



MIGRANT WORKERS' INFO BOOKLET
Your rights as a migrant worker in Malaysia



Produced by JUMP
Jaringan Utara Migrasi Pelarian
(Northern Network For Migration & Refugees)

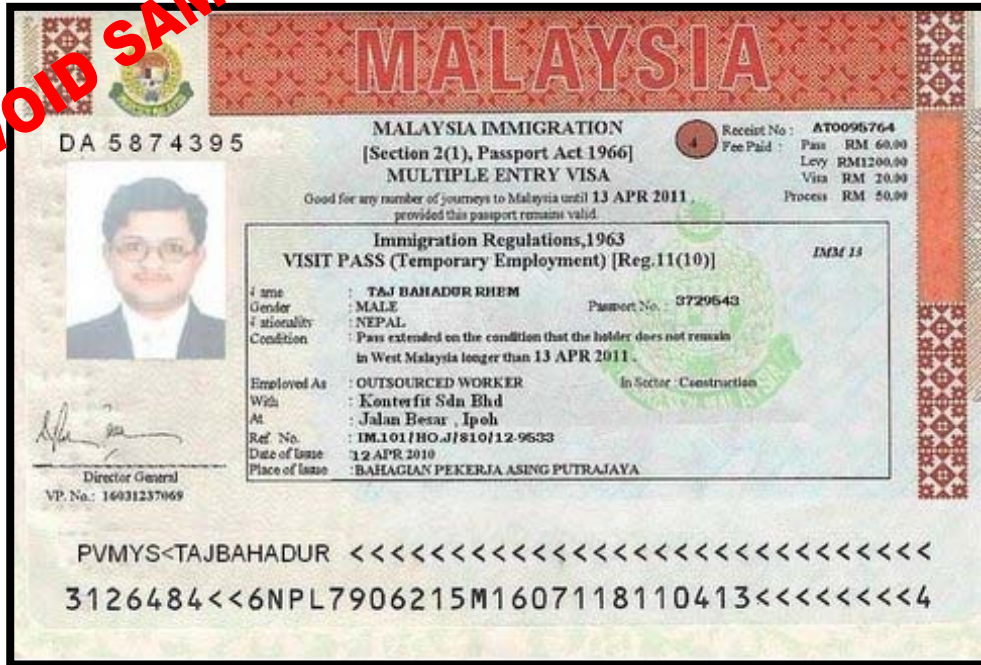
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Contact List for Penang

Within 30 days after your arrival

Your employer/agent must apply for the **Work Permit** for which he needs your passport. You will receive a sticker in your passport called “VISIT PASS (TEMPORARY EMPLOYMENT)” valid for one year. This is dependent upon successfully passing your FOMEMA medical check-up in Malaysia arranged by your employer/agent.



Note: Make several photocopies of your passport and work permit and carry 1 copy with you at all times.

3) I-KAD (JALAN KAD)

You must always have your I-Kad with you. There are two types of I-Kad. The old version (known as Jalan Kad) has the expiry date of the Work Permit stated clearly on it. The newer ones do not have the expiry date on it. Instead there is a phone number which anyone can sms to check the validity of the work permit. You will receive a reply in your handset. If for some reason you do not receive a reply, you can manually check the status of your Work Permit at the nearest Immigration Office. Since 2009 however no I-Kad's have been issued because a new type of card is to be introduced, Therefore always carry a photocopy of your passport and Work Permit with you. The Work Permit has the expiry date stated on it.

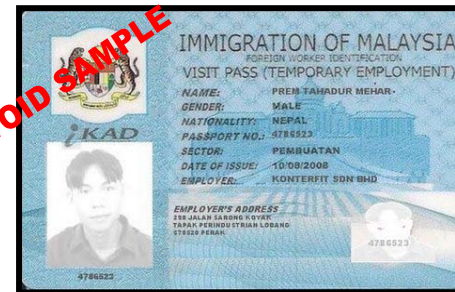
Blue Jalan-kad (front)



Blue Jalan-kad (back)



Blue I-kad (front)



Blue I-kad (back)

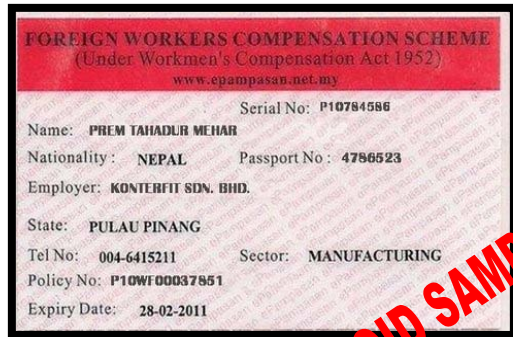


4) FOREIGN WORKERS COMPENSATION SCHEME

Your employer must insure you under this scheme. Every worker should receive an insurance card that serves as proof that the worker is insured under this scheme. If you have not received this card, request it from your employer. If an employer does not give you this card despite several requests, there is a possibility that the employer has not purchased this compulsory insurance for you. Go in person to the nearest Labour Department and lodge a complaint.

