



PEJABAT PELAKSANAAN PROJEK DAN FASILITASI  
(Project Implementation and Facilitation Office)

# IMPLEMENTATION TRACKING & MONITORING SYSTEM (ITMS) @ ON-TRACK



Pejabat Pelaksanaan Projek dan Fasilitasi  
(Project Implementation and Facilitation Office)

## USER REFERENCE GUIDE

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## 1 Introduction

Welcome to MIDA's Implementation Tracking & Monitoring System (ITMS) @ On-Track User Reference Guide. This user reference guide is designed to facilitate and assist you to navigate through the system and maximize its full potential.

## 2 Implementation Tracking & Monitoring System (ITMS) @ On-Track

The Implementation Tracking & Monitoring System (ITMS) @ On-Track will monitor the progress of projects right from the date of approved project and provide immediate handholding to facilitate investors at all stages of Implementation. This will assure ease of doing business and faster project implementation.

### The System will enable TRACK:

- To track projects approved vs implemented
- To identify issues, challenges and problems in implementing projects
- To generate regular reports

## 3 General

### 3.1 URL

<http://ontrack.mida.gov.my/>

### 3.2 Email, Password and Project Serial No.

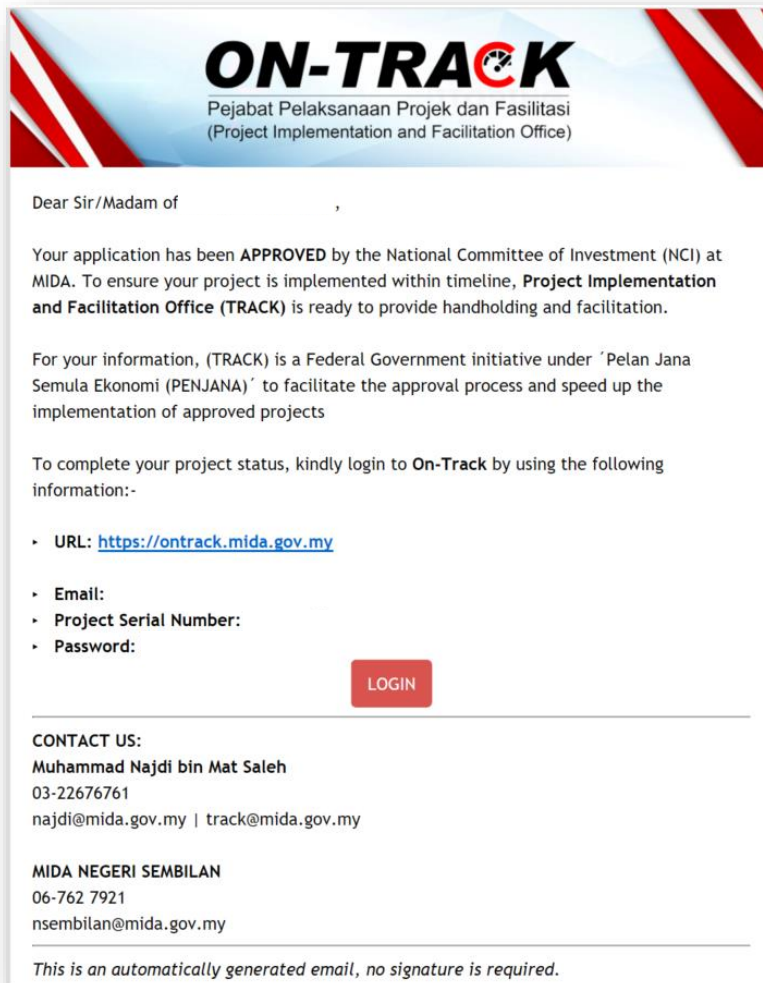
Email, password and project serial no. will be provided via email. Company will receive the email through company's registered email.

