



MINISTRY OF FOREIGN AFFAIRS

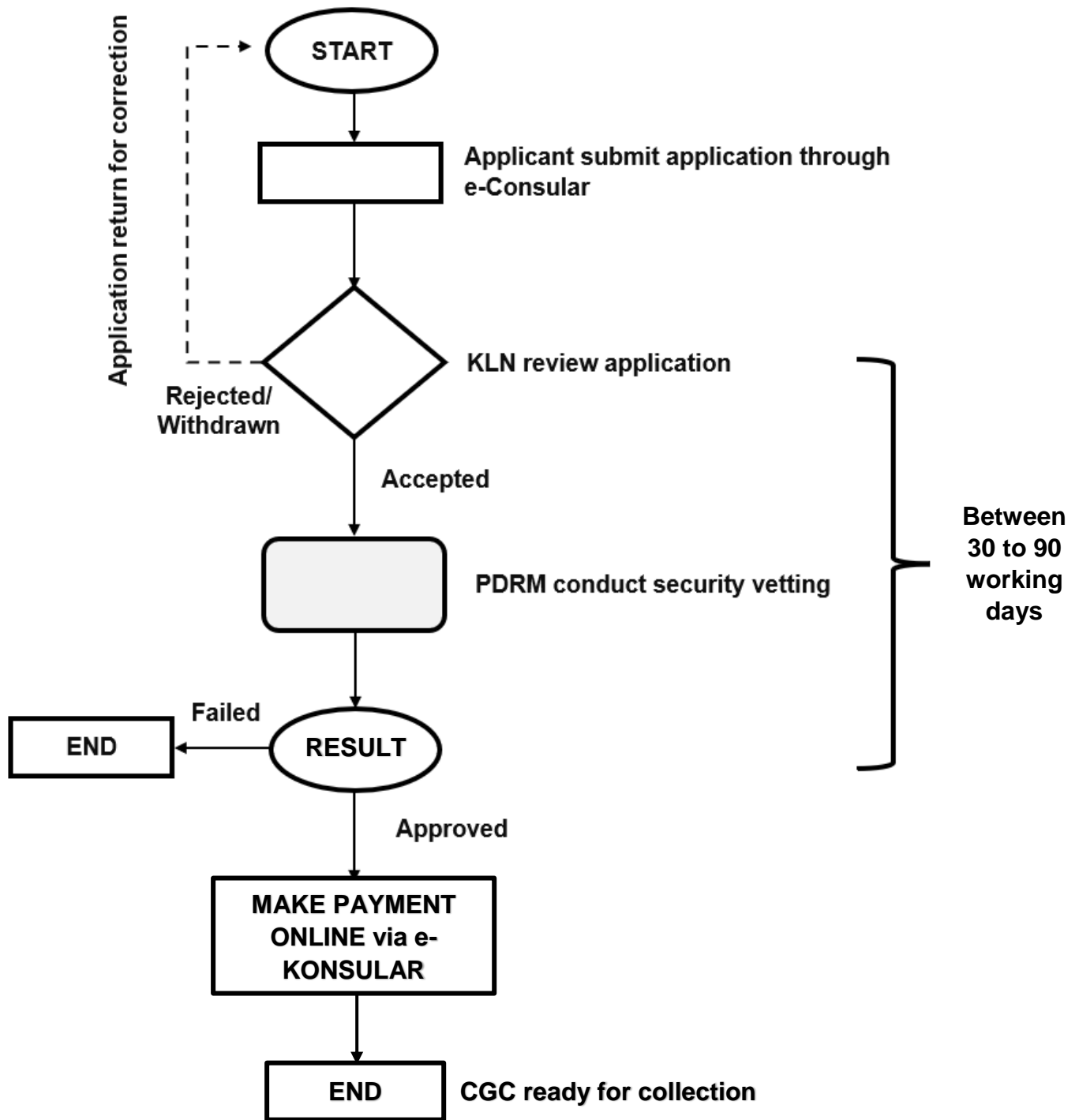
# USER GUIDE GOOD CONDUCT CERTIFICATE via e-Konsular

