

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

No	Main Applications <small>List application remain unchanged for 2020</small>	Client Charter		January 2021	February 2021	March 2021	April 2021	May 2021	June 2021	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	
				Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	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	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	100.00	N/A	N/A	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	2.85	13.63	5.55	10.34	8.00	
		*e-ML & Invest Malaysia (Sensitive)	4 weeks	88.23	100.00	86.33	90.00	92.85	92.10	88.00	92.00	97.05	93.33	96.55	93.93	
2	Incentives		6 weeks	100.00	97.56	97.08	97.76	94.35	95.91	98.21	84.26	45.45	43.93	30.88	53.22	
3	Tax Exemptions from Custom Duties	a. Machinery & Equipment	4 weeks	N/A	N/A	93.33	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	
		b. Raw Materials & Component	4 weeks	100.00	N/A	97.56	98.40	98.21	98.62	99.17	99.17	N/A	N/A	N/A	N/A	
		c. Machinery & Equipment (Online)		66.67	100.00	N/A	N/A	N/A	N/A	N/A	N/A	85.71	58.81	66.66	83.53	100
		d. Raw Materials & Component (Online)		98.67	98.64	N/A	N/A	N/A	N/A	N/A	N/A	52.60	79.56	52.28	76.63	82.11
4	Expatriate Posts	Fast Track	7 working days	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	N/A	N/A	N/A	N/A	
		Normal Track	4 weeks	100.00	100.00	100.00	100.00	100.00	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	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	100.00	91.66	78.57	75.00	100.00	87.50	100

Note: MIDA Client Charter Achievement is being updated on bimonthly basis
 *e-ML data inclusive Invest Malaysia data starting from **March 2021**