### 3.3 System Requirements

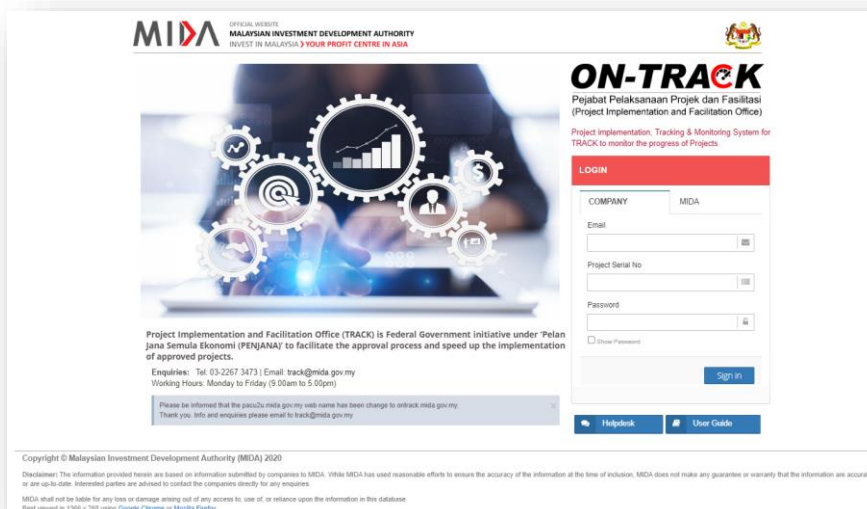
Requirements	Details
Processor	At least Intel Pentium® III 400 MHz
Memory	At least 128 megabyte (MB)
Operating System	Microsoft Windows® XP or higher
Web Browser	o Google Chrome (best viewed) o Mozilla Firefox

## 4 Getting Started

- Company will received handholding email from TRACK.



- Go to URL <http://ontrack.mida.gov.my/>. Company will be directed to below page.



- Enter **Email**, **Project Serial No.** and **Password** as given in handholding email then click button **Sign in** to sign in.

## 5 Update Project Implementation Stage

- Once company have successfully login, company will be directed to below page.

IMPLEMENTATION STAGE	STAGE CONFIRMATION	STAGE DATE	ACTION / TRAIL
<b>A. ACTIVE PLANNING</b>			
→ Site Acquired	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ OSC Approval	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ Active Planning—In Progress	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
<b>B. FACTORY / BUILDING CONSTRUCTION / MACHINERY INSTALLATION</b>			
→ Factory or Building Construction	<input checked="" type="radio"/> YES <input type="radio"/> NO	01/11/2022	Updated by: Verified by:
→ Machinery Installation	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
<b>C. PRODUCTION</b>			
→ Trial Production	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ Commercial Production	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
<b>D. PROJECT TEMPORARY SHELVED</b>			

- In this page, company can view:
  - Progress Status Timeline bar, starting from Approval date until current date.
    - If implementation progress timeline has reach 80%, the **Extension of Project Implementation Period for The Manufacturing Sector** bar will appear.

**Extension of Project Implementation Period for The Manufacturing Sector**

> Click [HERE](#) to request for extension/deferment.

> Already requested? Please attach the extension/deferment letter from MIDA.

Choose File No file chosen

Save

**Project Implementation Period**

Approval: ( 06/02/2017 - )

- At the **Extension of Project Implementation Period for The Manufacturing Sector**,
  - If company want to request for extension/deferment, please click [HERE](#)  
Company will be directed to the website as shown in the next page.

The screenshot displays the MIDA (Malaysian Investment Development Authority) website. The header includes the MIDA logo, the text 'OFFICIAL WEBSITE MALAYSIAN INVESTMENT DEVELOPMENT AUTHORITY INVEST IN MALAYSIA > YOUR PROFIT CENTRE IN ASIA', and a language selector set to 'English'. Navigation links for 'Forms and Guidelines', 'e-Services', 'FAQ', and 'Contact Us' are present. The main menu includes 'Home', 'Why Malaysia', 'Industries', 'Setting Up in Malaysia', 'Media & Events', and 'About MIDA'. The breadcrumb trail indicates the current page is 'Media & Events > Media Release/Announcement > Extension of Project Implementation Period for the Manufacturing Sector'.