Note: You do not need this card to get treatment in a hospital. However you will need this card when you file an insurance claim for the treatment expenses.

Red Compensation card – front



Compensation card - back



If your passport is lost or stolen while in your possession, you must complete the above process yourself and bear the cost.

In both cases, as soon as you receive your new passport, your employer/agent has to go immediately to the Immigration Department to have a new Work Permit sticker placed in your passport. If the employer/agent fails to do so, you must lodge a complaint in person with the Immigration Department.

6) TYPES OF AGENT

Q: My agent has asked me to work for a different employer. Is this okay?

A: There are two types of agents: one who recruits people to work for a single employer, and one who is called an 'outsourcing agent' (who is actually your employer) who supplies workers to different workplaces.

If you work for an agent who is not an outsourcing agent, you should remain working for the same employer (usually in the same place of work) for the period of your contract. If you are asked to change your workplace, you should ask for clarification. If you are told that the new place is still 'under the same management' then you should ask for a letter of transfer from your employer, in case there is a raid on your new place of work and the police accuse you of breaching your work conditions. If you are being shifted to a completely different place or company, this is illegal and you should report it to the nearest Labour Department.

If you work for an outsourcing agent, he is your employer and you can be sent to different workplaces for different lengths of time. The outsourcing agent is responsible for your wages, and PLEASE NOTE that he must pay you for at least 26 days of work, even if he has not found you work for all these days. The outsourcing agent cannot make illegal deductions from your pay and should provide you with clean, hygienic and decent accommodation. If you feel that you are being cheated and/or exploited, please seek advice and help from the contacts listed at the back of this booklet. There have been many, many problems with outsourcing agents and any report will help us correct the situation.

Q: How do I know what sort of agent I am working for?

A: The Work Permit in your passport ie. VISIT PASS (Temporary Employment) states *what* you are employed as, with *Whom*, at *What Address* and in *Which Sector*. For example in this sample (see below), the worker *Taj Bahadur* is employed as *OUTSOURCED WORKER* with *KONTERFIT SDN BHD* in *IPOH* and in the *CONSTRUCTION* sector. Therefore he will be at high risk of detention should he be found working as *Cleaner* or *Waiter* with *Restoran HAPPY EATING* at *Tg. Bungah, Pulau Pinang* and he is not working in the construction sector, as

5) PASSPORT

Q: Do I have the right to keep or hold my passport?

A: Yes. Your passport belongs to you and only you decide what can happen to your passport. The right for you to hold your passport is provided for under section 12(d) of the Passport Act 1966. If your employer or agent needs your passport for immigration matters, you can authorize that person to keep your passport for that purpose and for a limited time. You should receive or ask for a letter confirming this. At the end of that time, you should get your passport back. If for any other reason you want to get your passport back before this, you can ask for its return. Do so by giving your employer/agent a letter that revokes your permission for him to keep it. Accordingly, your passport MUST be returned to you. If they fail to do so, they are breaking the law and you should lodge a complaint in person at the Immigration Department and your Embassy. Your passport is very important to travel, to check the expiry date of your work permit and also to show police and authorities that you are legally in Malaysia.

Q: What can I do if my passport gets lost or stolen?

A: If your passport is lost or stolen while in the possession of your employer/agent, your employer/agent is required to lodge a report at the police station in order to obtain a new passport from your embassy. Your employer/agent is responsible to pay for the replacement without deducting costs from your salary. If your employer/agent fails to do the necessary, you are responsible to do this yourself as soon as possible.

stated in his permit. As *OUTSOURCED WORKER*, the work you do as well as the place you work at must correspond to the sector of work stated in your permit. For example if the sector of work stated is *SERVICES* then you should be working in a job consistent with the services as a *cleaner, waiter or server* in a restaurant or shopping mall. You should not be working in a factory as a *production operator* because that falls under *MANUFACTURING*.



7) CONTRACTS AND WORK PERMIT

Q: Should I be given a written contract?

A: Yes. This is true for all workers, whether local or foreign. Your employer/agent should supply you with a copy of the contract.

Q. My employer/agent wants me to sign a contract/document but I don't understand or don't agree with it.

A: If you do not understand or agree with the contract/document do not sign it. No one can force you to sign something which you do not understand or do not agree to. If you do not understand it, ask someone whom you can trust to interpret or translate the document for you.

