**MINISTRY OF FOREIGN AFFAIRS, MALAYSIA
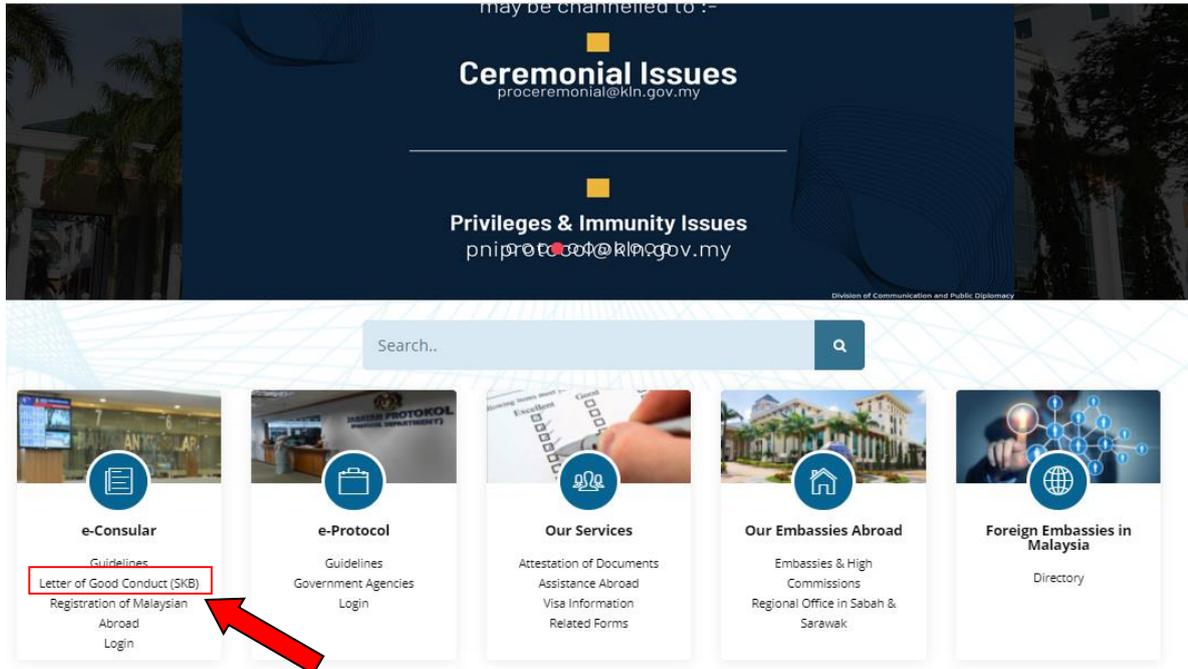APPLICATION FOR CERTIFICATE OF GOOD CONDUCT
(CGC)**

Starting 1st July 2013, application for the Certificate of Good Conduct (CGC) must be submitted online through the Ministry's official portal at www.kln.gov.my. Wisma Putra has also upgraded the system to enable the application to be done through the e-Konsular mobile app. Please be informed that the security vetting will be conducted by the Royal Malaysian Police (PDRM) and will take **up to 60 days** before the approval can be granted.

STEPS TO REGISTER ACCOUNT WITH e-Konsular 2.0

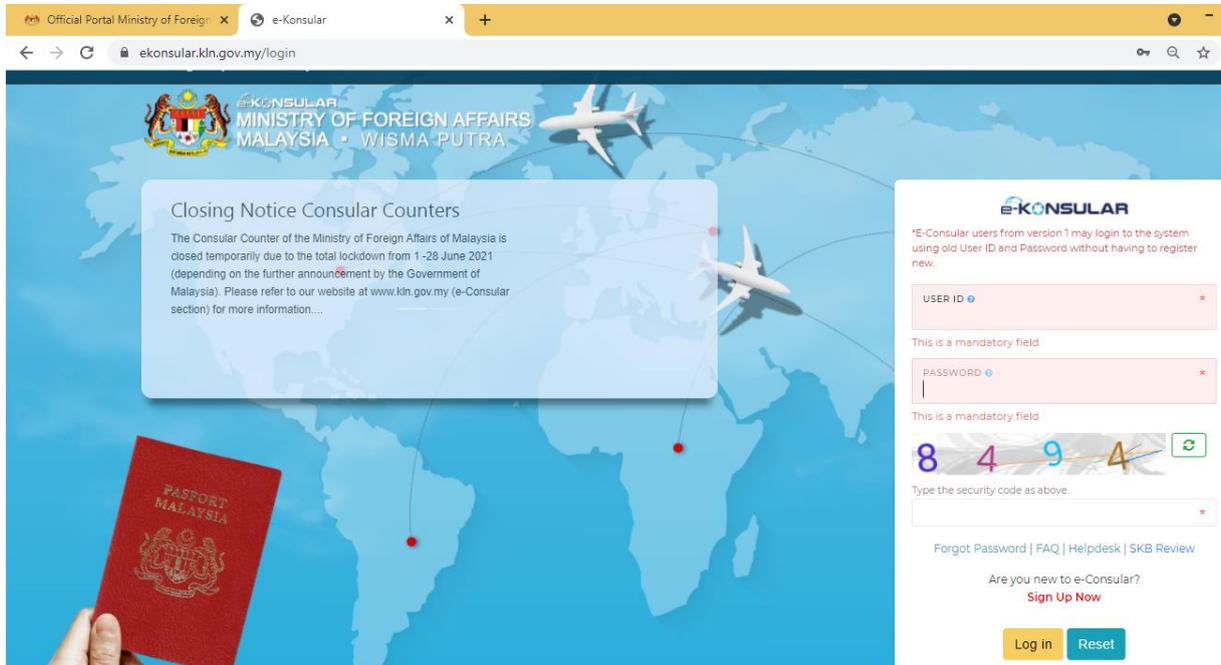1)   Visit the official portal of the Ministry of Foreign Affairs, Malaysia through **www.kln.gov.my**

