



# FREQUENTLY ASKED QUESTIONS ON SPECIAL APPROVAL (SA) AND CLEARANCE LETTER (CL) FOR PERSONAL APPLICATION

Version 1

June 2020

**1) What Is the definition Special Approval (SA) and Clearance Letter (CL)?**

Special Approval (SA) and Clearance Letter (CL); a document that represents both Special Approval and import permit for personal application (Special Approval application under individual name). It shall substitute the existing import permit document. Nonetheless, the information contained in the SA and CL document remains in line with import permit requirement.

**2) Who should apply for Special Approval (SA) and Clearance Letter (CL)?**

It is applicable to any individual applicants who are importing communication, multimedia, and hybrid products (non-communication product that is integrated with wireless features such as **Wi-Fi, Bluetooth, ANT, NFC, Zigbee, WPT, RFID, LoRA, NB-IoT, GSM, 3G, 4G LTE, 5G**) are encouraged to apply for Special Approval and import permit electronically through our online system, eComM.. For example, laptop, mobile phone, smart watch) Registration must be done on the name of receiver/consignee of the shipment

**3) Reason why this Special Approval (SA) and Clearance Letter (CL) are required?**

It is a mandatory requirement for importing or bringing communication and hybrid equipment into Malaysia under the Customs Act 1967 (Prohibition of Imports) Order 2017.

**4) Reason should apply and submit application through SIRIM?**

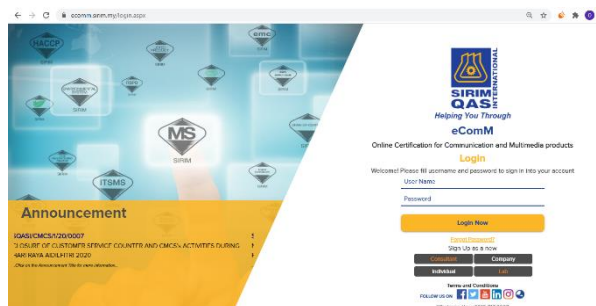
SIRIM as Permit Issuing Agencies (PIA) or Cross Border Regulatory Agencies (CBRA) appointed by the Royal Customs of Malaysia to manage the processing and approval of import permit for communications & hybrid equipment.

**5) What is the Prohibited item to import?**

- i. Used/refurbished/reconditioned/second-hand communication equipment
- ii. FM Radio receivers operating outside the 87.5 MHz – 108 MHz band, except meteorology broadcasting receiver on “spot” frequency
- iii. Toy walkie talkie
- iv. Any communication equipment which does not comply with MCMC Technical Code or applicable standards which may include items in clause 3.1 in Certification Requirements

**6) How to apply for the Special Approval (SA) and Clearance Letter (CL)**

- a. Log on to (<https://ecommm.sirim.my/>) and register as Individual. Refer **Individual Module User Guide**.



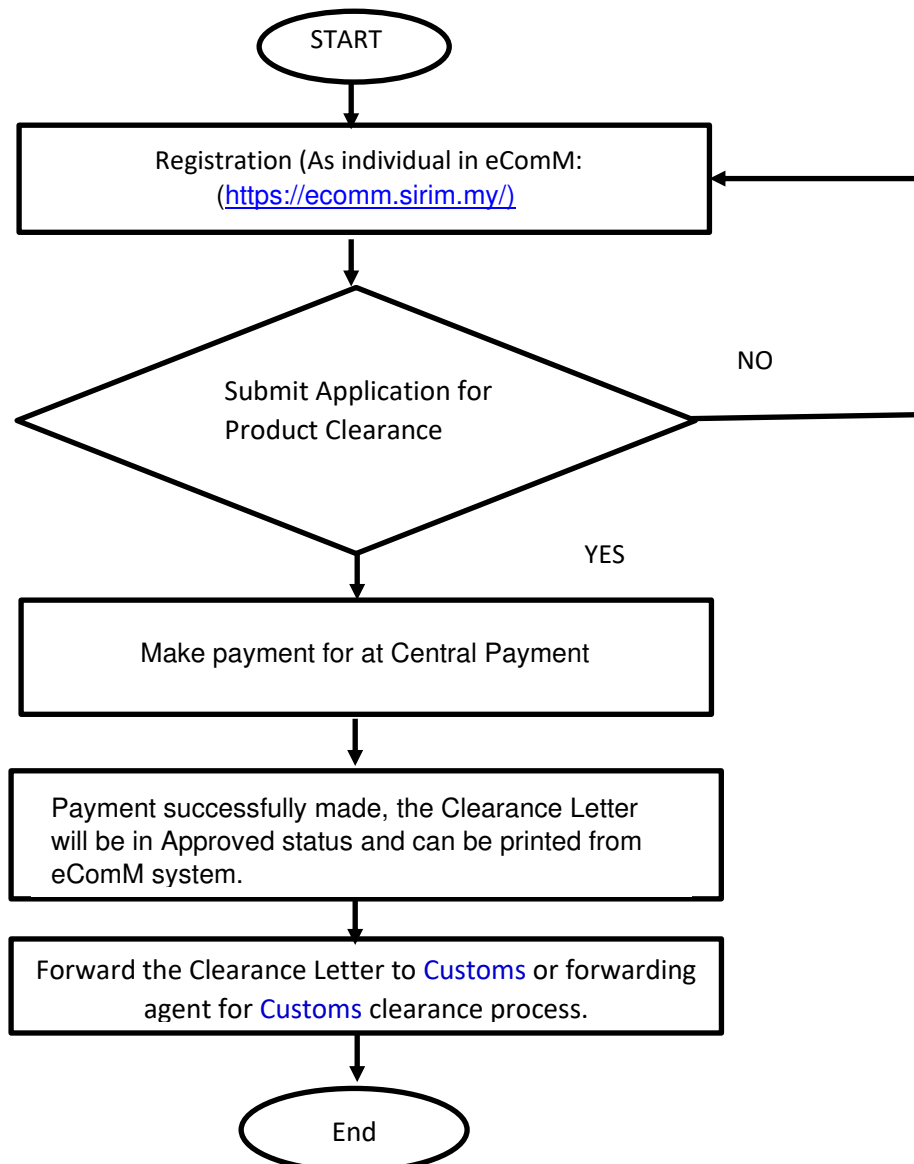
- b. Documents required:

- i) Copy of IC / Passport – Upon registration for Individual Account (1 time only)
- ii) Product Specifications / Product Information
- iii) Invoice / User Manual / Brochure

Important Note: Registration must be done on the name of receiver/consignee of the shipment.

- c. Submit application for Product Clearance Letter.
- d. Make payment via Central Payment in eComM system.
- e. Once paid, the Clearance Letter will be in Approved status and can be printed from eComM system.
- f. Forward the Clearance Letter to Customs or forwarding agent for customs clearance purposes.

7) Flow chart on the process flow of the application on Special Approval (SA) and Clearance Letter (CL).



8) What is the maximum quantity of unit allowed to be imported?

Maximum quantity is 12 units per individual; per year regardless any model

9) If the applicant, have two different communication equipment. How many Special Approval (SA) and Clearance Letter (CL) should the individual applicants apply?

Permit or Clearance Letter is issued on model basis. Hence, 2 permits are required for 2 different equipment with different model name.

**10) How long is the processing time for the Special Approval (SA) and Clearance Letter (CL) to approve?**

Applicant will receive the Special Approval (SA) and Clearance Letter (CL) within 24 hours, with complete required documents submitted through the online system and payment successfully made.

**11) How frequent do the individual applicants have to apply for the Special Approval (SA) and Clearance Letter (CL)?**

One **Special Approval (SA) and Clearance Letter (CL)** one shipment and one model only. Hence, **Special Approval (SA) and Clearance Letter (CL)** should be applied per shipment per model.

**12) What is the payment method?**

All payments for SA and CL application can be made through our Central Payment module in eComM, where we accept FPX, credit card and prepaid payment methods.

**13) Is there any refund applicable for the Special Approval (SA) and Clearance Letter (CL)?**

Once the Special Approval (SA) and Clearance Letter (CL) have issued no refund are applicable.

**14) How much is the fee to apply for the Special Approval (SA) and Clearance Letter (CL)?**

TIER	PRODUCT CATEGORY FOR PERSONAL APPLICATION	NEW FEE (RM)
1	Certified Product	20.00
2	Non-Certified Product	40.00

**15) How to check on product category whether the equipment is certified or non-certified**

The applicant may search on main page of <https://ecommsirim.my/> , click on the “Quick Link” – Sirim Enquiry or download the application of Check Your Label (CYL) at Google playstore. After registration on the user individual account, client also may search upon online submission of the SA and CL.

**16) Should further information or clarification required, please do not hesitate to contact the following persons in charge:**

a) May email to [sirimepermit@sirim.my](mailto:sirimepermit@sirim.my) for enquiry\_(Priority via email)

**b) Special Approval (SA) and Clearance Letter (CL)?**

Adawiyah: (DL: 03-55446932)

Hanis: (DL: 03-55446934)

\*Note: Both person in charge will assist clients from the beginning until they received their clearance letter

**c) Whatsapp hotline - +6019-717 2627**

**d) Operation Executive (For any technical issues related to e-comM)**

Rustam: (DL: 03-5544 5911)

Fatin: (DL: 03-5544 5883)

Zetty: (DL: 03-55445935)

Emy: (DL: 03-55446930)

Faizuma: (DL: 03-55446917)