Q: I signed a contract in my country of origin. Before departure or in Malaysia I am asked to sign a second contract. What shall I do?

A: You may have already signed a contract or document in your country of origin. If you are asked to sign another contract prior to departure or in Malaysia, please be very careful about what you are signing. You need to make sure that the terms and conditions of employment including salary are consistent with the first contract you signed. It is essential to get a copy of both contracts to keep safely with you for your protection. Please be aware that this is a very common form of labour fraud used that makes you vulnerable to being trafficked. If there are inconsistencies between the two contracts or you are not sure, you should seek advice from one of the addresses at the back of this booklet or go in person to the nearest Labour Department.

Q: What if the employer in my work permit is not the same as the one named in the contract I signed?

A: The employer named in your work permit must be the same employer named in the contract you signed, as only this employer is legally recognized by the Malaysian authorities. If it is not, please seek help from MTUC, your Embassy or NGOs listed at the back of this booklet.

Q: My contract with my employer is for three years. Why is my work permit (visa) only valid for one year?

A: Your contract is your agreement between yourself and your employer. Your employer has agreed to employ you for 3 years. The work permit is granted by the Malaysian Government to allow you to stay in Malaysia for 1 year. It must be renewed every year before it expires. Please refer to Work Permit sample picture. In your Work Permit it is stated: *Pass extended under the condition that the holder does not remain in West Malaysia longer than_____*. That is the expiry date and your permit must be renewed before it expires. The renewal process should begin 30 days before it expires. Your employer is responsible to make sure that the work permit is renewed. After the work permit is renewed, the employer should return your passport to you so that you can check that the work permit has been renewed. If you are unsure whether your employer has renewed your permit, you need to ask your employer until you have seen the renewed work permit. If in doubt, get some advice from one of the organisations listed at the back of this booklet.

Q. Do I need to undergo a FOMEMA medical test for every renewal of my work permit?

A: Yes. Your medical report is sent directly to Immigration and your permit is only renewed if you pass your medical test. This should be done at least 30 days before your permit expires. If this does not happen, you must pressure your employer to do so.

Q: My contract is for three years. The three years are nearly finished. I want to go home, but my employer insists that I work for another year. Can he make me work another year?

A: No. No one can be forced to work especially when the term of the contract is over. You should submit to the employer in person a written notice that you do not wish to extend your contract. Do this 3 months prior to the expiry of your contract. Your employer needs to apply for a Check-Out Memo (COM) from the Immigration Department and return it to you together with your passport and air ticket. If you need help, go in person to the nearest Labour Department, your Embassy or one of the organisations listed at the back of this booklet. Please refer to the terms of your contract to determine who is responsible to pay for your return airfare.

Q: What do I do if I want to extend my contract?

A: You can only extend your contract with the approval of your employer. Make sure you sign an acknowledgement that you want to continue your employment.

Q: If I do not understand when they explain my job to me, can I request for an interpreter?

A: It is the responsibility of the employer to provide proper training for you in a language you can understand.

8) LEVY

Q: How much are the levy charges and who is required to pay?

A: The amount is dependent upon the sector that you work in. It ranges from RM360 to RM1800. For example: Manufacturing and Construction (RM1200), Services (RM1800), Agriculture (RM360), etc. For a full list of the latest rates, please visit the webpage of the Malaysian Immigration Department www.imi.gov.my/index.php/bm/perkhimdmatan/majikan/kadar-bayaran-levi. Your employer is legally required to pay.

Q: My employer deducts levy charges from my monthly wages. Is this deduction legal?

A: No. Employers must bear the full levy charges. Any such deductions would be clearly illegal. Prior to April 2009, employers were permitted to deduct levy charges from worker's wages. However this is no longer allowed. If your employer has continued deduction of levy charges after 1st April 2009, you are entitled to a full refund of those deductions. This can be done by making a complaint in person at the nearest Labour Department Office. Note however that the new law only applies to new work permits and for those renewals of work permits that fall after 1st April 2010.

9) PAYMENTS, REST DAYS, PUBLIC HOLIDAYS, ANNUAL LEAVE and OVERTIME

Q: What rights am I given under the Malaysian Employment Act 1955?

A: Your employer must give you:

- One full rest day a week;
- Ten paid public holidays a year;
- Proper overtime rates If the employer insists on you working on these off-days,
- Overtime when you work more than 8 hours a day.
(For more details on overtime, make inquiries in person at your nearest Labour Department or ask an MTUC representative)
- Paid annual leave that depends on your number of years of service **with the same employer/agent:**

Less than 2 years = 8 working days

Between 2-5 years = 12 working days

Exceeding 5 years = 16 working days

Q: Although I receive my salary at the end of the month, I do not know or understand how it is calculated. For example, I don't know whether I am being paid proper overtime rates and am not sure what deductions are being made. How do I find out?