2) Go to e-Consular service tab and click '***Letter of Good Conduct (SKB)***'

3) User may also access directly through **https://ekonsular.kln.gov.my**

Existing users from e-Konsular 1.0, please login to the system using your registered User ID (IC Number or Passport Number).
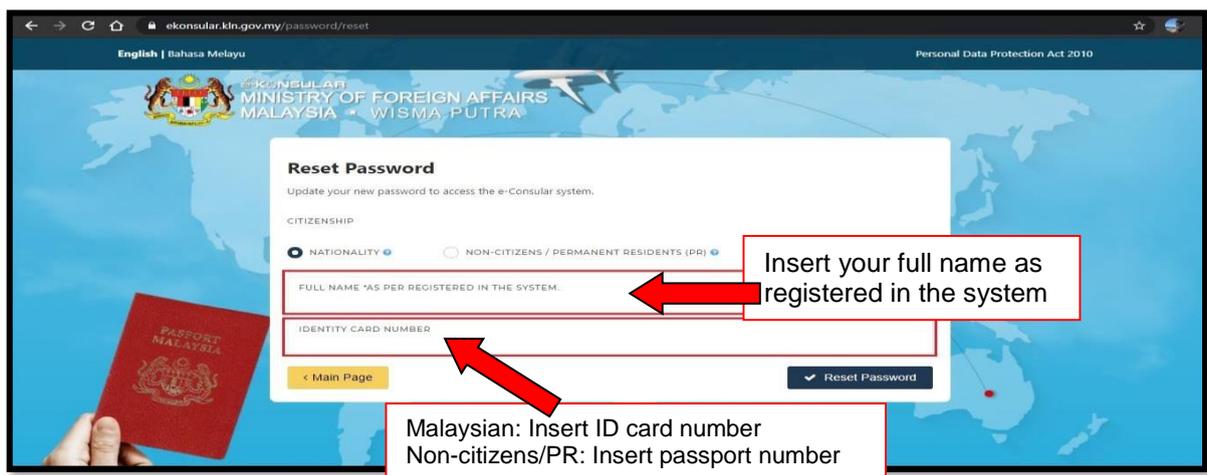
FORGOT PASSWORD OR USER ID (OR BOTH)

