

# [Getting started-hypermarket business in malaysia](https://assignbuster.com/getting-started-hypermarket-business-in-malaysia/)

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Import Licence for Fish Licence to Manufacture Bread Permission to Install Machinery Wholesale Licence for Drug & Cosmetic Wholesale/Retail Licence for Liquor Film Distribution Licence (Video Distribution) Halal Certification Cheap Sales Notice Approval for Extension of Operating Hours Temporary External Advertising Licence/Permit Entertainment Permit Intellectual Property Registration (Trade Mark) Apparatus Assignment Approval to Employ Expatriate Endorsement of Employment Pass/ Visit Pass (Temporary Work) 29 31 33 35 37 39 41 43 45 47 49 51 53 55 55 i Getting Started: Hypermarket Business in Malaysia OVERVIEW Distributive trade has been identified as one of the key industries in the services sector under the 9th Malaysian Plan. It is due to the fact that distributive trade as a whole grew from RM59. 6 billion in the year 2000 to RM205. 6 billion in 2005. The growth in distributive trade is visible with the emergence of modern and large departmental stores, shopping complexes and warehouse stores not only in the city centres but also in the suburbs, particularly near urban residential areas.

The Government policy of modernising distributive trade has resulted in an increase in the number of supermarkets and department stores as well as the emergence of large area retail outlets called hypermarket. Hypermarkets are stores larger than 8, 000 square meters (86, 000 square feet) that sell a wide range of household grocery products ranging from frozen goods and fresh products to textiles, garments and shoes, as well as electrical goods such as home kitchen items and audio-visual appliances.

Hypermarket is regarded as a convenient one-stop shopping centre that caters to a mix of consumers from housewives to students and working professionals. Due to the wide range of products offered, the hypermarket operator is required to obtain approvals from various Government agencies to sell certain products or conduct certain activities in his business premise. Information of those required approvals are compiled in this guidebook and it is hoped that it would provides a comprehensive reference to hypermarket operators in running their businesses. 1 Getting Started: Hypermarket Business in Malaysia

Stages of Approvals in Starting Hypermarket Business On the assumption that the hypermarket building is completed and ready to be occupied, the operator is required to apply a minimum of 14 approvals\* to start the business. However, he may also apply for a maximum of 29 approvals, depending on products sold as well as activities that are carried out in the premise. The 29 approvals can be categorised into 4 stages as follows: STAGE Stage 1: Company Registration Stage 2: Employer/Employee Registration Stage 3: Pre-Operational Approvals Stage 4: Additional Approvals TOTAL 15 29 5 6 3 NO.

OF APPROVALS Note: \* Approvals include licences, permits, registrations and authorisation letters. The minimum 14 approvals involved approvals needed in Stage 1 to Stage 3. Stage 4 comprised of 15 additional approvals that may be applied individually if the operator intends to sell certain product or involves in certain activities that require permission from Government authorities. The summary of approvals in all four stages is shown in Diagram 1. 2

Getting Started: Hypermarket Business in Malaysia DIAGRAM 1: SUMMARY OF APPROVALS FOR HYPERMARKET BUSINESS 1. 2. 3. Approval of Company’s Name Certificate of Incorporation Approval for Establishment of Distributive Trade (Foreign Equity) 10. 11. 12. 13. 14. Premise & Advertisement Licence for Hypermarket Registration Certificate for Electric Installation Retail Licence for Rice Wholesale/Retail Licence for Chicken Wholesale Licence for Sugar, Cooking Oil and Wheat Flour

STAGE 1 COMPANY REGISTRATION STAGE 2 EMPLOYER/ EMPLOYEE REGISTRATION 4. 5. 6. 7. 8. 9. STAGE 3 PREOPERATIONAL APPROVALS 15. 16. 17. 18. 19. 20. 21. 22. 23. 24. 25. 26. 27. 28. 29. STAGE 4 ADDITIONAL APPROVALS HYPERMARKET BUSINESS EPF Employer Registration EPF Member Registration SOCSO Employer Registration SOCSO Employee Registration IRB Employer Registration IRB Registration as Corporate Taxpayer

Import Licence for Fish Licence to Manufacture Bread Permission to Install Machinery Wholesale Licence for Drug & Cosmetic Wholesale/Retail Licence for Liquor Film Distribution Licence (Video Distribution) Halal Certification Cheap Sales Notice Approval for Extension of Operating Hours Temporary External Advertising Licence/Permit Entertainment Permit Trademark Registration Apparatus Assignment Approval to Employ Expatriate Endorsement of Employment Pass/Visit Pas (Temporary Work) 3 Getting Started: Hypermarket Business in Malaysia STAGE 1: COMPANY REGISTRATION

For the purpose of conducting business in Malaysia, the most common type of company incorporated under the Companies Act 1965 (CA) is a company limited by shares. It may be incorporated as a private company or public company. The requirements to form a company are: i. A minimum of two subscribers to the shares of the company (Section 14 CA); ii. A minimum of two directors (Section 122 CA); iii. A company secretary who can either: • An individual who is a member of a professional body prescribed by the Minister of Domestic Trade and Consumer Affairs; or • An individual licensed by Companies Commission of Malaysia.

Both the director and company secretary shall have their principal or only place of residence within Malaysia. For starting the hypermarket business, this Guidebook shall outline the incorporation procedures of a local company limited by shares . A hypermarket operator has to apply for two approvals namely the Approval of Company’s Name followed by the Certificate of Incorporation. 4 Getting Started: Hypermarket Business in Malaysia 1 2 Incorporation Procedures for Local Company a. Name Search With CCM And Application For Name A name search must be conducted to determine whether the proposed name of the company is available.

The steps involved are: i. Completion and submission of Form 13A Company Act (Request For Availability of Name) to CCM; and ii. Payment of a RM30. 00 fee for each name applied. When the proposed company’s name is approved by SSM, it shall be valid for three months from the date of approval. Approving Time The approving time for application for name is 1 day. b. Lodgement of Incorporation Documents The following documents must be submitted to CCM within three months from the date of approval of the company’s name: i.

Memorandum and Articles of Association • An original copy of the Memorandum and Articles of Association shall each be stamped at RM100. 00. Stamps are affixed at the Inland Revenue Board’s stamp office. • The directors and secretaries shall be named in the Memorandum and Articles of Association. • The subscribers to the company’s shares shall sign the 5 Getting Started: Hypermarket Business in Malaysia Memorandum and Articles of Association in front of a witness. • Table A of the Fourth Schedule in the Company Act can be adopted as the Articles of Association of the company (Section 30 CA). i. Form 48A (Statutory Declaration by a Director or Promoter before Appointment) The director or promoter declares under oath that: • he/she is not a bankrupt; and • he/she has not been convicted and imprisoned for the prescribed offences. iii. Form 6 (Declaration of Compliance) This declaration states that all the requirements of the CA have been complied with. It must be signed by the company secretary who handles the registration and named in the Memorandum and Articles of Association. iv.

