



MINISTRY OF FOREIGN AFFAIRS

# **USER GUIDE GOOD CONDUCT CERTIFICATE**

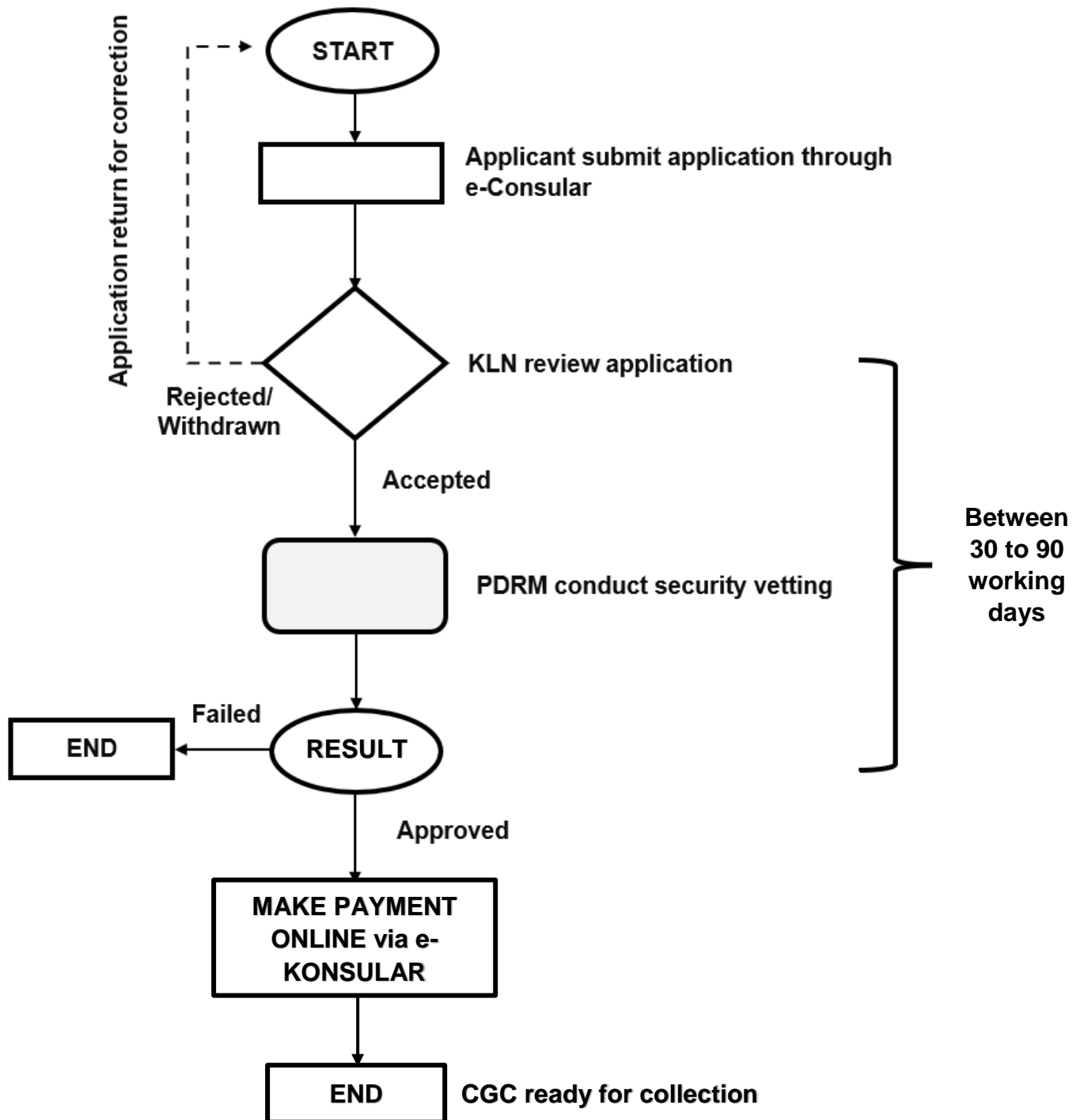
via e-Konsular

**CONSULAR DIVISION**  
MARCH 2023

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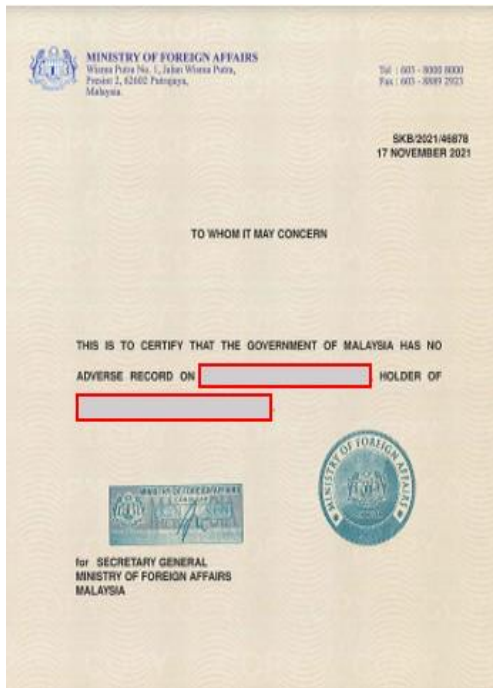
## APPLICATION FLOW



- Application will take more than 90 working days for applicants who have police/court record(s)
- Any request to expedite the application process **will not be entertained**

## ABOUT

Effective 1<sup>st</sup> July 2013, application for the Certificate of Good Conduct must be submitted online through the e-Konsular system. Registration for Malaysian Abroad and Consular Assistance submission can also be done via e-Konsular. The Ministry of Foreign Affairs has also upgraded the system to enable the application to be done through the e-Konsular mobile app.



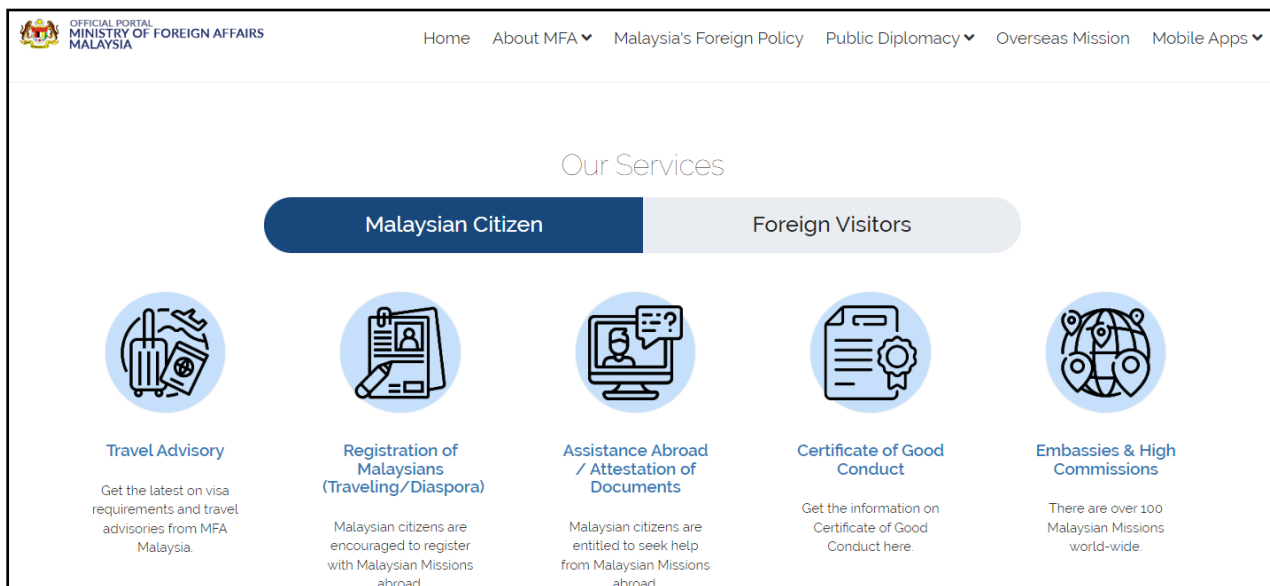
- Citizen, resident and foreigner who have previously resided in Malaysia (at least 6 months) may apply the Certificate of Good Conduct
- Certificate of Good Conduct is a document used to verify that the individual has no misdemeanour or criminal record during the period of stay in Malaysia
- The validity of the certificate is one (1) year from the approval date. However, certain country/company would require a certificate with approval date lesser than one (1) year
- Each individual should have **only** one (1) account in the e-Konsular