CONSULAR DIVISION  
MAY 2024

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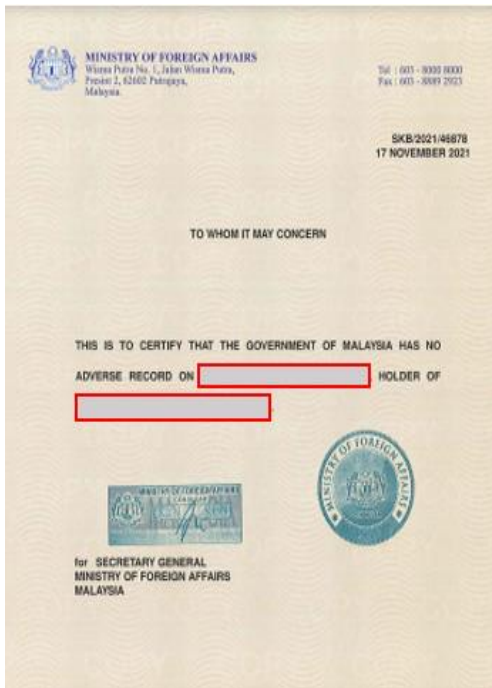
# APPLICATION FLOW



- 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.



- Certificate of Good Conduct is **strictly** for abroad use only.
- 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

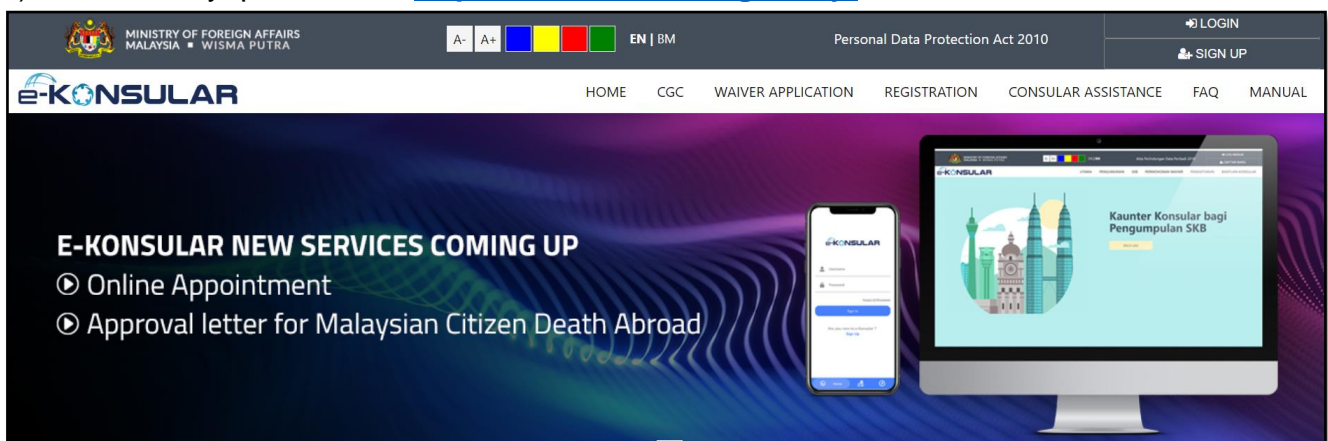
1) Visit the official portal of the Ministry of Foreign Affairs, Malaysia through [www.kln.gov.my](http://www.kln.gov.my)



2) Go to "Our Services" tab and click '**Certificate of Good Conduct**'