Additional documents: • Original Form 13A; • A copy of the letter from CCM approving the name of the company; and • A copy of the identity card of each director and company secretary. Registration Fees Each application for the incorporation of a company shall be accompanied with payment as per schedule below: 6 Getting Started: Hypermarket Business in Malaysia AUTHORISED SHARE CAPITAL (RM) Up to 100, 000 100, 001 - 500, 000 500, 001 - 1 million 1, 000, 001 - 5 million 5, 000, 001 - 10 million 10, 000, 001 - 25 million 25, 000, 001 - 50 million 50, 000, 001 - 100 million 100, 000, 001 and above

FEES (RM) 1, 000 3, 000 5, 000 8, 000 10, 000 20, 000 40, 000 50, 000 70, 000 Approving Time The approving time for the incorporation of a local company is 1 day. A Certificate of Incorporation in Form 9 will be issued by CCM upon compliance with procedures and submission of completed documents. For further details, please contact: Company Commission of Malaysia (CCM) Level 2 & 10-18, Putra Place, 100, Jalan Putra, 50622 Kuala Lumpur Tel: 03-4047 6000 Fax: 03-4047 6371 Hotline: 03-40476011 / 6222 Email:[email protected]com. my Website: www. ssm. com. my 7 Getting Started: Hypermarket Business in Malaysia With effect from 1 December 2004, all proposals for foreign involvement in distributive trade must obtain the approval of the Committee on Distributive Trade, Ministry of Domestic Trade and Consumer Affairs. Approving Authority Ministry of Domestic Trade and Consumer Affairs Law & Regulations Guidelines on Foreign Participation in the Distributive Trade Services Malaysia Approving Authority Ministry of Domestic Trade and Consumer Affairs Application Process New establishment, Branch Expansion, Business Expansion and Business Premise Relocation Application. Premises a.

Any application for opening a distributive trade must be submitted to Ministry of Domestic Trade and Consumer Affairs (MDTCA) before obtaining approval from the local authority or any other relevant agency. b. The company that is applying for expansion /reconstructionof existing branch / outlet, must comply with the particular paid up capital and equity structure requirements. c. An impact study on the existing retail business at particular area must be conducted before an application can be considered if a distributive trade business outlet is to be operational in a stand Getting Started: Hypermarket Business in Malaysia alone building or if the sales floor area is more than 5, 000 square meters. d. Applications must be accompanied by the following documents: i. Description on the company activities/company profile; ii. Memorandum and Articles of Association of the company; iii. Latest original Register of Companies (ROC) computer print-out issued by Companies Commission of Malaysia (CCM); iv. A copy of Form 9 or 13, 24 and 49 that is certified by Company Secretary; v. A copy of Form 32A that is certified by Company Secretary; vi.

A complete copy of the Management, Service and Technical Assistance Agreements / Joint Venture Agreements or other agreements (if any); vii. Tenancy or lease agreement of the business premise / outlet / land; viii. Other relevant document such as purchase orders, sales invoices, import / export documents etc (if any); ix. A copy of the original building plan, the proposed plan together with the details of sales floor area and the total building area (for reconstruction of business premises application); x. Relevant information of the individuals/companies involved in the equity structure; xi.

Projected profit for the first 3 years / Auditedfinancial statementfor the latest 2 consecutives years (for existing company); and xii. All other relevant information (if any), that support the application. Applicants must complete and submit Form WRT 1 (obtained from MDTCA or downloaded from the ministry website at www. kpdnhep. gov. my), together with the required documents to: 9 Getting Started: Hypermarket Business in Malaysia Secretary Committee on Domestic Trade Ministry of Domestic Trade & Consumer Affairs Level 4, Lot 2G3, Precint 2 Pusat Pentadbiran Kerajaan Persekutuan 62323 Putrajaya Validity Period One-off approval.

Approving Time The Approval Letter will be issued within 28 days from the date of submission of complete application. For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 13, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 10 Getting Started: Hypermarket Business in Malaysia STAGE 2: EMPLOYER/EMPLOYEE REGISTRATION Hypermarket operator has to make both employer and employee registration with 3 agencies as follows: a.

Employees Provident Fund (EPF); b. Social Security Organisation (SOCSO); and c. Inland Revenue Board (IRB). Application to the above agencies can be applied concurrently and approvals can be obtained in one day. 4 As an employer, hypermarket operator must register with EPF within 7 days from the date the company becomes liable to contribute, that is as soon as an employee is hired. Employer is then required to make EPF contributions, both for the Employee and Employer portions, at the prevailing rates spelt out in the Third Schedule of the EPF Act 1991.

Currently, contribution rates are 11% for the employee and 12% for the employer. However, employer is advised to keep abreast with changes which may take place from time to time. Approving Authority Employees Provident Fund Law and Regulations EPF Act 1991 11 Getting Started: Hypermarket Business in Malaysia Application Process Hypermarket operator is required to complete Form EPF 1 and forward it together with the following documents: a. Photocopy of Identity Card (IC) of the person who signs the application form. Photocopy of IC must have the company chop and certified by the company secretary; and b.

Company Registration documents (Form 49 and Form 9) Validity Period One-off registration. Approving Time Employer’s Registration will be processed within 1 day from the date of submission of complete application. 5 Hypermarket operator as employer is also responsible to register an employee with the EPF, if he works for the first time. Approving Authority Employees Provident Fund Law and Regulations EPF Act 1991 Application Process An employer is required to complete Form EPF 3 and forward it together with the following documents: 12 Getting Started: Hypermarket Business in Malaysia . Photocopy of IC affixed with right and left thumbprint certified by employer; b. Photocopy of Birth Certificate (if do not have IC); and c. Photocopy of Passport/Work Permit and complete Form 16B (Foreigners). Validity Period One-off registration. Approving Time Members’ Registration will be processed within 1 day from the date of submission of complete application. For further details, please contact: Employees Provident Fund (EPF) Bangunan KWSP, Jalan Raja Laut, 50350 Kuala Lumpur Tel: 03-8732 6000 Fax: 03-2694 8433 Website: www. kwsp. com. my 13

Getting Started: Hypermarket Business in Malaysia 6 7 SOCSO administers two social security schemes for workers earning wages not exceeding RM3, 000 per month. Employees who receive a monthly wage exceeding RM3, 000 and who have nor previously registered or paid contributions to SOCSO are given an option to be covered under the Act. Both the employer and employee have to consent to the coverage by filling the optional form (PKS: (F)42). Once covered, workers remain covered irrespective of their wages. However, the maximum contribution is based on wages of RM3, 000 per month.

All employees who have been employed by an employer under a contract of service of apprenticeship are liable under Social Security Act 1969. Contribution under Employment Injury Insurance Scheme: a. Employer - 1. 25% of the employee' wages s b. Employee - Nil Contribution under the Invalidity Pension Scheme: a. Employer - 0. 5% of the employee’s wages b. Employee - 0. 5% of the employee’s wages Employer's Registration Hypermarket operator who employs employees is required to register and contribute monthly to SOCSO.

Employee’s Registration All employees eligible for coverage under the Act must register and contribute to SOCSO irrespective of the employment status whether it is permanent, temporary or casual in nature. 14 Getting Started: Hypermarket Business in Malaysia Approving Authority Social Security Organisation Law & Regulations Social Security Act 1969 Application Process Hypermarket operator is required to submit Form 1 (Employer Registration Form) and Form 2 (Employee Registration Form) to the relevant Local Office with the following documents: a.