## Extension of Project Implementation Period for the Manufacturing Sector

**EXTENSION OF PROJECT IMPLEMENTATION PERIOD FOR THE MANUFACTURING SECTOR**

**Eligibility**

- Companies that have obtained **Interim Approvals or Manufacturing Licences** under the Industrial Coordination Act, 1975 from MITI, and have yet to implement their projects.

**Duration**

- An approved manufacturing company will be automatically given an **extension of 12 months** to implement their projects.

**Effective date**

- The 12-month extension period will commence from the **end date of the implementation period** stated in the approval letter.

**How to apply?**

- Companies are required to apply to the Malaysian Investment Development Authority (MIDA), a government agency under MITI, by scanning the **QR Code** provided herewith.
- Companies can submit their applications to MIDA from **16 June 2020 until 31 May 2021**.

<https://forms.gle/2d-FMxvVSEWVC8tc7>

**PEMBERIAN LANJUTAN TEMPOH PELAKSANAAN PROJEK BAGI SEKTOR PERKILANGAN**

**Kelayakan**

- Syarikat-syarikat yang **telah mendapat kelulusan Interim atau Lesen Pengilang** di bawah Akta Penyaliran Perindustrian, 1975 daripada MITI, yang masih belum melaksanakan projek tersebut.

**Duration**

- Syarikat secara automatik akan diberikan tempoh tempoh selama **12 bulan** lagi untuk melaksanakan projek pengilangan yang telah diluluskan.

**Tarikh kuat kuasa**

- Lanjutan tempoh 12 bulan ini akan **bermula dari tempoh tamat** seperti yang telah dinyatakan di dalam Surat Kelulusan Lesen Pengilang syarikat.

**Cara memohon:**

- Syarikat boleh memohon kepada Lembaga Pembangunan Pelaburan Malaysia (MIDA) iaitu agensi yang bertanggungjawab oleh MITI melalui imbasan **QR code** yang disediakan.
- Pemohonan boleh dikemukakan kepada MIDA bermula dari **16 Jun 2020 sehingga 31 Mei 2021**.

<https://forms.gle/2d-FMxvVSEWVC8tc7>


- If company already requested, click  to attach **the extension/deferment letter from MIDA**. Then click

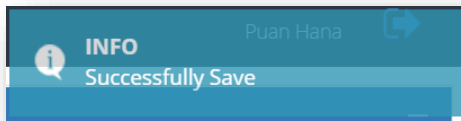
ii. Project Implementation Range. There are five (5) Implementation Stage:


- **Active Planning**
  - Company is actively involved in discussion/negotiation with relevant ministries/agencies/organizations (e.g. environmental department, local authorities, utilities companies) towards implementing its project, looking for funds/partner, etc.
- **Factory/Building Construction**
  - Company has rented/purchased a readymade factory/building or in the progress of construction/completed its construction.
- **Production**
  - Company already in production.
- **Project Temporary Shelved**
  - Company has temporarily shelved its project due to unforeseen circumstances economic conditions, etc, which will be revived thereafter.
- **Closed**
  - Company already closed.

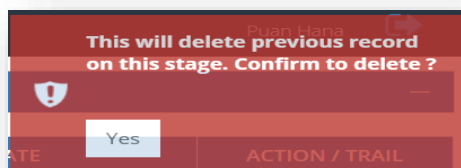
- Please update implementation stage based on current progress status.

