



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

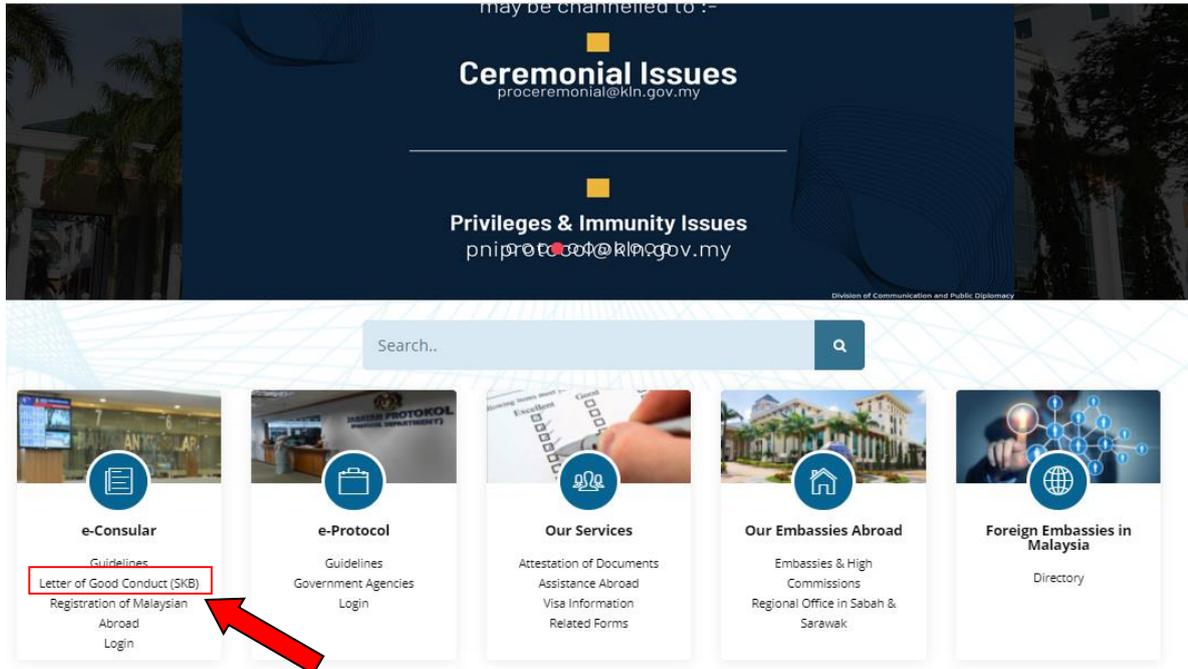
Starting 1st July 2013, application for the Certificate of Good Conduct (CGC) must be submitted online through the Ministry's official portal at www.kln.gov.my. Wisma Putra has also upgraded the system to enable the application to be done through the e-Konsular mobile app. Please be informed that the 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

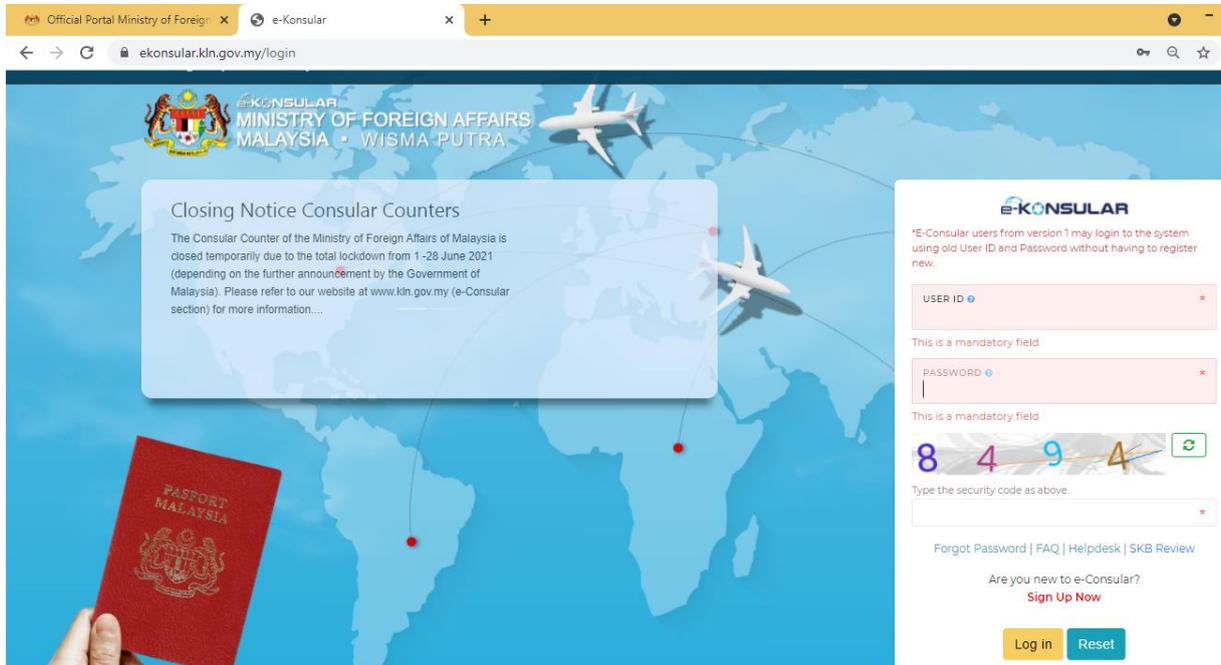
The screenshot shows the official portal of the Ministry of Foreign Affairs, Malaysia. The header includes the MFA Directory, language options (English, Bahasa Melayu), and various utility links like WEBMAIL and INTRANET. The main content area is titled 'Enquiries on CONSULAR SERVICES may be channeled to :-' and lists two services: 'Certificate of Good Conduct' with contact email skb_admin@kln.gov.my and 'Document Verification' with contact email sah_admin@kln.gov.my. Below this is a search bar and a grid of service tiles: e-Consular (Guidelines, Letter of Good Conduct (SKD), Registration of Malaysian Abroad, Login), e-Protocol (Guidelines, Government Agencies, Login), Our Services (Attestation of Documents, Assistance Abroad, Visa Information, Related Forms), Our Embassies Abroad (Embassies & High Commissions, Regional Office in Sabah & Sarawak), and Foreign Embassies in Malaysia (Directory).