Form 9 – Certificate of Incorporation of Company; b. Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; c. Form 13 - for change of name of company. Validity Period One-off registration. Approving Time The approving time for both registrations is 1 day. For further details, please contact: Sosial Security Organisation (SOCSO) Menara PERKESO 281, Jalan Ampang 50538 Kuala Lumpur Tel: 03-4264 5000 Fax: 03-4256 7713 Website: www. perkeso. gov. my 15 Getting Started: Hypermarket Business in Malaysia 8

Hypermarket operator is required to register as an employer with IRB for the purpose of payment of Scheduled Tax Deductions pursuant to the Income Tax (deduction From Remuneration) Rules 1994. Approving Authority Inland Revenue Board Law & Regulations Income Tax (Deduction From Remuneration) Rules 1994 Application Process Registration can be made by using the Return Form of an Employer (Form E) which must be furnished to the IRB branch with the following documents: a. Form 9 - Certificate of Incorporation of Company. b. Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars.

Validity Period One-off registration. Approving Time The approving time for registration is 1 day. For further details, please contact: Pusat Khidmat Pelanggan Level 12, Menara C, Persiaran MPAJ, Jalan Pandan Utama, Pandan Indah, 55100 Kuala Lumpur. Toll Free Line: 1-300-88-3010 16 Getting Started: Hypermarket Business in Malaysia 9 Hypermarket operator who conducts business in Malaysia is required to furnish the Income Tax Return Form to IRB pursuant to Section 77A of the Income Tax Act 1967 irrespective of profit or loss.

Approving Authority Inland Revenue Board Law & Regulations Income Tax Act 1967 Application Process The application for registration must be furnished to IRB with the following documents: Registered address with CCM, Address of main business premise, Name and address of tax agent, Date of commencement of operations, Accounting period of the company, Company’s Memorandum & Articles of Association, Form 9 - Certificate of Incorporation of Company, Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars, i. Form 24 – Return of Allotment of Shares, j.

Form 13 - Change in name of company (if any). Validity Period One-off registration. Approving Time The approving time for registration is 1 day. a. b. c. d. e. f. g. h. 17 Getting Started: Hypermarket Business in Malaysia For further details, please contact: Pusat Khidmat Pelanggan Level 12, Menara C, Persiaran MPAJ, Jalan Pandan Utama, Pandan Indah, 55100 Kuala Lumpur. Toll Free Line: 1-300-88-3010 18 Getting Started: Hypermarket Business in Malaysia STAGE 3: PRE-OPERATIONAL APPROVALS To enable the hypermarket to start operating the business, five approvals are required.

These approvals can be applied concurrently. 10 Hypermarket operator is required to apply Business Licence to carry out his business activities. The application can be simultaneously applied with Advertisement Licence. Approving Authority Respective Local Authorities Laws & Regulation a. Trades, Businesses and Industries By-Laws b. Advertisements By-Laws Application Process Application can be made using the forms that are available on the website or can be obtained at the counter of respective local authorities. Completed application form must be accompanied by the following documents: a.

A copy of the company’s Memorandum and Articles of Association; b. A copy of Form 9 – Certificate of Incorporation of Company; c. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; d. A copy of the premise’s location plan; e. A drawing indicating the design of each proposed signboard; 19 Getting Started: Hypermarket Business in Malaysia f. A letter of agreement or consent from the owner of the building (if applicable); and g. A copy of identity card/passport of the applicant.

Validity Period The business and advertisement licence is valid between 1 to 3 years depending on the option by the applicant. The date of the validity period shall start from the application date and expire on the same date next year or the following years. Approving Time The hypermarket operator may commence his business upon receiving an acknowledgement for licence application from local authority. Business licence will be issued within 7 days from the date of application. 60 days reprieve time is given to the hypermarket operator to fulfil the requirements imposed by the local authority.

For further details, please contact: Respective Local Authorities as per Appendix A. 20 Getting Started: Hypermarket Business in Malaysia 11 Hypermarket operator is required to register the electrical installation under Regulation 3 of Electrical Regulations 1994. Approving Authority Energy Commission of Malaysia (EC). Law & Regulations a. Electricity Supply Act 1990 b. Electricity Regulations 1994 Application Process Application for the registration of installation must be made by using Form ST(KE)9 which can be obtained from EC Regional Offices.

The form can also be downloaded from EC website at www. st. gov. my. The application must be submitted with the following documents: a. Form A (First Schedule in Electricity Regulations 1994) which is signed by the owner or management of the installation themselves; b. Plan, schematic drawing and specification which is signed by Professional Electrical Engineer; c. Form G (Supervision and Completion Certificate) which is made out and signed by registered wiremen whereby the wiremen must be employed on a full-time basis by a registered Electrical Contractor; and d.

Form H (Test Certificate), which is made out and signed by wiremen/Electrical Services Engineer. 21 Getting Started: Hypermarket Business in Malaysia Hypermarket operator may also appoint a consultant or registered electrical contractor with the EC to apply the registration of installation for him. The application must be submitted to EC Regional Offices according to the installation address as per Appendix B. Registration is subjected to an annual fee based on the installation capacity. Validity Period The Registration for Installation is valid for 1 to 5 years based on the application made.

Approving Time Approval for registration will be given within 30 days from the date of submission of complete application. For further details, please contact: Energy Commission of Malaysia 13th Floor, Menara TH Perdana, 1001, Jalan Sultan Ismail, 50250, Kuala Lumpur. Tel: 03-2612 5400 Fax: 03-2693 7791 Email:[email protected]gov. my Website: www. st. gov. my 22 Getting Started: Hypermarket Business in Malaysia 12 A hypermarket operator who sells rice is required to have the Retail Licence for Rice and comply with all requirements under the Paddy and Rice Control Act 1994.

Approving Authority Ministry of Agriculture and Agro-based Industry Law And Regulations Paddy and Rice Control Act 1994 (Act 522) Application Process Application for the licence must be made by using the BP/D form which is available at the Paddy and Rice Division, Ministry of Agriculture and Agro- Based Industry and all its 19 branch offices in the country. The application must be submitted with the following documents: a. A copy of the company’s Memorandum and Articles of Association; b. A copy of Form 9 – Certificate of Incorporation of Company; c.

A copy of Form 24 – Return of Allotment of Shares; d. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; and e. Approval and verification for business operation document from the Local Authority. Validity Period The Retail Licence for Rice is valid for 3 months, 1 year or 3 years depending on the option by the applicant. 23 Getting Started: Hypermarket Business in Malaysia Approving Time The approving time for Retail Licence for Rice is between 1 to 10 days from the date of submission of complete application.

For further details, please contact: Ministry Of Agriculture and Agro-Based Industry Paddy and Rice Enforcement Section Paddy and Rice Division Wisma Tani, No. 28, Persiaran Perdana, Precint 4, 62624 Putrajaya. Tel: 03-8870 1000 Fax: 03-8870 1761 Email:[email protected]gov. my Website: http://agrolink. moa. gov. my 24 Getting Started: Hypermarket Business in Malaysia 13 Since chicken is considered as one of the controlled items in Malaysia, a hypermarket operator who sells chicken is required to have the Wholesale/Retail Licence for Chicken.

Approving Authority Ministry of Domestic Trade and Consumer Affairs Law & Regulations a. Control of Supplies Act 1961 b. Control of Supplies Regulation 1974 Application Process The application for the licence must be made by using Form PKB4: CB/CR – Chicken that can be obtained from the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) or downloaded through its website at www. kpdnhep. gov. my. The application must be submitted to KPDNHEP with the following documents: a. Permit to operate business from the relevant Local Authority; b.

