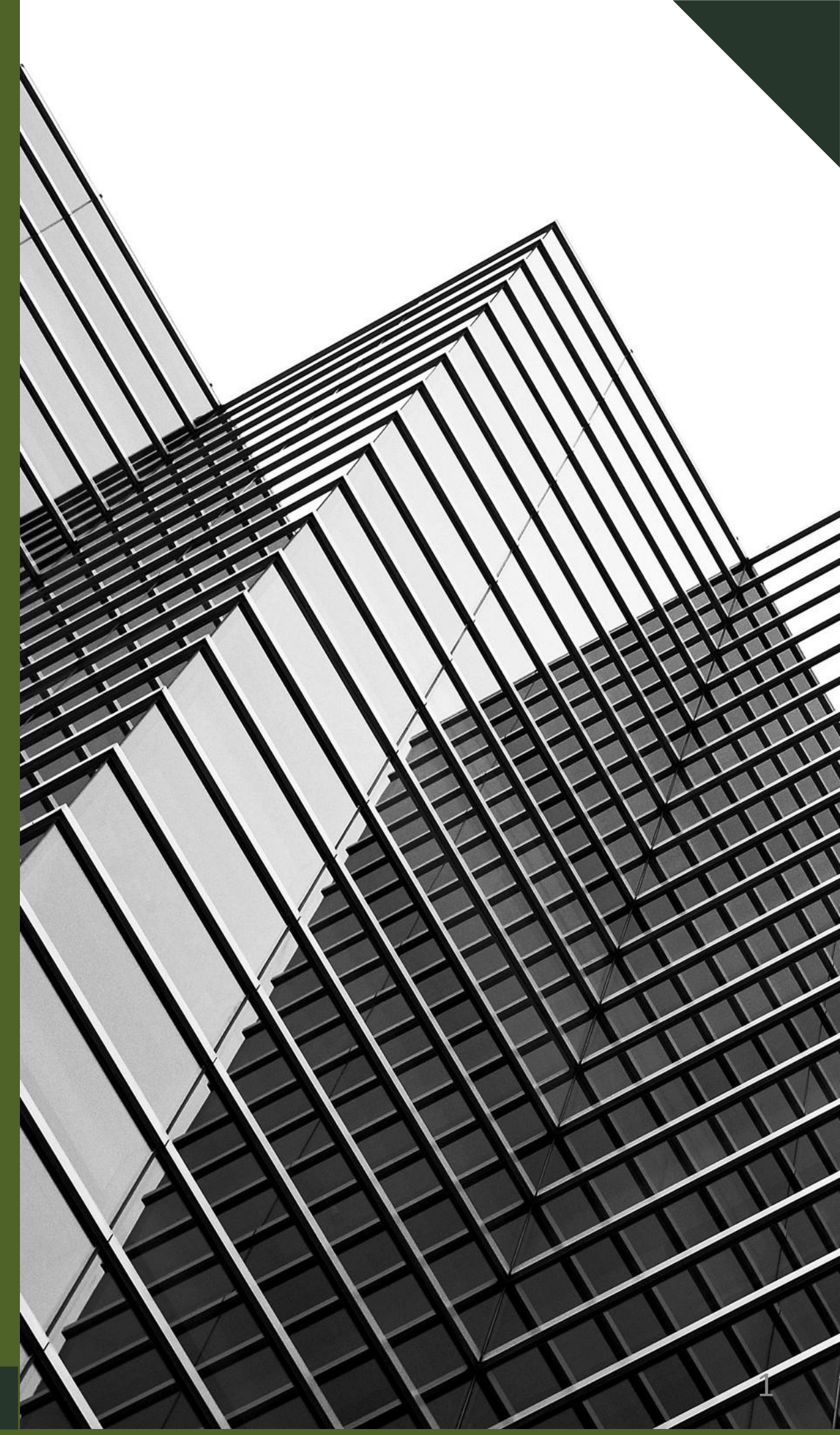


WEBINAR *SINGLE WINDOW PLATFORM (SWP)*





**BRIEFING TO EMBASSIES, FOREIGN AND LOCAL  
CHAMBERS / ASSOCIATIONS ON PROCEDURES FOR  
MIDA SUPPORT LETTERS OF EXPATRIATE POST AND  
EMPLOYMENT PASS APPLICATIONS**

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20 July 2023



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# 01 | *SWP Background*

# BACKGROUND

## INITIATIVE

- Budget 2023, 24 February 2023 - Government agreed to form a *Pasukan Petugas Khas Pembaharuan Agensi (STAR)*.
- The objective is to improve government services and its delivery system.
- The *STAR* initiative is led by the Ministry of Economy and coordinated by Malaysia Productivity Corporation (MPC)

## IMPLEMENTATION

- 3 March 2023 - MPC held a kick-off meeting with the relevant Ministries, Government Agencies and industry players to identify the resources and constraints in implementing the initiative.
- Series of meetings and workshops held to streamline procedures with all Approving Agencies and Regulatory Agencies.
- 15 June 2023, Single Window Platform (SWP) went live.
- 22 June 2023, MIDA convened the 1<sup>st</sup> Committee meeting using Single Window Platform.