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



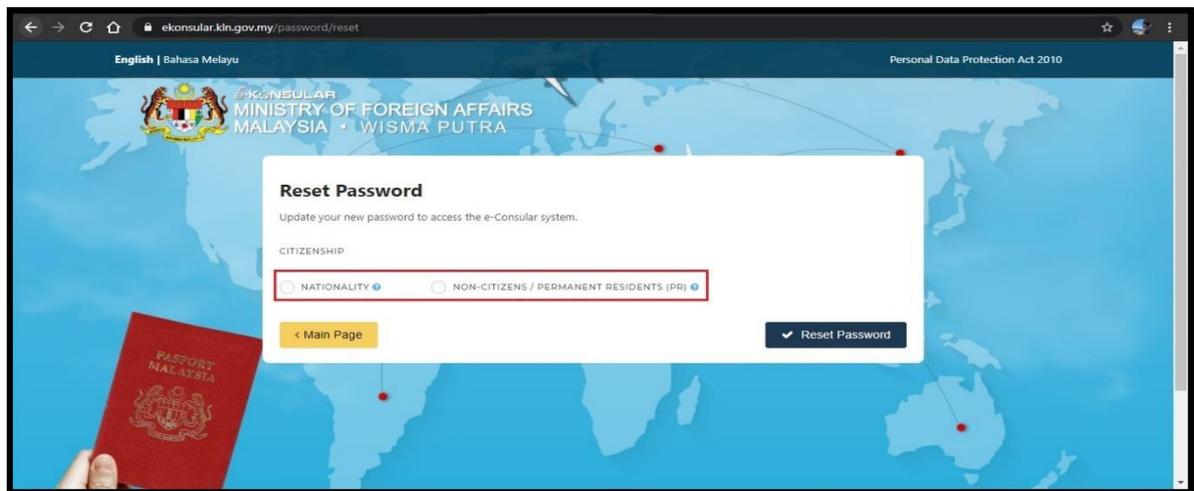
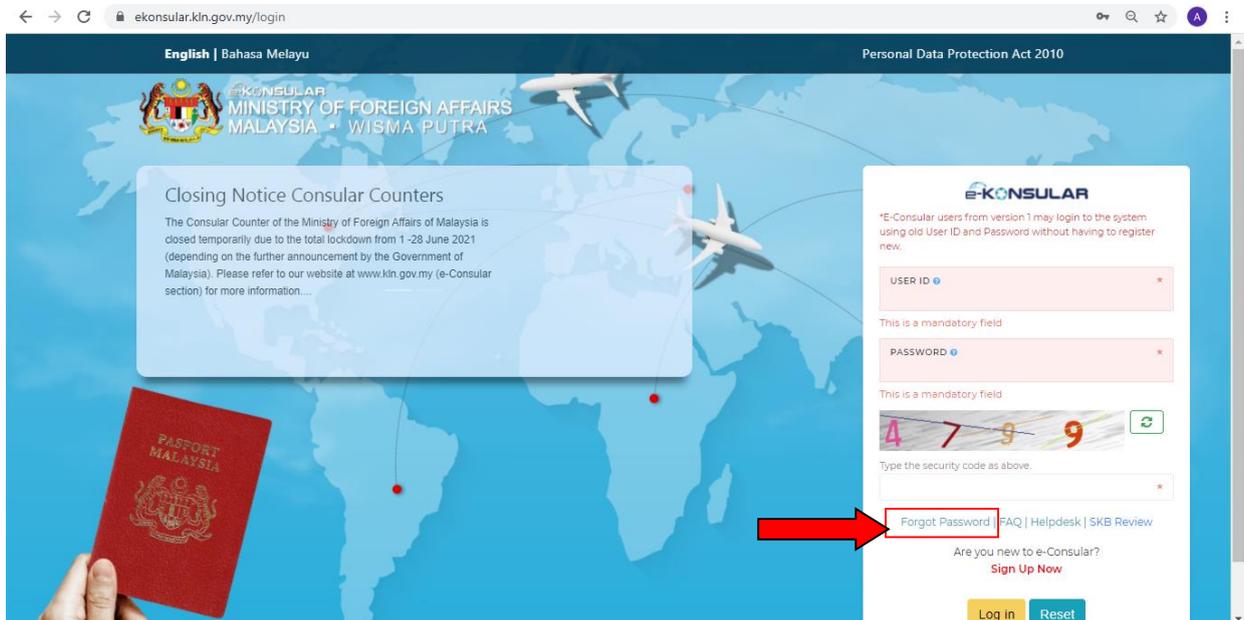
3) User may also access directly through <https://ekonsular.kln.gov.my>