A copy of Form 24 - Return of Allotment of Shares; c. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Change of Particulars; d. Approval from Department of Veterinary Services, Ministry of Agriculture; and e. Supporting letter from supplier. Validity Period The Wholesale/Retail Licence for Chicken is valid for 3 years. Approving Time The Wholesale/Retail Licence for Chicken will be issued within 14 days from the date of submission of complete application. 25 Getting Started: Hypermarket Business in Malaysia

For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 13, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 26 Getting Started: Hypermarket Business in Malaysia 14 Hypermarket operator is required to obtain Wholesale Licence to sell sugar, cooking oil and wheat flour which are listed as controlled items in Malaysia. Approving Authority Ministry of Domestic Trade and Consumer Affairs Law & Regulations a.

Control of Supplies Act 1961 b. Control of Supplies Regulation 1974 Application Process The application for the licence must be made by using Form PKB1: AM/AB – Sugar, Wheat Flour and Cooking Oil that can be obtained from the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) or downloaded through its website at www. kpdnhep. gov. my. The application must be submitted to KPDNHEP with the following documents: a. Permit to operate business from the relevant Local Authority; b. A copy of Form 24 - Return of Allotment of Shares; c.

A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Change of Particulars; and d. Supporting letter from authorised supplier for supply of sugar/flour/cooking oil. Validity Period The Wholesale Licence for Sugar, Wheat Flour and Cooking Oil is valid for 3 years. 27 Getting Started: Hypermarket Business in Malaysia Approving Time The Wholesale Licence for Sugar, Wheat Flour and Cooking Oil will be issued within 14 days from the date of submission of complete application. For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 3, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 28 Getting Started: Hypermarket Business in Malaysia STAGE 4: ADDITIONAL APPROVALS Hypermarket operator may apply for additional approvals if he intends to sell more products or involve in more business activities that require permission from Government authorities. 15 Hypermarket operator intending to import fish or fish-based products is required to apply for import licence from Fisheries Development Authority of Malaysia (LKIM).

Approving Authority Fisheries Development Authority of Malaysia Laws and Regulations a. Lembaga Kemajuan Ikan Malaysia Act 1971 (Act 49) b. Fish Marketing Regulations 1973 and other amendments. related Application Process Application for LKIM Licence must be made on-line through LKIM website at http://www. lkim. gov. my or LKIM e-licensing website http://elesen. lkim. gov. my. Pursuant to that, LKIM State Office will conduct a premise inspection and applicant is required to provide the following documents during the inspection: a.

A copy of identity card and one identity card size coloured photograph of the applicant; b. A copy of the company’s Memorandum and Articles of Association; c. A copy of Form 24 – Return of Allotment of Shares; 29 Getting Started: Hypermarket Business in Malaysia d. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; e. A copy of Bank Statement for the last 3 months; f. A copy of sale and purchase agreement or tenancy agreement or ownership certificate of trading facilities. Validity Period The LKIM Licence is valid for 1 year.

Approving Time The licence will be issued within 10 working days from the date of submission of complete application. For further details, please contact: Fisheries Development Authority of Malaysia (LKIM) Tingkat 10, Menara Olympia, No. 8, Jalan Raja Chulan, 50200 Kuala Lumpur Tel: 03-2617 7000 Fax: 03-2070 8716 Website: www. lkim. gov. my Email:[email protected]gov. my 30 Getting Started: Hypermarket Business in Malaysia 16 Hypermarket operator has to obtain an approval to enable him to manufacture and sell bread in his premise. Approving Authority Ministry of Domestic Trade and Consumer Affairs Law & Regulations a.

Control of Supplies Act 1961 b. Control of Supplies Regulation 1974 Application Process The application for the licence must be made by using Form PKB3: RM – Bread that can be obtained from the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) or downloaded through its website at www. kpdnhep. gov. my. The application must be submitted to KPDNHEP with the following documents: a. Permit to operate business from the relevant Local Authority; b. A copy of Form 24 - Return of Allotment of Shares; and c. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Change of Particulars.

Validity Period The Licence to Manufacture Bread is valid for 3 years. Approving Time The Licence to Manufacture Bread will be issued within 14 days from the date of submission of complete application. 31 Getting Started: Hypermarket Business in Malaysia For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 13, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 32 Getting Started: Hypermarket Business in Malaysia 17

Hypermarket operator who intends to produce bread is required to have an approval to install the machinery in his business premise. Approving Authority Department of Occupational Safety andHealthLaws and Regulations a. Factories and Machinery Act 1967 (Revised 1974) b. Factories and Machinery (Notification, Certificate of Fitness and Inspection) Regulations 1970 Application Process The application for the approval must be made by using Form JKJ 105 that can be obtained from the Department of Occupational Safety and Health’s (DOSH) State Offices or downloaded through its website at www. osh. gov. my. The application must be submitted to DOSH State Offices with the following documents: a. A copy of machinery layout; b. A copy of Building Plan; and c. Process flow of the production of product (bread). Validity Period One-Off Approval Approving Time The approval will be issued within 14 days from the date of submission of complete application. 33 Getting Started: Hypermarket Business in Malaysia For further details, please contact: Department of Occupational Safety and Health Level 2-4, Blok D3, Parcel D, Pusat Pentadbiran Kerajaan Persekutuan, 62350 Putrajaya.

Tel: 03 8886 5349 Fax: 03 8689 2443 Website: www. dosh. gov. my 34 Getting Started: Hypermarket Business in Malaysia 18 Hypermarket operator is required to apply Wholesaler’s License to sell by wholesale or supply registered products other than poison as defined under the Control of Drugs and Cosmetics Regulations1984. Approving Authority Drug Control Authority (DCA), Ministry of Health Malaysia. Laws & Regulations a. Poison Act 1952 and Regulations (Act 366) b. Sales of Drug Act 1952 (Act368) c. Dangerous Drug Act 1952 and Regulations (Act 234) d.

Control of Drugs and Cosmetics Regulations 1984 Application Process Application forms are available on the website www. bpfk. gov. my. A complete application form must be submitted with the following documents: Organization chart; Premise location plan; Premise layout plan; List of facilities within storage area; Complete Recall Procedure for Product; List of product other than registered product which been stored together within the storage area; g. Copy of Registration of Company Certificate; h. Copy of Premise/Business License; and i.

Copy of applicant’s Identification Card (I/C). a. b. c. d. e. f. 35 Getting Started: Hypermarket Business in Malaysia Validity Period The Wholesaler’s Licence for registered product is valid for 1 year. Approving time The Wholesaler’s Licence will be issued within 30 days from the date of submission of complete application. For further details, please contact: Centre for Compliance and Licensing National Pharmaceutical Control Bureau Ministry of Health Malaysia Lot 36, Jalan Universiti, 46200 Petaling Jaya, Selangor. Tel: 03-7883 5400 Fax: 03-7957 1200 Email:[email protected]ov. my Website: www. bpfk. gov. my 36 Getting Started: Hypermarket Business in Malaysia 19 Excise Act 1976 requires the hypermarket operator to apply Wholesale/Retail Licence to enable them to sell liquor in his business premise. Approving Authority a. Penang State Secretary Office/Penang Municipal Council/ Seberang Jaya Municipal Council b. Kuala Lumpur City Hall c. Respective District Offices (other than Penang and Kuala Lumpur) Law & Regulations a. Excise Act 1976 b. Excise Regulations 1977 c. Excise (Sales of Intoxicating Liquors) Regulations 1977 d.