1) Please click '**Forgot Password'** link.
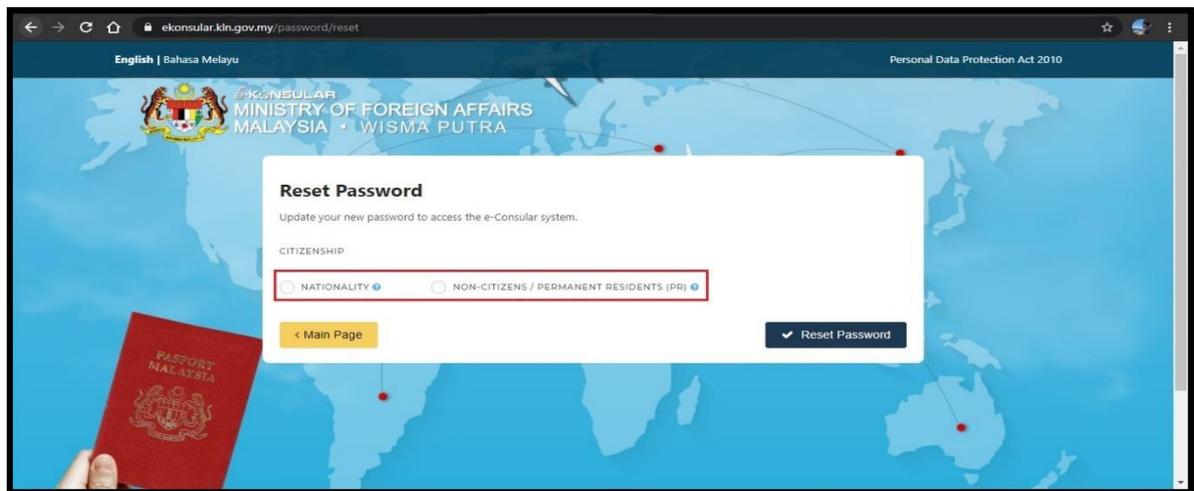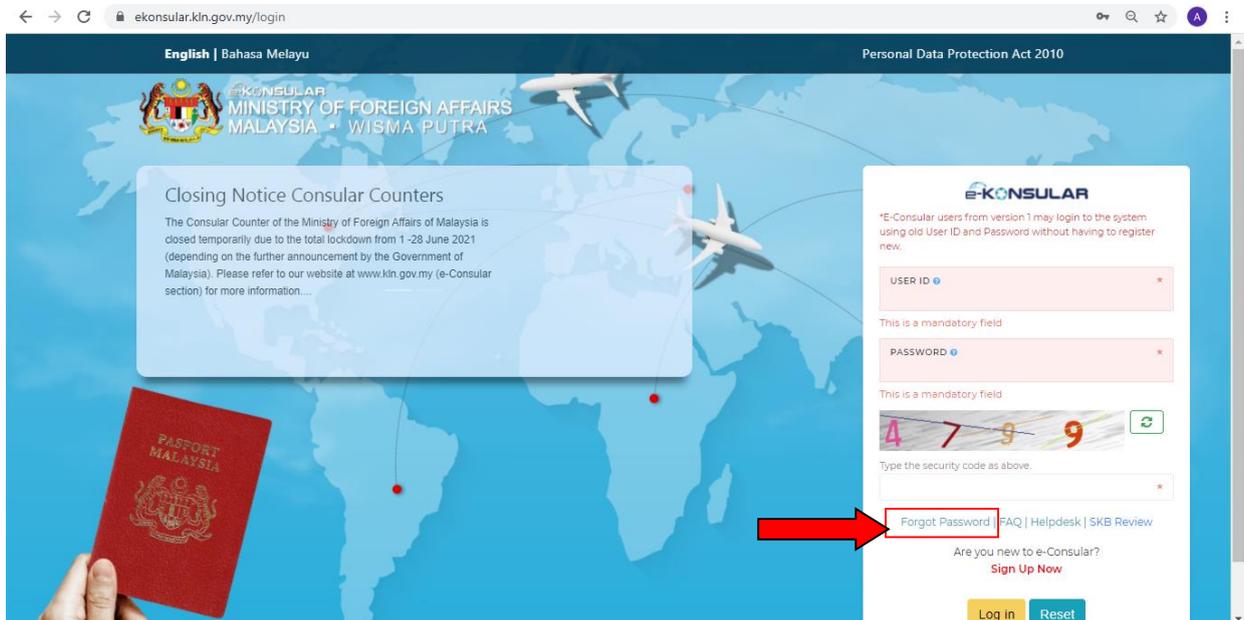
2) Please choose your citizenship.

3) Insert your **full name** (**as per registered** in the system) and your identity card number / passport number than click 'Reset Password' button.

