

# WORK PERMIT MISSING REPORTING USER GUIDE

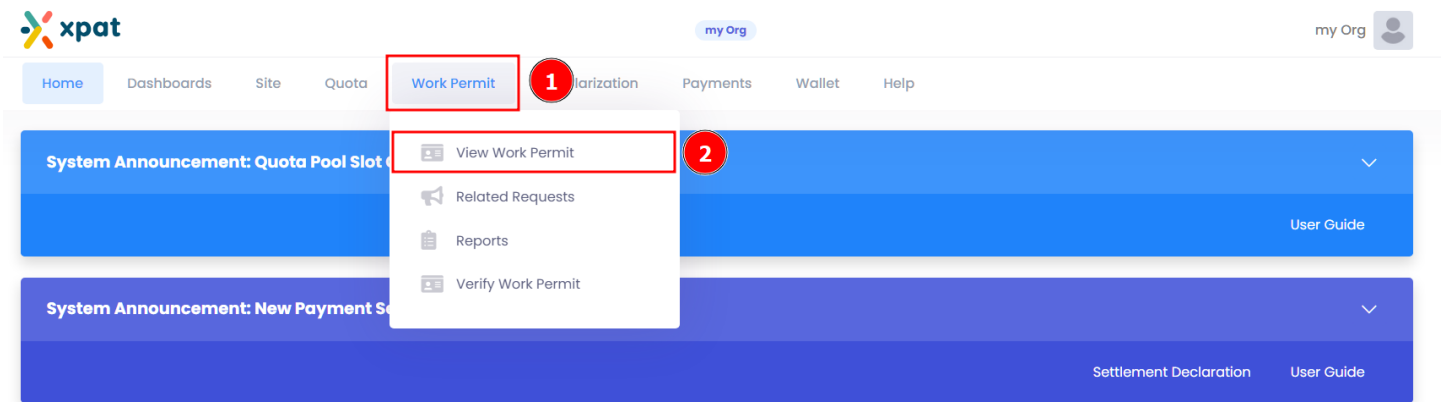
## Introduction

In an effort to enhance the accuracy and efficiency of reporting missing work permits, the process has been revised to ensure a more streamlined and user-friendly experience. The updated process is structured to provide clear and comprehensive guidance at each stage, ensuring that all necessary information is accurately submitted, and that the correct individual's work permit is identified in the report.

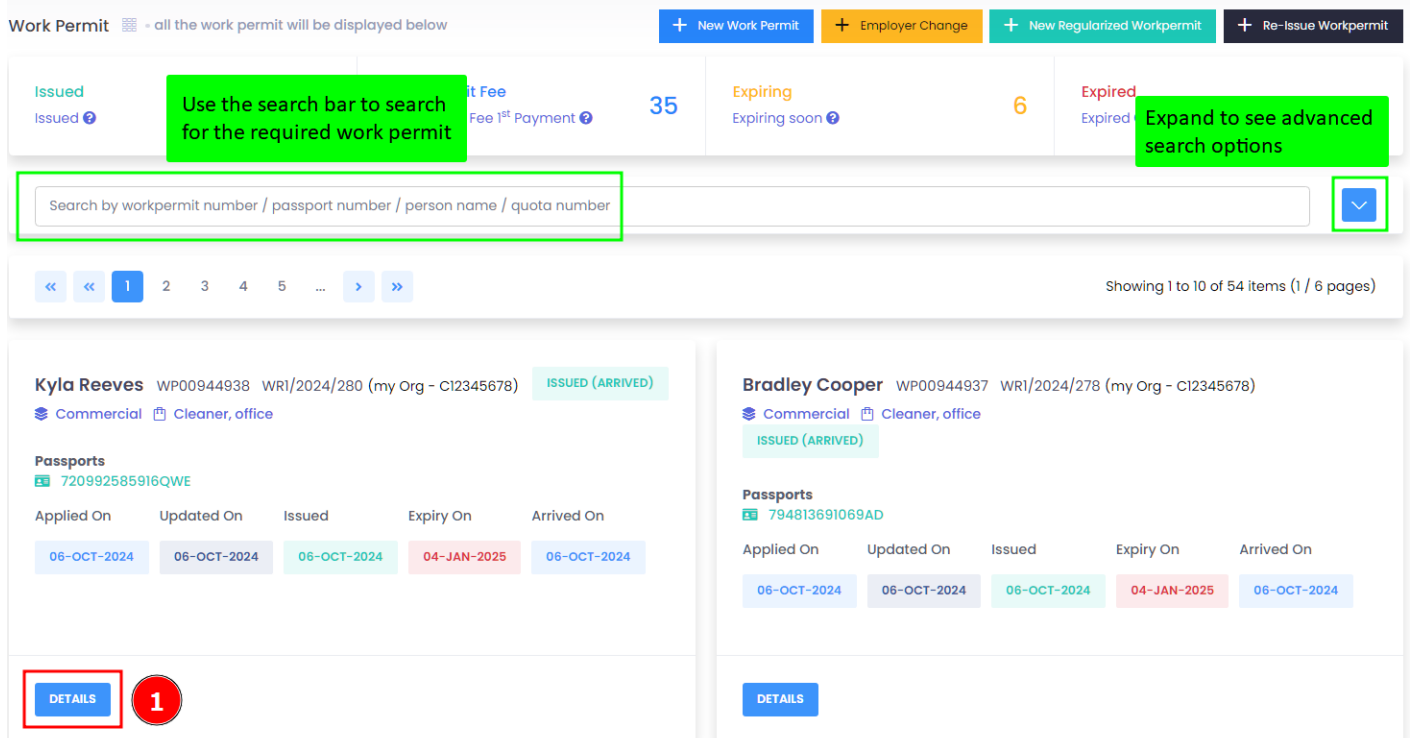
The revised system incorporates multiple confirmation steps to verify the identity of the individual associated with the missing permit, reducing the risk of errors and ensuring compliance with reporting requirements.