IMPLEMENTATION STAGE	STAGE CONFIRMATION	STAGE DATE	ACTION / TRAIL
<b>A. ACTIVE PLANNING</b>			
→ Site Acquired	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ OSC Approval	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ Active Planning--In Progress	<input checked="" type="radio"/> YES <input type="radio"/> NO	14/07/2022	Updated by: Verified by:
<b>B. FACTORY / BUILDING CONSTRUCTION / MACHINERY INSTALLATION</b>			
→ Factory or Building Construction	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ Machinery Installation	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
<b>C. PRODUCTION</b>			
→ Trial Production	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
→ Commercial Production	<input type="radio"/> YES <input type="radio"/> NO	Select Stage Date	SAVE
<b>D. PROJECT TEMPORARY SHELVED</b>			
→ Project Temporary Shelved	<input type="radio"/> YES <input type="radio"/> NO	Select Decision Date	SAVE
<b>E. CLOSED</b>			
→ Closed Down	<input type="radio"/> YES <input type="radio"/> NO	Select Decision Date	SAVE
→ Withdrawn	<input type="radio"/> YES <input type="radio"/> NO	Select Decision Date	SAVE
→ Project Abandoned	<input type="radio"/> YES <input type="radio"/> NO	Select Decision Date	SAVE

- To update implementation stage, select YES at Stage Confirmation, Insert Stage Date and click button 



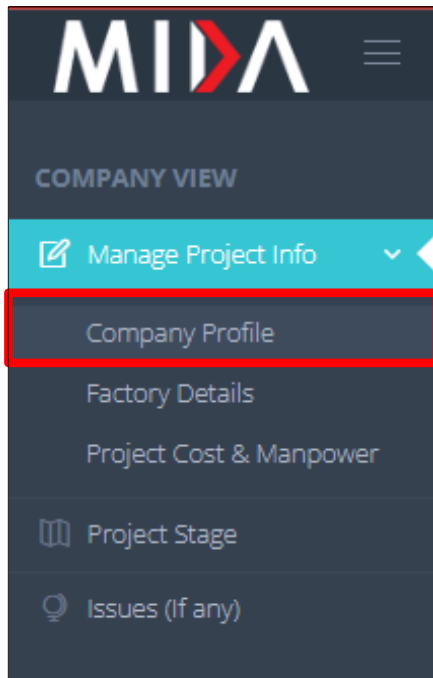
- To delete record, select NO at Confirmation, Insert Stage Date and click button 
- System will prompt confirm message as shown below, click Yes to delete previous record.