4)   Next, insert your **new password** - **New Password** (*Kata Laluan Baru*) and **New Password Verification** (*Pengesahan Kata Laluan Baru*), insert **security code** and then click '**Submit**' (*Hantar*).
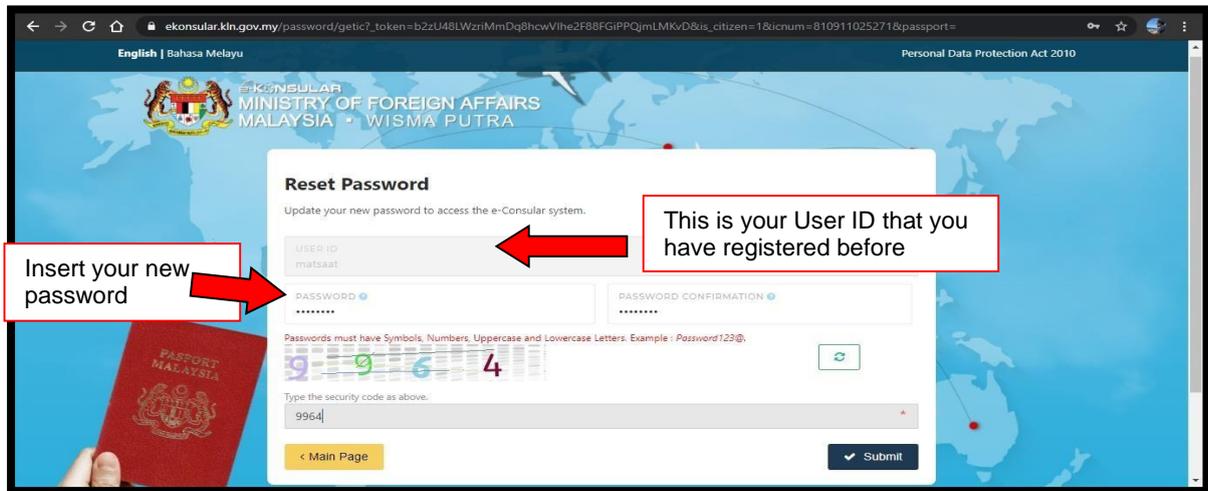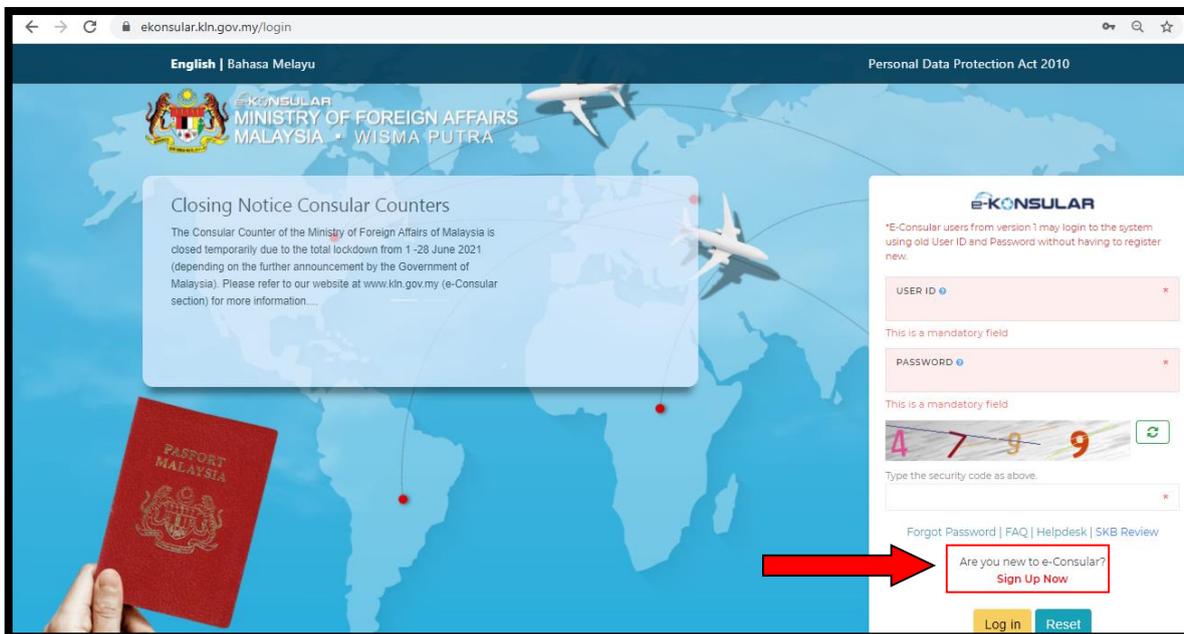

FORGOT YOUR FULL NAME AS REGISTERED IN THE SYSTEM

5) Please email your details to skb_admin@kln.gov.my .

NEW USER

6) Click Sign Up Now for register.

4

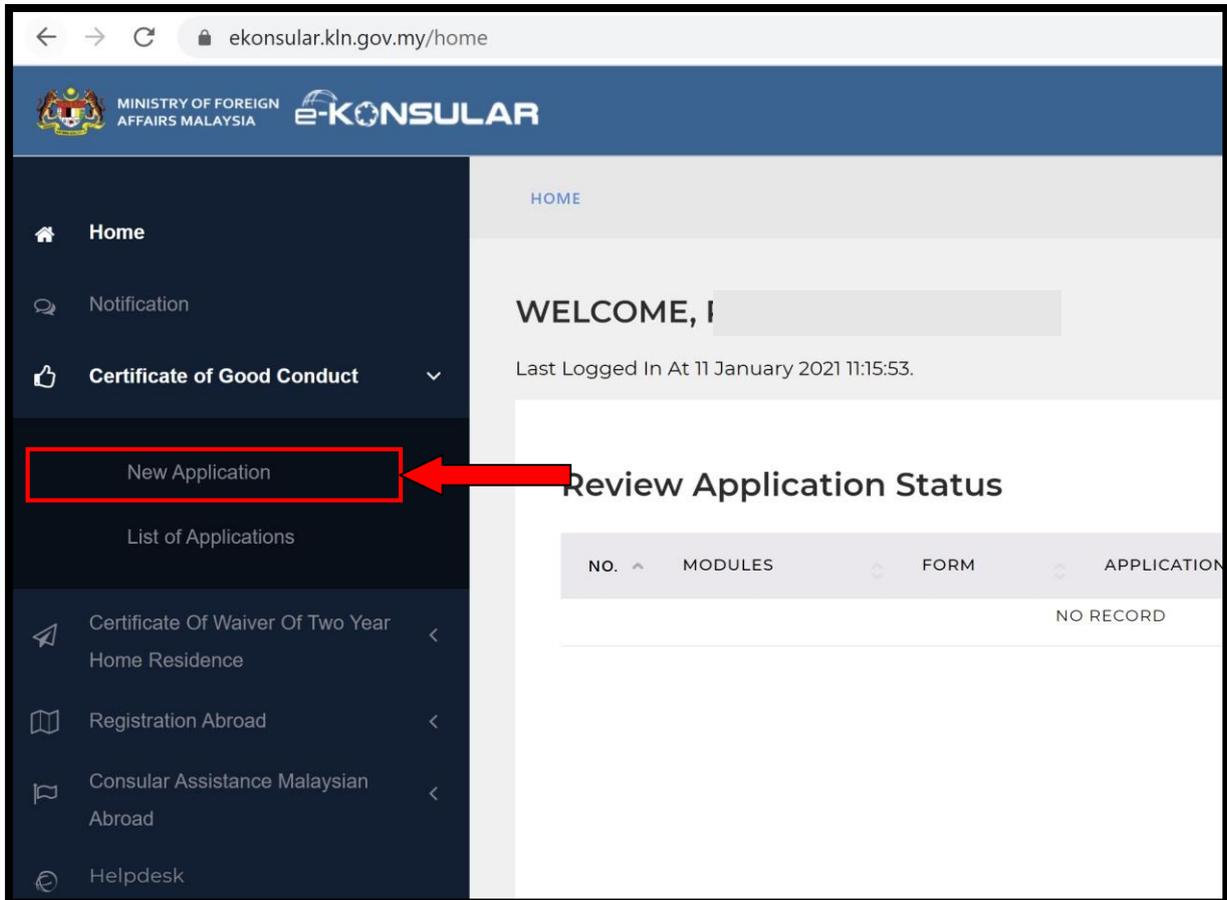7)   User is required to fill in the details below and click '**Register**' (*Daftar*).