## Work Permit Missing Reporting Process

**Step 1:** Login to <https://xpat.egov.my> and go to "Work Permit" and then select "View Work Permit"



**Step 2:** Locate the required work permit by using the available view or search functions, and select "Details" for the corresponding work permit.



**Step 3:** Go to the "Missing" tab and click on "New Request" to begin the process of reporting a missing work permit.

Summary Cancellation Work Permit Fee Card Medical Deposit **1** Missing Payments Slot Change Visa Visa Fee

**Kyla Reeves** WP00944938 WRI/2024/280

QP00000027 (QS00001606) QS00001606 Commercial Cleaner, office Italian 7123456

**Quota Work Type:** TEST QUOTA POOL DIVISION 4  
**Quota remaining days:** 223 **Is Regularization:** No **Client Occupation:** -

**Is Fit:** Yes  
**Requires Isolation:** Yes  
**Passports:** 720992585916QWE •

**Status** Issued (Arrived) **Issued On** 06-Oct-2023 **Arrived On** 06-Oct-2023 **Expiry On** 05-May-2025 **Insurance Exp** 06-Jun-2025 **Contract Exp On** 06-Oct-2030

Missing Person Requests displayed are missing person requests linked to this work permit **2** [+ New Request](#)

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
No data available in table							

**Step 4:** Verify the individual’s image, name, passport number, and country to ensure you are reporting the correct person as missing. Once confirmed, enter the date the employee went missing (not the current reporting date), and provide detailed remarks explaining how the work permit holder went missing. After completing these steps, click "Next" to proceed to the following step.

**1** Request **2** Documents **3** Review

**Kyla Reeves**  
**Passport:** 720992585916QWE (Italian)

**1**

**Work Permit Holder Missing Date \***  
 04-Oct-2024

**Remarks \***

Kyla Reeves, an Italian national with passport number 720992585916QWE, was last seen on October 4, 2024, in the Maldives, near the capital city of Malé. She was reportedly heading toward the ferry terminal, possibly traveling to a nearby island, though her destination is unconfirmed. Multiple attempts to contact her via phone, email, and messages have been unsuccessful, with her last known phone number being 7123456. Her personal belongings, including her passport, were missing from her accommodation. There are no known significant disputes or issues involving her, and no family or friends have reported any contact since she was last seen.

Additional explanation about the missing report. Here you can provide additional information about the missing report such as:

- The date and location where the employee was last seen, along with the most recent known or available contact information.
- Any insights or clues regarding the employee's potential destination or routes they might have taken.
- Attempts to reach the employee through various methods, such as phone calls, emails, and text messages.
- Any known disputes or issues involving the employee.

**CANCEL** **2** **NEXT**

**Note:** Use the additional information below the remarks field for guidance on what to include. You can also provide further details in the following step by attaching a document that supports or elaborates on the summary provided in the remarks.