## IMPORTANT!

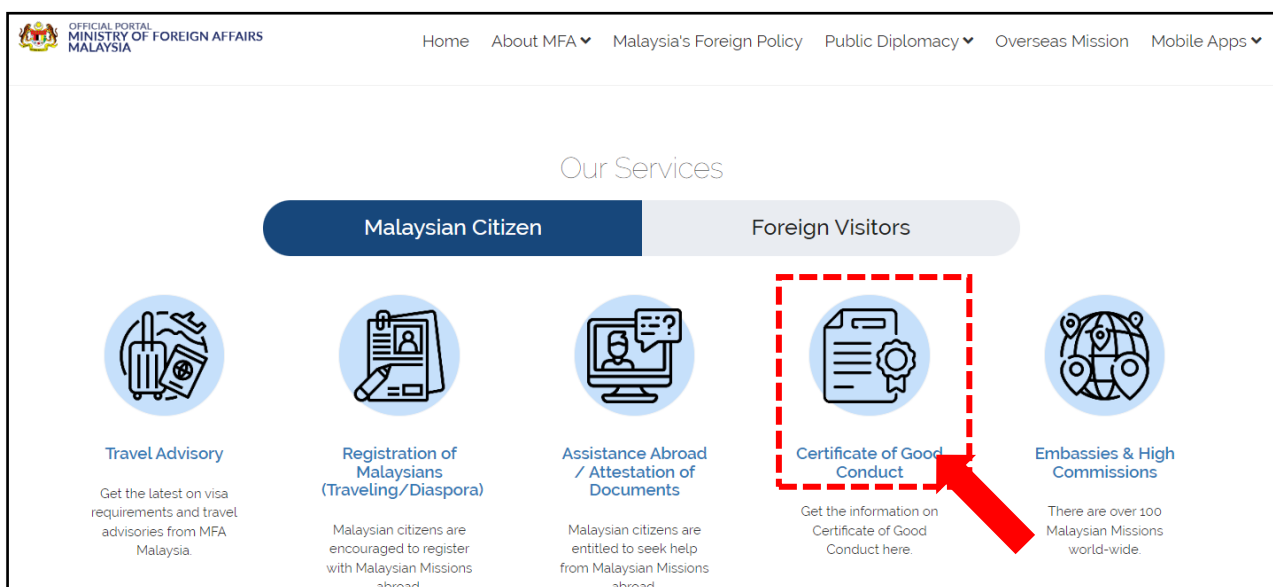
- Type of Identification during Registration:
  - Malaysian citizen must use **Identity Card Number**
  - Non-Malaysian must use **Current Passport Number**
- Passport Issuing Country is the country of applicants
- Certificate of Good Conduct will be only issued in **Physical Copy**
- RM20 is charged per copy
- The Ministry of Foreign Affairs **should not be held responsible** for any losses incurred when appointing representative to apply and/or collect Certificate of Good Conduct on behalf
- The security vetting will be conducted by the Royal Malaysian Police (PDRM) and **will take between 30 to 90 working days** before the approval decision can be obtained

# HOW TO ACCESS E-KONSULAR

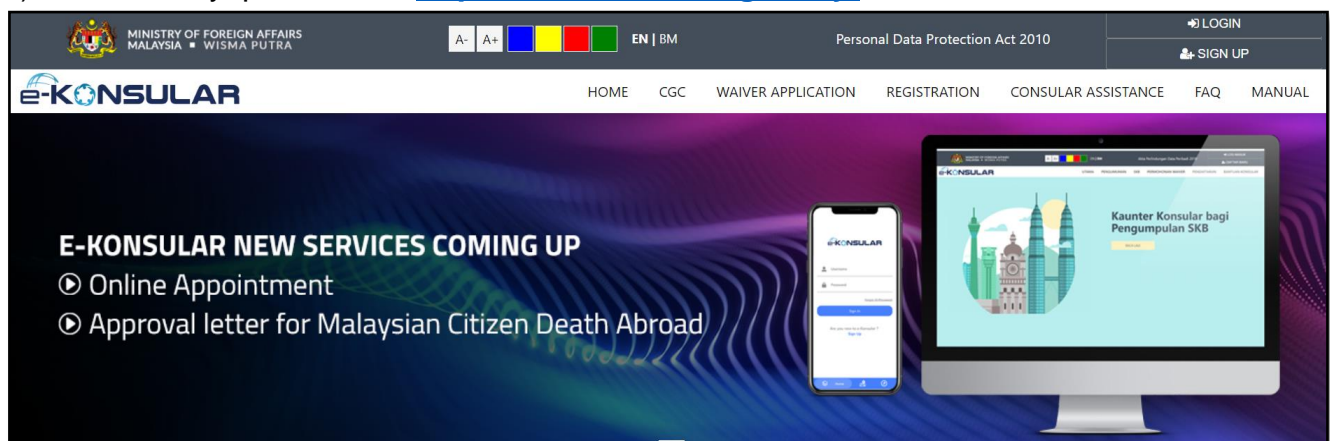
- 1) Visit the official portal of the Ministry of Foreign Affairs, Malaysia through [www.kln.gov.my](http://www.kln.gov.my)



- 2) Go to “Our Services” tab and click ‘**Certificate of Good Conduct**’