8)   Login to the system with your registered *ID Pengguna* (User ID) and Password (*Kata Laluan*). Key in Security Code (*Kod Keselamatan*).

STEPS TO APPLY FOR THE CERTIFICATE OF GOOD CONDUCT

9)   Click '**New Application**' under the tab **Certificate of Good Conduct**

10)   Fill in your **Personal Information**.
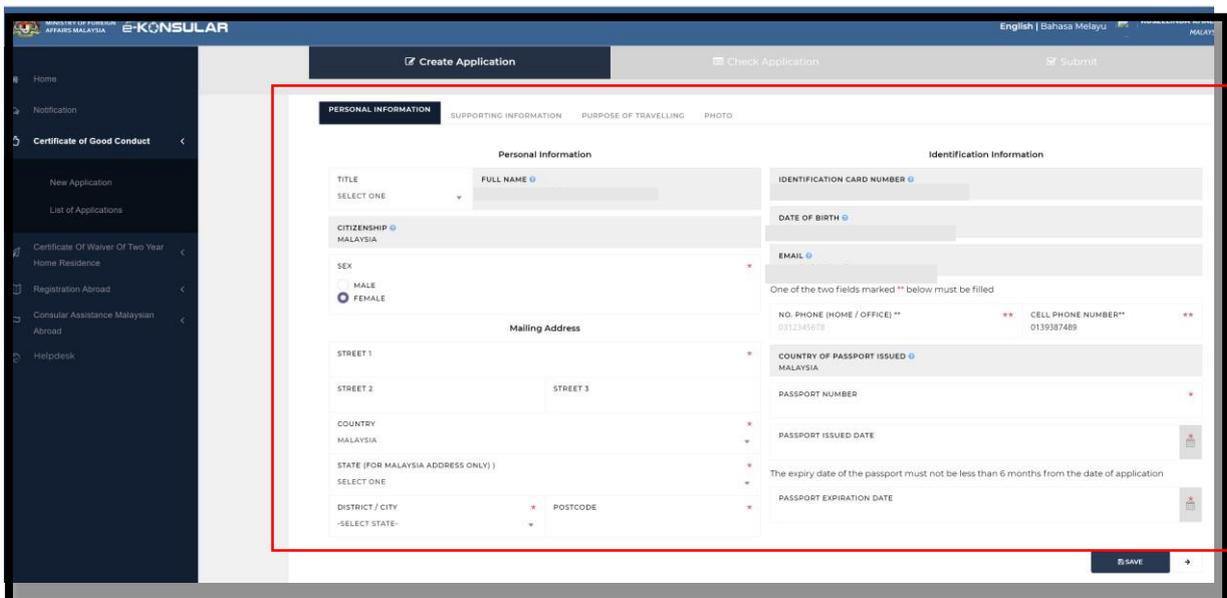
11)   Fill in your Supporting Information.

12)   Fill in your Purpose of Travelling.

13)   Upload your recent **Passport-Sized FACE Photo**
        (**IMPORTANT**: *please read the criteria before uploading your photo*).

