

FREQUENTLY ASKED QUESTION (FAQ)

FOR PETRONAS LICENSED & REGISTERED VENDOR

LICENSING AND REGISTRATION										
Applications and Renewals										
	Question	Answer								
1.	How to check on the submission status of Licensing & Registration application?	Email notifications will be sent upon submission, clarification, approval and/or disapproval. Alternatively, vendor should be able to view the progress bar for their application in PLMS.								
2.	If the External Bodies' certificates has expired (e.g. CIDB cert), can the certificate be used when submitting the application?	No, all certificates must be valid upon submission. Vendor is obligated to ensure their external bodies' certificates are valid at all time throughout the validity of their PETRONAS License/Registration period.								
3.	Are supporting documents such as bank statements, MOF certificate required to be submitted in PLMS?	No. Bank statements and MOF certificate are no longer required to be submitted.								
4.	Is there a grace period for application of new SWEC?	No, there is no grace period. PLMS allows vendor to submit multiple SWEC applications even if vendor already have a SWEC application in progress.								
5.	Is the pre-requisite for Lembaga Pelesenan Kenderaan Perdagangan (LPKP) still required?	Depending on the SWEC requirement.								
6.	A company has renewed its Registration and wish to upgrade the Registration to License. Will the Registration still hold valid status once the new License is approved? How much is the License fee?	Once PETRONAS has approved vendor's application to upgrade from Registration to License, vendor's Registration status will then be automatically upgraded to License and the License validity start date will be based on the first SWEC approved for the period of three (3) years. License fee will be based on vendor's Paid-up Capital. <table border="1"><thead><tr><th>Paid-up capital</th><th>Annual License Fee</th></tr></thead><tbody><tr><td>RM 100,000 – RM 1,000,000</td><td>RM 250</td></tr><tr><td>RM 1,000,000 - RM5,000,000</td><td>RM 500</td></tr><tr><td>Above RM 5,000,000</td><td>RM 1,000</td></tr></tbody></table>	Paid-up capital	Annual License Fee	RM 100,000 – RM 1,000,000	RM 250	RM 1,000,000 - RM5,000,000	RM 500	Above RM 5,000,000	RM 1,000
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7.	If company's License/Registration is cancelled, is there any notification to vendor?	Application for Cancellation of Company will be submitted by vendor with justifications via PLMS. Upon approval by PETRONAS, email notification will be sent to vendor.
8.	Must the key personnel be a permanent staff of the company?	Not necessarily.
9.	Is it necessary/mandatory to insert EPF contribution no. & EPF contribution for the staff?	No. EPF is no longer part of the requirement for PETRONAS Licensing/Registration. However, vendor is advised to observe and ensure compliance to the Malaysian Labour Law.
10.	Is it compulsory to submit HSE & Quality certification?	Requirement to submit HSE or Quality certification depends on SWEC requirement.
11.	What is the percentage of Bumiputera equity for consultant?	Depending on the SWEC requirement.
12.	What is the minimum coverage area for Exclusive Agency Appointment letter?	The Exclusive Agency Appointment letter must at least cover Malaysia's oil and gas industry. Appointment based on regional (for example East Malaysia or West Malaysia) is not acceptable. Appointment on project basis only, is also not acceptable.
13.	Electrical SWEC requirement require company to be licensed with Suruhanjaya Tenaga but Sarawak has different certificate. How do we go about that?	As stated in SWEC MTR, any document that is equivalent to that of the requirement may be considered provided that the document is still within its validity period.
14.	Can the Shareholder/Director be in more than one company?	Yes, but with different SWEC code.
15.	Does company need to meet Bumiputera participation even though the company is sole proprietor?	Yes.
16.	How long is the response time for lrs_enquiries?	7 working days.
17.	How long does it take to process the New / Renewal from Registration to License applications?	Renewal application will take up to two (2) to three (3) weeks from date of submission.
18.	Are all application related to PETRONAS' License/Registration available online?	Yes. Manual submission is no longer acceptable.
19.	Annual Audited Report should be update yearly or during renewal?	Annual Audited Report should be submitted on yearly basis.