## **SINGLE WINDOW PLATFORM (SWP)**

- ❑ 31 May 2023 - Government via PEMUDAH Meeting agreed to introduce a *Single Window Platform (SWP)* and **Go-Live on 15 June 2023.**
- ❑ 1 June until 15 June 2023 - **engagement and awareness sessions** with industry players held by Immigration Department Malaysia.
- ❑ All Approving Agencies (including MIDA) and Regulatory Agencies are using SWP to evaluate and issue **Support Letters** for Employment Pass applications.
- ❑ SWP applicable **ONLY** for Employment Pass application for companies **located in Peninsular Malaysia.**

02

***Application and  
Process Flow***

# SINGLE WINDOW PLATFORM

[esd.imi.gov.my](http://esd.imi.gov.my)

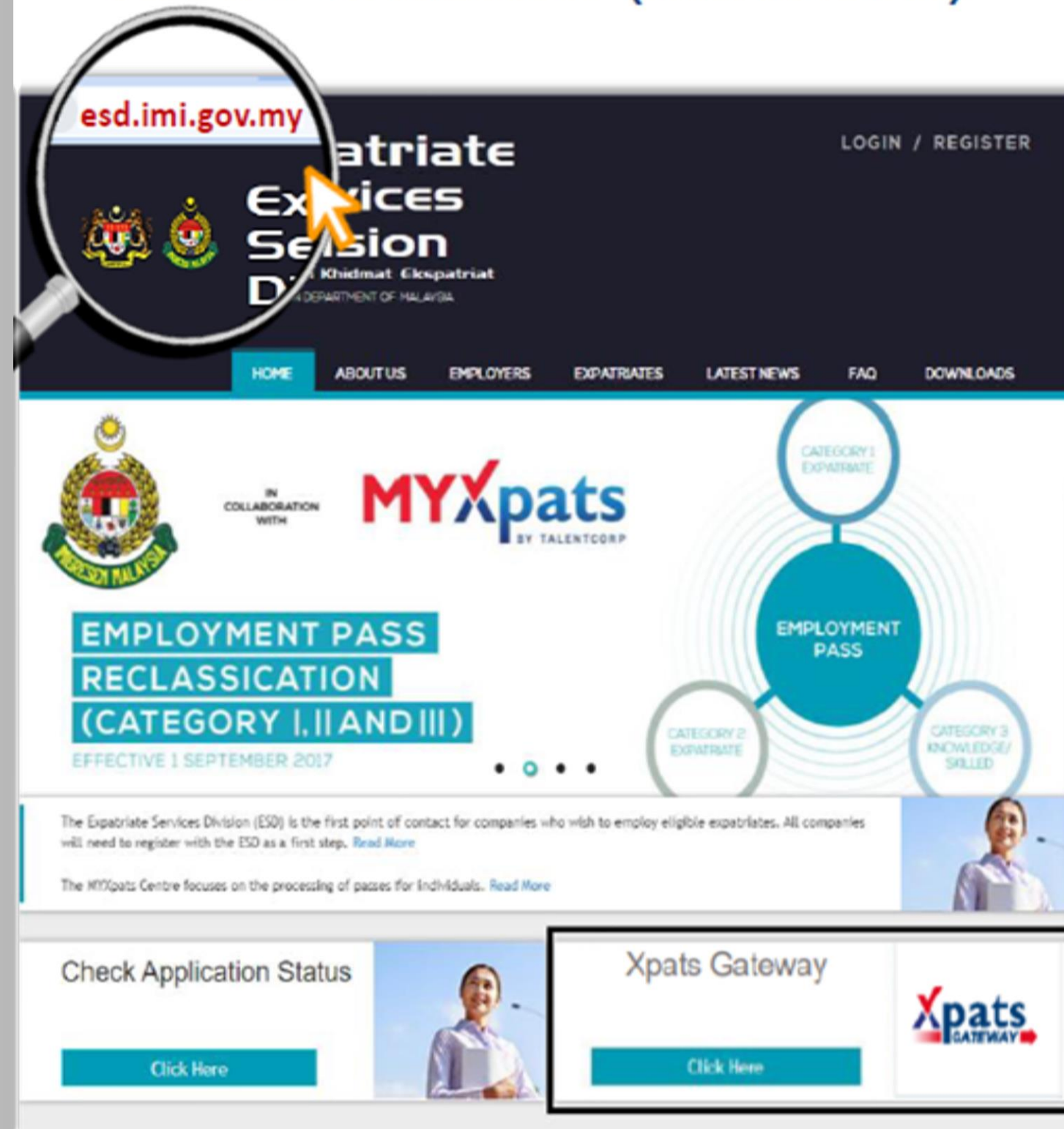
Known As

Xpats Gateway System;