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



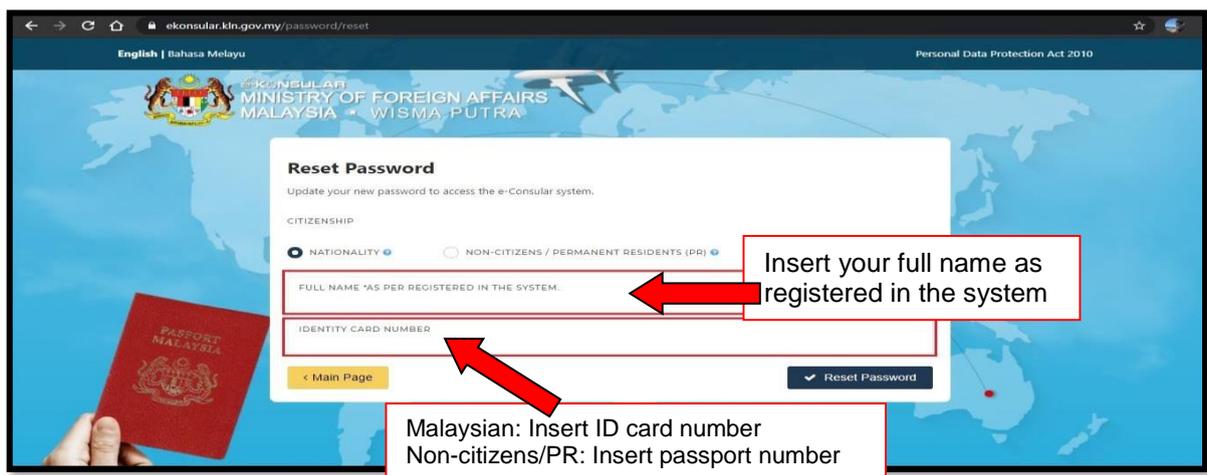
FORGOT PASSWORD OR USER ID (OR BOTH)

1) Please click '**Forgot Password**' link.

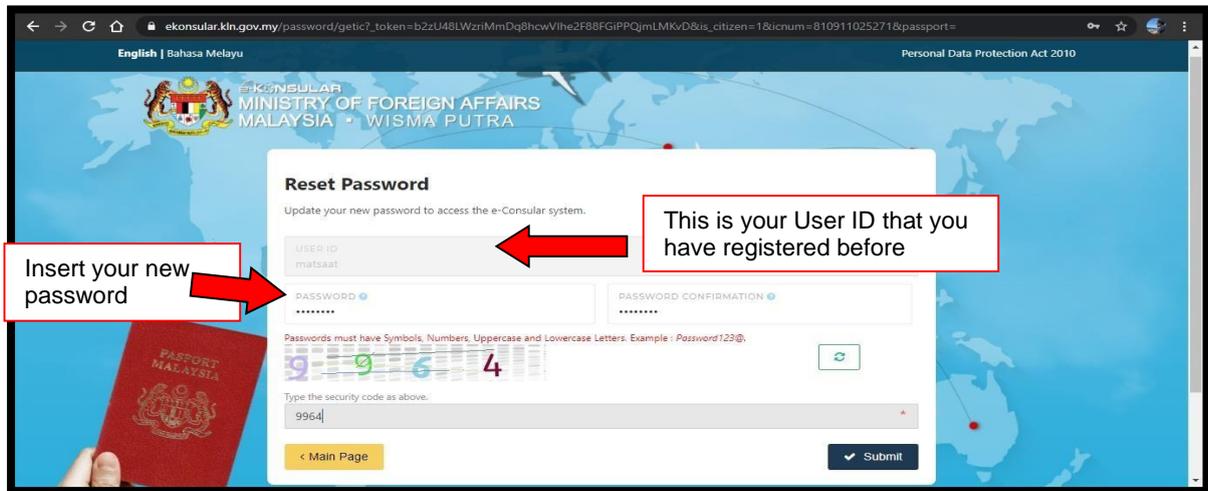


2) Please choose your citizenship.

