



FREQUENTLY ASKED QUESTIONS (FAQ)

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

MINISTRY OF FOREIGN AFFAIRS

1. Will Consular Counter Services operate for document verification throughout the National Recovery Plan (NRP)?

The Consular Counter for document verification will start operating on a walk-in basis starting **18 October 2021** since Putrajaya has entered **Phase 4** of the NRP. The operating hours of the Counter in Putrajaya are as follows:

Monday – Thursday	:	8.30 am – 4.00 pm
Friday	:	8.30 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

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. I received an e-mail that my Certificate of Good Conduct (CGC) application has been approved and the certificate is ready for collection. May I collect the certificate from the Ministry during the NRP period?

The Consular Counter for CGC collection will start operating on a walk-in basis starting **18 October 2021** since Putrajaya has entered **Phase 4** of the NRP.

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

Monday – Thursday	:	8.30 am – 1.00 pm 2.00 pm – 4.00 pm
Friday	:	8.30 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

For collection in Sabah and Sarawak, please contact our office in Sabah/Sarawak directly.

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

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

4. 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>

5. 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.

6. 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.

7. 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.

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

Monday – Thursday	:	8.30 am – 1.00 pm 2.00 pm – 4.00 pm
Friday	:	8.30 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

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

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Friday	:	8.30 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

10. 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
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