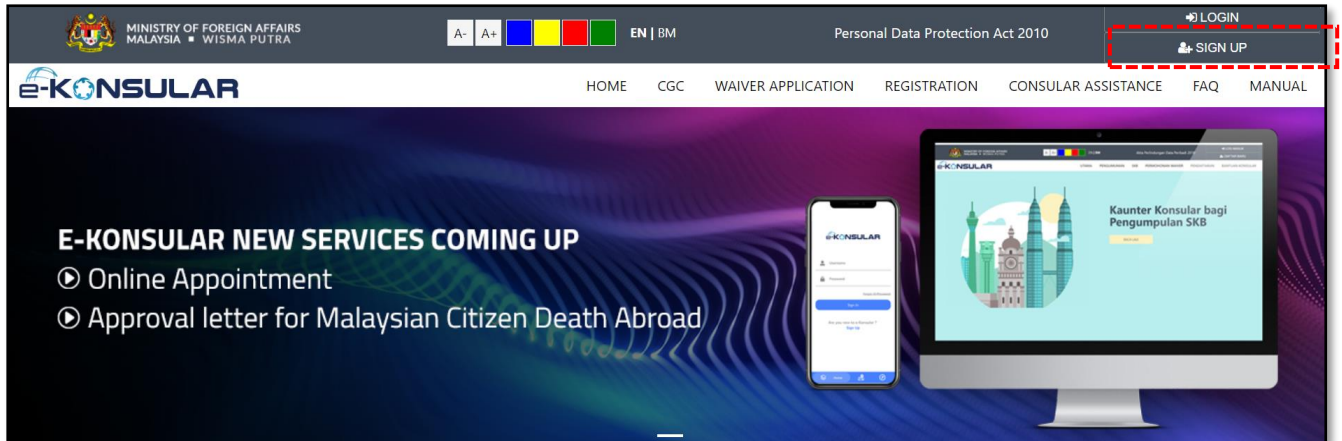


- 3) Alternatively, please click <https://ekonsular.kln.gov.my>.



# NEW USER REGISTRATION

1) Click **Sign Up** to register



2) Fill in all the required details

**Important:** For Type of Identification during Registration:

- o **Malaysian citizen** must use **Identity Card Number**
- o **Non-Malaysian citizen** must use **Current Passport Number**

**User Registration**

\* Name must be same as shown in IC or Passport

NAME OF ACCOUNT OWNER *	USER ID *
EMAIL ADDRESS * example@test.com	PHONE NUMBER * +
PASSWORD * Example: Password123@	PASSWORD CONFIRMATION * Example: Password123@

CITIZENSHIP

☐ MALAYSIAN ☒ NON-MALAYSIAN / PERMANENT RESIDENTS (PR)

IDENTIFICATION CARD NUMBER \*

SECURITY QUESTION  
Select One

ANSWER \*

SUBSCRIBE NOTIFICATION

COUNTRY \*

EMBASSY / CONSULATE OF MALAYSIA NEAR YOU \*

For any queries, contact your system administrator at [skb\\_admin@kln.gov.my](mailto:skb_admin@kln.gov.my)

< Main Page ✓ Register

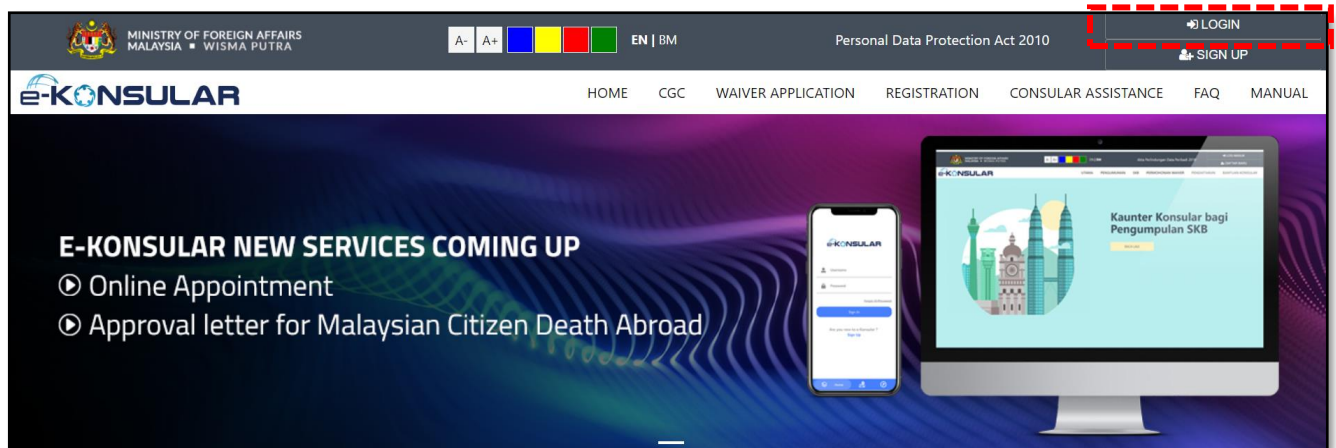
3) Please keep safe the User ID and Password you used for this registration

4) Click “✓ **Register**” button

5) You will be directed to your profile

# LOGIN TO e-KONSULAR

1) Click **Login**



2) Fill in your User ID, Password and the Security Code given

The image shows the login form on the e-KONSULAR website. At the top, there is the 'e-KONSULAR' logo. Below it, a red message states: '\*For existing user, kindly complete the Security Question with Answer and Subscribe Notification before proceed to next action.' The form contains three main input fields: 'USER ID' with a question mark icon and a red asterisk, 'PASSWORD' with a question mark icon and a red asterisk, and a security code field. Below the password field, there is a red message: 'This is a mandatory field'. The security code field is a CAPTCHA image showing the numbers '6', '2', and '2' with a refresh button. Below the CAPTCHA, there is a text input field for the security code and a red asterisk. At the bottom, there are links for 'Forgot User ID/Password | Helpdesk | SKB Review', a question 'Are you new to e-Consular?', a red 'Sign Up Now' button, and two buttons: 'Log in' (yellow) and 'Reset' (dark blue).

3) Click **Login** button

4) You will be directed to your e-Konsular profile

## FORGOT USER ID/PASSWORD

- 1) Please click 'Forgot User ID/ Password' link

**e-KONSULAR**

\*For existing user, kindly complete the Security Question with Answer and Subscribe Notification before proceed to next action.

USER ID ? \*

PASSWORD ? \*

9 8 9 2

Type the security code as above. \*

**Forgot User ID/Password** Helpdesk | SKB Review

Are you new to e-Consular?

**Sign Up Now**

Log in Reset

- 2) Select one of the **Forgot User ID/Password** options
- 3) Select **Citizenship** type
- 4) Insert **Full Name** as per registered in the system and **the identity card/passport**
- 5) Once done, click '✓ **Next**' button

**Forgot User ID/Password**

Send your user ID or update your new password to access the e-Consular system.

☐ FORGOT USER ID ☐ FORGOT PASSWORD ☒ FORGOT USER ID AND PASSWORD

CITIZENSHIP

☒ MALAYSIAN ☐ NON-MALAYSIAN / PERMANENT RESIDENTS (PR)

\* Name must be same as shown in IC or Passport

FULL NAME \*AS PER REGISTERED IN THE SYSTEM.

IDENTIFICATION CARD NUMBER

< Main Page ✓ Next



6) Select **Secret Question** and type in the Answer

7) Once done, click '✓ **Next**' button

The screenshot shows a web form titled "Forgot User ID/Password". Below the title is a subtitle: "Send your user ID or update your new password to access the e-Consular system." The form contains three input fields: "FULL NAME", "SECRET QUESTION" (with a dropdown menu showing "Choose one"), and "ANSWER". At the bottom, there are two buttons: a yellow button labeled "< Main Page" and a dark blue button labeled "✓ Next".