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)**.

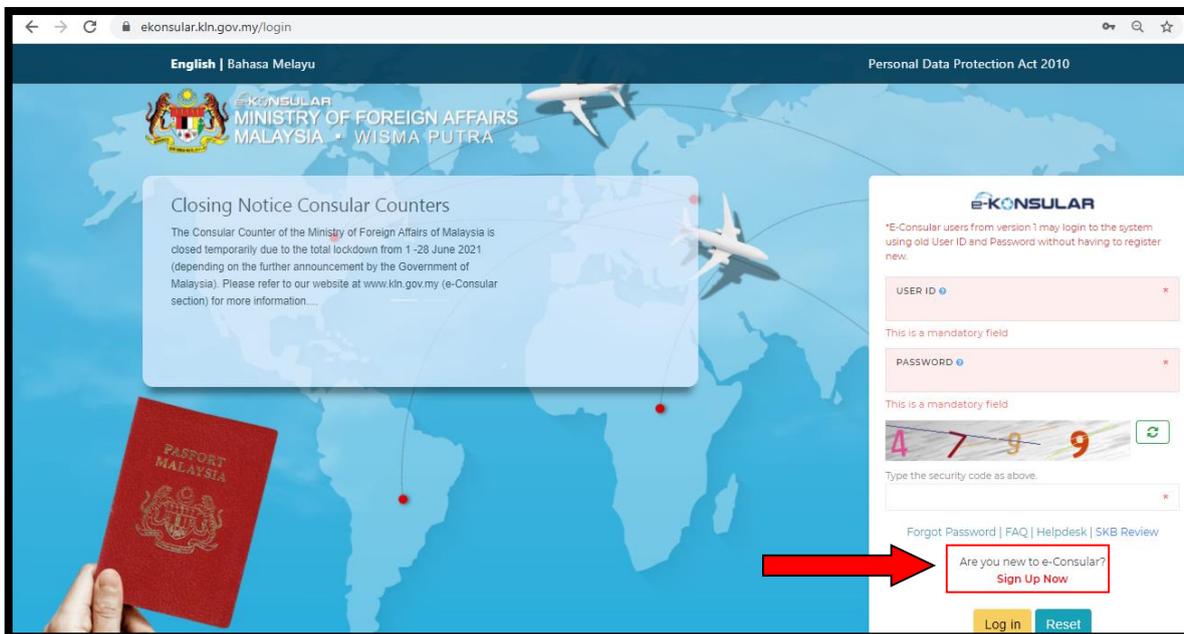


FORGOT YOUR FULL NAME AS REGISTERED IN THE SYSTEM

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

NEW USER

- 6) Click Sign Up Now for register.



