

MIDA CLIENT CHARTER ACHIEVEMENT FOR THE MONTH OF JANUARY - DECEMBER 2022

No	Main Applications <small>List application remain unchanged for 2020</small>	Client Charter		January 2022	February 2022	March 2022	April 2022	May 2022	Jun 2022	Julai 2022	August 2022	September 2022	October 2022	November 2022	December 2022	
				Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	Achievement (%)	
1	Manufacturing Licence	*e-ML & Invest Malaysia (Non-Sensitive)	2 working days	12.06	3.44	5.17	0.00	2.77	6.66	3.92	4.28	6.45	97.5	98	100	
		*e-ML & Invest Malaysia (Sensitive)	4 weeks	100.00	100.00	87.50	95.00	95.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
2	Incentives		6 weeks	82.10	41.26	35.59	46.00	41.26	66.29	84.72	48.71	43.90	81.53	50	66.66	
3	Tax Exemptions from Custom Duties a. Machinery & Equipment (Online) b. Raw Materials & Component (Online)		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	100.00
			4 weeks	99.53	100.00	99.03	96.38	99.09	98.07	98.47	99.51	99.48	98.79	100	100	100
4	Expatriate Posts	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	N/A
		Normal Track	4 weeks	100.00	83.33	56.26	75.00	100.00	93.75	77.77	93.75	100	100	90.47	100	100
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	N/A
6	Regional Office & Representative Office		4 weeks	100.00	100.00	87.50	100.00	100.00	100.00	100.00	100.00	100.00	100.00	93.75	100.00	

Note: MIDA Client Charter Achievement is being updated on bimonthly basis
 *Invest Malaysia data effective April 2022
 *Invest Malaysia inclusive eML until march 2022