8) Fill in the **New Password**, **New Password Verification** and the **Security Code** given

The screenshot shows a web form titled "Reset Password". Below the title is a subtitle: "Update your new password to access the e-Consular system." The form contains several input fields: "USER ID", "EMAIL ADDRESS", "PASSWORD" (with an example "Example: Password123@" and a blue eye icon), and "PASSWORD CONFIRMATION" (with an example "Example: Password123@" and a blue eye icon). Below these fields is a red text instruction: "Passwords must have Symbols, Numbers, Uppercase and Lowercase Letters. Example : Password123@." There is a security code image showing the numbers 7, 8, 3, and 4. Below the image is a text input field for the security code, with a red asterisk indicating it is mandatory. At the bottom, there are two buttons: a yellow button labeled "< Main Page" and a dark blue button labeled "✓ Submit".

9) Once done, click '✓ **Submit**' button

The screenshot shows a success message. At the top is a large green checkmark icon. Below it is the word "Success!" in bold. Underneath is the text "Password change successfully updated." At the bottom right is a blue button labeled "OK".

10) Should the attempt **failed**, please email your issue to [skb\\_admin@kln.gov.my](mailto:skb_admin@kln.gov.my).

# STEPS TO APPLY THE CERTIFICATE OF GOOD CONDUCT

- 1) Click **Certificate of Good Conduct** then proceed by clicking **New Application**

The screenshot shows a dashboard with a sidebar on the left containing 'Home', 'Notification', 'Certificate of Good Conduct' (with a red number 1), 'New Application' (highlighted with a red dashed box and a red number 2), 'List of Applications', and 'Registration Abroad'. The main content area shows a 'WELCOME' message, the user's last login time, and a 'Review Application Status' section with a table header: NO., MODULES, FORM, APPLICATION DATE, STATUS. The table currently shows 'NO RECORD'.

- 2) There are three (3) stages in completing the application. The stages are **Create Application**, **Check Application** and **Submit**


The screenshot shows a horizontal bar with three stages: 'Create Application' (active), 'Check Application', and 'Submit'.

- 3) Under **Create Application**, there are four (4) sections to be completed:

- Personal Information**

**IMPORTANT:** Please ensure all the mandatory field with asterisk/s (\*\*) is filled correctly

The screenshot shows the 'PERSONAL INFORMATION' form. It has three tabs: 'PERSONAL INFORMATION', 'SUPPORTING INFORMATION', and 'PURPOSE OF TRAVELLING'. The 'PERSONAL INFORMATION' tab is active. The form is divided into three main sections: 'Personal Information', 'Identification Information', and 'Mailing Address'. The 'Personal Information' section includes fields for TITLE, FULL NAME, CITIZENSHIP, GENDER, and Mailing Address (STREET 1, STREET 2, STREET 3, COUNTRY, STATE, DISTRICT / CITY, POSTCODE). The 'Identification Information' section includes fields for IDENTIFICATION CARD NUMBER, DATE OF BIRTH, EMAIL, PHONE NO. (HOME / OFFICE), CELL PHONE NUMBER, COUNTRY OF PASSPORT ISSUED, PASSPORT NUMBER, OLD PASSPORT NUMBER, PASSPORT ISSUED DATE, and PASSPORT EXPIRATION DATE. The 'Mailing Address' section includes fields for STREET 1, STREET 2, STREET 3, COUNTRY, STATE, DISTRICT / CITY, and POSTCODE. The form also includes a 'BACK TO LIST' button and a 'SAVE' button.

- 4) Once done, click  to proceed to the next page

### i. Supporting Information

- **IMPORTANT:** Fill in your **Job Information** and/or **Education Information**, that is relevant to your stay in Malaysia. Make sure all **related** and **mandatory** fields are filled in

PERSONAL INFORMATION SUPPORTING INFORMATION PURPOSE OF TRAVELLING PHOTO

INFORMATION OPTION TO BE COMPLETED

☒ JOB INFORMATION

☒ HIGHER EDUCATION INFORMATION

WORK EXPERIENCE

☐ NO WORKING EXPERIENCE

☒ HAVE WORKING EXPERIENCE

Job Information

JOB

EMPLOYER'S NAME

Employer address

STREET 1

STREET 2 STREET 3

COUNTRY

STATE

DISTRICT / CITY POSTCODE

-SELECT STATE-

Higher Education Information

INSTITUTION'S NAME

YEAR OF STARTING EDUCATION FINAL YEAR OF EDUCATION

Institution Address

STREET 1

STREET 2 STREET 3

COUNTRY

STATE

DISTRICT / CITY POSTCODE

-SELECT STATE-

SAVE

Once done, click  to proceed to the next page

### ii. Purpose of Travelling

- **IMPORTANT:** Ensure both **Purpose of Traveling** and **Countries That Require Certificates** information are filled in
- If there is relevant supporting document related to your travelling, please upload it into the system. Otherwise, leave it blank

PERSONAL INFORMATION SUPPORTING INFORMATION PURPOSE OF TRAVELLING PHOTO

PURPOSE OF TRAVELLING

☐ FURTHER STUDIES

☐ WORKING

☐ ACCOMPANYING SPOUSE / FAMILY / GUARDIAN

☐ PERMANENT RESIDENT

☐ CITIZENSHIP APPLICANTS

☐ OTHERS


COUNTRIES THAT REQUIRE CERTIFICATES

SELECT ONE

SUPPORTING DOCUMENT

UPLOAD SUPPORTING DOCUMENTS, MAXIMUM FILE SIZE: 200KB, FILE TYPES: PDF, DOC, DOCX, XLS AND XLSX ONLY ALLOWED.