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

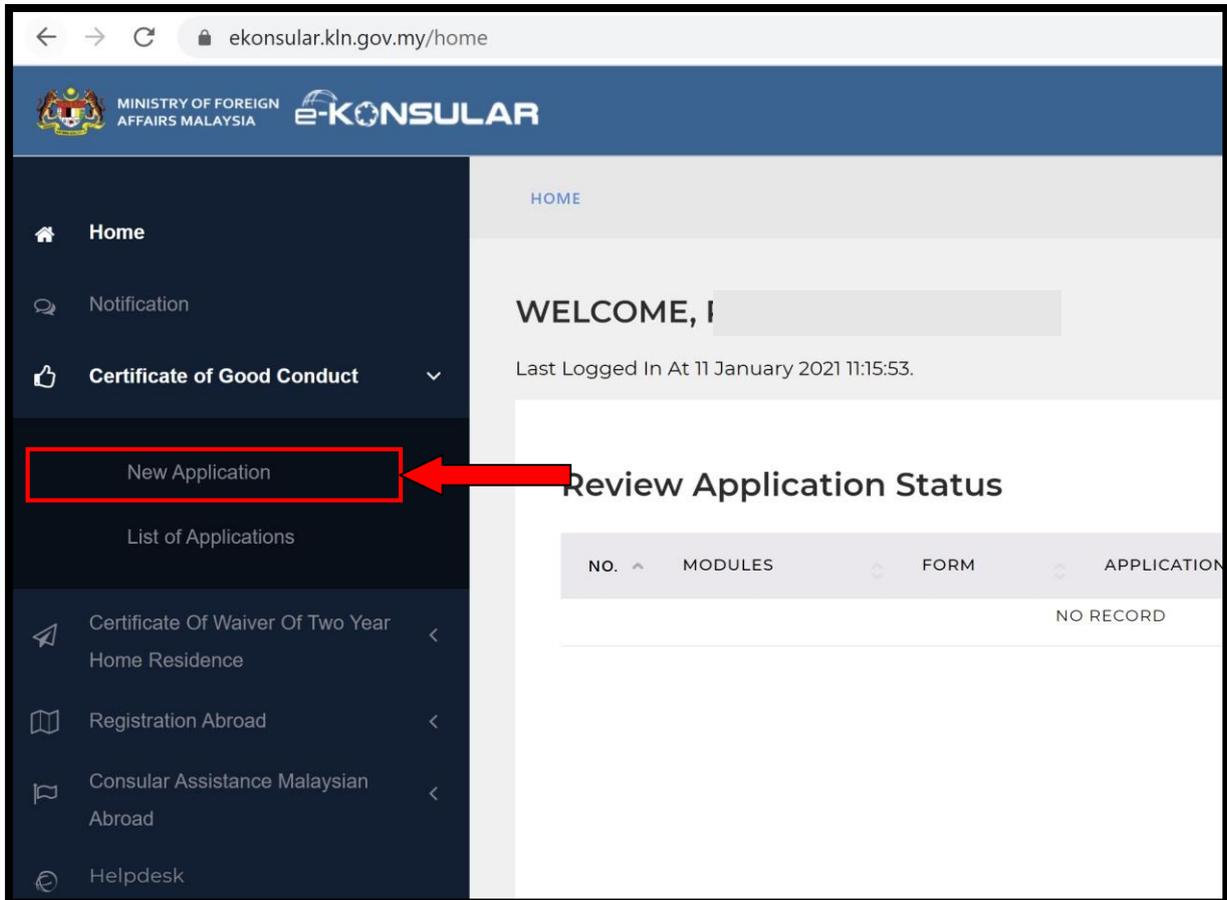
The screenshot shows the 'User Registration' form on the e-KONSULAR website. The form includes the following fields: NAME OF ACCOUNT OWNER, USER ID, EMAIL ADDRESS (example: example@test.com), PHONE NUMBER (example: 601234567890), PASSWORD (example: Password123@), and PASSWORD CONFIRMATION (example: Password123@). Below these fields, there is a note: 'Passwords must have Symbols, Numbers, Uppercase and Lowercase Letters. Example : Password123@.' The 'CITIZENSHIP' section has two radio buttons: 'NATIONALITY' (selected) and 'NON-CITIZENS / PERMANENT RESIDENTS (PR)'. There is also a field for 'USER IDENTITY CARD NUMBER'. At the bottom, there is a link to 'Main Page' and a 'Register' button. The background features a world map and a hand holding a red Malaysian passport.

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

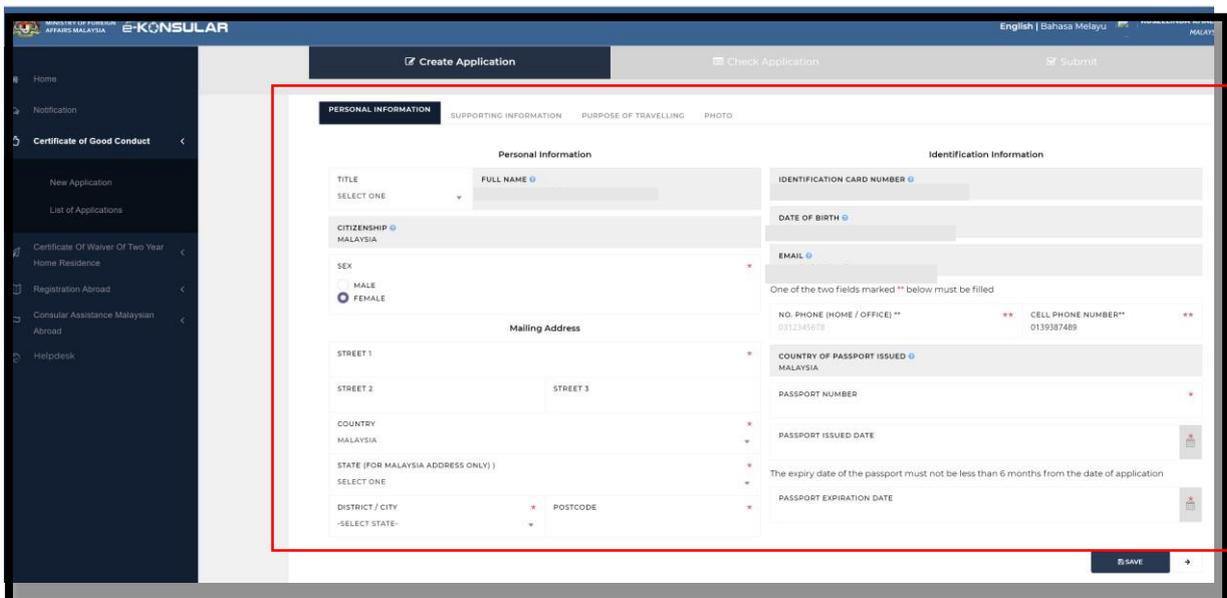
The screenshot shows the 'Login' page on the e-KONSULAR website. The page has a 'No Announcement' box on the left. On the right, there is a login form with the following fields: 'USER ID', 'PASSWORD', and 'Type the security code as above.' (with a security code image showing 'A 8 9 9'). Below the form are links for 'Forgot Password', 'FAQ', 'Helpdesk', and 'SKB Review'. There is also a 'Sign Up Now' link for new users and 'Log in' and 'Reset' buttons. Three red arrows point from the 'No Announcement' box to the 'USER ID', 'PASSWORD', and 'Type the security code as above.' fields. The background features a world map and a hand holding a red Malaysian passport.