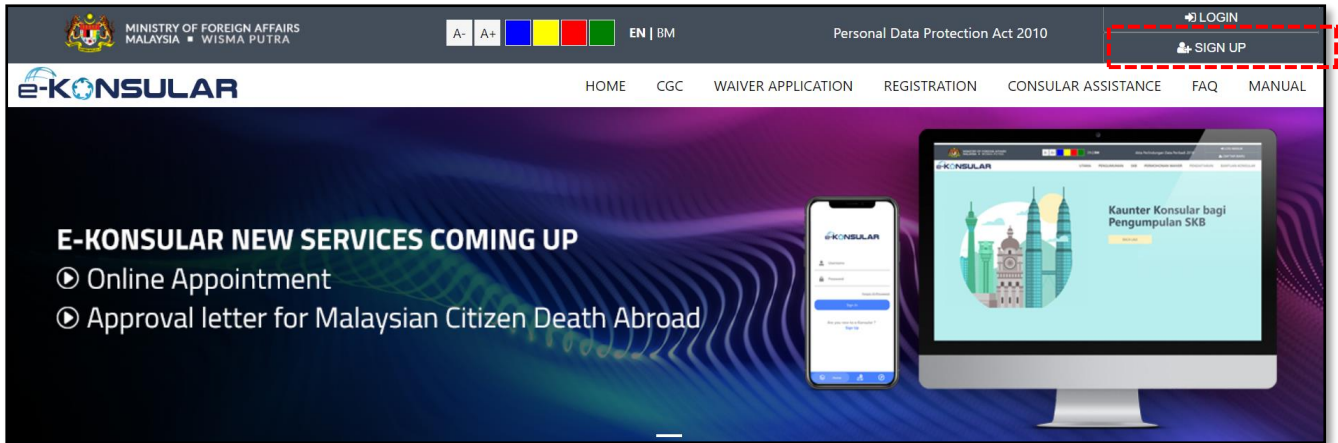


3) Alternatively, please click <https://ekonsular.kln.gov.my>.



# 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](#)

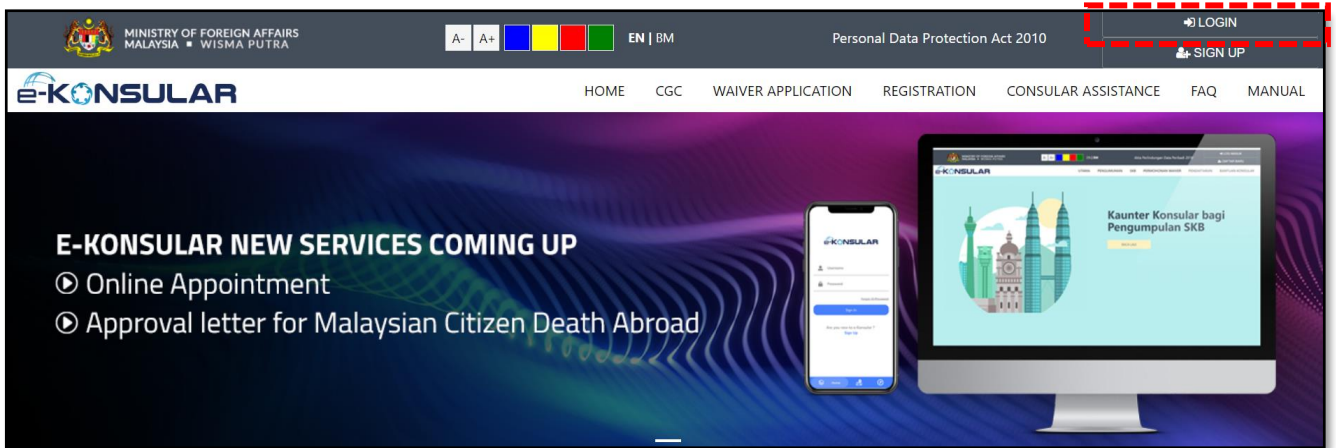
3) Please keep safe the User ID and Password you used for this registration

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

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

The screenshot shows the e-KONSULAR login interface. At the top is the e-KONSULAR logo. Below it is a red instruction: "\*For existing user, kindly complete the Security Question with Answer and Subscribe Notification before proceed to next action." There are three input fields: "USER ID", "PASSWORD", and a security code field. The security code field contains the numbers 9, 8, 9, 2. Below the security code field is a red dashed box highlighting the "Forgot User ID/Password" link. Other links include "Helpdesk | SKB Review" and "Sign Up Now". At the bottom are "Log in" and "Reset" buttons.

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

The screenshot shows the "Forgot User ID/Password" form. It has three radio button options: "FORGOT USER ID", "FORGOT PASSWORD", and "FORGOT USER ID AND PASSWORD". The "FORGOT USER ID AND PASSWORD" option is selected. Below are two radio button options for "CITIZENSHIP": "MALAYSIAN" and "NON-MALAYSIAN / PERMANENT RESIDENTS (PR)". A red instruction says: "\* Name must be same as shown in IC or Passport". There are two input fields: "FULL NAME \*AS PER REGISTERED IN THE SYSTEM." and "IDENTIFICATION CARD NUMBER". At the bottom are two buttons: "< Main Page" and "✓ Next".



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

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

**Forgot User ID/Password**  
Send your user ID or update your new password to access the e-Consular system.

FULL NAME

SECRET QUESTION  
Choose one

ANSWER

< Main Page ✓ Next

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

**Reset Password**  
Update your new password to access the e-Consular system.

USER ID

EMAIL ADDRESS

PASSWORD Example: Password123@

PASSWORD CONFIRMATION Example: Password123@

Passwords must have Symbols, Numbers, Uppercase and Lowercase Letters. Example : Password123@.