**Step 5:** Review the declaration options carefully. You must **EITHER** upload the required documents and confirm that they are true and authentic, **OR** declare that you are unable to provide the necessary documents. Select the appropriate declaration by turning on the corresponding toggle, then click "Next" to proceed.

1 Request    2 Documents    3 Review

Missing person | Ref: WR9/2024/165

Please upload all the required documents

**EITHER provide the required documents and declare it is authentic**

**1** Upload Documents

Document Type	Upload document
Bank statement showing past 3 months salary payment * 3 months is counted from the date of missing. Bank statement should show the transactions where past 3 months salary was credited to the employees account.	<input type="button" value="Attach"/> Max file size is 4MB.
Employment Contract * The contract outlines the terms and conditions of employment, including job role, salary, work hours, and benefits. It must be signed by both the employer and the work permit holder.	<input type="button" value="Attach"/> Max file size is 4MB.

I hereby declare that the documents submitted alongside this application are authentic, unaltered, and true copies of the original documents. I understand that submitting false or doctored documents is a serious offense that can lead to legal action and the denial of my application.

**OR declare that you are unable to provide the documents**

**2** I hereby acknowledge that I am unable to provide the requested document(s). Nevertheless, I affirm that all the information provided in this missing report application is authentic and accurate. I am aware that failure to provide the requested document(s) can impact the assessment and outcome of the subsequent work permit holder missing investigation.

       **3**

**Note:** While the required documents are marked with an asterisk (\*) indicating they are mandatory, if you choose the declaration stating that you are unable to provide the documents, you may proceed without uploading them.


**Step 6:** Carefully review the application details. For confirmation, enter the full name of the individual. Read and agree to the required declarations by turning on the corresponding toggles. Once completed, click "Next" to submit the missing work permit reporting request.

1 Request    2 Documents    3 Review

Missing person | Ref: WR9/2024/165

Displayed below are the details of your application. Before submitting the application please make sure all the information is correct.

### Request Information



**Kyla Reeves**  
Passport: 720992585916QWE (Italian)

<b>Missing date</b>	04-Oct-2024
<b>Remarks</b>	Kyla Reeves, an Italian national with passport number 720992585916QWE, was last seen on October 4, 2024, in the Maldives, near the capital city of Malé. She was reportedly heading toward the ferry terminal, possibly traveling to a nearby island, though her destination is unconfirmed. Multiple attempts to contact her via phone, email, and messages have been unsuccessful, with her last known phone number being 7123456. Her personal belongings, including her passport, were missing from her accommodation. There are no known significant disputes or issues involving her, and no family or friends have reported any contact since she was last seen.

### Documents

- Bank statement showing past 3 months salary payment - 300DPI-8300.jpg (06-Oct-2024)
- Employment Contract - 300DPI-8300.jpg (06-Oct-2024)

1 **Full Name of Missing Person Exactly as in Work Permit \***

Kyla Reeves

2 I hereby declare that all information I have entered or provided in this report is true, accurate and complete. I understand that intentionally providing false or misleading information is a serious offense and can lead to legal consequences.

I hereby acknowledge that my application and report submission requires a **non-refundable payment of MVR 1,000.00**, which must be made within 3 days of this submission. I understand that failure to make the payment within this specified timeframe will result in the cancellation of my request, and the missing report will not be submitted.

**Please turn on the Toggle if you agree. You are required to agree to the declaration to submit the request**

CANCEL X    SUBMIT ✓    3

**Note:** A payment is required upon submission of the application. If the payment is not completed, the application will not be submitted, and the reporting process will remain incomplete.

Please note that the individual's name must be manually typed, as copy-pasting is not allowed to ensure intentional confirmation. The input is not case sensitive, but be cautious to avoid any extra spaces.

**Step 7:** Click the payment icon to proceed with the service charge payment for the missing work permit application submission. A payment of MVR 1,000 (non-refundable service fee) must be completed within 3 days; otherwise, the application will be automatically canceled.

Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	Pending Payment	No linked requests	Application is currently pending payment. Payment of MVR 1,000 must be settled within 3 days from the application submission date. The last payment date is 09/Oct/2024 10:30 AM.

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**Step 8:** Click "Pay Online" to start the payment process.