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.

The screenshot shows the 'Application For Certificate Of Good Conduct' form. The 'SUPPORTING INFORMATION' tab is selected and highlighted with a red box. Below the tab, there is a section titled 'INFORMATION OPTION TO BE COMPLETED' with two radio button options: 'JOB INFORMATION' and 'HIGHER EDUCATION INFORMATION'. A 'SAVE' button is visible at the bottom right of the form.

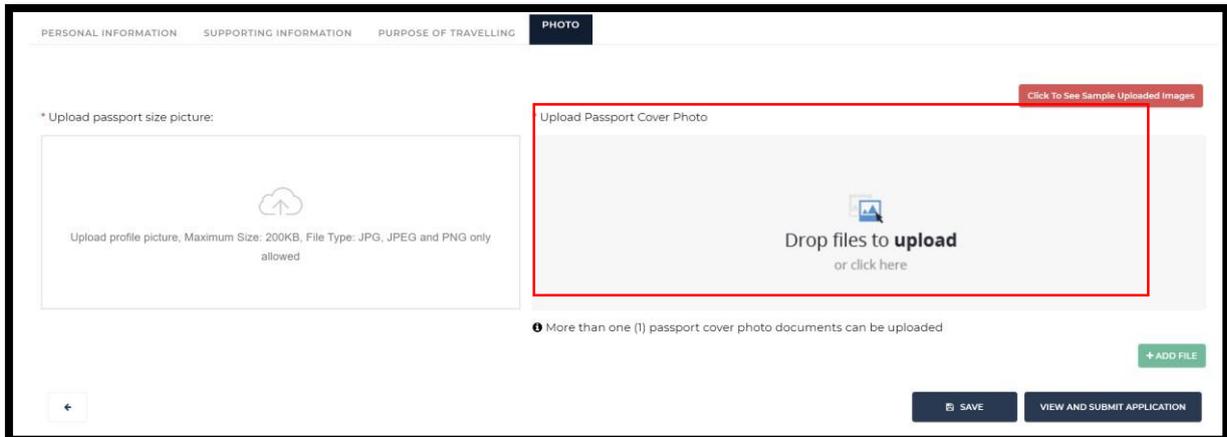
12) Fill in your Purpose of Travelling.

The screenshot shows the 'Application For Certificate Of Good Conduct' form. The 'PURPOSE OF TRAVELLING' tab is selected and highlighted with a red box. The form contains two main sections: 'PURPOSE OF TRAVELLING' with radio button options (Further Studies, Working, Accompanying Spouse / Family / Guardian, Permanent Resident, Citizenship Applicants, Others) and 'COUNTRIES THAT REQUIRE CERTIFICATES' with a 'SELECT ONE' dropdown menu. Below these is a 'SUPPORTING DOCUMENT' upload area with a cloud icon and text: 'MUATNAIK DOKUMEN SOKONGAN. SAIZ MAKSIMA : 200KB. JENIS FAIL : PDF, DOC, DOCX, XLS DAN XLSX SAHAJA DIBENARKAN.' A 'SAVE' button is at the bottom right.

