



FREQUENTLY ASKED QUESTIONS (FAQ)

CONSULAR COUNTER SERVICE OPERATIONS THROUGHOUT THE NATIONAL RECOVERY PLAN (NRP)

MINISTRY OF FOREIGN AFFAIRS

1. What are the operating hours of the Consular Counter Services in Putrajaya?

The Consular Counter Services will start operating on a **walk-in basis** starting **18 October 2021**.

The operating hours of the Consular Counter in Putrajaya are as follows:

Monday – Thursday	:	9.00 am – 4.00 pm
Friday	:	9.00 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

For a collection of Certificate of Good Conduct (CGC) in Sabah and Sarawak, please contact our office in Sabah/Sarawak directly.

Sarawak Regional Office Ministry of Foreign Affairs, Kuching
Tel :+6082-236146 Fax :+6082-236983 E-mail : pwsarawak@kln.gov.my

Sabah Regional Office Ministry of Foreign Affairs, Kota Kinabalu
Tel :+6088-488466 Fax :+6088-488518 E-mail : pwsabah@kln.gov.my

2. If I have any queries concerning document verification, to whom may I address these queries?

Any inquiries can be submitted via e-mail to the Document Verification Unit at sah_admin@kln.gov.my. Please refer to this link <https://www.kln.gov.my/web/guest/attestation-of-documents> for more clarification on document verification.

3. Can I collect the approved Certificate of Good Conduct (CGC) via the postal service?

Yes. Applicants who wish to receive the certificate via postal service may refer to the guidelines at <https://ekonsular.kln.gov.my/templates/manual/PENGGUNA/GUIDELINES.pdf>

4. **If I have any queries related to the CGC, to whom may I address these queries?**

Any inquiries can be submitted via e-mail to the CGC Unit at skb_admin@kln.gov.my.

5. **How long is the overall process to obtain the CGC?**

The processing of a CGC application takes about **14 – 60 days**, which involves a security vetting process undertaken by the Royal Malaysia Police (RMP). The decision either to **PASS** or **FAIL** a CGC application is subject to the vetting process undertaken by the RMP.

6. **How do I apply for the CGC?**

Kindly refer to “**Guidelines on CGC**” at the Ministry’s website www.kln.gov.my, under the e-Consular section, to obtain more information on the CGC application. To apply, please click on the “**Certificate of Good Conduct (CGC)**” text link.

7. **Can I transfer money to Malaysians abroad through the Ministry during the NRP?**

Cash transfers to Malaysians abroad can be made via **online banking** or you may **walk-in** to the Consular Counter. Please e-mail any inquiries to the Assistance to Malaysians Abroad Unit at bkrm@kln.gov.my for further information/assistance related to online banking.

8. **Can a Next of Kin collect the Death Confirmation Letter issued by our Malaysia Diplomatic Missions during the NRP?**

The Consular Counter will start operating on a walk-in basis **starting 18 October 2021**.

9. **How do I lodge a report/ receive status regarding missing/ death/ detention of Malaysians abroad during the NRP?**

Please e-mail the Assistance to the Malaysians Abroad Unit at bkrm@kln.gov.my for further information/ assistance.



Please download the **MyVisitor KLN** app at Google Play Store or Apple App Store for **check-in purposes** to Wisma Putra

MINISTRY OF FOREIGN AFFAIRS
18 OCTOBER 2021