Summary

**P** P - 03266680 my Org (C12345678)  
WR9/2024/165

MIRA Work Permit Missing Request Service Fee Fee

Status: Pending Payment Created On: 06-Oct-2024

Payment Items displayed below are payment items in this payment

Payment	Description	Work Permit	Employee	Duration (Months)	Amount
Work Permit Missing Request Service Fee	Missing Request Fee for WP00944938 for WR9/2024/165			-	1,000.00
<b>Total Amount</b>					<b>1,000.00</b>

**Step 9:** Click "Proceed" to move to the payment gateway. The payment will be processed through the MIRA payment gateway. Once the payment is paid, the request is successfully submitted.

Make Payment

You will be redirected to Payment Gateway to make the online payment.

Payment Reference: 03266680  
Amount: 1,000.00

Close Proceed

WR9/2024/165

MIRA Work Permit Missing Request Service Fee Fee

Status: Pending Payment Created On: 06-Oct-2024

Upon successful submission of the request, the work permit status will be updated to "Reported Missing."

**Kyla Reeves** WP00944938 WRI/2024/280

🔑 QP00000027 (QS00001606) ∞ QS00001606 🏠 Commercial 📄 Cleaner, office 🌐 Italian 📞 7123456

**Quota Work Type:** TEST QUOTA POOL DIVISION 4

**Quota remaining days:** 223 **Is Regularization:** No **Client Occupation:** -

**Is Fit:** Yes

**Requires Isolation:** Yes

**Passports:** 📄 720992585916QWE •

**Status**  
**Reported Missing**

**Issued On**  
**06-Oct-2023**

**Arrived On**  
**06-Oct-2023**

**Expiry On**  
**05-May-2025**

**Insurance Exp**  
**06-Jun-2025** 🔄

**Contract Exp On**  
**06-Oct-2030**

## Additional information

- 1. Payment and Status Update:** Once the payment is made, the work permit missing report request will be updated to an "On-Hold" status. The user will have a 3-day period to review or withdraw the request if needed.

**Kyla Reeves** WP00944938 WRI/2024/280

🔑 QP00000027 (QS00001606) ∞ QS00001606 🏠 Commercial 📄 Cleaner, office 🌐 Italian 📞 7123456

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**Status**  
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**Insurance Exp**  
**06-Jun-2025** 🔄

**Contract Exp On**  
**06-Oct-2030**

**Missing Person Requests** displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	On Hold	No linked requests	<p><i>The application is on hold for a 3-day review period, until 09/Oct/2024 10:30 AM, giving you time to verify your submission and withdraw the missing request if necessary. After this period, you will have an additional 4 days, until 13/Oct/2024 10:35 AM, to decide on withdrawal of the missing request, making a total of 7 days from the submission date. If no withdrawal is required, the request will automatically proceed after 09/Oct/2024 10:30 AM to an investigatory process.</i></p>

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- Pending Verification:** After the 3-day review period, the request will move to a "Pending Verification" status, during which the submitted documents will be reviewed. This process may include both verification and approval stages.

Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	Pending Verification	No linked requests	<p>Please note that this case is under active investigation by the relevant authorities. The investigation into your reported missing employee case has commenced and aims to determine whether the absence is due to negligence or intentional absconding. The expected duration of the investigation is approximately 30 days, with an anticipated conclusion by 05/Nov/2024 12:00 AM. If the total investigation and decision period exceeds 30 days, you will have the option to cancel the work permit.</p>

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- Withdrawal During Review Period:** If you wish to withdraw the missing report request, please refer to the "Work Permit Missing Report Withdrawal User Guide" for instructions on how to withdraw a request during this stage.
- Withdrawal After Processing Starts:** The user may still withdraw the application within 7 days, even after the initial 3-day review period has passed and the investigation or processing of the missing report has begun. Refer to the "Work Permit Missing Report Withdrawal User Guide" for further details.
- LRA Investigation:** If the application is not withdrawn within 3 days, a "Missing Report LRA Investigation" request will be created as a linked request. The Labour Relations Authority (LRA) will investigate the case to determine if the absence is due to employer negligence or employee absconding. This process may involve multiple statuses, such as "Pending Verification" and "Pending Approval," and allows users to easily track the investigation's progress and see which authority is handling the request.

Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	On Hold	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation</li> </ul>	<p>The investigation into the missing employee is currently in progress to assess whether the absence is a result of negligence or absconding. The investigation is expected to conclude within 30 days, with an anticipated completion date of 05/Nov/2024 12:00 AM.</p>

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Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	On Hold	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span style="background-color: #ffc107; padding: 2px;">Pending Approval</span></li> </ul>	<p>The investigation into the missing employee is currently in progress to assess whether the absence is a result of negligence or absconding. The investigation is expected to conclude within 30 days, with an anticipated completion date of 05/Nov/2024 12:00 AM.</p>

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**6. Quota Slot and Work Permit Cancellation:** According to regulations, if the missing process exceeds 30 calendar days, the employer may cancel the work permit and release the linked quota slot, after settling all necessary dues. The missing report investigation and decision process will continue even after the permit is canceled.

**7. Employer Withdrawal During LRA Investigation:** If, during the LRA investigation, the employer or their representative clarifies that they wish to withdraw the missing report request, the LRA may grant a 7-day period for the employer to do so.

Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/165	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	On Hold	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span style="background-color: #ffc107; padding: 2px;">On Hold</span></li> </ul>	<p>During the LRA investigation, it was clarified after contacting employer/representative that they do not wish to proceed with the missing request and have requested an opportunity for its withdrawal. Please proceed with the withdrawal of the work permit missing request within the 7-day grace period provided by the LRA, which ends on 13/Oct/2024 12:29 PM. Failure to withdraw the request within the 7 days will result in the missing request continuing, and the LRA will initiate an investigation.</p>

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**8. Update to Issued Status:** If the request is withdrawn, the work permit status will be updated to "Issued (Arrived)," and the missing report request will be automatically canceled.

**9. Continuation of LRA Investigation:** If the request is not withdrawn within 7 days, the case will be sent back to the LRA for further investigation.

**10. Missing Report Decision:** Upon completion of the LRA investigation, a "Missing Report Decision" request will be created and linked to the missing report. This request determines whether the employee's absence is due to employer negligence or employee absconding. Factors such as the employer's violation history and previous missing reports will be considered. The request may go through multiple statuses, such as "Pending Verification" and "Pending Approval," providing transparency throughout the process.



Missing Person Requests displayed are missing person requests linked to this work permit + New Request

Search:

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/166	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	On Hold	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span style="background-color: #28a745; color: white; padding: 2px;">Approved</span></li> <li>Missing Report Decision <span style="background-color: #ffc107; color: white; padding: 2px;">Pending Verification</span></li> </ul>	<p><i>This request is currently on hold pending the outcome of the Missing Request Final Decision. Once the investigation is concluded and a decision is made, the missing person request will be processed accordingly. If the total investigation and decision period exceeds 30 days, you will have the option to cancel the work permit.</i></p>

**11. Final Decision:** Once the "Missing Report Decision" is approved, the work permit status will be updated accordingly.

my Org

Home Dashboards Site Quota **Work Permit** Regularization Payments Wallet Help

Work Permit

Summary Cancellation Work Permit Fee Card Medical Deposit Refund **Missing** Payments Slot Change Visa Visa Fee

**Kyla Reeves** WP00944938 WRI/2024/280

QP00000027 (QS00001606) QS00001606 Commercial Cleaner, office Italian 7123456

Quota Work Type: TEST QUOTA POOL DIVISION 4  
Quota remaining days: 223  
Is Regularization: No  
Client Occupation: -

Is Fit: Yes  
Requires Isolation: Yes  
Passports: 720992585916QWE

Status  
**Missing (Abscond)**

Issued On: 06-Oct-2023    Arrived On: 06-Oct-2023    Expiry On: 05-May-2025    Insurance Exp: 06-Jun-2025    Contract Exp On: 06-Oct-2030

my Org

Home Dashboards Site Quota **Work Permit** Regularization Payments Wallet Help

Work Permit

Summary Cancellation Work Permit Fee Card Medical Deposit Refund **Missing** Payments Slot Change Visa Visa Fee

**Kyla Reeves** WP00944938 WRI/2024/280

QP00000027 (QS00001606) QS00001606 Commercial Cleaner, office Italian 7123456

Quota Work Type: TEST QUOTA POOL DIVISION 4  
Quota remaining days: 223  
Is Regularization: No  
Client Occupation: -

Is Fit: Yes  
Requires Isolation: Yes  
Passports: 720992585916QWE

Status  
**Missing (Negligence)**

Issued On: 06-Oct-2023    Arrived On: 06-Oct-2023    Expiry On: 05-May-2025    Insurance Exp: 06-Jun-2025    Contract Exp On: 06-Oct-2030

**12. Absconding Case Conclusion:** If the investigation confirms that the employee absconded, the missing report request will be approved, and the process will conclude.

