

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

No	Main Applications <small>List application remain unchanged 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	November 2020	December 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 28 August 2020)</small>	<small>(Data as at 3 November 2020)</small>	<small>(Data as at 3 November 2020)</small>	<small>(Data as at 13 Januari 2021)</small>	<small>(Data as at 13 Januari 2021)</small>
				Achievement (%)	Achievement (%)	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	N/A	N/A	100.00	
		Normal Track	4 weeks	97.62	100.00	100.00	100.00	100.00	100.00	100.00	94.59	100.00	75.00	100.00	100.00	33.33
		* e-ML (Non-Sensitive)	2 working days							0.00	92.59	77.92	93.75	82.35	85.71	100.00
		e-ML (Sensitive)	4 weeks							100.00	100.00	100.00	68.22	89.92	85.71	100.00
2	Incentives		6 weeks	92.98	96.88	95.35	97.30	81.82	96.39	100.00	100.00	100.00	100.00	94.73	97.56	
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	100.00	100.00	100.00
		b. Raw Materials & Component	4 weeks	99.50	100.00	100.00	100.00	100.00	100.00	97.37	90.24	99.46	95.28	100.00	91.66	100.00
		c. Machinery & Equipment (Online)											N/A	100.00	N/A	100.00
	d. Raw Materials & Component (Online)											N/A	100.00	98.31	91.14	
4	Expatriate Posts	Fast Track	7 working days	95.65	94.74	90.00	N/A	87.50	96.00	100.00	100.00	100.00	100.00	100.00	100.00	
		Normal Track	4 weeks	100.00	100.00	89.47	N/A	95.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	
5	Principal Hub		6 weeks	100.00	N/A	N/A	N/A	100.00	100.00	N/A	N/A	N/A	NA	N/A	N/A	
6	Regional Office & Representative Office		4 weeks	100.00	100.00	100.00	N/A	100.00	100.00	100.00	100.00	100.00	100.00	N/A	N/A	

Note: MIDA Client Charter Achievement is being updated on bimonthly basis