14) Upload a **Scanned Copy of the PASSPORT DETAILS PHOTO** (**IMPORTANT**: *please read the criteria uploading your document*).
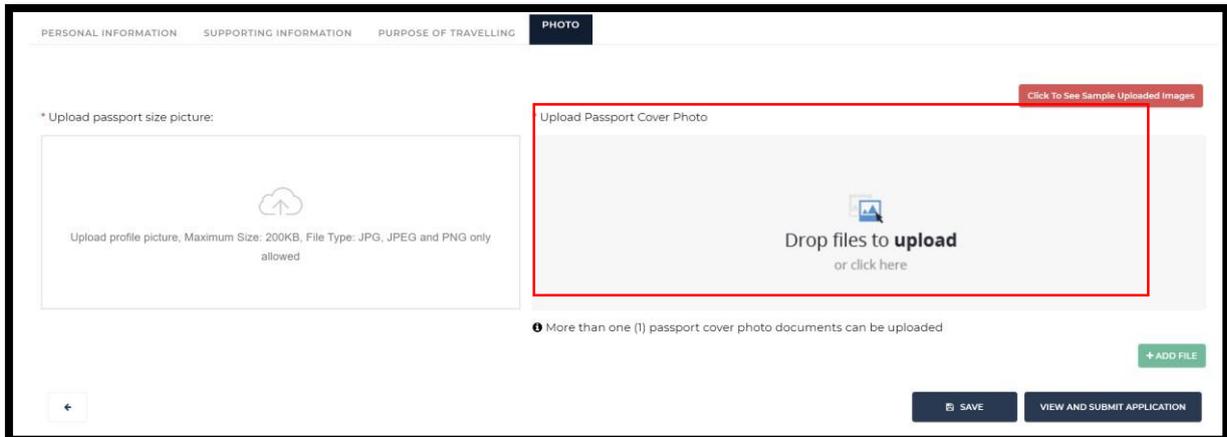
IMPORTANT
*Criteria of the passport-sized FACE photo and scanned copy of the PASSPORT DETAILS as shown below
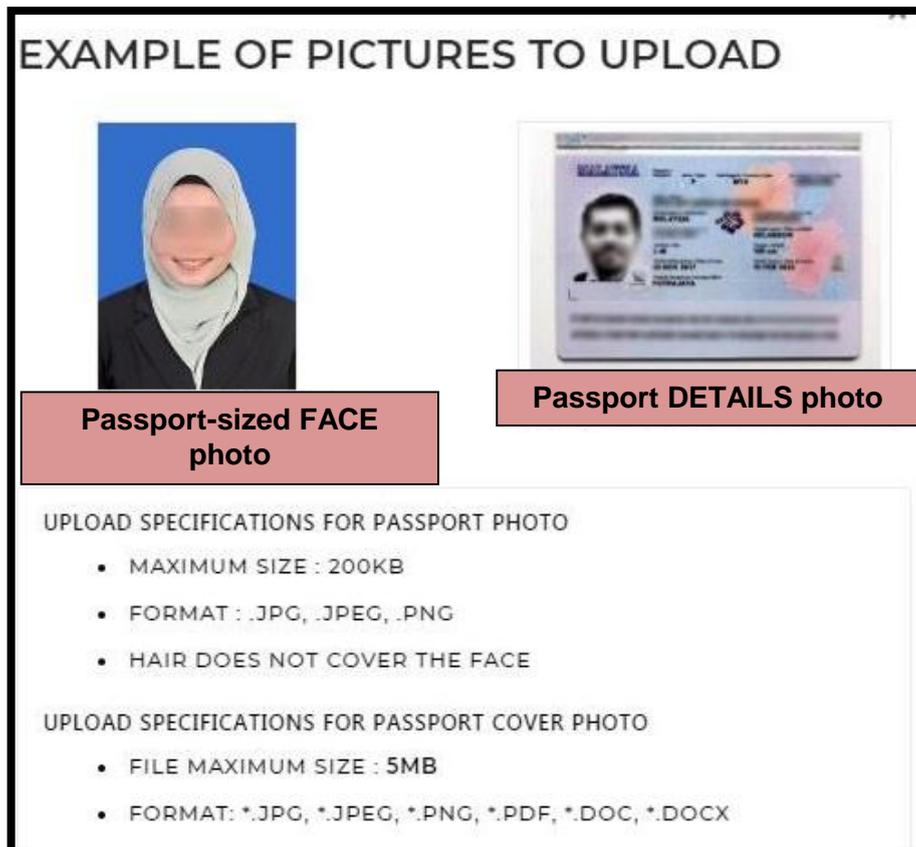
Click '**VIEW AND SUBMIT APPLICATION**' button to submit your application.
*(*Please ensure your details are correct before submission. Click '**SAVE**' button if you wish to edit your application. Please note that you will not be able to amend once your application has been submitted)*
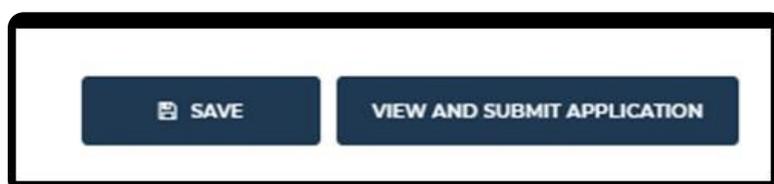
COLLECTION OF THE CERTIFICATE OF GOOD CONDUCT

15) Once your status of application has been changed to **PASSED/APPROVED**, your certificate is now ready for collection.