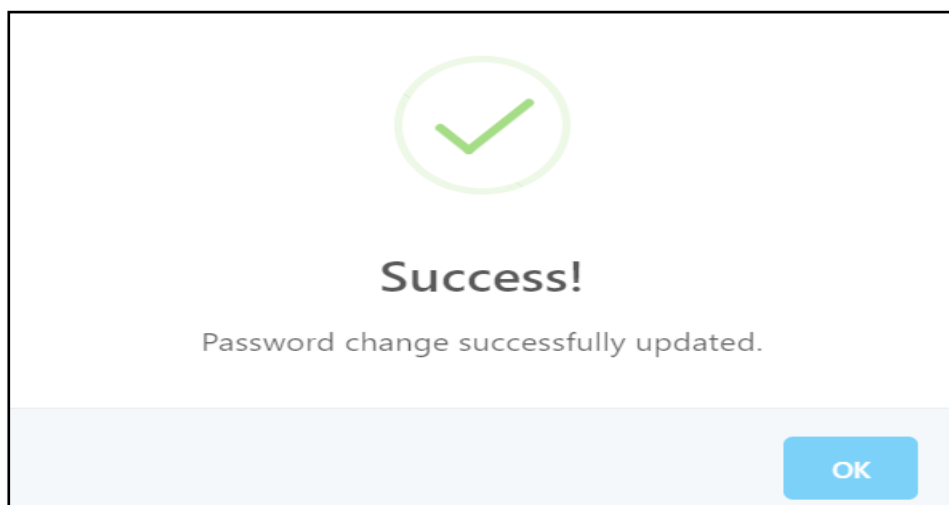
7 8 3 4

Type the security code as above. \*

This is a mandatory field

< Main Page ✓ Submit

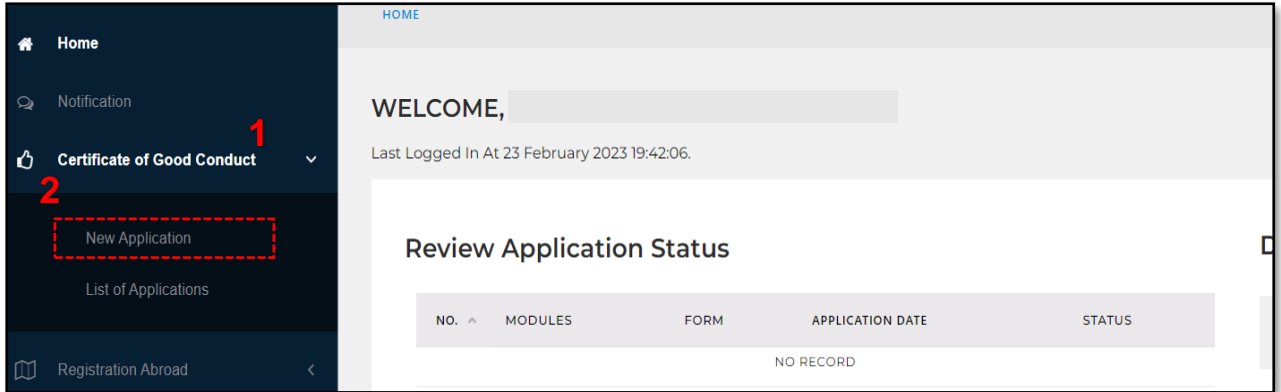
9) Once done, click '✓ **Submit**' button