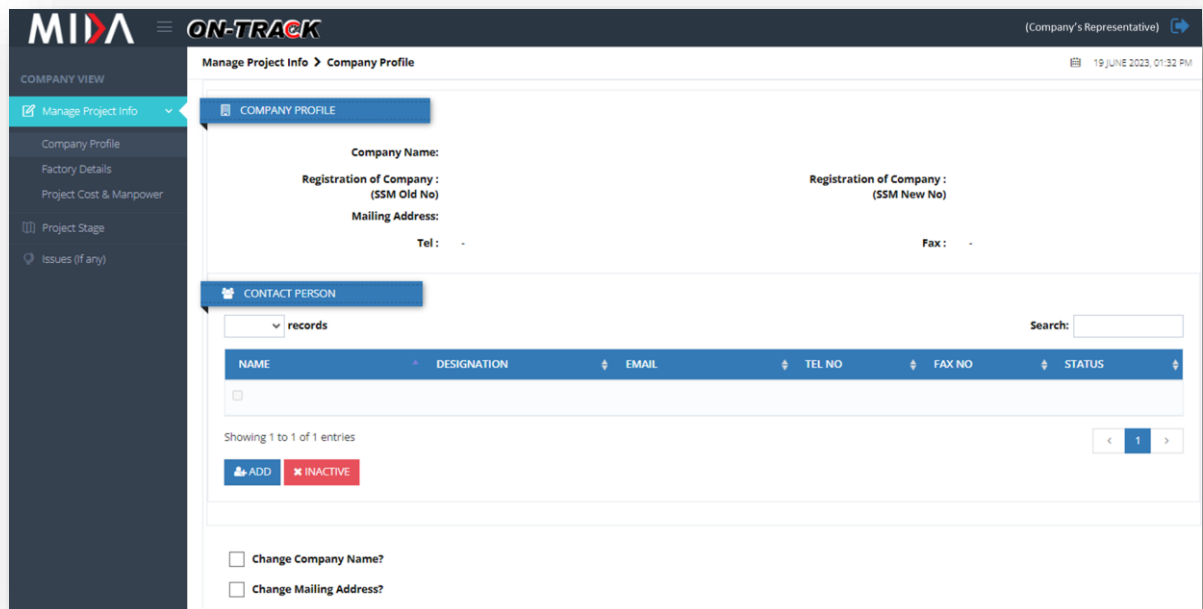



## 6 Edit Company Details

- To update company profile, go to **Manage Project Info** then click **Company Profile**.



- Below page will be displayed.



- Please verify all the company information.
- To add contact person, click button 

- Below page will be displayed.

**Add Contact Person Information**

\* Appointed Consultant? ☐ Yes ☐ No

\* Name

\* Designation

\* Email

\* Telephone

Fax

\* - Required Field

Save Close

- If user is the consultant, choose **Yes** at **Appointed Consultant** then enter **Name**, **Designation**, **Email**, **Telephone** and **Fax**. Click button **Save** to save all the information.
- The information will display as shown below:

**CONTACT PERSON**

▼ records Search:

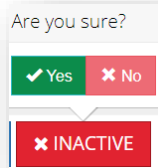
NAME	DESIGNATION	EMAIL	TEL NO	FAX NO	STATUS
<input type="checkbox"/>	Clerk				
<input type="checkbox"/>	Project Manager		123654789		Approved
Puan Hana					Approved

Showing 1 to 3 of 3 entries

ADD INACTIVE

- If contact person is inactive :
  - Click checkbox next to the contact person name.
  - Then click button **INACTIVE**

- After that, click Yes.



- If company want to update contact person, click on the contact person name.
- Below page will be displayed.

- Update all information required, then click button **Save**
- To change company name, click at the checkbox '**Change Company Name?**'

☐ **Change Company Name?**

- Below page will be displayed.

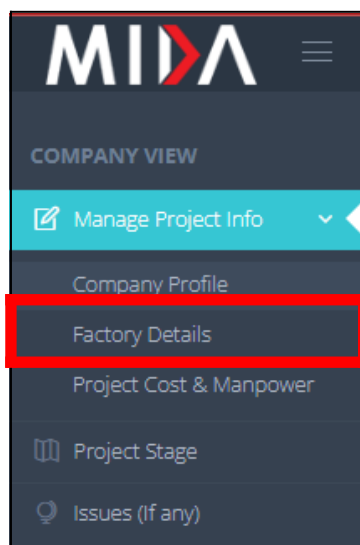
- Enter **Company Name** and click  to attach document **SSM Form 13**.
- Then click

- To change mailing address, click at checkbox '**Change Mailing Address?**'

☐ **Change Mailing Address?**

- Below page will be displayed.

- Enter **Mailing Address, Postcode, City, State, Tel No** and **Fax No**.
- Then click button
- To update company factory details, go to **Manage Project Info** then click **Factory Details**.



- Below page will be displayed.