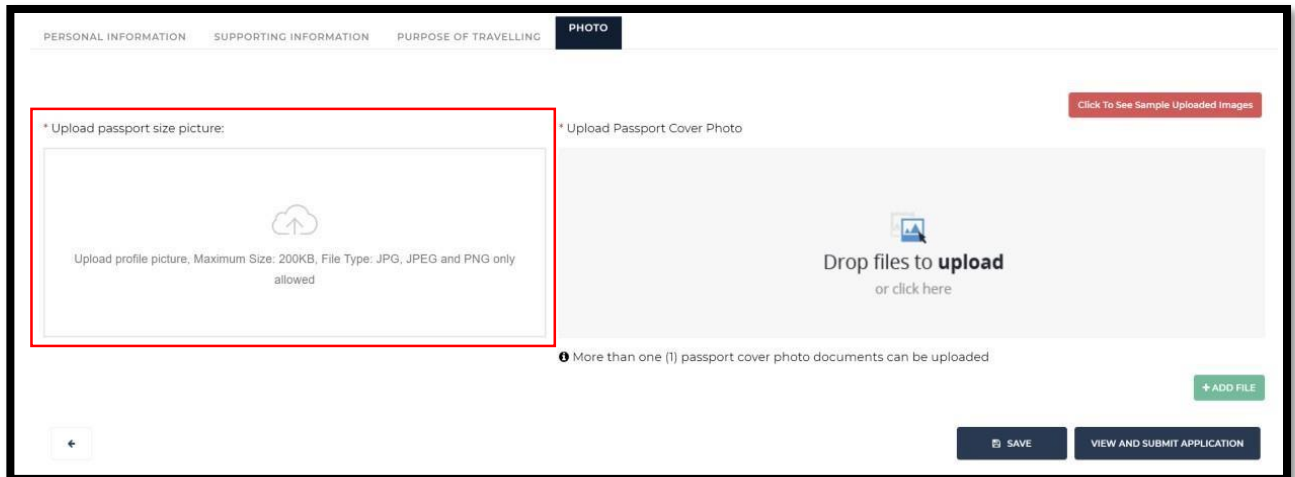
SAVE

Once done, click  to proceed to the next page

### iii. Photo

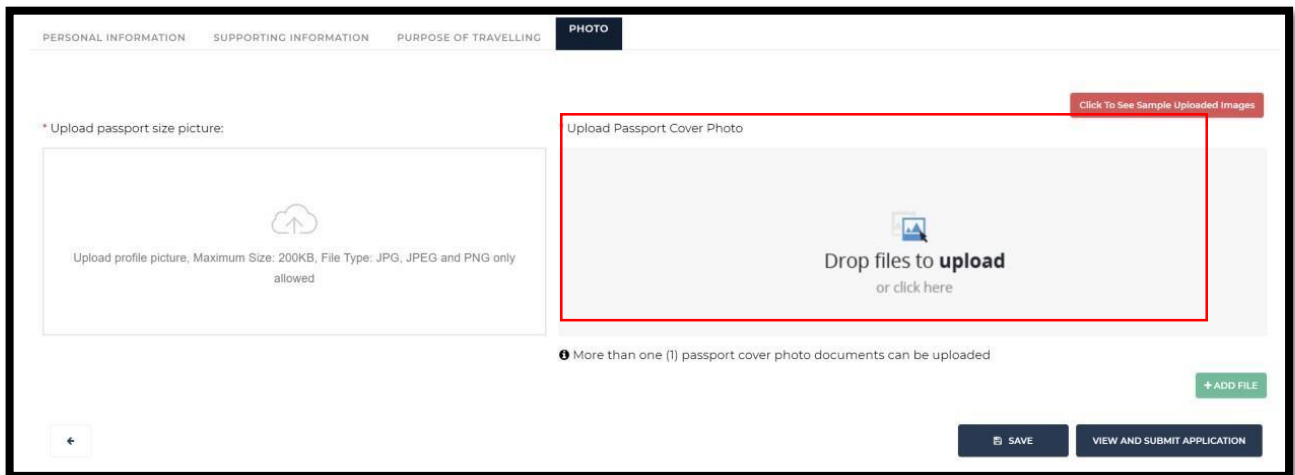
Upload your recent **Passport-Sized FACE Photo**

(**IMPORTANT:** please read the criteria before uploading your photo)



Upload your **Passport Details Photo**

(**IMPORTANT:** please read the criteria before uploading your photo)



Once done, click **NEXT** to proceed to the next page

### **IMPORTANT**

**\*Criteria of the passport-sized FACE photo and scanned copy of the PASSPORT DETAILS**

**EXAMPLE OF PICTURES TO UPLOAD**



**Passport-sized FACE photo**



**Passport DETAILS photo**

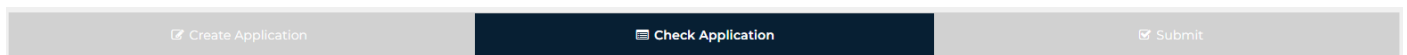
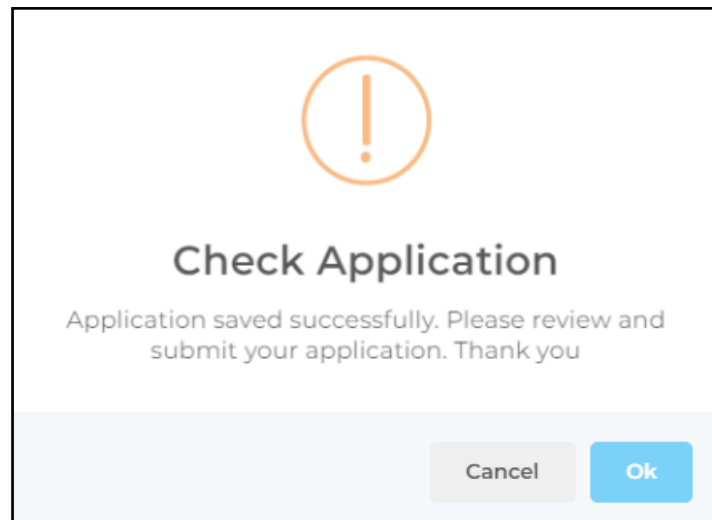
**UPLOAD SPECIFICATIONS FOR PASSPORT PHOTO**

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

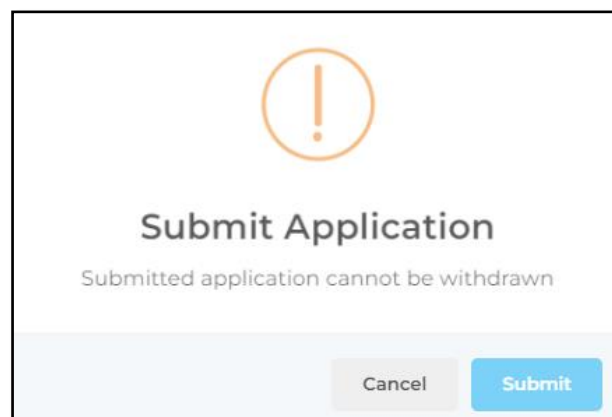
**UPLOAD SPECIFICATIONS FOR PASSPORT COVER PHOTO**

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

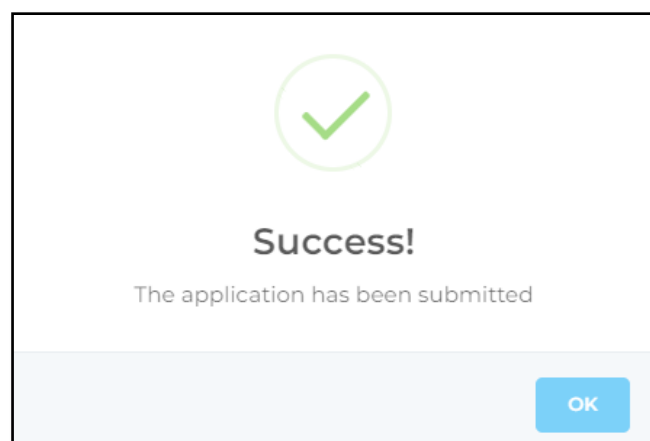
- 5) A verification box will be prompted. Once you confirm all the information are correctly input, click “**OK**” button



- 6) You may review your application under **Check Application**. For any amendment(s), please click **UPDATE**
- 7) Please click **SUBMIT** if there is no amendment(s) required
- 8) A verification box will be prompted. Once you confirm all the information are correct, click “**Submit**” button



- 9) Once the “**OK**” button is clicked, your submission is successful



- 10) An Acknowledgement email will be sent to the registered email

## CHECK APPLICATION STATUS

- 1) It is the applicant's responsibility to check on the application status from the e-Konsular system
- 2) You may check your application status by logging in to the system

