

**GUIDELINES
ON
APPEAL AGAINST RESULT
OF
APPLICATION FOR LICENSE**

**TOUR OPERATING BUSINESS
&
TRAVEL AGENCY BUSINESS**

MINISTRY OF TOURISM AND CULTURE OF MALAYSIA

**GUIDELINES ON APPEAL AGAINST RESULT OF APPLICATION FOR LICENCE
TOUR OPERATING / TRAVEL AGENCY BUSINESS**

1) **Appeal Requirements:**

- i. Submission of online appeal **within 14 days of the date of letter of rejection**, through the Tourism Industry Licensing System (SPIP) at www.spip.gov.my.
 - ii. Submission of the **relevant documents** based on the grounds for rejection stated in the letter of rejection.
 - iii. Please ensure that the size of each document uploaded is **less than 1MB**.
 - iv. Commentary on the appeal **shall not be more than 400 characters** (including (,), (space), (paragraph), etc.).
 - v. Settlement of **compound** in accordance with the **Tourism Industry Act 1992** (if any).
 - vi. For each application for license, any appeal filed will be processed **once only**.
- 2) The decision of the minister is **final**.
- 3) The decision of appeal in the case of **application for new license** only will be sent directly to the address of the company secretary.
- 4) In the event the **appeal is dismissed**, the applicant is required to submit a new application.
- 5) In the event of any **technical difficulties** in respect of submission of appeal through the system, the applicant may contact the officer in charge by telephone and / or e-mail as follows:
- i) **Mr. Syahrin Baharom Shah**
Direct line: 03-88917549
E-mail: syahrin@motac.gov.my
or
 - ii) **Mr. Mohd Zulman Abidin**
Direct line: 03-88917216
E-mail: zulman@motac.gov.my
- 6) For queries in respect of **appeals**, please contact the officer in charge by telephone and / or e-mail as follows:
- i) **Ms. Norazlin Md. Affendi**
Direct line: 03-88917204
E-mail: norazlin.affendi@motac.gov.my
or
 - ii) **Ms Norhafizah Ismoi**
Direct line: 03-88917237
E-mail: norhafizah@motac.gov.my