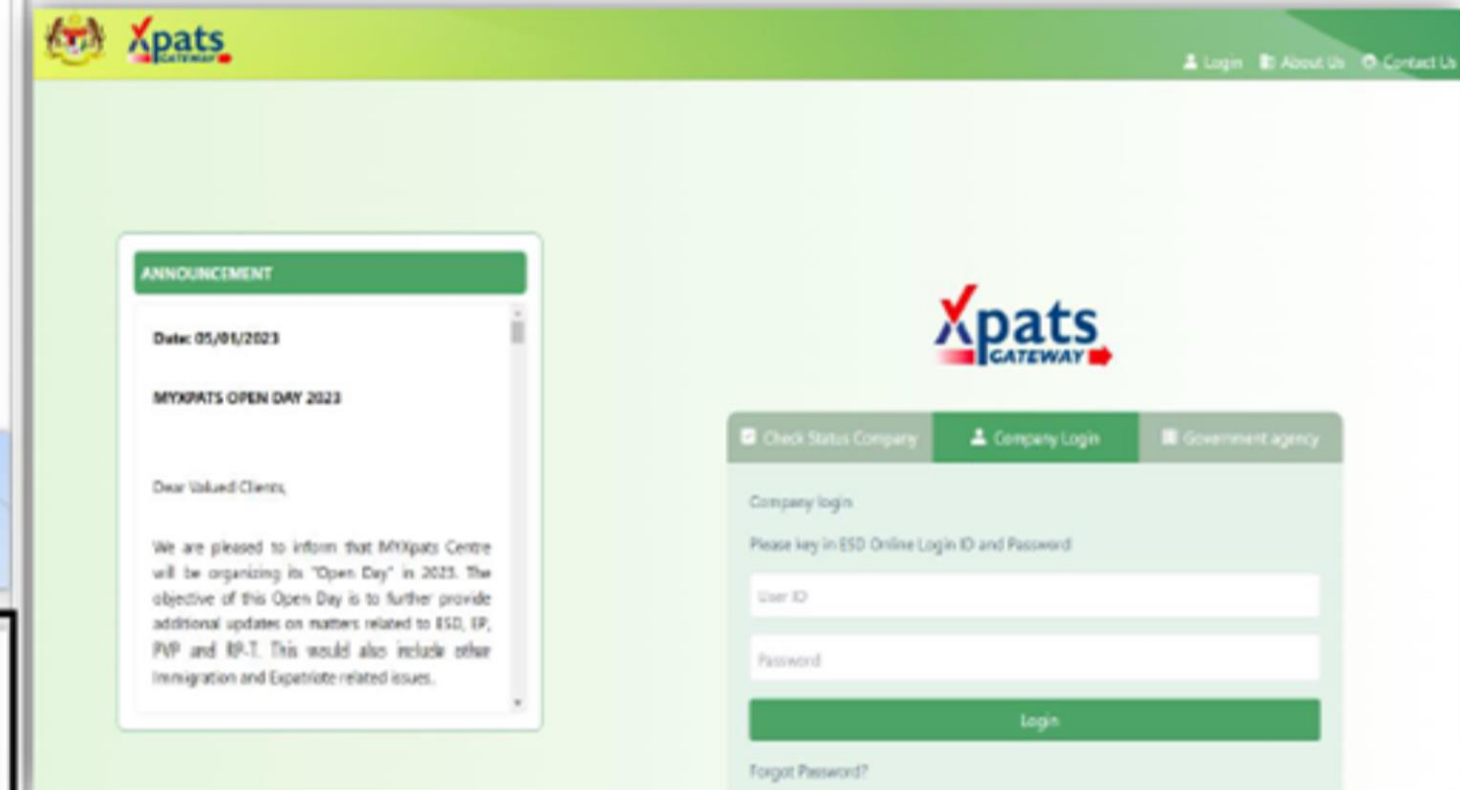
Leveraging

ESD Online System

## XPATS GATEWAY (NEW MODULE)



The screenshot shows the homepage of the Xpats Gateway system. At the top, there is a navigation bar with the URL [esd.imi.gov.my](http://esd.imi.gov.my) and a magnifying glass icon over it. The main header features the text "Expatriate Services Division" and "Khidmat Ekspatriat" along with the Department of Malaysia logo. A navigation menu includes links for HOME, ABOUT US, EMPLOYERS, EXPATRIATES, LATEST NEWS, FAQ, and DOWNLOADS. The main content area is titled "EMPLOYMENT PASS RECLASSIFICATION (CATEGORY I, II AND III) EFFECTIVE 1 SEPTEMBER 2017" and features a central graphic with "EMPLOYMENT PASS" in a large blue circle, surrounded by "CATEGORY 1 EXPATRIATE", "CATEGORY 2 EXPATRIATE", and "CATEGORY 3 KNOWLEDGE/SKILLED". Below this, there are two text blocks: "The Expatriate Services Division (ESD) is the first point of contact for companies who wish to employ eligible expatriates. All companies will need to register with the ESD as a first step. [Read More](#)" and "The MYXpats Centre focuses on the processing of passes for individuals. [Read More](#)". At the bottom, there are two buttons labeled "Check Application Status" and "Xpats Gateway" with "Click Here" text below them.



The screenshot shows the login page of the Xpats Gateway system. The header includes the Xpats Gateway logo and navigation links for Login, About Us, and Contact Us. The main content area features an "ANNOUNCEMENT" box with the date "05/01/2023" and the title "MYXPATS OPEN DAY 2023". Below