A: The employer must keep a record of how he is paying you. Ask your employer in writing. If it is still unclear, contact the nearest Labour Department in person, ask a MTUC representative or contact one of the addresses at the back of this booklet. The Employment Act 1955 requires that all workers must be given pay slips.

Q: What do I do if cash received is less than is shown by my pay slip?

A: This is a common area of labour fraud. If this is happening to you and your co-workers, contact one of the organisations listed in the back of the book.

Extremely important: you should carefully keep all your pay slips together with a copy of the signed contract. It is also advisable to keep your own written records of actual hours worked. These documents are VITAL in the event of disputes. You may also want to check whether your work colleagues are experiencing the same problem(s). If so, it is advisable that all affected workers keep any evidence like pay-slips and personal records of time worked, and together lodge a complaint.

10) TERMINATION OF CONTRACT

Q: If I want to go home before the end of my contract, can I terminate my employment and leave?

A: Yes, but it is not advisable. You have the right to terminate your employment (resign). You must give your employer a written notice of your termination. You must also be prepared for the consequences for prematurely terminating your contract which may include (depending on the contract and how quickly the termination comes into effect) forfeiting 1 month wages, having to pay your return flight and/or payment of government levy charges. Your employer may also ask you for compensation.

Q: My employer threatens me or beats me and I want to run away. What can I do?

A: No employer is entitled to threaten or beat you. You have rights and the police must protect you. However, if you run away, you will lose your right to stay in Malaysia legally as your Employer would most certainly cancel your work permit. If you stay in Malaysia illegally, you may be subject to harassment, extortion, arrest, detention and deportation. It may be very tempting to leave an abusive employer and try to find work elsewhere in Malaysia but you will be subject to immediate deportation if caught, or worse. Please note that there are plenty of human traffickers offering all sorts of promises, including promises to get you home cheaply. Please think very carefully about all this and get help and advice from organisations listed at the back of this booklet. If you feel your safety is in jeopardy, make a police report and inform the Immigration Department and your Embassy as soon as you can. There are procedures to follow so that you do not end up being an undocumented person in Malaysia.

Q. What can I do if, when I did not do anything wrong, my employer tells me to leave before the end of my contract and wants to deport me?

A: Your employer can terminate your services at any time but he has to do this by following the procedures laid down by law. If he fails to follow these procedures, you can file a complaint for unlawful dismissal. No employer in Malaysia is allowed to dismiss employees unfairly. However, you must file a complaint in person with the Industrial Relations Department (IRD) within 60 days of the termination and the IRD will call for an enquiry. This process may take several months. Ask the IRD for a letter to the Immigration Department to stop your employer from canceling your work permit. This is because the Immigration Department usually does not question nor stop the employer from canceling a worker's work permit. If this happens you should apply for a SPECIAL PASS from the Immigration Department allowing you to stay usually for 30 days, renewable at the discretion of the Immigration Department.

Q: If my employer terminates my contract before it expires, can I look for a job with another employer?

A: No.

If you are a direct worker: you cannot look for a job with another employer. If the termination is legal, you have to return to your country of origin.

If you are an outsourced worker there are 2 options:

- If the workplace you currently work in is terminating your services, contact your outsourcing agent, who then must find you a similar job in another workplace. In the interim period it is the responsibility of the outsourcing agent to provide you with housing and wages of RM 400 per month or pro-rata
- if the outsourcing agent is terminating your contract and the termination is legal, you have to return to your country of origin unless you can show the termination has been unlawful.

Q: My employer has told all of us that he is closing the business and that we are retrenched. What can we do?

A: Employers are allowed to retrench workers in certain situations, but you would be entitled to retrenchment (termination) benefits. In this retrenchment process, your employer cannot make deductions from your pay e.g. deduct your airfare. If you think the retrenchment is not genuine, you may report in person the employer to the Industrial Relation Department (IRD) and claim for unfair dismissal.

11) HEALTH ISSUES

Q: What is my employer's responsibility if I am injured at work?

A: An employer must obtain insurance for his/her foreign worker. The scheme is called the Foreign Workers Compensation Scheme and is made compulsory under the Workmen's Compensation Act 1952. The premiums are paid by the employer. This scheme provides compensation for death, injuries, lost wages, and to a limited extent hospitalization caused by an accident in or outside working hours. If you have been injured in an accident and have been treated in a hospital, the employer is required to make a report at the Labour Department who will then process the insurance claim. Claims under the Foreign Workers' Compensation Scheme take a long time to process, so be prepared to wait.