You may choose either to collect your certificate at the <u>Consular Services Counter</u> or to receive the certificate via <u>postal services</u>.

(Due to the Movement Control Order, please check latest announcement made by the Government of Malaysia through our official website, social media and e-Konsular announcement board)

A. COLLECTION AT THE CONSULAR SERVICES COUNTER

I. Collection of the certificate can be made at any Consular Services Counter in Ministry of Foreign Affairs in Putrajaya, Sabah, Sarawak or any of the Malaysian Embassies/ High Commissions/Consulates General abroad.

II. Kindly bring along the following documents during the collection of the certificate:

1. **CGC Acknowledgement Slip**;

2. Cash payment of **RINGGIT MALAYSIA TWENTY ONLY (RM20)** for payment made in Malaysia or **EQUIVALENT OF RM20** in local currency for payment made abroad. For the exact amount to be paid in local currency, <u>kindly contact</u> the respective Malaysian Embassies / High Commissions / Consulates; and

3. **Letter of Authorisation and copy of IC/Passport** (*for application collected by using a representative*)

B. VIA POSTAL SERVICES *(*only available for collection in Malaysia)*

Applicant who wishes to receive the certificate via postal service is required to submit the following:

1. **CGC Acknowledgement Slip**;

2. Bank Draft / Money Order (*Kiriman Wang / Wang Pos*)

   RINGGIT MALAYSIA TWENTY ONLY (RM20) payable to **AKAUNTAN NEGARA MALAYSIA** ; and

SAMPLE *WANG POS*

SAMPLE *KIRIMAN WANG*
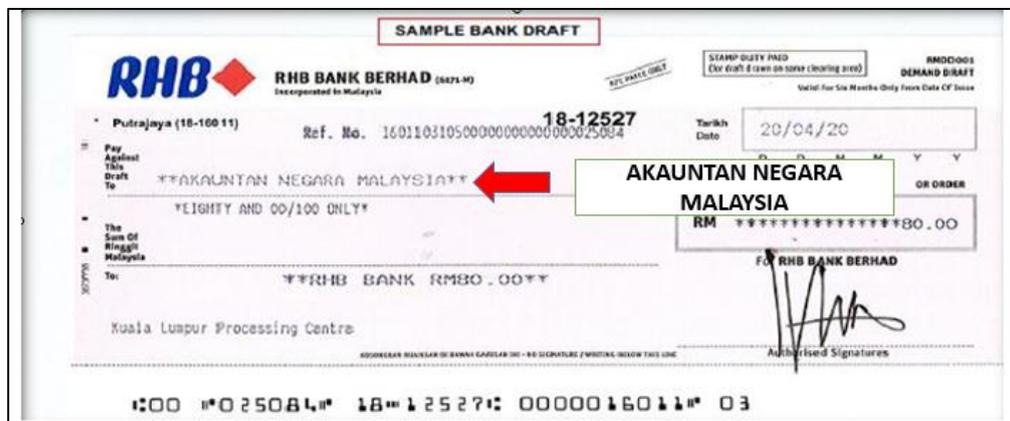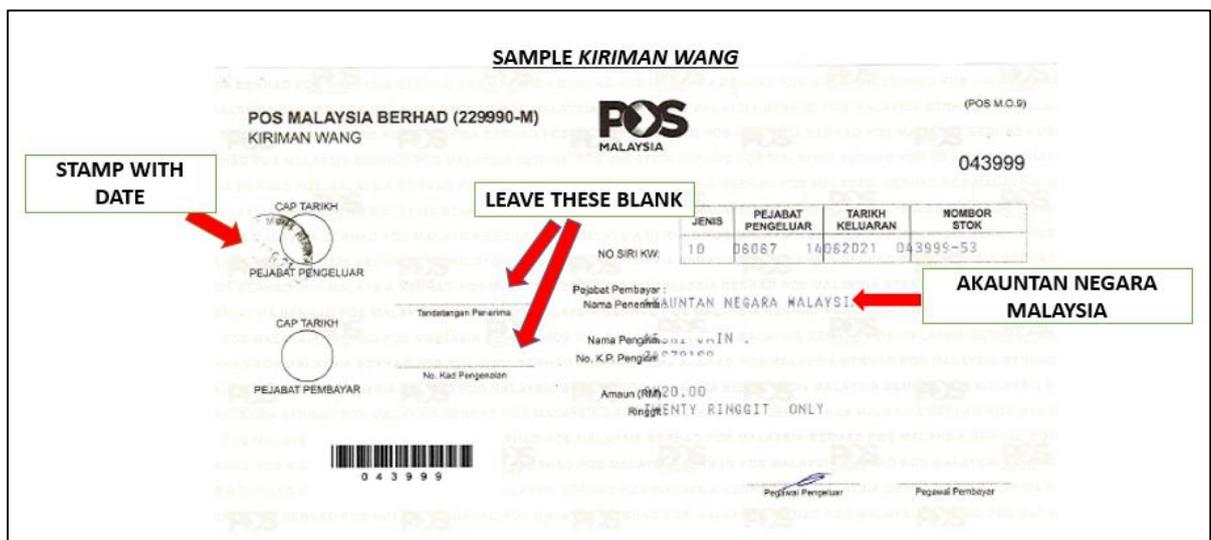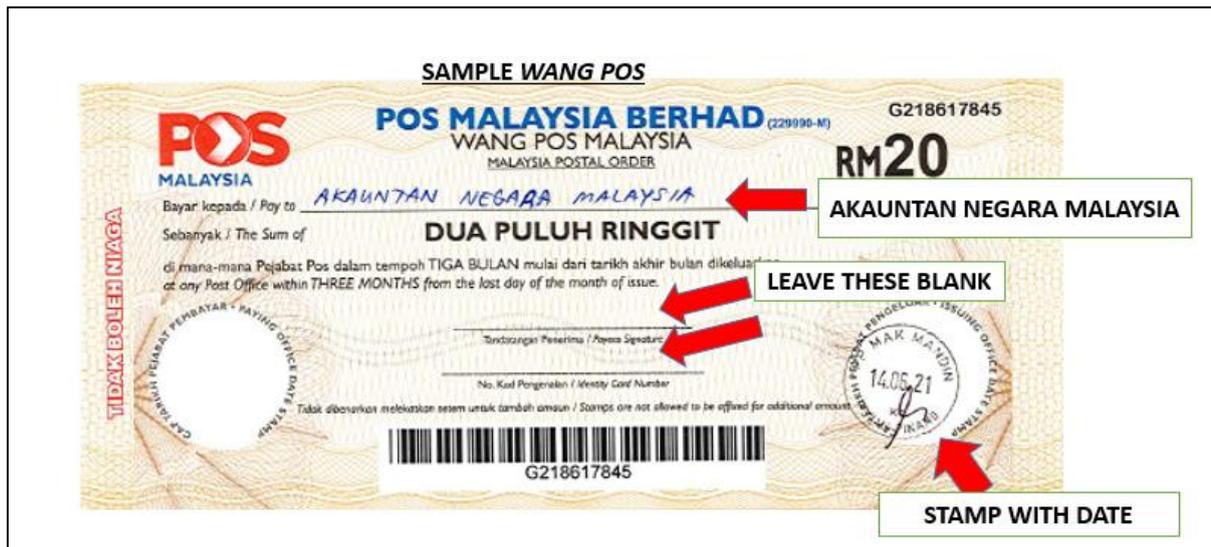
3. An A4-sized Pos Laju Pre-paid (*Pra-bayar*) envelope or A4-sized *Pos Ekspres* envelope with applicant's own address written on the slip.