Excise (Licensing Boards) Regulations 1977 Application Process Application for Whosale/Retail Licence for Liquor can be made by using the form in Third Schedule of Excise Act 1976 that is available at all approving authorities. The application must be submitted with the following documents: a. 5 copies of Memorandum and Articles of Association, Certificate of Incorporation of Company and Form 49 Return Giving Particulars in Register of Directors, Managers and Change of Particulars b. 5 copies of authorisation letters (if the applicant is not company director) c. copies of advertisement of application for the licence as published in the newspaper (both English and Malay versions) d. 5 copies of Premise Licence or document certifying that the Premise Licence has been submitted for renewal e. 5 copies of applicant’sphoto(passport size) 37 Getting Started: Hypermarket Business in Malaysia f. 5 copies of applicant’s identity card g. 5 copies of location map showing the proposed location in the building h. 5 copies of premise photo (internal and external) i. 5 copies of the premise location map The application will be tabled in the Licensing Board meeting that is held every three months.

Validity Period The validity period of newly issued Wholesale/Retail Licence varies from 6 months to 1 year. Approving Time The approving time for Wholesale/Retail Licence is 90 days. For further detailed information, please contact: District Offices/Penang State Secretary Office as per Appendix C 38 Getting Started: Hypermarket Business in Malaysia 20 Hypermarket operator who intends to sell videos in his business premise is required to apply Film Distribution Licence. Approving Authority Ministry of Unity, Culture, Arts and Heritage Laws and Regulations a.

National Film Development Corporation Malaysia (FINAS) Act 1981 b. National Film Development Corporation Malaysia (FINAS) Regulations (Licensing) 1983 Application Process Application for Film Distribution Licence must be made by using the form in First Schedule (Regulation 2(1)) of FINAS Act 1981 that can be obtained from Ministry of Unity, Culture, Arts and Heritage. The application must be submitted to Licensing and Enforcement Division of Ministry of Unity, Culture, Arts and Heritage Malaysia with the following documents: a. A copy of the company’s Memorandum and Articles of Association; b.

A copy of Form 24 – Return of Allotment of Shares; c. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; and d. A copy of tenancy agreement (if applicable). Validity Period The Film Distribution Licence is valid for 1 year. 39 Getting Started: Hypermarket Business in Malaysia Approving Time The Film Distribution Licence will be issued within 7 days of submission of complete application. For further details, please contact: Ministry of Unity, Culture, Arts and Heritage Menara TH Perdana, Maju Junction, 1001 Jalan Sultan Ismail, 50694 Kuala Lumpur.

Tel : 03-2612 7600 Fax : 03-2693 5114 / 2697 6100 Email :[email protected]gov. my 40 Getting Started: Hypermarket Business in Malaysia 21 Hypermarket operator is encouraged to apply for Halal Certification for products/consumer goods andfoodpremises in the hypermarket to cater the Muslim consumers. Approving Authority Halal Industry Development Corporation Law & Regulations a. Trade Descriptions Act 1972 i. Trade Descriptions (Use of Expression “ Halal”) Order 1975 ii. Trade Descriptions (Marking of Food) Order 1975 b. Act/Enactment on Shariah Criminal Laws (Federal Territories) 1997 c.

Food Act 1983 and Food Regulations 1985 d. Animal Rules Ordinance 1962 e. Custom Act 1962 f. Local Authority By-Laws Application Process Halal Certification can be applied on-line at www. halal. gov. my. Subsequently, the following supporting documents must be submitted manually to Halal Industry Development Corporation (HDC): a. b. c. d. e. f. Photocopy of Registration of Company Certificate; Photocopy of Local Authority Licence; Particulars of Halal Executive (Syariah); Particulars of 2 Muslim Chef (for food premises); Halal certificates of ingredients and product specifications; and Location map.

Complete application will be notified via an on-line letter of acknowledgment and instruction for payment of service fee based on the rate specified. A site inspection will be conducted after the application meets all requirements and service fee had been fully 41 Getting Started: Hypermarket Business in Malaysia paid. The inspection report will be presented at the Halal Certification Panel Meeting and Halal Certificate will be issued to the applicant upon the approval of the said Panel.

Validity Period The Halal Certificate is valid for three years and the hypermarket operator is required to submit a renewal application four months prior to the expiry date. Approving Time The Halal Certificate will be issued within 2 months after the payment of service fee has been made. For further details, please contact: Halal Industry Development Corporation (HDC) Ground Floor, Block 2200, Enterprise Building 3, Persiaran APEC, 63000 Cyberjaya, Selangor. Tel: 03-83510200 Fax: 03-83187044 Website: www. halal. gov. my 42 Getting Started: Hypermarket Business in Malaysia 22

Hypermarket operator who has been operating for at least 6 months is allowed to conduct cheap sales in his premise with permission from the authority. Approving Authority Ministry of Domestic Trade and Consumer Affairs Laws and Regulations Trade Descriptions Regulations (Cheap Sales Price) 1997 Application Process The applicant is required to send a notice by completing the form as stipulated in Regulation 3 of Trade Descriptions Regulations (Cheap Sales Price) 1997 to the Ministry of Domestic Trade and Consumer Affairs not less than 14 days from the date the cheap sales begin.

The applicant is allowed to conduct a maximum of 5 cheap sales per year as follows: a. 3 cheap sales whereby the period has been pre-determined and gazzetted by the Ministry; and b. 2 cheap sales whereby the period is determined by the applicant. Validity Period The notice allows a maximum of 30 days each for every cheap sale conducted. Approving Time The application for cheap sales will be approved in 1 day. 43 Getting Started: Hypermarket Business in Malaysia For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 3, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 44 Getting Started: Hypermarket Business in Malaysia 23 Effective 14 November 2008, hypermarkets are allowed to operate from 9. 00 am to 11. 00 pm during weekdays and from 9. 00 am to 1. 00 am during weekend and festive seasons. However hypermarkets may extend the operating hours with permission from the authority.

Approving Authority Ministry of Domestic Trade and Consumer Affairs Laws and Regulations Guidelines on the Opening of Hypermarket Application Process The applicant is required to write officially to the Ministry of Domestic Trade and Consumer Affairs informing the date and time the hypermarket intends to extend its operation hours. The letter should be addressed to the following: Secretary Committee on Domestic Trade Ministry of Domestic Trade & Consumer Affairs Level 4, Lot 2G3, Precint 2 Pusat Pentadbiran Kerajaan Persekutuan 62323 Putrajaya.

Validity Period The validity period is subjected to the application made. Approving Time The Approval Letter will be issued within 28 days from the date of submission of application. 45 Getting Started: Hypermarket Business in Malaysia For further details, please contact: Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) No. 13, Persiaran Perdana, Presint 2, Pusat Pentadbiran Kerajaan Persekutuan, 62323 Putrajaya Tel: 03-8882 5500 Fax: 03-8882 5762 Hotline: 1800 886 800 Website: www. kpdnhep. gov. my 46 Getting Started: Hypermarket Business in Malaysia 24

Hypermarket operator who intends to publicly display an advertisement (eg. bunting and banner) is required to apply for the Temporary External Advertisement Licence to carry out these activities. Approving Authority Respective Local Authorities in areas the advertisement will be displayed. Law and Regulations Local Authority Advertisement By-Laws Application Process Application for the licence must be made by using Application Form for Temporary External Advertisement Licence not later than 7 days before the advertisement is set up and displayed. The application must be submitted with the following documents: a.

