

**MIDA CLIENT CHARTER ACHIEVEMENT FOR THE MONTH OF JANUARY - JULY 2021**

No	Main Applications  List application remain unchange for 2020	Client Charter		January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021
				Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)
1	Manufacturing Licence	Fast Track	7 working days	N/A	N/A	N/A	N/A	N/A	N/A	N/A
		Normal Track	4 weeks	66.67	100.00	100.00	N/A	100.00	N/A	N/A
		*e-ML & Invest Malaysia (Non-Sensitive)	2 working days	63.51	61.90	52.58	44.73	87.09	20.00	4.44
		*e-ML & Invest Malaysia (Sensitive)	4 weeks	88.23	100.00	86.33	90.00	92.85	92.10	88.00
2	Incentives		6 weeks	100.00	97.56	97.08	97.76	94.35	95.91	98.21
3	Tax Exemptions from Custom Duties a. Machinery & Equipment b. Raw Materials & Component c. Machinery & Equipment (Online) d. Raw Materials & Component (Online)		4 weeks	N/A	N/A	93.33	100.00	100.00	100.00	100.00
			4 weeks	100.00	N/A	97.56	98.40	98.21	98.62	99.17
				66.67	100.00	N/A	N/A	N/A	N/A	N/A
				98.67	98.64	N/A	N/A	N/A	N/A	N/A
4	Expatriate Posts	Fast Track	7 working days	100.00	100.00	100.00	100.00	100.00	100.00	100.00
		Normal Track	4 weeks	100.00	100.00	100.00	100.00	100.00	100.00	100.00
5	Principal Hub		6 weeks	N/A	N/A	N/A	N/A	N/A	N/A	N/A
6	Regional Office & Representative Office		4 weeks	N/A	100.00	100.00	100.00	100.00	100.00	91.66

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

\*e-ML data inclusive Invest Malaysia data are starting from **March 2021**