Q: My employer/agent states that I now need to have health insurance before I can get a work permit or before same can be renewed. Is this correct?

A: Yes. As from 1st January 2011, the Malaysian government will only give a work permit or renew a work permit if the migrant worker has a health insurance. This insurance is required when you seek medical treatment in a hospital. Note that for treatment related to injuries caused by accident, the Foreign Workers' Compensation Scheme provides compensation

too. The Malaysian government has selected 31 insurance companies from whom your employer can purchase the medical insurance at a fixed premium of RM120 per worker/per year. It is likely your employer will arrange for the insurance but will pass on the cost to you. He is entitled to do so unless your employment contract stipulates otherwise. As the scheme is new at the time of printing of this booklet, we do not know to what extent the medical insurance covers you. You are advised to request for a copy of the insurance policy from your employer so that you know what the medical cover is. Please note that this does not apply to domestic workers.

Q: Is my employer allowed to deduct the charge for the FOMEMA test from my wages?

A: This would depend on your contract of employment.

Q: I am sick and I believe that I need medical treatment. What can I do?

A: Inform your employer that you are sick. You have the right to medical treatment. Go to government-run or private hospitals and/or clinics in Malaysia. Depending on your contract you may have to pay charges for treatment. Government-run clinics and hospitals are cheaper. The amount you pay will be higher than any Malaysian friends because the charges are by law higher for foreigners. Most employers have panel doctors or clinics listed in the work contract or document given to the workers. Some multinational companies have in-house clinics within their factories. Go to the General Hospital only for more major treatments when the panel clinics or in-house company clinics fail to be effective.

Q: If I have an accident outside of my work hours, who is responsible for my case?

A: Your employer must be informed of the accident as soon as possible. He is required by law to report the matter to the Labour Department for the purpose of making an insurance claim. If your employer fails to do so or does not secure your insurance claim, you must make a complaint in person at the nearest Labour Department.

12) TRADE UNIONS AND STRIKES

Q: Can I join a Trades Union?

A: Yes. You can as it is guaranteed under Malaysian law, but you cannot hold any official position.

Q: My contract says that I will be terminated if I join a Trades Union.

A: Under the law, you are allowed to be a member and cannot be sacked for joining a union. If there is a clause in your contract saying this, it is illegal and irrelevant. It would be helpful to report this to the MTUC (even if you are not a union member) because this is an abuse by the employer. See the contacts at the back of this booklet.

Q: Can I go on strike?

A: Strikes in Malaysia are generally illegal. There is a very complicated process before you can legally go on strike. Unless you are prepared to risk arrest and deportation, it is advisable to seek an alternative approach to solving your problems at work.

13) SEXUAL HARRASMENT

Q: My employer is sexually harassing me. What can I do?

A: Sexual harassment is a criminal offence, and you should not tolerate it. You are likely to need legal advice, so please contact someone to help you. If you are a woman approach an NGO like the 'Women's Center for Change' (WCC) – (see the list of contacts at the back of this booklet). The Hotline number for Domestic Workers run by Tenaganita is 012 3350512. You also have the option to immediately make a report in person to the nearest Labour Department.

14) DOMESTIC WORK

Q: I am a domestic worker. What rights do I have?

A: Apart from claiming for unpaid wages, many of the rights described above DO NOT APPLY to domestic workers under Malaysian labor laws. However, you should not be asked to work anywhere else but the home of the person who has employed you. You cannot be asked to work in restaurants, shops, or other commercial workplaces. As to a day of rest, check this with your Embassy. Such provision is based on country agreements. At the time of printing (2010) only Filipino domestic workers have been guaranteed 1 day of rest per week. Talks are going on between the Malaysian and Indonesian governments to provide Indonesian domestic workers with the same right.

15) RIGHTS ON ARREST

Q: What are my rights when the police stops me?

A: First determine whether he is a genuine police officer. You should ask him for his identification card especially if he is not in his uniform. Note down the name and his ID number (which would be displayed on his uniform). A valid police ID is in blue, yellow or white. If a policeman shows you a red ID card, this means he has been suspended from duty and has no right to stop you. You may walk away. The policeman has the right to ask for your name and identification card (Jalan Kad / I-Kad or Passport) and you are obliged to show it to him.

If your documents are in order (valid Work Permit) and the policeman asks you to follow him, politely ask him, "Am I under arrest?" If he says no, you can walk away. If he says yes, ask

him “why am I under arrest?” An arrest is unlawful if the policeman does not state the reason for the arrest.