A copy of the company’s Memorandum and Articles of Association; b. A copy of Form 9 – Certificate of Incorporation of Company; c. A copy of Form 24 – Return of Allotment of Shares; d. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; e. Advertisement sketch; f. Location map (if in public area); and g. Copy of applicant’s Identity Card. 47 Getting Started: Hypermarket Business in Malaysia Validity Period The validity period is subjected to the application made with the maximum period of 3 months.

Approving Time The Temporary External Advertisement Licence will be issued within 5 days from the date of submission of complete application. For further details, please contact: Local Authorities as per Appendix A 48 Getting Started: Hypermarket Business in Malaysia 25 Hypermarket operator who intends to organise an entertainment event (e. g. performance by an artist and stage show) in his premise is required to apply for the Entertainment Permit/Licence to carry out these activities. Approving Authority Respective Local Authorities in which the hypermarket is operated.

Law and Regulations Local Authority Advertisement By-Laws Application Process Application for the licence must be made by using Application Form for Entertainment Permit/Licence not later than 14 days before the event. The application must be submitted with the following documents: a. A copy of the company’s Memorandum and Articles of Association; b. A copy of Form 9 – Certificate of Incorporation of Company; c. A copy of Form 24 – Return of Allotment of Shares; d. A copy of Form 49 - Return Giving Particulars in Register of Directors, Managers and Changes of Particulars; e.

A copy of floor plan and location map; f. Approval letter from owner of the building (if applicable); g. 2 copy of premise’s photo; and h. A copy of applicant’s Identity Card Validity Period The validity period is subjected to the application made. 49 Getting Started: Hypermarket Business in Malaysia Approving Time The Entertainment Permit/Licence will be issued within 5 days from the date of submission of complete application. For further details, please contact: Local Authorities as per Appendix A 50 Getting Started: Hypermarket Business in Malaysia 26

A hypermarket operator is encouraged to register his trade mark(s) for a claim(s) of an exclusive right(s) to use his mark(s). A trade mark is a mark which distinguishes the goods or services of one trader from another. A mark(s) may includes words, logos, pictures, names, letters, numbers or a combination of these. Approving Authority Intellectual Property Corporation of Malaysia (MyIPO) Law & Regulations a. Trade Marks Act 1976 b. Trade Marks Regulations 1997 Application Procedure An applicant for registration must file Form TM 5 (5 copies inclusive of 1 original) with the following documents: a. statutory declaration declaring ownership of the said mark(s); b. a prescribed fee of RM 250. 00 by cash or cheque/moneyorder/postal order in the name of Perbadanan Harta Intelek Malaysia; c. a “ priority date claim” (PDC) document (if any) if it is a foreign filing; and d. other supporting documents such as a copy of Form 49 (if a company) and other relevant documents. An application for a trade mark(s) may be filed at any time immaterial of the fact whether the trade mark has been used, being used or proposed to be used at a later date.

A local application may file a trade mark(s) directly himself but a foreign application shall only be filed through a registered trade mark agent. 51 Getting Started: Hypermarket Business in Malaysia Application forms can be downloaded from MyIPO website at www. myipo. gov. my and on line filing is also available in the same website. An applicant is also be advised to do a prior search at MyIPO or through on line search facility before submitting an application to avoid duplicity or similar mark(s) being registered.

A duly completed application must be submitted to: Registrar of Trade Mark Intellectual Property Corporation of Malaysia Level 32, Menara Dayabumi Jalan Sultan Hishamuddin 50623 Kuala Lumpur Validity Period The period of protection is 10 years, renewable for a period of every 10 years thereafter. Approving Time Provided the application conforms to the provision of the Trade Marks Act 1976 and the Paris Convention, a trade mark certificate will be issued in 12 months from the date of filing. Although the procedure of registration would take about 12 months from the date of filing the right conferred starts from the same date.

For further details, please contact: Intellectual Property Corporation of Malaysia Menara Dayabumi Jalan Sultan Hishamuddin 50623 Kuala Lumpur Tel: 03-2263 2100 (Operator)/03-2274 5113 (Helpdesk) 03-2263 2198/2199 (Counter Service) Fax: 03-2274 1332 Website: www. myipo. gov. my E-mail:[email protected]gov. my 52 Getting Started: Hypermarket Business in Malaysia 27 Hypermarket operator who intends to use or operate telecommunication apparatus in a specific frequency band is required to apply for the Apparatus Assignment.

Under the Communications and Multimedia (Spectrum) Regulations 2000, apparatus includes: a. b. any transmitter or receiver or a combination of both including any accessory equipment, any other device or equipment which either alone or together with one or more other devices or equipment is capable of interfering with or being subject to interference by electromagnet radiation, or any device which can be used for the purposes of radio communications-based network facilities, network services or application services. c.

Approving Authority MalaysiaCommunicationand Multimedia Commission (MCMC) Law & Regulations a. Communications and Multimedia Act 1998 b. Communications and Multimedia (Spectrum) Regulations 2000 Application Process Application must be made by using the Application for Apparatus Assignment Form which is available at MCMC Headquarters and its regional offices. The form can also be downloaded from MCMC website at www. mcmc. gov. my. The complete application form with equipment specification and network diagram must be submitted to the MCMC Headquarters or any of its regional offices.

A processing fee of RM60 is charged per application. The apparatus assignment fee (licence fee) will be invoiced to the 53 Getting Started: Hypermarket Business in Malaysia applicant after the application has been processed. Applicant will be issued with the apparatus assignment certificate once the apparatus assignment fee has been paid. Validity Period Apparatus Assignment is valid for 3 months to 5 years based on the application made. Approving Time The approval will be given in 30 days from the date of submission of complete application.

For further details, please contact: Malaysia Communication and Multimedia Commission 63000 Cyberjaya Selangor Tel: 03 8688 8000 Fax: 03 8688 1000 Freephone : 1-800-888-030[email protected]gov. my Website: www. mcmc. gov. my 54 Getting Started: Hypermarket Business in Malaysia 28 29 Hypermarket operator who intends to employ expatriate to work in the hypermarket is required to apply for the Approval to Employ Expatriate and subsequently for the Employment Pass/Visit Pass (Temporary work). Expatriates are only allowed to work in the following three categories of post: a.

Key Posts These are the highest level of managerial posts in foreignowned private companies and firms operating in Malaysia. Key posts are posts that are essential for companies to safeguard their interest and investments. These expatriates are responsible in determining the company’s policies in achieving itsgoalsand objectives. E. g. Executive Chairman, Chief Executive Officer, Managing Director and Project Manager. Executive Posts These are the intermediate level of managerial and professional posts.

