

CLIENT CHARTER ACHIEVEMENT YEAR 2015
DEPARTMENT OF INDUSTRIAL DEVELOPMENT & RESEARCH (DIDR)



No.	Client Charter	Time Frame Compliance/ Client Charter Standard		Non-Time Frame Compliance/ Client Charter Standard		Total Services
		Total Compliance to Standards	% Compliance to Standards	Total Non-Compliance to Standards	% Non-Compliance to Standards	
1	To process completed applications for State Government Approvals (SGA) and Federal Manufacturing License (FML) within four (4) weeks (20 working days)	34	91.3	1	4.5	35
2	To provide information related to approved manufacturing projects within three (3) working days	34	93	1	7	35
3	To organize two (2) investment seminars annually *	3	100	-	-	3
4	To promote Sabah-made products through four (4) exhibitions annually *	10	100	-	-	10
5	To provide the Sabah Business Situation Index twice annually *	2	100	-	-	2
6	To organize four (4) food-technology courses for entrepreneurs annually *	5	100	-	-	5
7	To process bills for payment within five (5) working days for submission to the State Treasury Department	502	100	-	-	502

*Note: * DIDR Clients Charter Achievement is measured yearly*

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