

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

No	Main Applications List application remain unchange for 2020	Client Charter		January 2022	February 2022	March 2022	April 2022	May 2022
				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
		*e-ML & Invest Malaysia (Sensitive)	4 weeks	100.00	100.00	87.50	95.00	86.36
2	Incentives		6 weeks	82.10	41.26	35.59	46.00	13.88
3	Tax Exemptions from Custom Duties							
	a. Machinery & Equipment		4 weeks	N/A	N/A	N/A	N/A	N/A
	b. Raw Materials & Component		4 weeks	N/A	N/A	N/A	N/A	N/A
	c. Machinery & Equipment (Online)			100.00	100.00	100.00	100.00	100.00
	d. Raw Materials & Component (Online)			99.53	100.00	99.03	96.38	99.09
4	Expatriate Posts	Fast Track	7 working days	N/A	N/A	N/A	N/A	N/A
		Normal Track	4 weeks	100.00	83.33	56.26	75.00	100.00
5	Principal Hub		6 weeks	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

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