- Please verify all the factory details.
- If different product/activities, click at checkbox '**Different Product? If yes, please sepecify**'

☐ **Different Product ? If yes, please specify:**

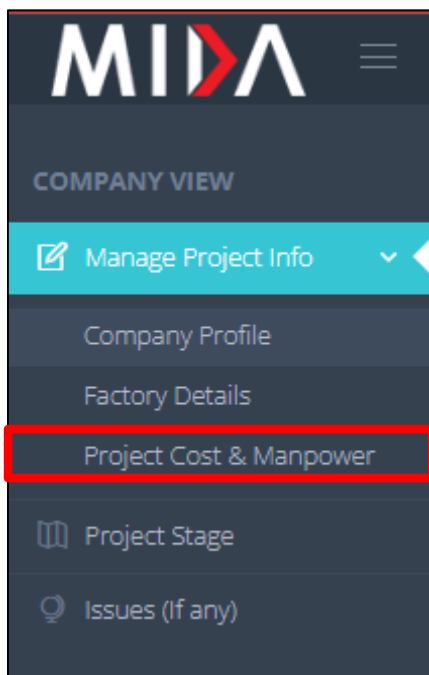
- Below page will be displayed.

- Fill-in the specify different project or product and click **Choose File** to attach **the necessary document on Product Change of this Approved Project**.
- Then click **Upload Document and Save New Product**
- To change factory address, click at checkbox '**Change Factory Address?**'

☐ **Change Factory Address?**

- Below page will be displayed.

- Enter **Factory Address**, **Postcode**, **City**, **state** and click **Choose File** to attach **Letter on Change Of Factory/Project from MIDA License & Incentive and Monitoring Section**.
- Then click **Upload Document and Save New Factory Address**
- To update finance and manpower, go to **Manage Project Info** then click **Project Cost & Manpower**.



- Below page will be displayed.

- To update project cost, click button
- System will prompt screen to add project cost information.

- Enter all required field, then click button
- Record will be display as shown below.

	Total Project Cost Incurred (RM)	As of date	Updated by	Verified by
<input type="checkbox"/>	1,000,000.00	01/06/2020	Puan Hana on 31/10/2020	

Showing 1 to 1 of 1 entries

- To delete record, click at checkbox then click button
- To update manpower, click button

- System will prompt screen to add manpower information.

Add Manpower Information

\* Managerial

\* Technical & Supervisory

\* Others

\* Total Manpower

\* As of Date

\* - Required Field

Save

Close

- Enter all required field, then click button 

Save
- Record will be display as shown below.

	Managerial	Technical & Supervisory	Others	Total Manpower	As of	Updated by	Verified by
<input type="checkbox"/>	10	5	20	35	01/06/2020	Puan Hana on 31/10/2020	

Showing 1 to 1 of 1 entries

<

1

>

+ ADD

✕ DELETE

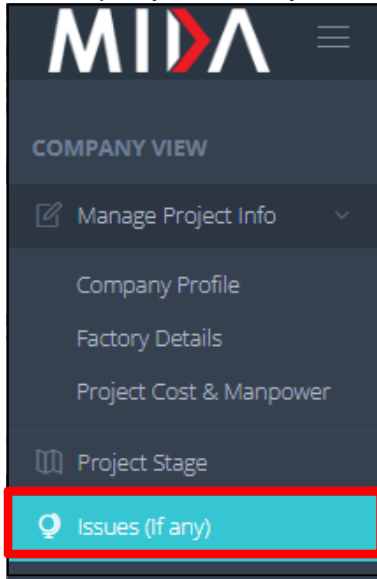
- To delete record, click at checkbox then click button 

✕ DELETE



## 7 Update Issues (If any)

- If company have any related issues to raise, go to **Issues (If any)**



- Below page will be displayed.

- Company are required to fill in all information based on selection of **Main Category** which are as follow:
  - ❖ [Utilities](#)
  - ❖ [Local Authorities](#)
  - ❖ [Environmental](#)
  - ❖ [Customs Department](#)
  - ❖ [Immigration Department](#)
  - ❖ [Others](#)

## Chapter A: Utilities

- Select Main Category: **Utilities**

\* Main Category

Utilities

\* Subcategory

Water => Supply

\* Technical Agencies / Service Provider Company

Please Select

\* Issue Description

\* First Contact Date

Select Date

Attachment

Choose File No file chosen

SAVE

- Fill-in all required fields.
- Click **Choose File** to attach the file, then click button **SAVE**
- Company issues will be displayed as shown below:

10 records

Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries

< 1 >

## Chapter B: Local Authorities

- Select Main Category: **Local Authorities**

\* Main Category

\* Subcategory

\* Issue Description

\* First Contact Date

Attachment  No file chosen

**SAVE**

- Fill-in all required fields.
- Click  to attach the file, then click button **SAVE**
- Company issues will be displayed as shown below:

10 records Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries < 1 >

## Chapter C: Environmental

- Select Main Category: **Environmental**

\* Main Category

\* Subcategory

\* DOE Office

\* Issue Description

\* First Contact Date

Attachment  No file chosen

- Fill-in all required fields.
- Click  to attach the file, then click button
- Company issues will be displayed as shown below:

10 records Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries < 1 >

## Chapter D: Customs Department

- Select Main Category: **Customs Department**

\* Main Category

\* Customs

\* Office

\* Branch

\* Issue Description

\* First Contact Date

Attachment  No file chosen

- Fill-in all required fields.
- Click  to attach the file, then click button
- Company issues will be displayed as shown below:

10 records Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries < 1 >

## Chapter E: Immigration Department

- Select Main Category: **Immigration Department**

\* Main Category: Immigration Department

\* Subcategory: [-- Select Subcategory --]


\* Office: Jabatan Imigresen


\* Branch: Please Select

\* Issue Description:

\* First Contact Date: Select Date

Attachment: Choose File | No file chosen

 **SAVE**

- Fill-in all required fields.
- Click **Choose File** to attach the file, then click button  **SAVE**
- Company issues will be displayed as shown below:

10 records

Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries

< 1 >

## Chapter F: Others

- Select Main Category: Others

\* Main Category

\* Subcategory

\* Offices

\* Issue Description

\* First Contact Date

Attachment  No file chosen

SAVE

- Fill-in all required fields.
- Click  to attach the file, then click button SAVE
- Company issues will be displayed as shown below:

10 records Search:

NO	MAIN CATEGORY	SUBCATEGORY	ISSUE TITLE	TECHNICAL AGENCIES / SERVICE PROVIDER COMPANY	ISSUES	FIRST CONTACT DATE	REMARKS	ATTACHMENT (IF ANY)	STATUS
1.	Utilities	Water	Supply	Indah Water Konsortium	Water Disruption too frequent	02/10/2020			New
2.	Local Authorities	Others	Others	Majlis Padawan	Didnt receive BL yet	07/10/2020			New
3.	Local Authorities	OSC Approval	No Objection Letter	MINTRED Sarawak	meeting has been canceled 3 times already	06/10/2020			New
4.	Environmental		Environmental Impact Assessment	Jabatan Alam Sekitar (DOE)	eia survey not done	01/10/2020			New
5.	Customs Department		Import Duty	Customs Department		18/02/2020			New
6.	Jabatan Imigresen		Others airport immi	Jabatan Imigresen :- Headquarters	no permission	12/10/2020			New

Showing 1 to 6 of 6 entries < 1 >

## FAQ's

**The first time you login to access MIDA Implementation Tracking & Monitoring System (ITMS), you will need to do the following:**

1. Click [here](#) to see more details.

## Login Issues

Some general things to note if company are having trouble logging in:

1. Incorrect User ID, Project Serial No. or Password.  
Make sure company is using the correct user ID, Project Serial No. and Password. Refer to the handholding email sent to company.
2. How can company tell if company is logged in?  
If company is logged in, company will see page with company user registered name being displayed at top right corner of the page. If company is not logged in, company will see the Login Page.
3. If company has any problem to access to MIDA Implementation Tracking & Monitoring System (ITMS) @ On-Track, please call MIDA Helpdesk at 03-22673633 or lodge the problem with MIDA Online Helpdesk.





## **SYSTEM FLOW DIAGRAM**

