

Frequently Asked Questions (FAQ)

INTRODUCTION OF CHARM FRAMEWORK AND UPDATES TO MUIS HALAL CERTIFICATION CONDITIONS (HCC)

General

1. What is the CHARM framework?

The Comprehensive Halal Risk Management (CHARM) framework is a risk-based approach introduced by MUIS for local halal certification. It assesses establishments based on relevant risk and compliance factors to determine the appropriate level of certification oversight and certificate validity.

2. Why is MUIS introducing the CHARM framework?

The CHARM framework strengthens MUIS's halal certification framework by enabling a more proportionate and risk-based approach to certification. It allows MUIS to calibrate the level of oversight according to the risk profile of each establishment, while continuing to uphold the integrity and requirements of MUIS halal certification.

All MUIS halal-certified establishments **must continue to comply with the applicable Halal Certification Conditions (HCC)**, regardless of their risk level or certificate validity period.

3. When will the CHARM framework take effect?

The CHARM framework will apply to new and renewal applications from 5 October 2026, across all MUIS halal certification schemes **except the Endorsement Scheme**. Applications submitted before the implementation date and still undergoing assessment will not be evaluated under the CHARM framework.

Risk Levels and Certificate Validity

4. How is an establishment's risk level determined?

Establishments are assessed against a set of risk parameters covering factors such as the nature of their operations, ingredients used, applicable waivers, audit assessment and post-certification compliance record. The overall assessment determines the establishment's risk level and corresponding certificate validity period.

5. What are the risk levels and the corresponding certificate validity periods?

Risk Level	Certificate Validity
High	1 year
Medium	3 years
Low	5 years

6. What is the certificate validity for a new application?

New applications will generally be issued with a one-year certificate validity. The establishment will be assessed under the CHARM framework at the renewal stage for subsequent certification.

7. How will certificate validity apply to a new outlet under an existing chain?

Where applicable, the certificate validity of a new outlet under an existing chain may be aligned with that of the existing outlets, subject to MUIS's assessment.

Specific arrangements may differ depending on the certification scheme and circumstances of the application.

8. How is the certificate validity for brand owners under the Product Scheme determined?

The certificate validity period for a brand owner shall be aligned with that of its contract manufacturer. For example, where the contract manufacturer is granted a three-year certificate validity period, the brand owner shall be granted the same validity period.

The brand owner may, however, opt for a shorter validity period, in which case it shall inform the assigned MUIS officer during the application process.

9. Can an establishment's risk level change over time?

Yes. Risk levels are reassessed at each renewal. Changes in an establishment's operations, compliance record and other relevant risk factors may result in a change to its risk level and certificate validity.

10. Does a longer certificate validity mean there will be less oversight by MUIS?

No. A longer certificate validity does not reduce an establishment's obligation to comply with the applicable HCC.

MUIS will continue to maintain oversight of certified establishments throughout the certification period. Where compliance concerns or other relevant risk factors arise, MUIS may conduct additional surveillance activities or take other appropriate actions in accordance with the HCC.

11. Can an applicant request for a longer certificate validity period?

No. Certificate validity is determined through MUIS's assessment under the CHARM framework.

12. Will an amend application be subject to the CHARM framework?

No. Amend applications are not subjected to assessment under the CHARM framework. However, relevant changes may be taken into account at the next applicable assessment, or earlier where necessary.

13. How will a suspension affect the certificate validity period?

Where a halal certificate is suspended, MUIS may review the establishment's risk assessment and certificate validity, where applicable, as part of the reinstatement or subsequent renewal process.

14. How can an establishment improve its risk level?

An establishment's risk level is influenced by factors, including its compliance history, the competency of its Halal Team, and the nature of its operations. Maintaining a good compliance record, strengthening the competency of the Halal Team, and reducing the number of waivers can contribute positively to its risk assessment.

Annual Payment of Certification Fees**15. How will certification fees be paid for certificates with a validity of more than one year?**

Certification fees will be payable annually for the granted certificate validity period. For example, an establishment issued a 3-year certificate will make three annual payments over the course of the certification period.

The option to make a lump-sum payment for the entire certificate validity period will no longer be available.

16. How will certificate holders be informed when an annual payment is due?

Automated system reminders will be sent 2 months, 1 month, and 1 day before your payment due date. Certificate holders are encouraged to make payment promptly upon receiving the notification to avoid any disruption to their certification.

17. What happens if the annual certification fee is not paid by the due date?

A 14-calendar-day period will be provided from the payment due date for outstanding payment to be made. If payment remains outstanding after this period,

the halal certificate will **cease to be valid**. The establishment will be required to submit a new application should it wish to obtain halal certification again.

Waiver Process for Halal Certification Conditions (HCC)

18. How can an applicant request for waiver?

Applicants who require a waiver from an applicable certification condition should inform their assigned MUIS officer during the application process. The officer will advise on the information and supporting documents required for MUIS's assessment.

19. How will an applicant be informed if a waiver is approved?

Where a waiver is approved, the applicant will be notified and will be required to acknowledge the imposed conditions via the MUIS Halal e-Service Portal (eSP).

20. What is required after a waiver is approved?

The applicant must review and acknowledge the imposed waiver conditions through the MUIS Halal eSP. The certification application will only proceed once the required acknowledgement has been completed.

An approved waiver does not remove the applicant's responsibility to comply with the applicable waiver conditions and all other relevant requirements stated in the HCC.

Halal Certification Conditions

21. Are there changes to the Halal Certification Conditions?

Yes, the Halal Certification Conditions (HCC) have been updated and will take effect from **5 October 2026**. Certificate holders are advised to review the updated conditions on MUIS's website.

Contact

22. Where can further assistance be obtained?

Please reach out to MUIS at info@muis.gov.sg or 6359 1199.