Never attempt to bribe a policeman so that he will let you off. You would be committing an offence for which you could be immediately arrested.

Q: What is RELA and do they have the right to arrest me?

A: RELA is a volunteer corps, which is widely used by the Malaysian government to monitor migrant workers in the country. They have the right to arrest only if they are accompanied by a Police or Immigration officer. Please note extortion and harassment are not uncommon and are against Malaysian law. Try to get their identification and never give money.

Q: What are my rights if I have been arrested?

A: If you have been arrested, you must be brought to the nearest police station and nowhere else. You have a right to make a telephone call. Call your employer, agent, friend or an organisation such as Legal Aid Centre or SUARAM for legal assistance. The police can detain you up to 24 hours before either releasing you or bringing you to a Magistrate's Court for a Remand Order (an order to keep you beyond 24 hours).

Q: If I am picked up by the authorities, where will I be held?

A: There are 2 possibilities. You could be held at a police lock-up or the nearest Depot Pendatang Tanpa Izin (detention center).

Q: What do I say when I am brought before a Magistrate for remand?

A: Tell the Magistrate:

- you want legal representation;
- you want medical treatment if you are sick or have been beaten;
- if the police had threatened or beaten you during your detention;
- if you had been denied proper food, water, clothing, toilet or necessary medical attention during your detention;
- if you believe the police are holding you without any valid reason
- if RELA has detained you without any Police or Immigration personnel present.

16) TRAFFICKING

Q: I hear of this thing called ‘trafficking’. What is it all about?

A: Trafficking is where a person is basically ‘sold into slavery’ through the use of force, fraud or deceit. It is increasingly common, so please be aware of it and tell your friends about it. Human trafficking is about people being forced to work at something they do not willingly want to do. They are exploited and have no control over their own lives. Being ‘forced’ also includes getting your agreement by means of deceptive claims and false allurements. Millions

of people are being trafficked - men, women and children - and it is on the increase. So please be careful. A common threat traffickers use, is to tell victims that because they are illegally in the country they will be jailed if they contact the authorities. This is not true ! The Malaysian Anti-trafficking in Persons Act 2007 regards trafficked persons as victims and not as criminals. If you suspect you are a victim of trafficking, or know of someone, contact Tenaganita for advice (see address at back of this booklet) or make a police report at the nearest police station.

17) LOVE AND MARRIAGE

Q: Am I allowed to get married with a local while I am working in Malaysia?

A: The terms of the work permit forbid you from marrying any local while working in Malaysia. So, there is no way you could register your marriage at the National Registration Department. Marriages solemnized in religious buildings (church, temple, etc) alone, do not make the man and the woman a husband and wife in the eyes of the law. So, any children out of this ‘marriage’ will be treated as illegitimate. However, there is absolutely no law in the country that could possibly bar you from falling in love or being in a relationship with a local. You are strongly advised to refrain from having children as this could seriously jeopardize your work status here in Malaysia and make your children’s status extremely uncertain.

CONTACT LIST FOR PENANG

1) Government Agencies

Jabatan Tenaga Kerja (Labour Department): This department is responsible for all employment related matters.

Georgetown branch

2nd Floor, Bangunan Tuanku Syed Putra, 10300 Penang

Tel: 04-2613123/ 04-2625536

Butterworth branch

Wisma Persekutuan Seberang Prai Utara

Aras 2, Zone B, Jalan Bertam - 13200 Kepala Batas

Tel : 04-5751957/1958/1968 Fax: 04-3232534

For addresses in any other state, please refer to their website <http://jtksm.mohr.gov.my/>

Jabatan Perhubungan Industri (Industrial Relations Department): This department is primarily responsible for cases of termination of contract.

Penang branch

Bangunan Lembaga Buruh Pelabuhan, 10300 Penang

Tel: 04-2615155

E-mail: jppmpul@mohr.gov.my

For addresses in any other state, please refer to their website <http://jpp.mohr.gov.my/>

Jabatan Imigresen (Immigration Department): This department is responsible for your work permit, passport, levy, special pass and other visa matters.

Penang branch

Jalan Kelasah, 13700 Seberang Jaya, Penang

Main Lines: 04-3973011/04-3974011/04-3976011/04-3977011/04-3978011/04-3988077/04-3985077

Foreign Worker Division * ext 200 04-3973077

For addresses in any other state, please refer to their website <http://www.imi.gov.my/>

Penang Police Department Hotline: 04-2691999

Headquarters: Jalan Penang, Penang

There are many local police stations: you may want to find the number of the one nearest to you and put it in your handphone.