The posts requireacademicqualifications, practical experience, skills and expertise related to the respective jobs. The expatriates are responsible for implementing the company’s policies and supervision of staff. E. g. Management function such as Marketing Manager and Investment Manager. Non-executive Posts These are posts for performance of technical jobs that requires specific technical or practical skills and experience. E. g. Food/Nutrition Technologist and Product/Flavouring Specialist. 55 b. c. Getting Started: Hypermarket Business in Malaysia

Approving AuthorityImmigrationDepartment of Malaysia Law & Regulations Immigration Regulations 1963 Application Process There are two stages of approval in the employment of expatriate which comprised of Approval to Employ Expatriate and Employment Pass/Visit Pass (Temporary Work). a. Approval to Employ Expatriate The hypermarket operator is required to apply for the Approval to Employ Expatriate issued by Expatriate Committee (EC) of Immigration Department. The application must be made by using Form DP10 that can be downloaded from Immigration Department’s website at www. mi. gov. my or obtained from any Immigration Department offices. The application must be submitted with the following documents: i. ii. Authorisation letter from the company; Cover letter explaining the company’s activities and justifications for the posts; iii. Latest print-out from the Companies Commission of Malaysia (CCM), Forms 9, 24 and 49; iv. Premise/Business Licence from the Local Authority; and v. A copy of Approval for the Establishment of Distributive Trade (if applicable). b.

Employment Pass/Visit Pass (Temporary Work) Upon approval of expatriate posts by EC, the hypermarket must submit the application for the endorsement of Employment Pass/Visit Pass (Temporary Work) to Immigration Department. 56 Getting Started: Hypermarket Business in Malaysia The application must be made by using Form DP11 and submitted with the following documents: i. ii. iii. iv. v. vi. Company cover letter Company authorisation letter (if applicable) Stamped Employment Contract Stamped Personal Bond Personal resume and academic qualification certificate Company Registration documents (Form 9, Form 24 and Form 49) vii.

Copy of the expatriate’s passport (each page) viii. Photo of the expatriate ix. Marriage Certificate/ Birth Certificate/ Embassy Letter/ Custody Letter (if applicable) There are two types of passes issued subjected to the expatriate’s employment period which are Employment Pass (for more than 2 years) and Visit Pass (Temporary Work) (for less than two years). Once the Employment Pass/Visit Pass (Temporary Work) has been endorsed, the expatriate can be hired.

For expatriates who are required to have Reference Visa (RV) to enter this country, the visa are obtainable at any Malaysian Mission abroad on application after getting approval from Immigration Department in Malaysia. Validity Period The validity period is subjected to the type of passes issued as follows: a. Employment Pass – more than 2 years to 5 years b. Visit Pass (Temporary Work) – up to 2 years Approving Time a. Approval to Employ Expatriate will be issued in 7 days b. Employment Pass/Visit Pass (Temporary Work) will be issued in 3 days 57 Getting Started: Hypermarket Business in Malaysia

For further details, please contact: Employment Pass Division, Level 3, Block 2G4 (Podium), Presint 2, 62550 Putrajaya. Tel: 03-8880 1423/1424/1431 or 03-8880 1571 (Call Centre) Fax: 03-8880 1394 Email:[email protected]gov. my Website: www. imi. gov. my 58 Getting Started: Hypermarket Business in Malaysia ACKNOWLEDGEMENT This Guidebook is a collaborative effort of Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) and the following Government agencies and hypermarket management: a. b. c. d. e. f. g. h. i. j. k. l. m. n. o. p. q. r. s.

Company Commission of Malaysia; Department of Safety and Health; Employee Provident Fund; Energy Commission of Malaysia; Fisheries Development Authority of Malaysia; Halal Industry Development Corporation; Immigration Department of Malaysia; Inland Revenue Board of Malaysia; Intellectual Property Corporation of Malaysia; Local Government Department; Malaysian Communication and Multimedia Commission; Ministry of Agriculture and Agro-based Industry; Ministry of Domestic Trade and Consumer Affairs; Ministry of Health; Ministry of Unity, Culture, Arts and Heritage; Social Security Organisation; Mydin Mohamed Holdings Bhd (Mydin Hypermarket); Magnificient Diagraph Sdn. Bhd (Carrefour); and GCH Retail (Malaysia) Sdn Bhd (Giant Hypermarket). 31 Disember 2008 Disclaimer: All information in this Guidebook are correct at the time of publication.

The information on the approvals are subjected to changes made by the related agencies. 59 Getting Started: Hypermarket Business in Malaysia APPENDICES Appendix A Appendix B Appendix C : : : List of Local Authorities List of Energy Commission Regional Offices List of District Office and Penang State Secretary Office 60 Getting Started: Hypermarket Business in Malaysia APPENDIX A LIST OF LOCAL AUTHORITIES Local Authority Johore Darul Takzim 1) Johor Bahru City Council P. O Box 232 Jalan Dato' Onn 80720 JOHOR BAHRU Skudai 81300 JOHOR BAHRU Jalan Pejabat 83000 BATU PAHAT Jalan Pejabat Kerajaan 86000 KLUANG Jalan Pejabat Kerajaan 81000 KULAI Karung Berkunci No. 516 84009 MUAR Jalan Padang 81900 KOTA TINGGI 85300 SEGAMAT No. 43, Jalan Ibrahim 86800 MERSING Jalan Alsagoff 82000 PONTIAN No. 1, Jalan Abdullah 85000 SEGAMAT Tel: 07 -2282525 Fax: 07-2230619 Tel: 07-5561005 Fax: 07-5568007 Tel: 07-4341045 / 4341944 Fax: 07-4321164 Tel: 07-7771401 Fax: 07-7713209 Tel: 07-6632132 Fax: 07-6632407 Tel: 06-9521204 / 206 Fax 06-9522691 Tel: 07-8831004 Fax: 07-8834015 Tel: 07-9251781 Fax: 07-9251308 Tel: 07-7981818 Fax: 07-7992616 Tel: 07-6871442 Fax: 07-6873131 Tel: 07-9314455 / 2708 Fax: 07-9312712 Tel : 07-7551300 / 7551303 Fax: 07-7556131 Tel : 06-9781261 / 9782226 Fax : 06-9782670 Tel : 07-4671276 Fax : 07-4671712 Address Tel/Fax 2) Johor Bahru Tengah Municipal Council Batu Pahat Municipal Council 3) 4) 5) 6)

Kluang Municipal Council Kulai Municipal Council Muar Municipal Council 7) 8) 9) 10) 11) Kota Tinggi District Council Labis District Council Mersing District Council Pontian District Council Segamat District Council 12) Simpang Renggam District Council Tangkak District Council 13) Jalan Pejabat 86200 SIMPANG RENGGAM Pejabat Besar, Majlis Daerah Tangkak 84900 TANGKAK Km 1, Jalan Labis 83700 YONG PENG 14) Yong Peng District Council Kedah Darul Aman 1) 2) Alor Setar City Council Kulim Municipal Council Jalan Kolam Air 05675 ALOR SETAR No. 102-140, Lorong Kota Tel : 04-7332499 Fax: 04-7334377 Tel : 04-4907526/ 61 Getting Started: Hypermarket Business in Malaysia

