



CLIENT'S CHARTER

DEPARTMENT OF INDUSTRIAL DEVELOPMENT & RESEARCH (DIDR)

We are committed to providing customers with friendly and efficient services as follows:-

1. To process completed applications for State Government Approvals (SGA) and Federal Manufacturing Licence (FML) within four (4) weeks (20 working days).
2. To provide information related to approved manufacturing projects within three (3) working days.
3. To organise two (2) investment seminars annually.
4. To promote Sabah-made products through five (5) exhibitions annually.
5. To provide the Sabah Business Situation Index twice annually.
6. To organise four (4) food-technology courses for entrepreneurs annually.
7. To process bills for payment within five (5) working days for submission to the State Treasury Department.