For addresses of police stations in any other state, please refer to their website <http://www.rmp.gov.my>

Depot Pendatang Tanpa Izin Juru (Juru Detention Centre)

Lot 243 & 244 Mukim 13, Kg. Baru Juru

14000 Bukit Mertajam, Penang

Tel: 04-5071481 04-5071491 - 04-5023905

Depot Pendatan Tanpa Izin Belantik

08210 Belantik, Sik, Kedah

Tel: 04-7520267 04-7521480

2) Consulates in PENANG

Consulate of the Republic of Indonesia 467, Jalan Burma 10350 Penang

Tel: 04-374686, 04-374704 Fax: 04-365887, 04-371370, 04-365141,

Consulate of Thailand No. 1, Jalan Tunku Abdul Rahman. 10350 Penang

Tel: 04 2268029, 04 2269484 Fax: 04 2263121 E-mail: thaipg@tm.net.my

3) Embassies and High Commissions in KUALA LUMPUR

Bangladesh: High Commission of the People's Republic of Bangladesh

Block 1, Lorong Damai 7, Jalan Damai, 55000 Kuala Lumpur Tel: 03-21487940, Fax: 03-21413381

Cambodia: Embassy of Cambodia 46, Jalan U-Tham, 55000 Kuala Lumpur

Tel: 03-42571150, 03-42573711 Fax: 03-42571157

India: High Commission of India 2, Jalan Taman Duta, 50480 Kuala Lumpur

Tel: 03-20933510 Fax: 03-20933507

Laos: Embassy of Laos 25, Jalan Damai, 55000 Kuala Lumpur Tel: 03-21487059 Fax: 03-21433157

Myanmar: Embassy of Union of Myanmar 12, Jalan Rhu, off Jalan Ampang Hilir

Tel: 03-42560280 Fax: 03-42568320

Nepal: Embassy of Nepal Suite 13A 01, Wisma MCA, 163, Jalan Ampang 50450 Kuala Lumpur

Tel: 03-21645934, 03-21649656 Fax: 03-21648659

Philippines: Philippine Embassy 1, Changkat Kia Peng, 50450 Kuala Lumpur

Tel: 03-21489989 Fax: 03-21483576

Vietnam: Embassy of Vietnam 4, Persiaran Stonor, 50450 Kuala Lumpur

Tel/Fax: 03-21484534

4) Malaysian Trades Union Congress (MTUC)

The umbrella group of trades unions in the private sector, with branches across the country

Penang Office: 19A, 2nd floor, Jalan Todak 2, 13700 Seberang Jaya,

Tel 04 3907482 Fax 04-3976018

For addresses in any other state visit their website <http://www.mtuc.org.my/divisions.htm>

5) Non-Government Organizations

Tenaganita/Camsa Penang is an organisation dedicated to help Vietnamese nationals working in Malaysia and assists workers who have fallen victim to trafficking and abuses. It can help to repatriate workers home safely and with dignity, in addition to taking legal action against the employers and/or traffickers.

18 Westlands Rd, 10400 Penang – Website: www.camsa-coalition.org

Helpline Tenaganita Penang: 017 464 34 97 (Vietnamese speakers only)

- **National Anti-trafficking hotline** (belongs to Tenaganita Kuala Lumpur): **012 335 0512**
- **Domestic workers in Distress:** (same hotline as anti-trafficking): **012 335 0512**

Penang Office of Human Development (POHD) is a Catholic social service organization that provides free para-legal advice to migrant workers and refugees as well as other welfare services.

Contact: Joachim F. Xavier

Pusat Kueskupan Katolik, 290 Jalan Macalister, 10450 Penang

Tel: 04-2273405 Email: pohd@tm.net.my Website: www.pohd.org

Suara Rakyat Malaysia (SUARAM) Penang is a human rights' organisation that can assist migrant workers especially if arrested.

63B-01-07, University Heights, Jalan Sungai Dua 11700 Sungai Dua,

Tel/fax: 04-658-2285 Email: suarampg@gmail.com Website: suaram-blog.blogspot.com

Penang Support Group for Filipinos (PSG) is a group of Filipinos providing support to fellow Filipinos in Penang

Hermie: 016 4878925 or George: 013 3082362

The **Love Penang Network of Churches (LPN)** is dedicated to helping migrant communities in Penang:

For the **Myanmarese** community: contact Samuel 016 4070920 or Wilson 012 4812936

For the **Indonesian** community: contact John 016 4081568

For the **Vietnamese** community: contact Sam EPCC 04 6583489

Saaco Mitra, Nepali Sangati Penang is a joint LPN/YWAM Penang venture dedicated to helping the Nepali migrant community in Penang.