the announcement, there is a "Company login" section with a "Please key in ESD Online Login ID and Password" prompt, input fields for "User ID" and "Password", and a "Login" button. There are also links for "Check Status Company", "Company Login", and "Government agency". A "Forgot Password?" link is located at the bottom right.

# PROCESS FLOW - Single Window Platform (SWP)

## COMPANY Application

Pre-requisite  
Compulsory  
Documents

Single Window  
Platform  
Submission



Advertisement  
MyFutureJobs at  
<https://myfuturejobs.gov.my/>

JTK approval under  
Section 60(K),  
Employment Act  
1955 via  
[eppax.gov.my](http://eppax.gov.my)

ESD Company  
Account  
Registration (one  
time only) at  
<https://esd.imi.gov.my/portal/>

Single Window  
Platform (Xpats  
Gateway) via  
ESD Online  
System at  
<https://esd.imi.gov.my/portal/>



## MIDA Support Letter

### 1 EVALUATION

Evaluation



MIDA  
evaluates for  
expatriate  
post and  
employment  
pass support  
letter

### 2 RECOMMENDATION

Consideration



To be made at  
Jawatankuasa  
Teknikal  
Berkenaan  
Pegawai  
Dagang  
(JTPD)

Decision



MIDA issues  
digital  
Support  
Letter to  
company



## IMMIGRATION Employment Pass

ESD Submission



- Company login  
ESD Online  
System for  
Employment  
Pass  
application
- MIDA support  
letter, data and  
documents will  
be digitally  
routed to ESD  
Online System

ESD Evaluation



- Evaluation by  
MYXpats Centre  
and approval  
by Ministry of  
Home Affairs /  
Immigration
- Company to  
receive the  
digital  
Employment  
Pass approval  
letter