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

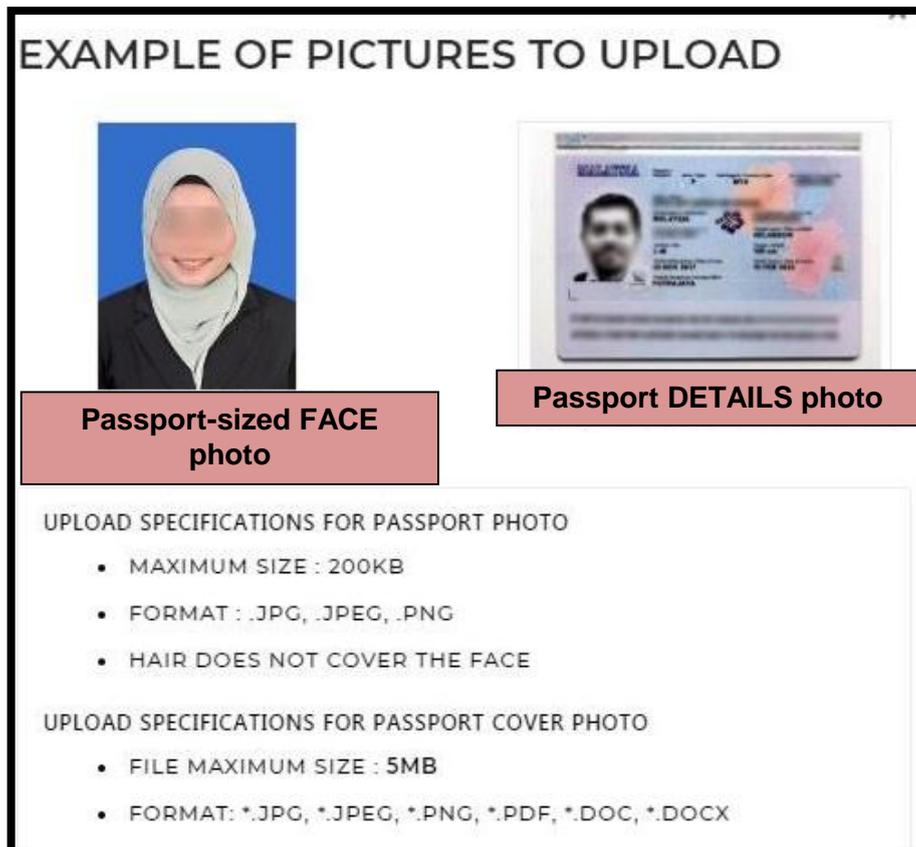
The screenshot shows the 'Application For Certificate Of Good Conduct' form. The 'PHOTO' tab is selected and highlighted with a red box. The form has two upload sections: 'Upload passport size picture' with a cloud icon and text 'Upload profile picture, Maximum Size: 200KB, File Type: JPG, JPEG and PNG only allowed', and 'Upload Passport Cover Photo' with a cloud icon and text 'Drop files to upload or click here'. A note below states 'More than one (1) passport cover photo documents can be uploaded'. There is an 'ADD FILE' button and 'SAVE' and 'VIEW AND SUBMIT APPLICATION' buttons at the bottom.

- 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**



EXAMPLE OF PICTURES TO UPLOAD

Passport-sized FACE photo

Passport DETAILS photo

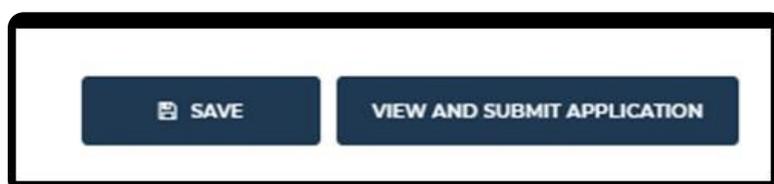
UPLOAD SPECIFICATIONS FOR PASSPORT PHOTO

- MAXIMUM SIZE : 200KB
- FORMAT : .JPG, .JPEG, .PNG
- HAIR DOES NOT COVER THE FACE

UPLOAD SPECIFICATIONS FOR PASSPORT COVER PHOTO

- FILE MAXIMUM SIZE : 5MB
- FORMAT: *.JPG, *.JPEG, *.PNG, *.PDF, *.DOC, *.DOCX

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 Consular Services Counter or to receive the certificate via postal services.

(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)