Work Permit Missing Requests displayed are the requests linked to this employment approval

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Linked Requests	Status	Additional Information Regarding Status
WR9/2024/167	06-Oct-2024	06-Oct-2024	794813691069AD	WP00944937	Is during Immigration Regulation: No	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span>Approved</span></li> <li>Missing Report Decision <span>Approved</span></li> </ul>	

**13. Employer Negligence and Penalty:** If the employee's absence is found to be due to employer negligence, the "Missing Report Decision" will be updated to "Pending Payment," with a fine of MVR 2,000 imposed on the employer. This must be paid within 30 days. Failure to make the payment will result in further actions, including potential service suspension.

Missing Person Requests displayed are missing person requests linked to this work permit

[+ New Request](#)

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/166	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	Approved	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span>Approved</span></li> <li>Missing Report Decision <span>Pending Payment</span></li> </ul>	<p>During the investigation, it was concluded that the employee's absence/missing occurred due to the employer's negligence. As a result, a fine of MVR 2,000 has been imposed. Please settle this payment within 30 days, 04/Oct/2024, or it will be considered overdue, and further actions will be taken.</p>

**14. Missing Negligence Payment and Case Closure:** Once the employer pays the fine, the "Missing Report Decision" will be updated to "Paid," and the missing report request will be concluded.

Missing Person Requests displayed are missing person requests linked to this work permit

[+ New Request](#)

Request number	Missing Reported Date	Submitted Date	Passport	Work Permit	Status	Linked Requests	Additional Information Regarding Status
WR9/2024/166	04-Oct-2024	06-Oct-2024	720992585916QWE	WP00944938	Approved	<ul style="list-style-type: none"> <li>Missing Report LRA Investigation <span>Approved</span></li> <li>Missing Report Decision <span>Paid</span></li> </ul>	

## Frequently Asked Questions (FAQ)

### **1. Will my work permit missing report be considered in other investigations if I fail to pay the MVR 1,000 fee?**

No, it will not be considered. If the payment is not made, your request will not be successfully submitted, as required by regulations.

### **2. Will Labour Relation Authority (LRA) contact the employer/employers representatives during the investigation?**

Yes, for more information please contact Labour Relation Authority (LRA).

### **3. Can I appeal a missing report decision after it has been finalized/decision has been taken?**

Yes, you can submit an appeal request to the Labour Relations Authority (LRA) following a decision.

### **4. Will the Missing Negligence fine appear on the pending fees view as an overdue payment?**

Yes, if the fine is not paid within 30 days of its issuance, it will appear as an overdue payment in the pending fees view.

### **5. Will the work permit missing report fee appear on the pending fees view as an overdue payment?**

No, the work permit missing report fee is a service charge, and it is up to the user to complete the payment or cancel the request. It will not appear as an overdue payment.

### **6. Can I report an employee as missing if they have gone missing a long time ago?**

Yes, you can still report an employee as missing even if a long time has passed. However, it is recommended to report the case as soon as possible to avoid additional charges or complications.

### **7. What should I do if I want to withdraw the missing work permit report after submitting it? What happens if the employee returns after the missing report is submitted?**

If you wish to withdraw a missing work permit report, refer to the "Work Permit Missing Report Withdrawal User Guide" for step-by-step instructions. You can withdraw the report within the initial 7-day period OR after the missing report has been approved.

### **8. How will I know the status of my missing work permit report?**

You can track the status of your missing work permit report through the system. It will display various stages, such as "On-Hold" and "Pending Verification." Additionally, detailed information about the current status will be provided, including linked requests, such as the LRA investigation or the Missing Report Decision.

### **9. What happens if the missing report investigation lasts more than 30 days?**

If the investigation exceeds 30 days, the employer can cancel the work permit and free up the quota slot after settling all necessary dues. The investigation process will continue, and the decision will be made based on the findings.

### **10. Can I still proceed with the missing report if I don't have all the required documents?**

Yes, if you are unable to provide the required documents, you can declare this in the system. You will be able to proceed without uploading the documents by selecting the appropriate declaration.

### **11. What penalties will I face if my employee's absence is determined to be due to employer negligence?**

If it is determined that the employee's absence was due to employer negligence, you will be fined MVR 2,000. This fine must be paid within 30 days, and failure to pay may result in service suspension.