Employment  
Pass  
Endorsement



- ESD Satellite  
Centre (ESC)  
at KLIA; or
- Delivery by  
Pos Malaysia



3 – 10 working days

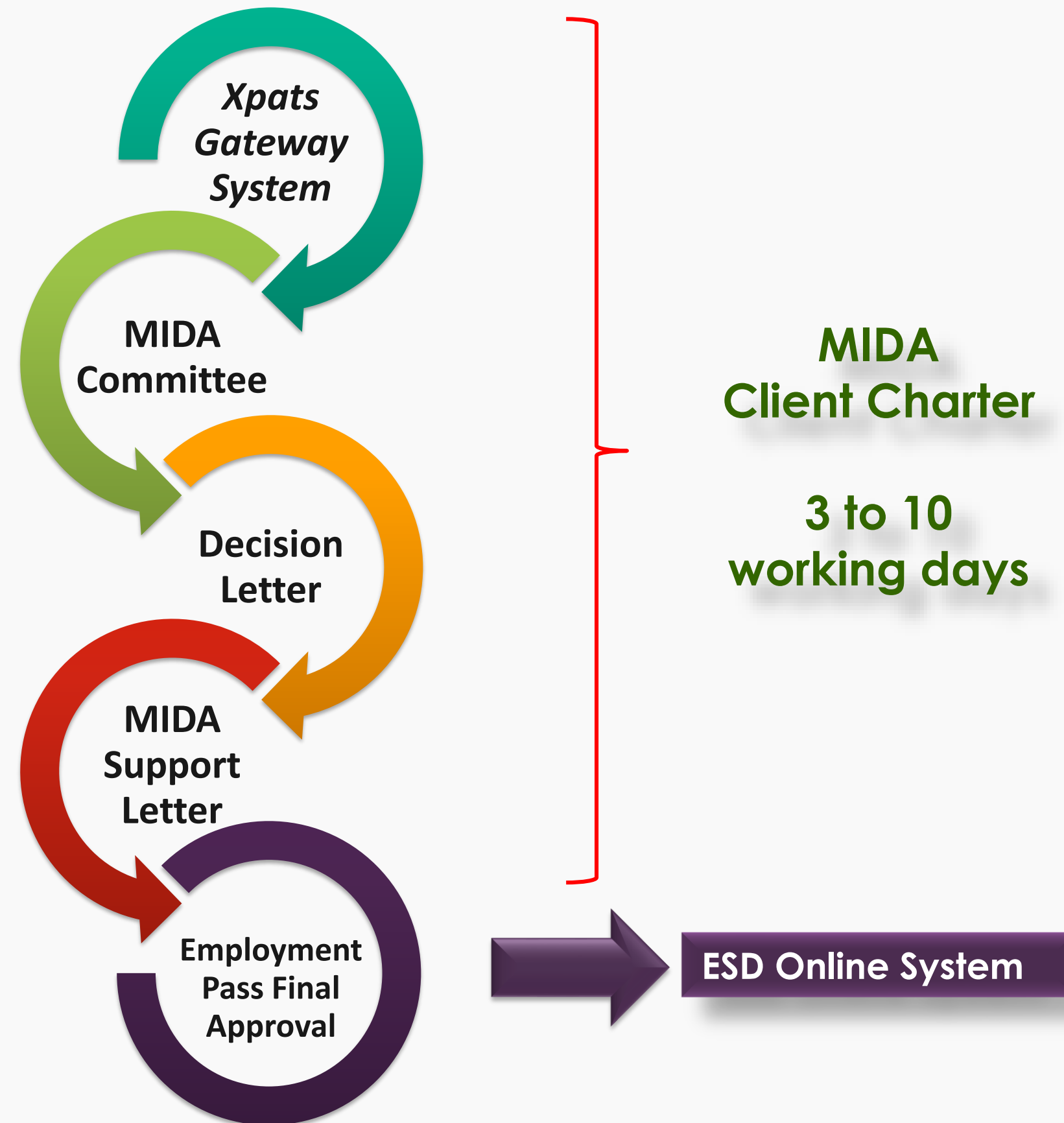
2 – 5 working days

COMPULSORY PRE-REQUISITE

SINGLE WINDOW PLATFORM (Leveraging the ESD Online System)



- 1** Companies submit applications via **Single Window Platform (Xpats Gateway)** at <https://esd.imi.gov.my/>
- 2** JTPD Committee in MIDA meets twice a week or as and when to evaluate and consider the application.
- 3** Decision will be made within **3 to 10 working days** and decision letter will be issued.
- 4** The MIDA Support Letters notifications will be digitally sent to companies.
- 5** Companies with MIDA Support Letter may proceed to initiate the Employment Pass (EP) applications via <https://esd.imi.gov.my/> . MIDA Support Letter will be digitally routed to ESD System.



**APPROVED  
MIDA SUPPORT  
LETTER FOR  
EMPLOYMENT  
PASS**



**MALAYSIAN INVESTMENT  
DEVELOPMENT AUTHORITY**



XPATSGATEWAY/MIDA/1813-366

03 JULY 2023

Dear Sir/Madam,  
**ONLINE EXPATRIATE SUPPORT LETTER APPLICATION**

The above matter refers.

Company's Name : [REDACTED]  
ROC No : [REDACTED]  
Sector : Manufacturing

**Application Details:**

Name : [REDACTED]  
Nationality : PAKISTAN  
Travel Document No : [REDACTED]  
Position : SENSOR DESIGNER  
Salary : RM 5,300.00  
Position Category : Key Post

Please be informed that your application has been **SUPPORTED**.

