/115866716728487/>

✓ **联邦政府的国民关怀援助金(BPN) 查询:**

**For further details on BPN, please refer to the official website:**

- <http://www.hasil.gov.my>  
(能够直接上诉和作新申请 / Can direct appeal or make new application)
- <https://bsh.hasil.gov.my> (只能查询资格 / Can only check status)
- <https://www.treasury.gov.my>  
(这个网页, 只能查询资格 / Can only check status)

✓ **BPN 如果查询了, 是“Layak” / If the status is “Layak”:**

- B40 的钱将会直接进入 BSH 的注册银行户口;  
The money for the B40 will be transferred directly into BSH bank account;
- M40 的钱将会直接进入 LHDN 的注册银行户口;  
The money for M40 will be transferred to the bank account registered with LHDN;
- 钱将在 4 月尾和 5 月尾发放;  
The money will be released end of April 2020 and end of May 2020;
- 没有户口的, 将会在 BSN 发放现金;  
For those who has no bank account, cash voucher will be available at Bank Simpanan Nasional (BSN);
- 4 月份如果还在处理着, 不用担心, 钱将在 5 月尾一次过发放。  
If the application still in process during April, not to worry, the money will be released in one lump sum at the end of May.
- 如果 M40, 要更换银行口资料, 请在 <https://ez.hasil.gov.my/CI/> (E-Kemaskini 更换)  
For M40, if they wish to change the information of the bank account, go to <https://ez.hasil.gov.my/CI/> (E-Kemaskini to change)
- 如果想要知道详细资料如: 发放银行资料, 发放状况, 请在 <https://bsh.hasil.gov.my> 登入查询。(如果没有 BSH 的网页户口, 就必须自行注册。)  
For further information, can log on to <https://bsh.hasil.gov.my>. (If no BSH log in account, register first)

✓ **BPN 如果查询了, 是“Tidak Layak” / If the status is “Tidak Layak”:**

- 点击“Papar Alasan”看理由  
Please click on “Papar Alasan” to view the reasons
- 然后在 2020 年 4 月 10 号后在同样的网页进行上诉。  
Then, appeal at the same website after 10<sup>th</sup> April 2020.

- ✓ **BPN 如果查询了，是“Tiada Dalam Rekod” / If the status is “Tiada Dalam Rekod”:**
  - 直接点入“Permohonan Baru”进行申请。  
Click on “ Permohonan Baru” to apply.
- ✓ **BPN 如果是新申请，投诉，等待处理着的情况  
For BPN new applicants, complaints, in process:**
  - 不用担心，钱将在 5 月尾一次过发放。  
Not to worry as the money will be released in one lump sum at the end of May.
- ✓ **BPN 如果是没有户口的受惠者，钱如何发放？  
If the BPN recipient has no bank account, how?**
  - 钱将在 BSN，现金发放。  
The money release through cash voucher at Bank Simpanan Nasional
- ✓ **如果有任何疑问，请联系内陆税收局查询，电话号码：03-8911 1000 / 1100。  
For further enquiries, please contact LHDN at 03-8911 1000/ 1100.**

#### **5. KWSP 的 RM500 领取法：**

##### **Application to withdraw RM500 from Account 2 KWSP:**

- ✓ 邮寄 或 Email / By post or Email;
- ✓ 或上网申请（最建议） / Online application (most encouraged way)
  - 网页 website: <https://www.kwsp.gov.my/>
- ✓ 详细方式可参考 / Please refer to the below for further details:  
<https://www.facebook.com/101105344871291/posts/116639516651207/>

#### **6. PERKESO 的 RM600 块怎么申请：**

##### **The application foe RM600 from Perkeso**

- ✓ WSP 申请网站 / Application Website: <https://www.perkeso.gov.my/>
- ✓ ERP 须要下载表格，填妥后 Email 或邮寄至 Perkeso。  
Download the forms of ERP online, fill in and email or by post to Perkeso.
- ✓ 详细方式可参考 / Further details refer to:  
<https://www.facebook.com/101105344871291/posts/116821403299685/>

## 7. 要进/出砂拉越:

### Travel exemption to exit or enter Sarawak

- ✓ 所有要进出砂拉越的人士，都要向砂灾难管理委员会申请；  
For any person who want to exit or enter Sarawak, they need to apply the travel exemption from the Sarawak Disaster Committee;
- ✓ 申请网站 / Application website:  
<https://www.facebook.com/101105344871291/posts/116639516651207/>
- ✓ 详细方式可参考 / Further details refer to:  
<https://www.facebook.com/101105344871291/posts/117520103229815/>
- ✓ 注意：2020 年 4 月 5 号后，所有入境者须强制性进入隔离站。  
Attention: All individual who enter Sarawak is compulsory to undergo 14 days quarantine at the directed Quarantine Centre.

## 8. 跨县行动申请:

### Application to travel from one district to another district:

- ✓ 4 月 3 日起必须向警方申请。2020 年 4 月 2 号前和县公署申请的也是要再和警方申请。  
Permit to be applied from the nearby Police Station starting from 3<sup>rd</sup> April 2020. Those who had applied from District office before 2<sup>nd</sup> April 2020 is required to reapply from the Police Station.

## 9. 砂政府公布的中小型企业贷款协助:

### The Micro Credit Scheme loan assistance announced by Sarawak Government

- ✓ 参考网页 / Please log on to: <https://www.sedc.com.my/>
- ✓ 其他文件 / other documents: 会用讯息传送 / will send through messages.

## 10. 如果自我怀疑有染上 Covid 19 (但还没有任何症状)，建议去 Stadium Perpaduan (古晋区) 进行检验。

### If there is any suspect of possible Covid-19 case (no symptoms yet), advisable to go Stadium Perpaduan (Kuching area) for screen and test.

- ✓ 如果已经有 Covid-19 症状，建议立刻去 Pusat Belia & Sukan (古晋区)进行检验  
If one has Covid-19 symptoms, Advisable to go Pusat Belia & Sukan (Kuching area) immediately for screen and test.
- ✓ 在去之前，请先拨打 016-808 4252 / 016-808 4220 询问。  
Please call 016-808 4252 / 016-808 422 before you go.