

MIDA CLIENT CHARTER ACHIEVEMENT FOR THE MONTH OF JANUARY - OCTOBER 2020

No	Main Applications <small>List application remain unchange for 2020</small>	Client Charter		January 2020	February 2020	March 2020	April 2020	May 2020	June 2020	July 2020	August 2020	September 2020	October 2020
				<small>(Data as at 16 June 2020)</small>	<small>(Data as at 16 June 2020)</small>	<small>(Data as at 16 June 2020)</small>	<small>(Data as at 16 June 2020)</small>	<small>(Data as at 16 June 2020)</small>	<small>(Data as at 28 August 2020)</small>	<small>(Data as at 28 August 2020)</small>	<small>(Data as at 28 August 2020)</small>	<small>(Data as at 3 November 2020)</small>	<small>(Data as at 3 November 2020)</small>
				Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)
1	Manufacturing Licence	Fast Track	7 working days	100.00	97.06	94.55	100.00	84.85	69.41	88.64	100.00	100.00	0.00
		Normal Track	4 weeks	97.62	100.00	100.00	100.00	100.00	100.00	94.59	100.00	75.00	100.00
		*e-ML (Non-Sensitive)	2 working days						0.00	92.59	77.92	93.75	82.35
		*e-ML (Sensitive)	4 weeks						100.00	100.00	100.00	68.22	89.92
2	Incentives		6 weeks	92.98	96.88	95.35	97.30	81.82	96.39	100.00	100.00	100.00	100.00
3	Tax Exemptions from Custom Duties												
	a. Machinery & Equipment		4 weeks	100.00	100.00	100.00	100.00	87.50	100.00	100.00	100.00	100.00	100.00
	b. Raw Materials & Component		4 weeks	99.50	100.00	100.00	100.00	100.00	97.37	90.24	99.46	95.28	100.00
	c. *Machinery & Equipment (Online)												100.00
d. *Raw Materials & Component (Online)												100.00	
4	Expatriate Posts	Fast Track	7 working days	95.65	94.74	90.00	0.00	87.50	96.00	100.00	100.00	100.00	100.00
		Normal Track	4 weeks	100.00	100.00	89.47	0.00	95.00	100.00	100.00	100.00	100.00	100.00
5	Principal Hub		6 weeks	100.00	0.00	0.00	0.00	100.00	100.00	0.00	0.00	0.00	0.00
6	Regional Office & Representative Office		4 weeks	100.00	100.00	100.00	0.00	100.00	100.00	100.00	100.00	100.00	100.00

Notes:

1) MIDA Client Charter Achievement is being updated on bimonthly basis

*Application for Manufacturing License and Tax Exemption have been processed through online system effective from June and October 2020 respectively. Online evaluation shall gradually replace existing evaluation activities.