Duration Supported : 24 MONTHS

*This letter is valid for six (6) months from the date hereof.*

You may proceed to initiate the Employment Pass application via [esd.imi.gov.my](http://esd.imi.gov.my).

**Thank you.**

**Jawatankuasa Teknikal Berkaitan Pegawai Dagang  
Malaysian Investment Development Authority**

*Generated Date/Time: 2023-07-03 11:07:23*

*This is a computer-generated slip, no signature is required.*

**APPROVED**

**Next step for  
Employment Pass  
application and final  
approval**

**REJECTED  
MIDA SUPPORT  
LETTER FOR  
EMPLOYMENT  
PASS**



MALAYSIAN INVESTMENT  
DEVELOPMENT AUTHORITY



XPATSGATEWAY/MIDA/10156-126  
03 JULY 2023

Dear Sir/Madam,  
**ONLINE EXPATRIATE SUPPORT LETTER APPLICATION**

The above matter refers.

Company's Name : ██████████  
ROC No : ██████████  
Sector : Manufacturing

**Application Details**

Name : ██████████  
Nationality : INDIA  
Travel Document No : ██████████  
Position : CNC PROGRAMMER (UNIGRAPHIC/CADCAM)  
Salary : RM 5,300.00  
Position Category : Term Post

Please be informed that your application is **NOT SUPPORTED**.  
Rejection Reason(s) 1. INCOMPLETE DOCUMENT

**Remarks:**  
If you would like to re-apply, you may submit a new application via Xpats Gateway.

Thank you.

**Jawatankuasa Teknikal Berkaitan Pegawai Dagang  
Malaysian Investment Development Authority**

*Generated Date/Time: 2023-07-03 11:12:22*

*This is a computer-generated slip, no signature is required.*

**REJECTED**

Reason of rejection  
Supporting Letter is  
indicated in the  
letter

03

# ***SOPs and Guidelines***

*House Rules & Responsibility*

# House Rules for MIDA Support Letter

## COOLING PERIOD

NO cooling period for rejected support letter and can re-apply

## ONE-WAY COMMUNICATION

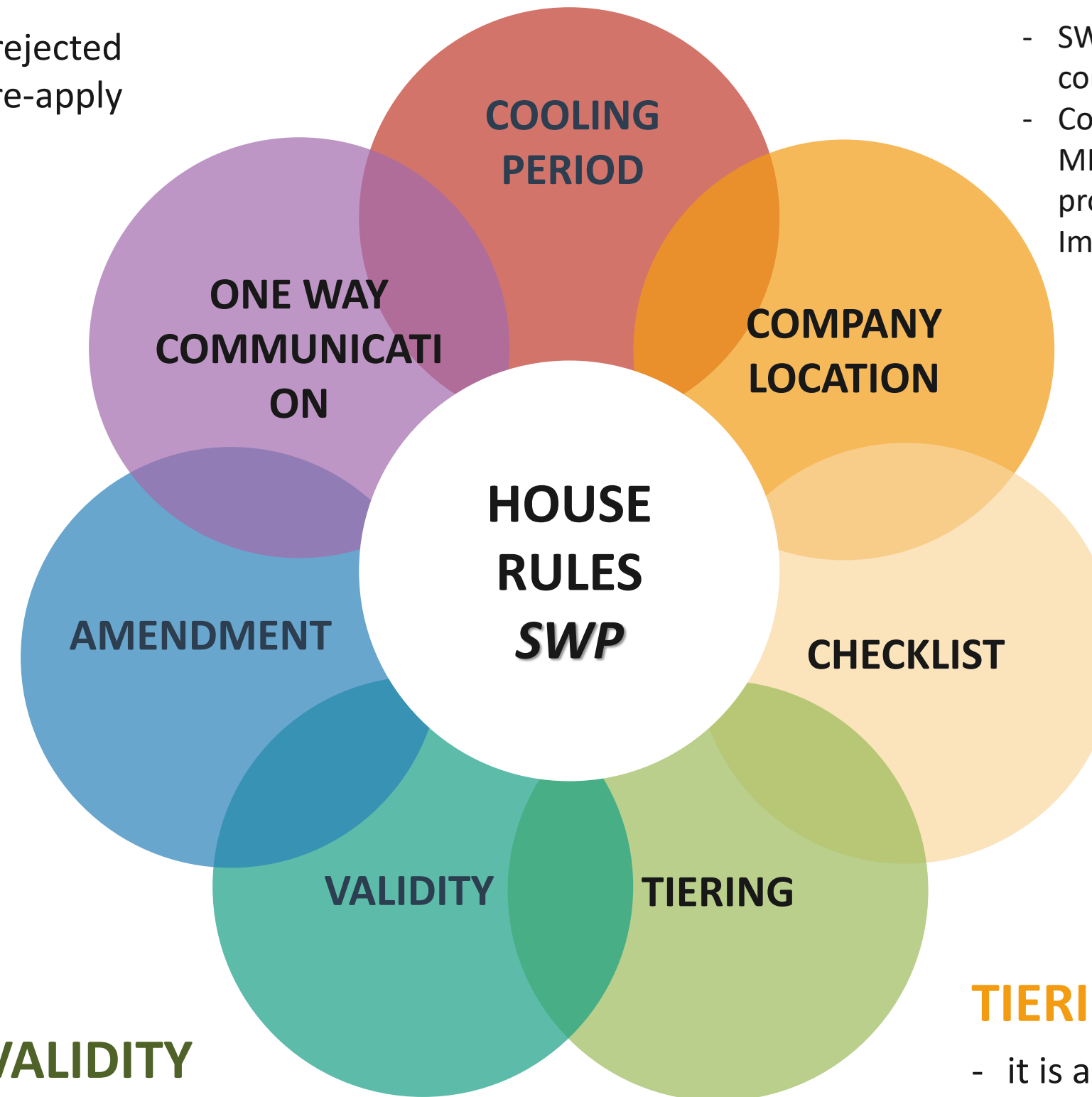
“Return” button is not available for MIDA to request additional information/documents. Thus, complete submission is a MUST.