Kenari 5/1 Kota Kenari 09000 KULIM Sungai Petani Municipal Council 08000 SUNGAI PETANI Langkawi Municipal Council Baling District Council Bandar Baharu District Council Kubang Pasu District Council Bandaraya Pelancongan 07000 LANGKAWI 09100 BALING 09800 SERDANG District Administration Complex 06000 JITRA 06300 KUALA NERANG Level 3, Wisma Sri Pendang 06700 PENDANG 08200 SIK 06900 YAN 4906522 Fax: 04-4901443 Tel : 04-4212205 Fax : 04-4233416 Tel : 04-9666590 Fax 04-9666158 Tel : 04-4701800 Fax : 04-4701580 Tel : 04-4077264 Fax : 04-4077581 Tel : 04 9171901 Fax 04-9174057 Tel : 04-7866328 Fax : 04-7866639 Tel : 04-7596077 Fax: 04 7596709 Tel : 04-4695394 Fax : 04-4695448 Tel : 04-4655745 Fax: 04-4655990 Tel : 09-7484477 / 7483209 Fax : 09-7486026 Tel : 09-7788524 Fax : 09-7788563 Tel : 09-9121235 Fax 09-9121044 Tel : 09-7886112 / 7887267 Fax : 09-7886031 Tel : 09-7440725 Fax : 09-7440725 Tel : 09-9665215 / 9666121 Fax : 09-9663284 Tel : 09-9751076 Fax : 09-9751431 Tel : 09-7909250 Fax : 09-7903250 Tel : 09-7866272 / 6011 Fax : 09-7867011 3) 4) 5) 6) 7) 8) 9) Padang Terap District Council Pendang District Council 10) 11) Sik District Council Yan District Council Kelantan Darul Naim 1) Kota Bharu Municipal Council Jalan Hospital 15000 KOTA BHARU 16300 BACHOK 18300 GUA MUSANG 16450 KETEREH 2) 3) 4) Bachok District Council Gua Musang District Council Ketereh District Council 5) 6)

Kuala Krai Selatan District 18200 DABONG Council Kuala Krai Utara District Council JKR 60, Jalan Sultan Yahya Petra 18000 KUALA KRAI Machang District Council Level1&2, Bangunan Aked MDM Jalan Dato' Hashim 18500 MACHANG Jalan Pejabat 17000 PASIR MAS 16800 PASIR PUTEH 7) 8) 9) Pasir Mas District Council Pasir Puteh District Council 62 Getting Started: Hypermarket Business in Malaysia 10) 11) 12) Tanah Merah District Council Tumpat District Council Jeli District Council 17500 TANAH MERAH Jalan Dato' Keramat 16200 TUMPAT 17600 JELI Tel : 09-9556026 Fax : 09-9556826 Tel : 09-7252244 Fax : 09-7256919 Tel : 09-9440023 Fax : 09-9440007 Tel : 06-2326411 Fax: 06-2325716 Tel : 06-5562575 Fax : 06-5564909 Tel : 06-5291811 / 5291245 Fax : 06-5293537 Tel : 06-7642944 Fax: 06-7637449 Tel : 06-8501890 Fax : 06-8501893

Melaka Bersejarah 1) Melaka Bersejarah City Council No. 1, Graha Makmur Lebuh Ayer Keroh 75450 MELAKA Jalan Dato' Said Dol 78000 ALOR GAJAH 77000 JASIN 2) 3) Alor Gajah Municipal Council Jasin Municipal Council Negeri Sembilan Darul Khusus 1) Seremban Municipal Council Wisma Perbandaran, Jalan Yam Tuan 70990 Seremban No. 1, Kompleks Pentadbiran Kerajaan Persiaran Pusat Bandar 71800 NILAI KM 1, Jalan Pantai 71009 PORT DICKSON Dewan Besar, Kuala Kelawang 71600 JELEBU 72120 BANDAR SERI JEMPOL JKR 74, Jalan Perpateh 72009 KUALA PILAH Dewan Merdeka, Jalan Dato' Maharaja Lela 71309 Rembau 73000 TAMPIN 2) Nilai Municipal Council 3) Port Dickson Municipal Council 4) Jelebu District Council 5) 6) 7)

Jempol District Council Kuala Pilah District Council Rembau District Council Tel : 06-6473904 / 6471122 Fax : 06- 6474984 Tel : 06-6136479 / 6136991 Fax : 06-6137515 Tel : 06-4581233 Fax : 06-4685800 Tel : 06-4814025 Fax : 06-4811042 Tel : 06-6851144 Fax : 06-6855117 Tel : 06- 4411601 Fax : 06-4413001 Tel : 09-5121666 / 555 Fax : 09-5161273 Tel : 09-2961477 / 2901222 Fax : 09-2962664 Tel : 09-2221148 Fax : 09-2223729 Tel : 05-4911455 / 8) Pahang 1) Tampin District Council Kuantan Municipal Council Jalan Tanah Putih 25100 KUANTAN 28000 TEMERLOH 2) Temerloh Municipal Council 3) 4) Bentong Municipal Council Cameron Highlands District Jalan Ketari 28700 BENTONG P. O. Box 66 63 Getting Started: Hypermarket Business in Malaysia

Council 39007 TANAH RATA 4912097 Fax : 05-4911728 Tel : 09-2662205 / 2663511 Fax : 09-2661545 / Tel : 09-3121253 Fax : 09-3123953 Tel : 09-4771411 / 4771412 Fax : 09-4771511 Tel : 09-4211077 Fax : 09-4221954 Tel : 09-3551175 / 3551804 Fax : 09-3554270 Tel : 09-4146677 / 4146688 Fax : 09-4146077 Tel: 09-2501700 Fax: 09-2501708 Tel : 04-2637637 Fax: 04-2626260 5) Jerantut District Council 27000 JERANTUT 6) Lipis District Council 7) 8) Maran District Council Pekan District Council Level 4, Lipis Centerpoint Buliding 27200 KUALA LIPIS 26500 MARAN Jalan Mahkota 26600 PEKAN BANDAR DIRAJA 26700 RAUB 9) Raub District Council 10) Rompin District Council 26800 KUALA ROMPIN 11) Bera District Council Bandar Bera 28200 BERA Pulau Pinang 1) Penang Island Municipal Council Level 4, KOMTAR Jalan Penang 10675 PULAU PINANG Seberang Perai Municipal Council 2) Jalan Perda Utama, Tel : 04-5497555 Bandar Perda Fax: 04-5389700 14000 BUKIT MERTAJAM 8) Perak Darul Ridzwan 1) Ipoh City Council Jalan Sultan Abdul Jalil,

Greentown 30450 IPOH Jalan Pinang Raja 32040 SERI MANJUNG Jalan Raja Chulan 33000 KUALA KANGSAR Wisma Perbandaran Taiping 34000 TAIPING Jalan Sekolah 36000 TELUK INTAN Kompleks Pentadbiran MDKS, Jalan Iskandar 31900 KAMPAR Tel : 05-2413733 Fax: 05-2537396 / 2540144 Tel: 05-6871363 / 6871365 Fax: 05-6882102 Tel: 05-7763199 Fax: 05-7761004 Tel : 05-8080777 Fax: 05-8068957 Tel: 05-6221299 Fax: 05-6212446 Tel : 05-4671020 Fax: 05-4671040 2) Manjung Municipal Council 3) 4) Kuala Kangsar Municipal Council Taiping Municipal Council 5) 6) Teluk Intan Municipal Council Kinta Selatan District Council 64 Getting Started: Hypermarket Business in Malaysia 7) Gerik District Council Jalan Haji Meor Yahaya 33300 GERIK No. 1 Wisma MDK, Jalan Padang 34200 PARIT BUNTAR P. O Box 35, 31000 BATU GAJAH Tel : 05-7912305 / 7912686 Fax : 05-7912288 Tel : 05-7161228 Fax : 05-7169268 Tel : 05-3632020 Fax : 05-3665930 8) Kerian District Council 9)