41, 1st Floor, Chulia Street, 10200 Penang Tel / Fax : 04-2637891

Contact: Kishor 010 4619716 or Anil 010 3994735 or Ashok 012 4396013

For the **Penang Bangladeshi** community, contact Ban Keat 016 4537005

Women's Centre for Change (WCC) is an NGO working on women's issues. This includes support to women who are victims of physical and/or sexual abuse or harassment

24-D Jalan Jones, 10250 Penang

Tel 04-2280342 Fax 04-2285784 Email: wcc@wccpenang.org

Website: www.wccpenang.org

Bar Council Legal Aid is a group of lawyers offering legal support in certain cases. You will need to undergo an interview to see if they will take your case.

Penang Office

No. 4 (Ground Floor) Green Hall - 10200 Penang.

Tel: 04-261 7451 Fax: 04-261 6840

Butterworth Office

No. 11, 2nd Floor, Lorong Jermal Indah

Taman Jermal Indah 12300 Butterworth.

Tel: 04-310 8451 / 04-310 8452 Fax: 04-310 8453

For addresses in other states, check their website:

http://www.malaysianbar.org.my/legal_aid_centres.html

Ipoh

YWAM Ipoh is dedicated to helping the **Vietnamese, Burmese and Chin** migrant and refugee communities.

For the **Vietnamese** community contact YWAM Ipoh – Tel 05 5452625 – Voon Li 012 5173061

For the **Burmese and Chin** communities contact Isaac 017 8241871

FGA Ipoh serves the **Ipoh Indonesian** community.

Contact Sugi or Kee Chin 05 5472995

If you are a refugee or know a refugee in trouble, contact:

UNHCR United Nations High Commissioner for Refugees, 570 Jalan Bukit Petaling,

50460 Kuala Lumpur Tel: 03 2141 1322 Fax: 03 2141 1780

Email: m1slu@unhcr.org

**To report arrests, and queries on detention cases of refugees:
call the UNHCR Call Center Hotline 012 6305060**

Note here your own important and useful telephone numbers and contacts:

Caution: You are cautioned to consider all possible consequences before asserting rights against an employer/agent. It is important to note that the current legislative environment in Malaysia puts you at a considerable disadvantage when you attempt to assert your rights against an employer/agent or any Malaysian authority. Often this includes the employer/agent terminating your Work Permit prematurely resulting in you having to return to your country of origin even before the hearing dates come up. While there are ways and means to overcome this, every migrant worker pursuing his/her rights must be fully aware that this is not a task for the faint-hearted or those who are easily discouraged. That is why it is important to get help and advice.

Translation: This booklet is or will be translated in different languages by volunteers. In case of any dispute or for any reason whatsoever, the English version will prevail and the publisher does not take any responsibility whatsoever for the translated versions.

Release date: 1st English edition – January 2011.

Updated Booklet: If you would like to check for an updated version of this booklet in English or other languages, please contact:

- Penang Office of Human Development: Tel: 04-2273405
- Tenaganita/Camsa Penang: Tel: 04-2294413 (from 2pm till 7pm)
- Ywam Penang: Tel: 04-2638748

JUMP – (*Jaringan Utara Migrasi dan Pelarian* or *Northern Network for Migration and Refugees*) is a network of groups and individuals who work together to ensure an environment which is welcoming, respectful, supportive of the basic human rights of migrants and refugees (woman, men and their communities) in the northern region of Peninsular Malaysia, and promotes their empowerment and self-determination

JUMP has its base in Penang.

Disclaimer: Although JUMP has made every effort to ensure that the information contained herein was correct at the time of publication, JUMP does not assume and hereby disclaims any liability whatsoever to any party for any loss, damage, or disruption caused by errors or omissions, whether such errors or omissions result from negligence, accident, or any other cause. JUMP strongly encourages any party to seek proper professional advice.

Publisher: JUMP - Jaringan Utara Migrasi & Pelarian (Northern Network for Migration and Refugees). Secretariat: Penang Office of Human Development: Pusat Kueskupan Katolik, 290 Jalan Macalister, 10450 Penang.

In case of an emergency, it will be handy if you have the following telephone numbers in your hand phone. Put them in NOW. You will be happy you did!

- Your employer's number
- Your Embassy number
- Nearest police station number (Malaysian police stations have posters giving numbers and contacts)
- If you are a refugee: UNHCR Hotline 012 630 60 60
- If you are trafficked or know of a trafficked person:
Trafficking hotline: 012 335 05 12
- If you are a domestic worker: the hotline for domestic workers in distress:
012 335 05 12

Note: international telephone code for Malaysia is +60.