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**



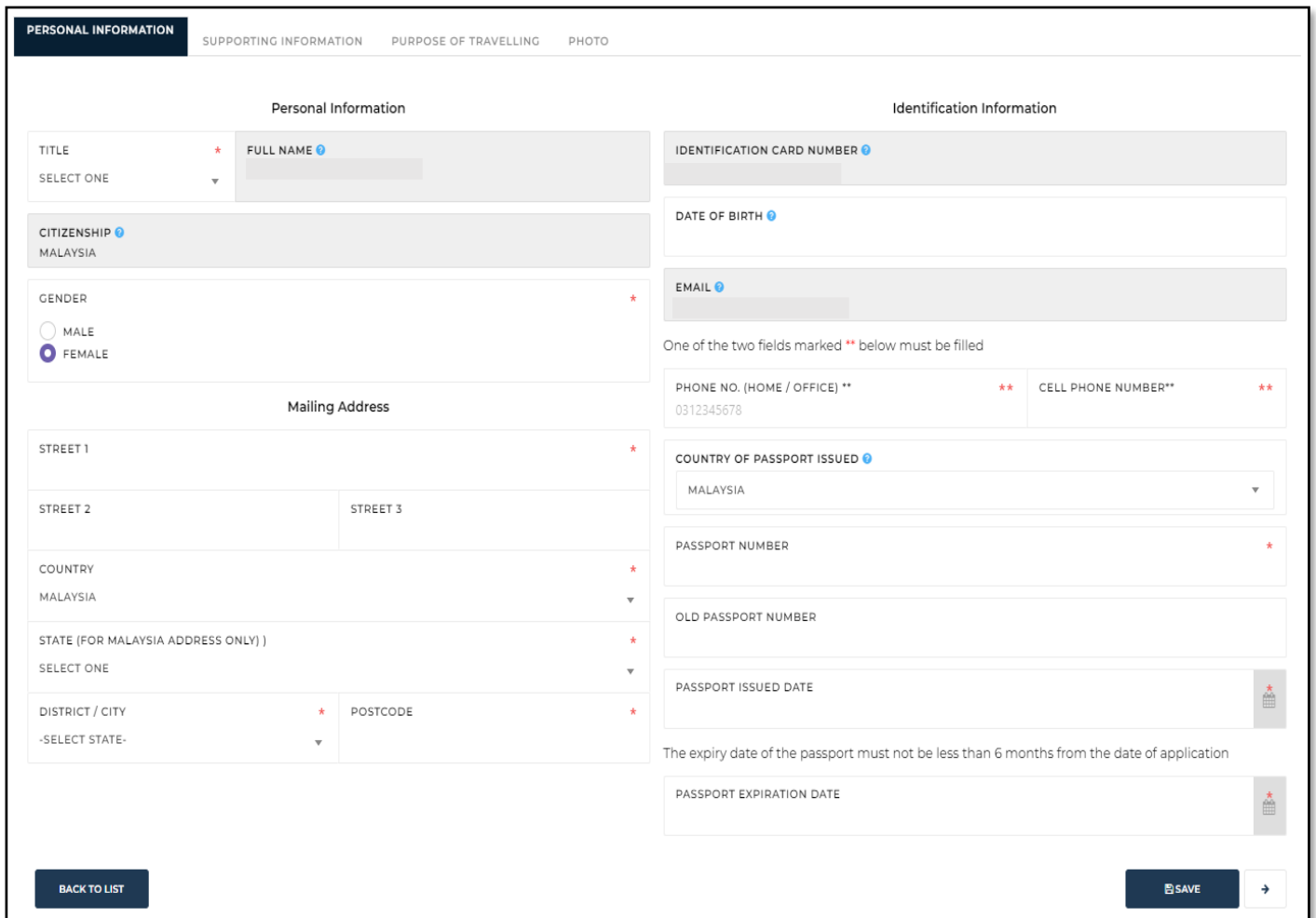
2) There are three (3) stages in completing the application. The stages are **Create Application**, **Check Application** and **Submit**




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

i. **Personal Information**

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



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

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
  - **SUPPORTING DOCUMENTS RELEVANT TO TRAVELING PURPOSE IS MANDATORY TO BE UPLOADED (otherwise, application will be rejected)**
- Example: *Employment Offer Letter, University Offer Letter, Pay Slip, Utilities bill etc.*

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  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**

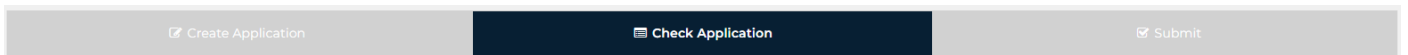
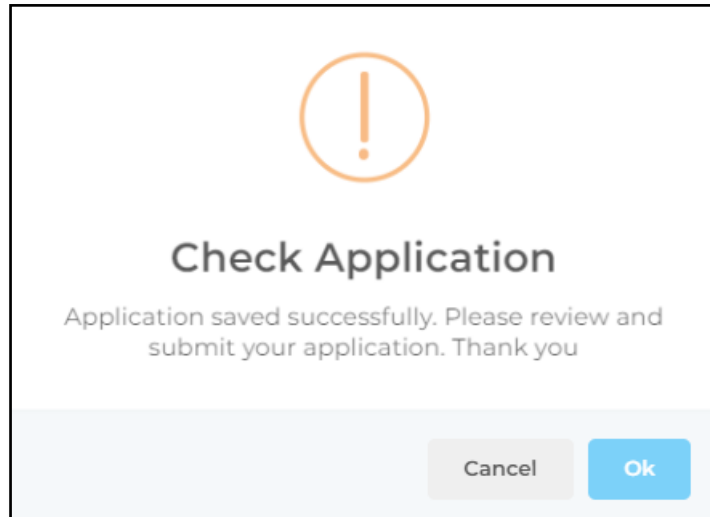
**UPLOAD SPECIFICATIONS FOR PASSPORT PHOTO**