## AMENDMENT

NO amendment of conditions or details in the MIDA Support Letter. Any amendmend, company to reapply through SWP as new application.

## VALIDITY

Six (6) months upon issuance date and ONLY one-time use



## COMPANY LOCATION

- SWP via <https://esd.imi.gov.my/> applicable ONLY for companies located in Peninsular Malaysia.
- Companies located in Sabah/Sarawak, to obtain MIDA approval letter via *InvestMalaysia* portal and proceed Employment Pass application to Immigration in Sabah/Sarawak.

## CHECKLIST

- ML/Incentive/Grant/Status/Letter of Exemption from ML
- Advertisement with MyFutureJobs
- JTK approval under Section 60K, Employment Act 1955
- Organisation Chart indicates the existing expatriate(s) and the expatriate(s) being applied for.
- Copy of Passport: All Pages (Full Booklet with Front & Back Pages)
- Resume of the Expatriate
- Certificates of Academic Qualifications (Certified True Copy by the Embassy/Notary Public/Company Secretary/HR Personnel/Company Directors)
- Copy of Employment Contract that clearly indicates the expatriate’s salary and terms
- Letter to justify the requirements of the position(s) with company letterhead.
- Copy of Previous MIDA Expatriate Post Approval Letter(s) (if any)

## TIERING

- it is a formulated tiering system in ESD Online System (Immigration System)
- MIDA has no authority to change the company’s tiering category

## Company Responsibility

### JTK Approval

- Compulsory under Section 60K, Employment Act 1955
- Via <https://www.eppax.gov.my/>
- Not applicable for renewal of EP

### Advertisement MyFutureJobs

- Via <https://myfuturejobs.gov.my/> ;
- Exempted if:
  - ✓ C-Suite & Key Posts; and expatriate with monthly income of RM15,000 and above;
  - ✓ Representative Office/ Regional Office (RERO);
  - ✓ Investors/Shareholders/Owners;
  - ✓ Corporate Transfers/ Placements / Trade Agreements

### ESD Account Registration

- Company registration with ESD Online System at <https://esd.imi.gov.my/>
- One Time Only for new company.