20.	Can company under the LLP (Limited Liability Partnership) register as a PETRONAS vendor?	No. Company must be registered with Suruhanjaya Syarikat Malaysia (SSM) as "Sdn Bhd" (i.e. private incorporated) or "Berhad/Bhd" (i.e. public incorporated) company. Other business, e.g. Land Surveyor, Quantity Surveyor, Architect or other related professional bodies must also register with SSM.
21.	What is PETRONAS' definition of 'Management' position?	Employees (permanent, contract or secondees) sitting in managerial positions such as MD/CEO, CFO, Project Manager, Operations Manager, Finance Manager, HR Manager etc.
22.	Is it still mandatory for vendor to submit their Management Organization Chart?	No. The Management Organization Chart is no longer part of the requirement for PETRONAS Licensing/Registration.

SWEC		
	Question	Answer
1.	Can both Licensed & Registered company apply for strategic SWEC?	Yes. Provided they can comply with the SWEC requirements.
2.	Can another company with the same Director/Shareholder as vendor, submit application for the same SWEC?	No, there will be conflict of interest. Allowable if both vendors are applying for different SWEC.
3.	How to apply SWEC which is frozen in the new system?	Vendors are not allowed to apply for SWEC which are frozen.
4.	How long is the duration to process the application?	Process of application will take up to two (2) to three (3) weeks from date of submission.
5.	How long does it take to process an application for Cancellation of SWEC / License / Registration?	1 week from date of submission.
6.	What are the required document for the Cancellation of SWEC / Company?	Vendor must submit a letter signed by majority shareholder or Top Management specifying the following: <ul style="list-style-type: none"> • Justification for the cancellation request. • Confirmation that there is no ongoing contract under the SWECs which are proposed for cancellation.

7.	Company A & B both licensed with PETRONAS. They plan to combine & create new entity ie Company C. Currently both companies have different SWEC. Can Company C apply SWECs which are different from those under Company A and B?	Yes.
8.	Can vendor submit request for new SWEC creation?	No, creation of new SWEC is under PETRONAS prerogative.
9.	Is it possible to apply for a partial scope of an integrated SWEC and request for waiver from complying to the MTR?	No, vendor is required to undertake the full scope of an integrated SWEC and the application will be rejected in the event of non-compliance to any one of the requirements stated in the MTR.
10.	Can vendor request to remove a registration requirement (e.g. DOSH, CIDB, BEM etc.) that is not directly related to the scope of work of the SWEC as clarified by the regulatory body?	No. SWEC requirements are established in consultation with PETRONAS technical Subject Matter Experts (SMEs). The requirement is deemed necessary in order to evaluate vendor's capability.
11.	Vendor has a key personnel (e.g. specialist, engineer, technical manager etc.) with no academic qualification/Degree but possess more than 10 years experience in the scope of work. Will PETRONAS consider the proposal?	No. The requirement for academic qualification is independent from the requirement of personnel experience. SWEC requirements are established in consultation with the PETRONAS technical Subject Matter Experts (SMEs). The requirement is deemed necessary in order to evaluate vendor's capability.
12.	In the event there is discrepancy in SWEC or MTR information in PETRONAS Global website against PLMS, which information will prevail?	Vendor is advised to make reference to the latest SWEC and MTR list in PETRONAS Global website at: http://www.petronas.com and to log a report to PETRONAS Contact Centre via: Tel: 1-800-88-0011 E-mail: lrs_enquiries@petronas.com should it discover discrepancy of requirement between PETRONAS Global website and PLMS.
13.	Why can't vendor find a particular SWEC that existed previously?	PETRONAS is continuously improving SWEC effectiveness to support its business needs which include reviewing the SWEC structure as well as enhancement of relevant MTR. Vendor is advised to always refer to the latest SWEC and MTR list in PETRONAS Global website at: http://www.petronas.com