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

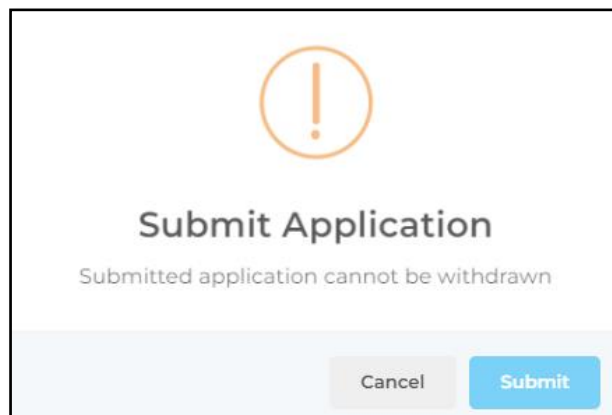
**UPLOAD SPECIFICATIONS FOR PASSPORT COVER PHOTO**

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

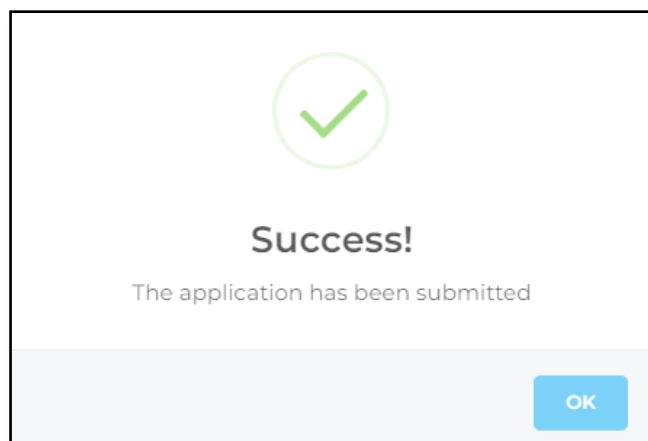
- 5) A verification box will be prompted. Once you confirm all the information are correctly input, click “OK” button



- 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	SKB/2023/11471	NEW APPLICATION	
	DATE SUBMITTED: 23/02/2023 21:06:03			

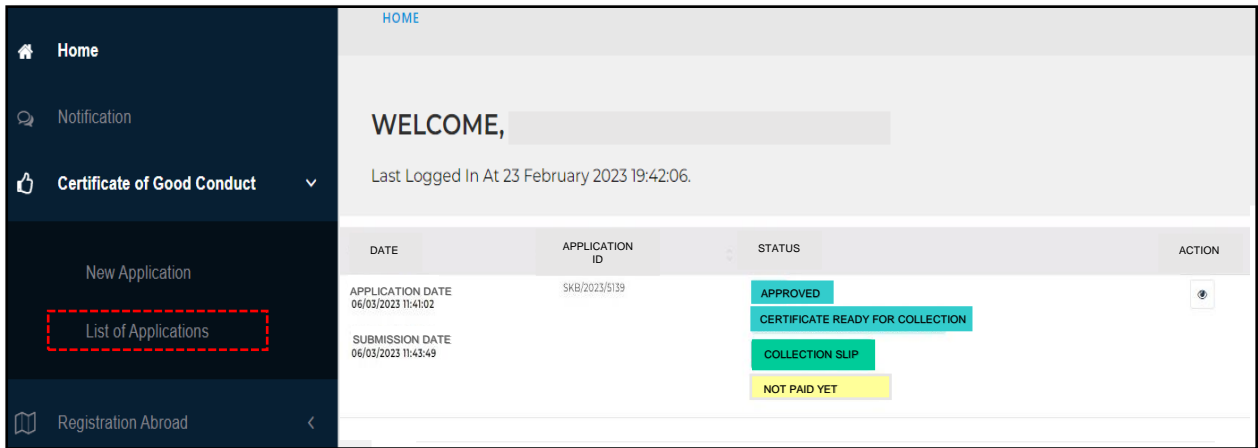
- 3) A Collection Slip will be sent to the registered email once your application has been approved
- 4) Application Status definition:
  - i. **DRAFT:** The application still in draft stage and need to be updated
  - ii. **NEW APPLICATION:** The application has been submitted
  - iii. **IN PROGRESS:** 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

