



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 4 October 2021** since Putrajaya has entered **Phase 3** of the NRP. The operating hours of the 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

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 .

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 4 October 2021** since Putrajaya has entered **Phase 3** of the NRP.

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

Monday – Thursday	:	9.00 am – 1.00 pm 2.00 pm – 4.00 pm
Friday	:	9.00 am – 12.00 pm 2.45 pm – 4.00 pm
Closed	:	Saturday, Sunday, and public holidays

For collection in Sabah/ Sarawak, applicants need to send an e-mail to the Sabah Regional Office at pwsabah@kln.gov.my or Sarawak Regional Office at pwsarawak@kln.gov.my for further information regarding CGC collection.

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. I received an e-mail informing me that my CGC has been approved and is ready for collection. May I collect my CGC at the Sabah Regional Office / Sarawak Regional Office during the NRP?

For Sabah, applicants need to send an e-mail to the Sabah Regional Office at pwsabah@kln.gov.my for further information regarding CGC collection.

For Sarawak, applicants need to send an e-mail to the Sarawak Regional Office at pwsarawak@kln.gov.my for further information regarding CGC collection.

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

Cash transfers to Malaysians abroad should be made via online banking only. Please e-mail any inquiries to the Assistance to Malaysians Abroad Unit at bkrm@kln.gov.my for further information/assistance.

10. 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 4 October 2021** since Putrajaya has entered **Phase 3** of the NRP. The operating hours of the Counter for document collection in Putrajaya are as follows:

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

11. 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
30 SEPTEMBER 2021**