### Complete Documents

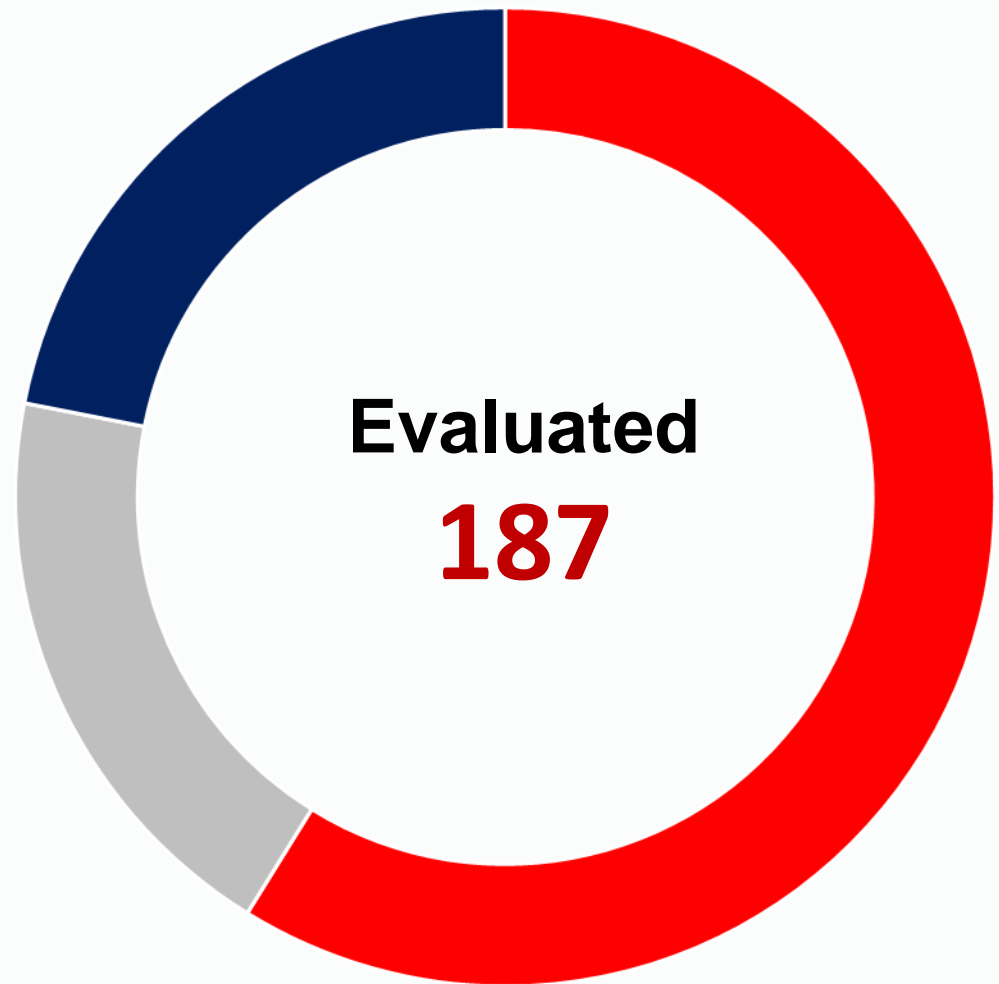
Incomplete uploaded documents will not be considered for MIDA Support Letter

### Correct Documents

Company to strictly adhere to **upload the correct documents**

**AVOID DELAY PROCESS TO OBTAIN  
EMPLOYMENT PASS APPROVAL**

**Supported : 41 (22%)**



**Not Supported :  
110 (59%)**

**Pending : 36 (19%)**

## Rejection Reason(s)

### Incomplete documents mainly;

- Failed to upload the correct documents as per MIDA checklist;
- JTK approval under section 60K of employment act 1955;
- Duration applied was not indicated;
- Corporate transfer/placement letter or copy of trade agreements if exempted from myfuturejobs
- No training program schedule for localization if it's for renewal;
- Inconsistency academic qualification
- Etc.

# ENQUIRY

- ❖ Clarification on MIDA Support Letter, please contact MIDA through;
  - a) Industry Talent Management & Expatriate Division, MIDA, via email at [swp@mida.gov.my](mailto:swp@mida.gov.my) or at +603-2267 3607; or
  - b) Foreign Investment Division, MIDA at +603-2267 6618 (for RERO establishment)
- ❖ Clarification on JTK approval under Section 60(K), Employment Act 1955, please contact JTKSM through Bahagian Pekerja Asing via email at [bpajtksm@mohr.gov.my](mailto:bpajtksm@mohr.gov.my) or at +603-8886 5208, +603-8886 2403, +603-8886 5235, +603-8886 2406
- ❖ Clarification on technical and other matters related to SWP / Xpat Gateway System, please contact Talent Corporation Malaysia Berhad through [helpdesk@myxpats.com.my](mailto:helpdesk@myxpats.com.my) or +603-7839 7171
- ❖ Clarification on Advertisement MyFutureJobs, please contact PERKESO through;
  - a) Ms. Noor Syazeera binti Shahbudin via email at [syazeera.shahbudin@perkeso.gov.my](mailto:syazeera.shahbudin@perkeso.gov.my) or at +6017 635 8516; or
  - b) Ms. Murni Faedah binti Jalaluddin via email at [faedah.jalaluddin@perkeso.gov.my](mailto:faedah.jalaluddin@perkeso.gov.my) or at +6019 609 5980



# THANK YOU

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