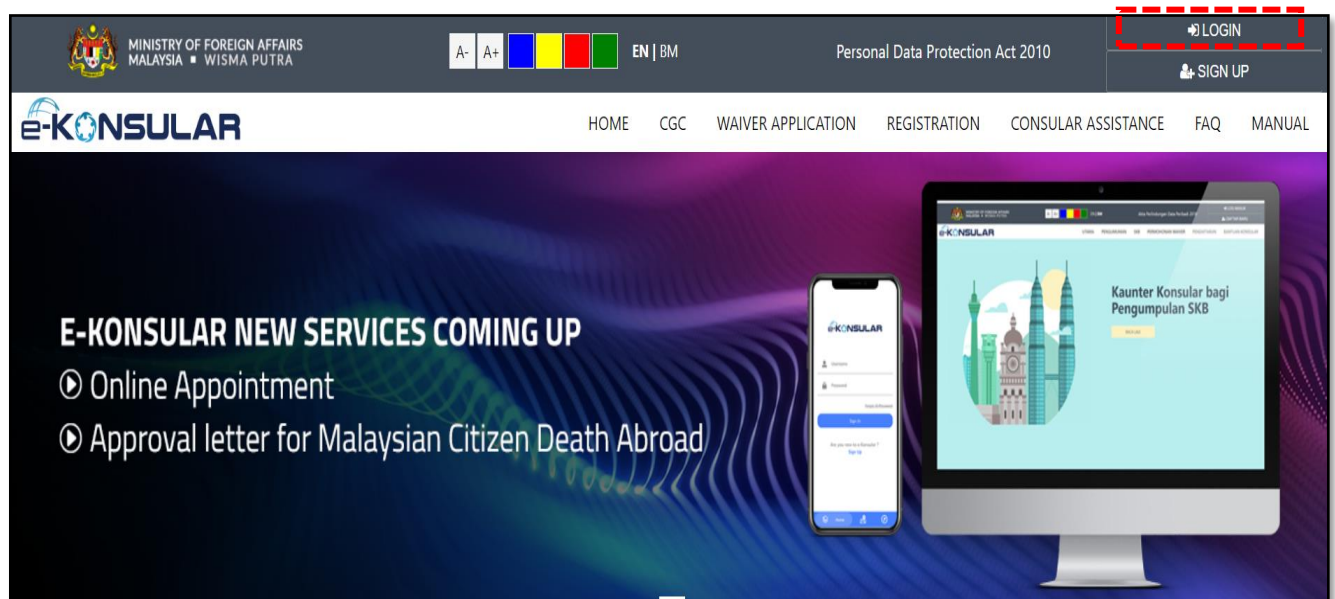
NO.	DATE	APPLICANT ID	STATUS	ACTION
1	DATE CREATED: 23/02/2023 19:56:45  DATE SUBMITTED: 23/02/2023 21:06:03	SKB/2023/11471	NEW APPLICATION	


- 3) A Collection Slip will be sent to the registered email once your application has been approved
- 4) Application Status definition:
  - i. **DRAFT:** The application still in draft stage and need to be updated
  - ii. **NEW APPLICATION:** The application has been submitted
  - iii. **IN PROGRESS:** The application is being reviewed by Ministry of Foreign Affairs and PDRM
  - iv. **REJECTED:** The application needs to be revised by the applicant
  - v. **CANCELLED:** The application is cancelled to allow resubmission by applicant
  - vi. **APPROVED:** The application has been approved by PDRM
  - vii. **FAILED:** The application is not approved by PDRM

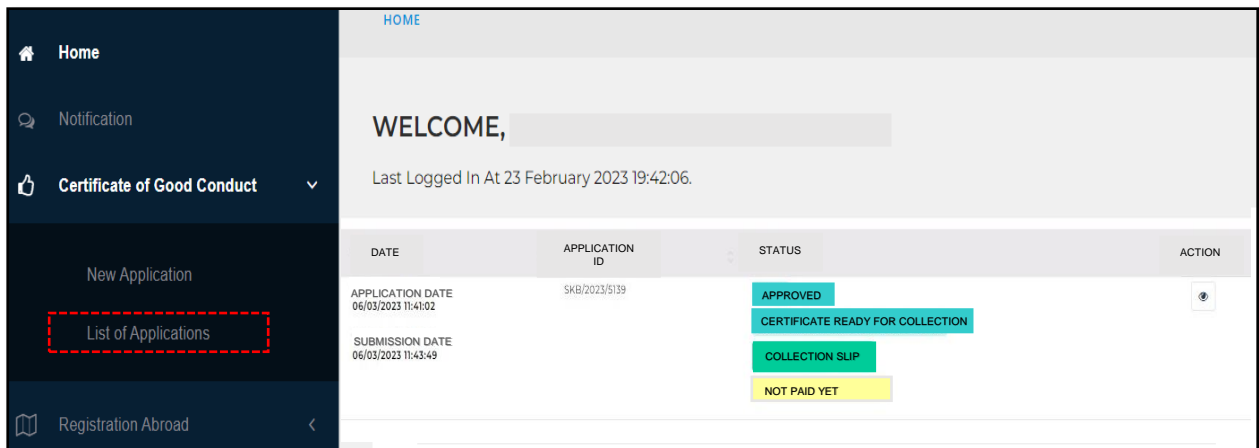
## ONLINE PAYMENT PROCEDURES

*\*applicable for Malaysian bank only*


- 1) Once the Certificate of Good Conduct application is approved, user is required to make payment **prior** certificate collection at our Consular Services Counter or through postal services
- 2) Please visit e-Konsular website then click **LOGIN**



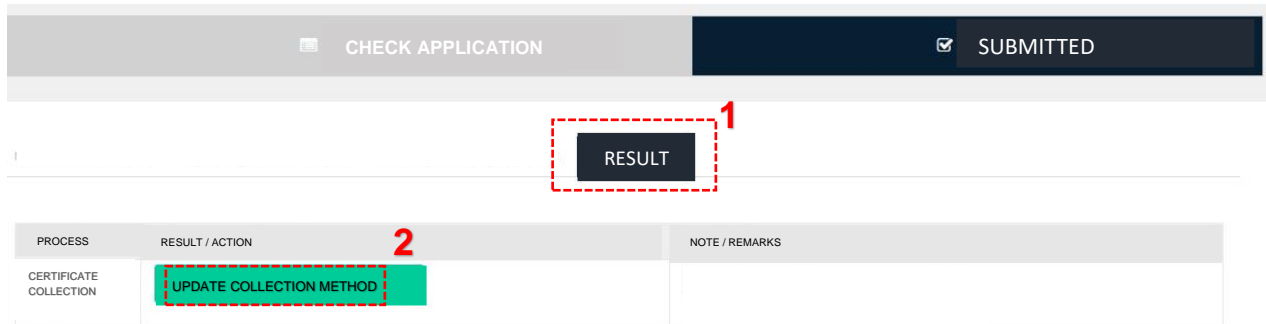
3) Click **List of Application** then click  to view application



The screenshot shows a dashboard with a dark sidebar on the left containing links: Home, Notification, Certificate of Good Conduct (with a dropdown arrow), New Application, List of Applications (highlighted with a red dashed box), and Registration Abroad. The main content area has a 'HOME' header, a 'WELCOME,' message, and a 'Last Logged In At 23 February 2023 19:42:06.' timestamp. Below this is a table with columns: DATE, APPLICATION ID, STATUS, and ACTION. The table contains two rows of application data. The first row has 'APPLICATION DATE' 06/03/2023 11:41:02, 'APPLICATION ID' SKB/2023/5139, and a status of 'APPROVED'. The second row has 'SUBMISSION DATE' 06/03/2023 11:43:49. To the right of the table, there are four buttons: 'CERTIFICATE READY FOR COLLECTION' (teal), 'COLLECTION SLIP' (teal), and 'NOT PAID YET' (yellow). An eye icon in the ACTION column of the first row is highlighted with a red dashed box.

