

MIDA CLIENT CHARTER ACHIEVEMENT FOR THE MONTH OF JANUARY - FEBRUARY 2021

No	Main Applications List application remain unchange for 2020	Client Charter		January 2021	February 2021
				Achievement (%)	Achievement (%)
1	Manufacturing Licence	Fast Track	7 working days	N/A	N/A
		Normal Track	4 weeks	66.67	100.00
		*e-ML (Non-Sensitive)	2 working days	63.51	61.90
		e-ML (Sensitive)	4 weeks	88.23	100.00
2	Incentives		6 weeks	100.00	97.56
3	Tax Exemptions from Custom Duties				
		a. Machinery & Equipment	4 weeks	N/A	N/A
		b. Raw Materials & Component	4 weeks	100.00	N/A
		c. Machinery & Equipment (Online)		66.67	100.00
	d. Raw Materials & Component (Online)			98.67	98.64
4	Expatriate Post	Fast Track	7 working days	100.00	100.00
		Normal Track	4 weeks	100.00	100.00
5	Principal Hub		6 weeks	N/A	N/A
6	Regional Office & Representative Office		4 weeks	N/A	100.00

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

Source : Malaysian Investment Development Authority (MIDA)