

**CLIENT CHARTER ACHIEVEMENT (JANUARY – DECEMBER 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	
		January - December	January - December	January - December	January - December	
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	150	-	-	3
4	To promote Sabah-made products through five (5) exhibitions annually *	10	200	-	-	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	125	-	-	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*

Department of Industrial Development & Research (DIDR)  
 7<sup>th</sup> & 8<sup>th</sup> Floor, Block C, Wisma Tun Fuad Stephens, Karamuning  
 88300 Kota Kinabalu, Sabah, Malaysia  
 Tel: (6-088) 214866, 215035, Fax: (6-088) 257814, 216698  
 E-mail: [didr@sabah.gov.my](mailto:didr@sabah.gov.my)