   The CGC Unit will send the Certificate using **this envelope** to the applicant.

Pos Laju & Pos Ekspres Envelopes

ALL THESE 3 ITEMS (CGC Acknowledgement Slip, Bank Draft / Money Order, and Pos Laju Prepaid / Pos Ekspres Envelope with self-addressed for CGC Unit) **MUST BE SENT** to the following address:

Consular Division, Ministry of Foreign Affairs
No. 1, Jalan Wisma Putra,
Presint 2,
62602, PUTRAJAYA
Attn. to: CGC Unit

16)   For application with the status **INVALID DOCUMENT,** please refer to Consular Division, Ministry of Foreign Affairs, Malaysia or the Malaysian Embassies / High Commissions / Consulates General abroad for further information.

17) For more information, please do not hesitate to contact us at the following:

Consular Division
Ministry of Foreign Affairs, Putrajaya
Telephone   :   + 603 – 8000 8000
                :   + 603 – 8887 4458 / 4275 / 4159 / 4100
Fax   :   + 603 – 8890 4235
E-mail   :   skb_admin@kln.gov.my

Sarawak Regional Office
Ministry of Foreign Affairs, Kuching
Telephone   :   + 6082 – 236 146
Fax   :   + 6082 – 236 983
E-mail   :   pwsarawak@kln.gov.my

Sabah Regional Office
Ministry of Foreign Affairs, Kota Kinabalu
Telephone   :   +6088 – 488 466
Fax   :   +6088 – 488 518
E-mail   :   pwsabah@kln.gov.my

Contact information for Malaysian Embassies / Malaysian High Commissions / Malaysian Consulates General can be accessed through Wisma Putra official portal or click **HERE** for quick link.

IMPORTANT NOTE:

1.   With the introduction of this new system, all hardcopy documents are **NO LONGER ACCEPTED.**

2.   Applicant **SHOULD NOT SEND CASH** payment via postal service.

3.   Applicant is advised to **regularly check the application status** through e- Konsular 2.0.

4.   The Ministry of Foreign Affairs, Malaysia **shall not be held responsible for any documents posted by applicant which are lost in transit.**