DATE	APPLICATION ID	STATUS	ACTION
APPLICATION DATE 06/03/2023 11:41:02	SKB/2023/5139	APPROVED	
SUBMISSION DATE 06/03/2023 11:43:49			

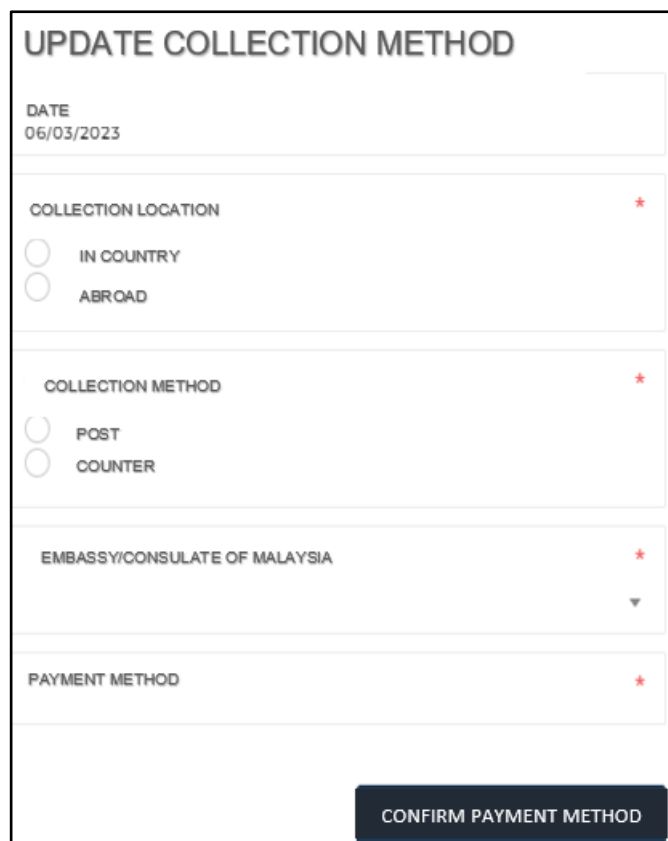
4) Click **“RESULT”** then click **“UPDATE COLLECTION METHOD”**



The screenshot shows a top navigation bar with 'CHECK APPLICATION' and 'SUBMITTED'. Below this is a 'RESULT' button highlighted with a red dashed box and a red '1'. Below the button is a table with columns: PROCESS, RESULT / ACTION, and NOTE / REMARKS. The table has one row with 'CERTIFICATE COLLECTION' in the PROCESS column and 'UPDATE COLLECTION METHOD' in the RESULT / ACTION column, which is highlighted with a red dashed box and a red '2'.

PROCESS	RESULT / ACTION	NOTE / REMARKS
CERTIFICATE COLLECTION	UPDATE COLLECTION METHOD	

5) Update **COLLECTION METHOD** then click **CONFIRM PAYMENT METHOD**



The screenshot shows a form titled 'UPDATE COLLECTION METHOD'. It has several fields: 'DATE' (06/03/2023), 'COLLECTION LOCATION' (with radio buttons for 'IN COUNTRY' and 'ABROAD'), 'COLLECTION METHOD' (with radio buttons for 'POST' and 'COUNTER'), 'EMBASSY/CONSULATE OF MALAYSIA' (with a dropdown arrow), and 'PAYMENT METHOD'. Each of these fields has a red asterisk indicating it is required. At the bottom right, there is a 'CONFIRM PAYMENT METHOD' button.

6) Click **“Payment Details”** then click **“Choose Payment Method”**

CHECK APPLICATION

SUBMITTED

PAYMENT DETAILS

TRANSACTION DETAILS	CODE	QTY	AMOUNT PER UNIT	AMOUNT (RM)
PENGELUARAN SIJIL KELAKUAN BAIK	H0272447	1	20.00	20.00
TOTAL				20.00

CHOOSE PAYMENT METHOD

7) Select your bank and proceed with make payment

FPX

FPX

PILIH BANK ANDA

SBI BANK A

FPX

Pay with Online Banking

\* You must have Internet Banking Account in order to make transaction using FPX.

\* Please ensure that your browser's pop up blocker has been disabled to avoid any interruption during making transaction.

\* Do not close browser / refresh page until you receive response.

By clicking Confirm, I agree to FPX Terms and Conditions

CONFIRM

8) Complete transaction by clicking **“Click Here to Complete Your Transaction”**

Payment Details

PAGE 1 2 3 4

FPX Status Page

Merchant Name	KEMENTERIAN LUAR NEGERI
Merchant Order No.	SKB_2023_S139
FPX Transaction ID	2303061223370600
Amount	RM 20.00
Transaction Status	Approved
Date & Time	
Buyer Bank	SBI BANK A
Bank Reference No.	15733223

Print

Click Here to Complete Your Transaction

FAQ | Merchant Program | Contact Us | Pop-up Blocker Settings | Terms and Conditions | Privacy Policy | Disclaimer

© 2019-2022 PayNet 200801035403 (836743-0) | <http://www.paynet.my>

FPX V5.0

Norton SECURED

powered by Symantec

FPX

9) Please print the receipt for certificate collection purposes



## COLLECTION PROCEDURES

- 1) The Certificate of Good Conduct will be ready for collection once it is approved
- 2) There are four (4) options available to obtain the certificate:-
  - a. Applicants in Malaysia
    - i. Collection at the Consular Counter, Ministry of Foreign Affairs, Putrajaya
    - ii. Collection at the Regional Office Sabah or Sarawak
    - iii. Collection via Postal Service
  - b. Applicants outside Malaysia
    - i. Collection at the nearest Malaysian Embassy/High Commission/Consulate General

### 3) **Collection at Consular Services Counter, Ministry of Foreign Affairs, Putrajaya**

Please ensure online payment is made via e-Konsular **before** walk-in to our Consular Services Counter

Operating hours are as follows:

Monday-Thursday: 9:00am to 4:00pm

Friday: 9:00am to 12:00pm | 2:45pm to 4:00pm *\*Friday Prayers break*

Please bring (i) a printed Collection Slip (ii) a printed online payment receipt and (iii) MyKad/Passport during collection at our counter

**IMPORTANT:** If a representative is appointed to collect the certificate on your behalf, item (iii) **is replaced** with the representative's MyKad/Passport and (iv) a signed Letter of Authorisation **will be required**

**Effective 1 September 2023**, cash payment will **no longer be accepted** for Certificate of Good Conduct collection

### 4) **Collection at Regional Office Sabah or Sarawak**

Please contact our office in Sabah/Sarawak directly

#### **Sabah Regional Office Ministry of Foreign Affairs, Kota Kinabalu**

Tel : +6088 - 488 466 Fax : +6088 - 488 518 E-mail : [pwsabah@kln.gov.my](mailto:pwsabah@kln.gov.my)