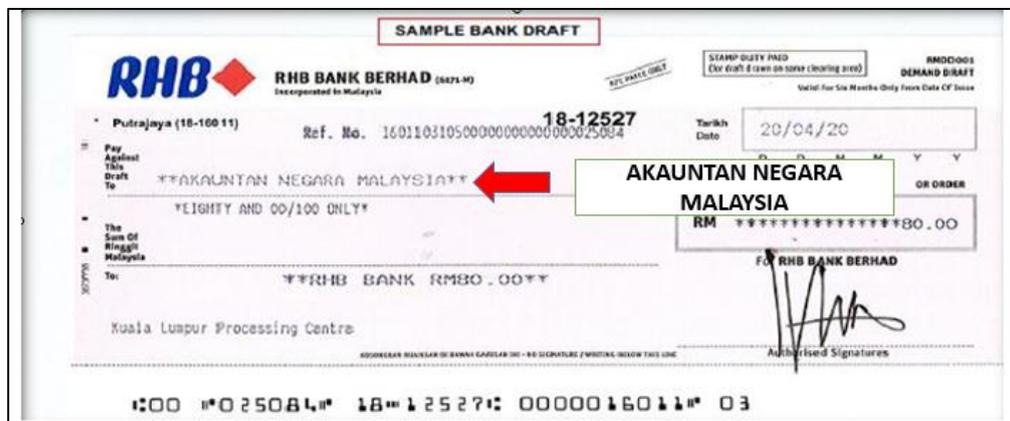
A. COLLECTION AT THE CONSULAR SERVICES COUNTER

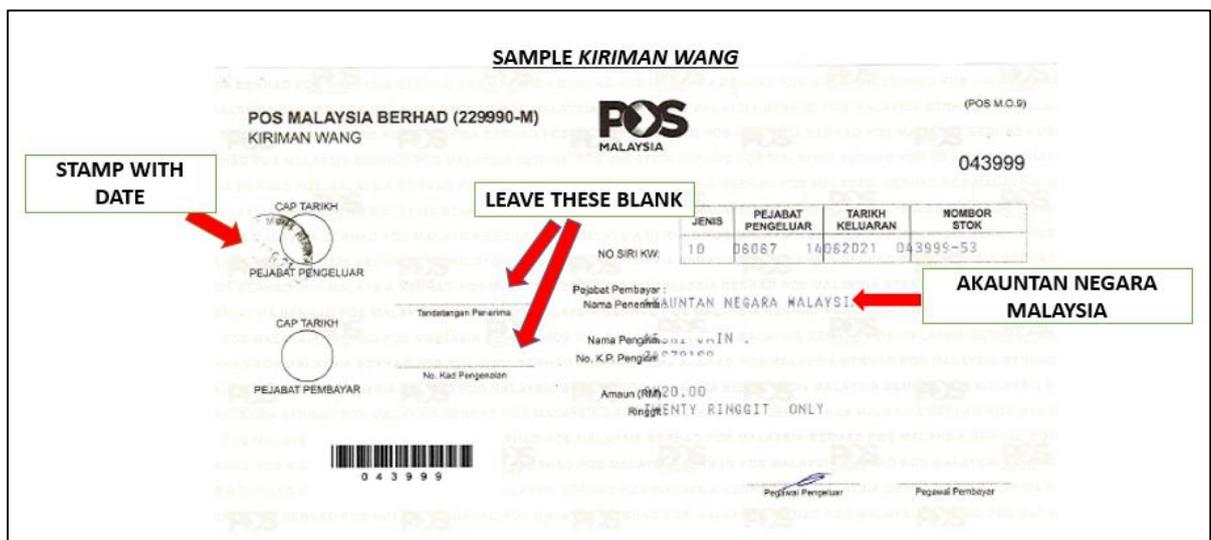
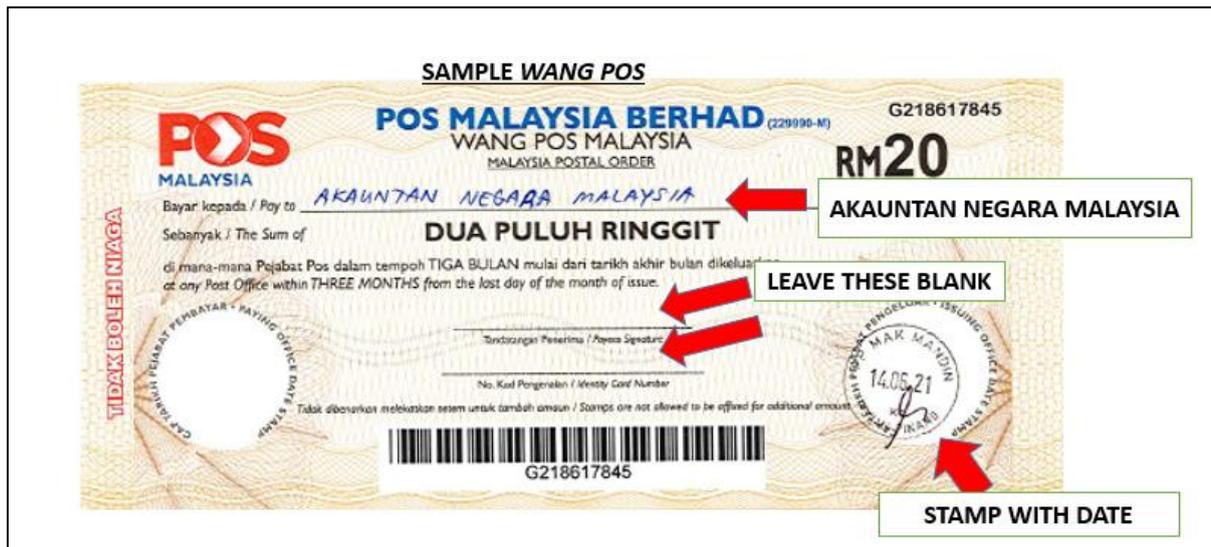
- I. Collection of the certificate can be made at any Consular Services Counter in Ministry of Foreign Affairs in Putrajaya, Sabah, Sarawak or any of the Malaysian Embassies/ High Commissions/Consulates General abroad.
- II. Kindly bring along the following documents during the collection of the certificate:
 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, kindly contact 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 NEGARA MALAYSIA** ; and





- 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.**