14.	Vendor is unable to remain licensed/registered in a particular SWEC arising from an enhancement exercise that resulted in MTR revision or SWEC deletion. Will there be any consideration for an exception or option to revert to original state?	Any decision to review SWEC has undergone deliberation process which has been agreed by all relevant parties. Where necessary, prior notice and/or Special Condition will be imposed on the affected vendors upon which PETRONAS will not entertain any exception.
15.	What does 'Frozen' SWEC means?	Frozen SWEC indicates that the scope is being managed internally within PETRONAS. However, the requirement may be reviewed from time to time.
16.	Can vendor request for a face-to-face meeting with Licensing & Registration team to discuss on a particular topic?	Vendor is advised to direct any enquiries or obtain consultation services with regards to PETRONAS licensing and registration (including SWEC) via the following channel: Tel: 1-800-88-0011 E-mail: lrs_enquiries@petronas.com.my
17.	Why do PETRONAS still have MTR for a simple product? E.g. CCTV	To ensure capabilities of the vendor.
18.	Can vendor personnel be from JV, consultant, partner but not employed by the company?	No. Vendor personnel must be employed by the vendor with employment status being either permanent, contract or secondee.
19.	How to add more SWEC?	Vendors can apply online through PLMS via new SWEC. However, vendor is advised to focus on its core competencies and adjacencies for business growth and not become a "SWEC collector".

Fees and Payments

	Question	Answer
1.	What is the mode of payment for PETRONAS license fee?	License fee can be paid via Online Banking (FPX).
2.	Will company receive official receipt upon payment?	Yes. Payment receipt is available in PLMS.
3.	Is processing fee of RM100 per SWEC still applicable?	No. SWEC fee has been discontinued since 1 st January 2015.
4.	Is there any timeline for license fee payment?	License fee payment must be made within 5 days from the date of the company application approved, failing which, the application status will be changed to "Application Rejected".

Validity and Expiry		
	Question	Answer
1.	When can a company submit their Renewal application?	Vendor can start to submit their Renewal application four (4) months prior to License/Registration expiry date.
2.	A company has submitted renewal application. However, the application is rejected due to non-compliance to certain requirement. How to re-submit the renewal application if certain documents are not ready e.g. delay in issuance of DOSH certificate?	Application submission should be submitted with valid documents in compliance to SWEC requirement.
3.	If the duration of company's License/Registration is 3 years and a certificate from external bodies (e.g. Kastam) expires within this period, will there be any issue?	Yes. Vendor is obligated to observe and ensure full compliance to the SWEC requirements at all time throughout their PETRONAS License/Registration validity period.
Help and Contact		
	Question	Answer
1.	Is there any Consultation Counter to ask for assistance?	<p>Service Counter at Level 9, Tower 1, PETRONAS Twin Towers is suspended indefinitely due to COVID-19 pandemic, until further notice.</p> <p>For issues related to PETRONAS licensing system or inquiries on general licensing and registration matters, please contact:</p> <p><u>PETRONAS Contact Centre</u> Tel: 1-800-88-0011 E-mail: lrs_enquiries@petronas.com Monday – Friday: 8.00am - 5.00pm</p>
2.	What is Self Service Kiosk (SSK)?	<p>Self Service Kiosk (SSK) is facility comprising desktop computer where it can be utilized by vendors to perform transactions in PLMS. The SSK which are located at PETRONAS Regional Offices however suspended indefinitely due to COVID-19. The regional offices which are equipped with SSK facility are;</p> <p>Kuching: PETRONAS Sarawak Regional Office Lvl 5, Wisma Naim, Mile Rock Road 93752 Kuching, Sarawak.</p>

		<p>Bintulu: PETRONAS Carigali Sdn Bhd - Sarawak Gas No.1, Old Airport Place, Bintulu Paragon, 97000, Bintulu, Sarawak</p> <p>Miri: PETRONAS Carigali Sdn Bhd-SKO Jalan Sekolah Lutong, 98008 Miri, Sarawak</p> <p>Kota Kinabalu: PETRONAS Sabah/Labuan Regional Office Lobby, Menara PETRONAS, No. 2 Jalan Belia, 88100 Kota Kinabalu, Sabah</p> <p>In the interim, all enquiries will be managed through PETRONAS Contact Centre in Kuala Lumpur.</p>
3.	Is there any email address for vendor to seek for assistance?	PETRONAS Contact Centre License and Registration enquiries; Email: lrs_enquiries@petronas.com
4.	Is there any hotline number to call for assistance?	The toll free number is 1-800-88-0011