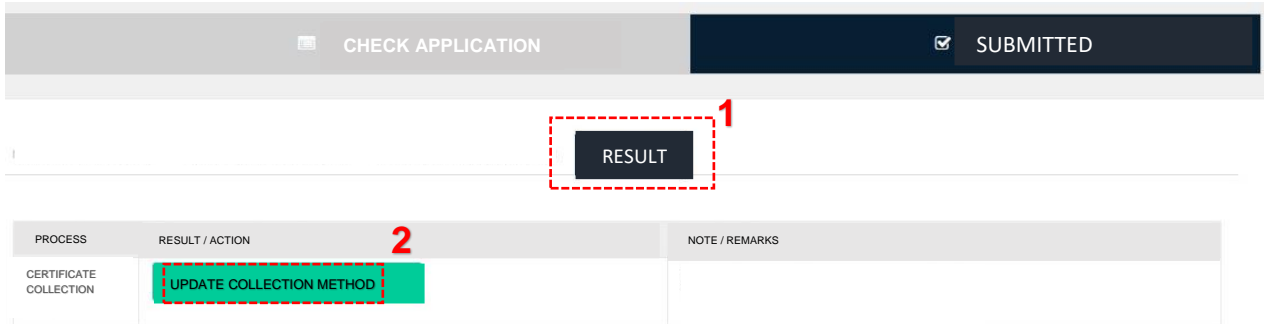
*\*applicable for Malaysian bank only*

- 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



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



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

The screenshot shows a form titled 'UPDATE COLLECTION METHOD'. The form contains the following fields:

- DATE: 06/03/2023
- COLLECTION LOCATION:  IN COUNTRY,  ABROAD
- COLLECTION METHOD:  POST,  COUNTER
- EMBASSY/CONSULATE OF MALAYSIA: [dropdown menu]
- PAYMENT METHOD: [dropdown menu]

At the bottom right of the form is a button labeled 'CONFIRM PAYMENT METHOD'.

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

CHECK APPLICATIONSUBMITTED


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**PAYMENT DETAILS**

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

[CHOOSE PAYMENT METHOD](#)


7) Select your bank and proceed with make payment



FPX

PILIH BANK ANDA

SBI BANK A



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

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 |

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FPX V5.0


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>I am working for an international/multinational company based in Malaysia, can I apply Certificate of Good Conduct?</b> No. Certificate of Good Conduct is strictly for abroad used only.
3.	<b>Can I use Certificate of Good Conduct for uses in Malaysia?</b> No. Certificate of Good Conduct is strictly for abroad used only.
4.	<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
5.	<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	
6.	<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
7.	<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.
8.	<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
9.	<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>
10.	<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
11.	<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>
12.	<b>My passport has expired. Can I apply without an active passport?</b> An active passport is mandatory for Certificate of Good Conduct application
13.	<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	
14.	<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>
15.	<b>Is there any alternative to apply for Certificate of Good Conduct besides using e-</b>

	<p><b>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</p>
16.	<p><b>How long does it take for an application to be approved?</b> The application process will take between 30 to 90 working days</p>
17.	<p><b>What can I do to get my application approved faster?</b> No alternatives available to expedite the application process</p>
18.	<p><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</p>
19.	<p><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</p>
20.	<p><b>Why was my application status showing failed?</b> In most cases, your application is failed due to past court/police record(s)</p>
<b>ABOUT COLLECTION PROCEDURES</b>	
21.	<p><b>Can I request for the certificate to be sent via email?</b> No, we only produce physical certificate</p>
22.	<p><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</p>
23.	<p><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</p>
24.	<p><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>.</p> <p>Most probably it is because you missed one of the below items:</p> <p>A. Collection Slip;</p> <p>B. Online payment receipt;</p> <p>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></p>

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

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