#### **Sarawak Regional Office Ministry of Foreign Affairs, Kuching**

Tel : +6082 - 236 146 Fax : +6082 - 236 983 E-mail : [pwsarawak@kln.gov.my](mailto:pwsarawak@kln.gov.my)

Please bring (i) a printed Collection Slip (ii) a printed online payment receipt and (iii) MyKad/Passport during collection at our counter

**IMPORTANT:** If a representative is appointed to collect the certificate on your behalf, item (iii) **is replaced** with the representative's MyKad/Passport and (iv) a signed Letter of Authorisation **will be required**

#### 5) **Collection via Postal Service**

Applicant who wishes to receive the certificate via postal service is required to submit the following items **in the same envelope** addressed to the Ministry of Foreign Affairs:

- A. Collection Slip;
- B. Online Payment Receipt;
- C. An empty A4-sized Pos Laju Pre-paid or Pos Ekspres envelope **with applicant's own address written on the tracking slip**

**IMPORTANT:** **ALL THESE 3 ITEMS (A, B and C) MUST BE SENT** to the following address:

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

#### 6) **Collection at nearest Malaysian Embassy/High Commission/Consulate General**

Applicant is required to contact our Malaysian Embassies / High Commissions / Consulate General **directly** for further information on the collection procedures. Contact information can be found in the following link: <https://www.kln.gov.my/web/guest/malaysian-mission>

### **IMPORTANT NOTES**

1. With the introduction of this new system, all hardcopy documents are **NO LONGER ACCEPTED**
2. Applicants **SHOULD NOT SEND CASH** payment via postal service
3. Applicants is advised to **regularly check the application status** through e- Konsular
4. The Ministry of Foreign Affairs, Malaysia **shall not be held responsible for anylost in transit documents posted by applicants**
5. Ministry of Foreign Affairs **should not be held responsible** for any losses incurred when appointing representative to apply and/or collect Certificate of Good Conduct on behalf

## FREQUENTLY ASKED QUESTION

ABOUT CERTIFICATE OF GOOD CONDUCT	
1.	<b>What is Certificate of Good Conduct?</b> Certificate of Good Conduct is a document used to verify that the individual has no misdemeanour or criminal record during the period of stay in Malaysia
2.	<b>What is the validity period for the Certificate of Good Conduct?</b> The validity of the certificate is one (1) year from the approval date. However, certain country/company would require a certificate with approval date lesser than one (1) year
3.	<b>If I have any queries related to the CGC, to whom may I address these queries?</b> Any inquiries can be submitted via e-mail to CGC Unit as follows: <a href="mailto:skb_admin@kln.gov.my">skb_admin@kln.gov.my</a>
ABOUT APPLICANT & e-KONSULAR ACCOUNT	
4.	<b>Who can apply Certificate of Good Conduct?</b> Citizen, resident and foreigner who has previously resided in Malaysia (at least 6 months) may apply the Certificate of Good Conduct
5.	<b>If I'm a Malaysian citizen, can I use Passport as my Identity Card information?</b> No, you can't. Your application will be cancelled and your account will be blocked. Malaysian citizen should use their IC Number as the Identity Card information.
6.	<b>I'm a foreigner and would like to apply for Certificate of Good Conduct. What should I put as my Identity Card?</b> Please use your current, active and valid passport as your Identity Card information
7.	<b>My Malaysian citizenship has been renounced recently. If I have registered to e-Konsular using my Identity Card before, can I still use the existing account?</b> You are required to create a new account with your current, active and valid passport as Identity Card Information. Please request to delimit your existing account to <a href="mailto:skb_admin@kln.gov.my">skb_admin@kln.gov.my</a>
8.	<b>I have tried to register e-Konsular however I was prompted with error saying that my Identity Card Number has been used for registration. What do I do?</b> In most cases, it is because you have registered to our e-Konsular system. Please login to the system and reset your login details if you do not know what is your login details
9.	<b>I could not recall my login details. Can you help?</b> Please request to reset your login account to <a href="mailto:skb_admin@kln.gov.my">skb_admin@kln.gov.my</a>
10.	<b>My passport has expired. Can I apply without an active passport?</b> An active passport is mandatory for Certificate of Good Conduct application
11.	<b>Can I use my travel pass or any other pass to replace passport details?</b> An active passport is mandatory for Certificate of Good Conduct application
ABOUT APPLICATION	
12.	<b>How do I apply for the Certificate of Good Conduct?</b> The Certificate of Good Conduct application is required to be done via e-Konsular (link: <a href="https://ekonsular.kln.gov.my/">https://ekonsular.kln.gov.my/</a> )  To learn more about the steps to apply for the CGC, please refer to the following video: <a href="https://www.youtube.com/watch?v=ycuvkiJCFnM">https://www.youtube.com/watch?v=ycuvkiJCFnM</a>
13.	<b>Is there any alternative to apply for Certificate of Good Conduct besides using e-Konsular?</b> Effective 1 <sup>st</sup> July 2013, application for the Certificate of Good Conduct must be submitted online through the e-Konsular system
14.	<b>How long does it take for an application to be approved?</b> The application process will take between 30 to 90 working days

15.	<b>What can I do to get my application approved faster?</b> No alternatives available to expedite the application process
16.	<b>Why was my application rejected?</b> In most cases, your application contains mismatch or wrong information. Reason(s) for rejection will be provided by the administrator. You may find the reason via auto-generated Rejection email and/or Notification from the e-Konsular Inbox
17.	<b>Why was my application cancelled?</b> In most cases, your application needs to be revised. Reason(s) for cancellation will be provided by the administrator. You may find the reason via auto-generated Cancellation email and/or Notification from the e-Konsular Inbox
18.	<b>Why was my application status showing failed?</b> In most cases, your application is failed due to past court/police record(s)
<b>ABOUT COLLECTION PROCEDURES</b>	
19.	<b>Can I request for the certificate to be sent via email?</b> No, we only produce physical certificate
20.	<b>Can I use a normal postal delivery instead of the paid one?</b> Yes, you may. However, the Ministry of Foreign Affairs will not be responsible in case the envelope goes missing
21.	<b>Is it possible to deliver the certificate using international courier services?</b> No, we do not deliver the certificate outside Malaysia. Please liaise with the nearest Malaysian Embassy/High Commission/Consulate General for collection arrangement
22.	<b>I have sent the envelope to your office but I have yet to receive my certificate.</b> Please request for an update through <a href="mailto:skb_admin@kln.gov.my">skb_admin@kln.gov.my</a> .  Most probably it is because you missed one of the below items: A. Collection Slip; B. Online payment receipt; C. An empty A4-sized Pos Laju Pre-paid or Pos Ekspres envelope <b><u>with applicant's own address written on the tracking slip</u></b>

Consular Division,  
Ministry of Foreign Affairs, Malaysia,  
Wisma Putra, No 1,  
Jalan Wisma Putra, Precinct 2,  
62602 PUTRAJAYA

Telephone: + 603 – 8000 8000 / + 603 – 8887 4458 / 4275 / 4159 / 4100

Fax: + 603 – 8890 4235

E-mail: [skb\\_admin@kln.gov.my](mailto:skb_admin@kln.gov.my)

