

CLIENTS CHARTER ACHIEVEMENT 2020

No	Client's Charter	Unit	Achievement				
			2020	Q1 2020	Q2 2020	Q3 2020	Q4 2020
1.	To produce two innovations per year for the benefit of the rubber industry.	UPS		Certificate of grant / accepted: Patent – 5 1. Epoxidised Natural Rubber Based Blend For Antistatic Footwear Application 2. Process For Producing Reinforced Natural Rubber Latex And The Reinforced Latex Product (Lignin) 3. A Process For Introducing Filler Nanoparticles Into A Polymer To Form A Nanocomposite 4. Epoxidised Natural Rubber Based Blend With Reversible Electrical Behavior 5. Natural Rubber Based Electrically Conductive Thermoplastic Vulcanisates And The Device For Manufacturing The Same Trademark – 1 1. RRIM PRI CUT New IP filing: Patent – 2	Certificate of grant / accepted: Patent – 0 Trademark – 0 New IP filing: Patent – 0 Utility innovation – 0 Trademark – 0 Copyright – 0 Trade secret – 0		

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				1. Partially Vulcanized Color Thermoplastic Elastomers And A Process Of Synthesizing The Same 2. A Machine For Filling Planting Mediums Utility innovation – 1 1. Natural Rubber Latex Basecoat Compositions For Automotive Paint Trademark – 0 Copyright – 0 Trade secret – 0			
2.	To recommend a technology to be commercialised every year.	UPS		None	None		
3.	Organize 30 courses for the training of extension officers from implementing agencies and train 2,000 officers.	AHM		10 courses were conducted with 198 participants.	No courses were conducted.		.

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4.	Industry Advisory Programme to at least 6 rubber-manufacturing companies in a year.	UKTP		No related program in this quarter.	No related program in this quarter.		
5.	Organise a rubber conference / workshop / seminar at least one each year	BEPL		1 - Rubber Forum 2020 was held on 4/3/2020 at Bangunan Getah Asli (Menara)	None		
6.	To respond complaints and inquiries received from customers through MRB website: <ul style="list-style-type: none"> • Acknowledgement of receipt within one (1) day; • Initial response within five (5) days; and • Completed in fifteen (15) days. 	UI		Total complaints and inquiries: 27 Complaints: 4 Inquiries: 23	Total complaints and inquiries: 57 Complaints: 1 Inquiries: 56		

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7.	Renewal of licenses to be not later than 7 days.	UPPT		Rubber Trader: 230 Nursery: 12 Trading: 31 Exporting of Rubber Glove: 28 Processor: 15 Estate: 41 Manufacture of Rubber Product: 73 Group: 4 Bulk: 0 Total: 434	Rubber Trader: 1,070 Nursery: 43 Trading: 62 Exporting of Rubber Glove: 41 Processor: 41 Estate: 72 Manufacture of Rubber Product: 54 Group: 7 Bulk: 3 Total: 1,393		
8.	To register applicants that have been approved as MRE members within 7 working days from the date of approval by MRE Management Committee.	MRE		No MRE membership application was approved.	No MRE membership application was approved.		
9.	Website update: <ul style="list-style-type: none"> Achievement of quarterly customer charter; and News / activity / event within five (5) working days. 	UTM / UKK		Two (2) news was updated on website.	Two (2) news was updated on website.		

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10.	To organize two technical missions annually.	LGM / MRE		No technical mission was organized for 2020 due to COVID-19.	No technical mission was organized for 2020 due to COVID-19.		
11.	Farmgate price displayed on MRB website before 2.00 pm for every working day.	BEPG		62/62 trading days.	58/58 trading days.		
12.	Daily MRB FOB rubber price published at 12.00 pm (official price) and at 5.00 pm (closing price).	MRE		62/62 trading days.	58/58 trading days.		
13.	Rubber industry statistics updated on MRB website twice a year.	BEPL		Data for Jan – Dec 2019 was updated.	Data for Jan – Mar 2020 was updated.		
14.	Annual Report will be published in the third quarter of next year.	UPP		Email was sent to respective divisions to identify focal person and getting the reports.	1 st meeting was held on 3/7/2020 to finalise the reports before submission to UPP. Accepted reports: BTK, BKP, BKPT, BEPG, BPS and JA.		

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					<p>The UPP Editorial Committee is currently editing the reports.</p> <p>UPP have yet to receive the TOT's Report, Financial Report, List of MRB's Officer, Chairman's Foreword and DG's Foreword.</p>		
15.	Malaysian Rubber Board's Digest is published every month through MRB website.	UPP / MRE		3 Publications has been updated on the website.	3 Publications has been updated on the website.		
16.	The Journal of Rubber Research (JRR) and Malaysian Rubber Review (MRR) are published quarterly.	UPP		<p>JRR Issue 1, Volume 23 was published on 15/3/2020 with 5 research articles.</p> <p>The Editorial Committee meeting was held in February 2020.</p> <p>Ongoing manuscript processing on Editorial Manager and editing of accepted articles for Issue 2 were in process.</p>	<p>JRR Issue 2, Volume 23 was published on 15/6/2020 with research articles.</p> <p>The Editorial Committee meeting was held in May 2020.</p> <p>Ongoing manuscript processing on Editorial Manager and editing of accepted articles for Issue 2 were in process.</p>		

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				<p>MRR for 4th Quarter of 2019 was published.</p> <p>MRR for 1st Quarter of 2020 is in editing process</p>	<p>MRR 23 (1) 2020 was published on 27/5/2020.</p> <p>Collection and editing of inputs for MRR 23 (2) 2020 were in progress.</p>		
17.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin (BST) are published twice a year.	UPP	1 issue for MRTD and BST has been Published.	<p>MRTD 20(1) – All 12 articles were received at the end of 1st quarter (31/3/2020).</p> <p>Three MRTD Editorial Meeting were held in the 1st quarter of 2020.</p> <p>BST meeting was held on 20/2/2020 at AHM.</p> <p>As of March 2020, the Editor received no articles for editing.</p>	<p>MRTD 20(1) is ready for printing.</p> <p>4th Editorial Committee Meeting was held on 21/5/2020.</p> <p>The final draft of BST for issue number 1/2020, has been sent to the Secretary on 26/6/2020 for review and confirmation before it being published.</p>		
18.	Bill payments to vendors of services or products completed within 14 working days from the receipt of complete documents (invoices).	UKA	<p>6,855 out of 6,855 invoices paid within 14 days.</p> <p>Achievement: 100%</p>	<p>4,099 out of 4,099 invoices paid within 14 days.</p> <p>Achievement: 100%</p>	<p>2,756 out of 2,756 invoices paid within 14 days.</p> <p>Achievement: 100%</p>		

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19.	Payment of travel and overtime claims will be paid with salary if documents received before the 10th of each month.	UKA	<p>Processed a total of 683 (RM221,685.69) Overtime Allowance applications.</p> <p>Processed a total of 1,920 (RM613,129.81) Travel Allowance applications.</p> <p>Achievement: 100%</p>	<p>Processed a total of 386 (RM120,577.77) Overtime Allowance applications.</p> <p>Processed a total of 1,174 (RM392,757.32) Travel Allowance applications.</p> <p>Achievement: 100%</p>	<p>Processed a total of 297 (RM101,107.92) Overtime Allowance applications.</p> <p>Processed a total of 746 (RM220,372.49) Travel Allowance applications.</p> <p>Achievement: 100%</p>		
20.	Payment of local advance will be paid within 3 working days from the date the application is approved.	UKA	<p>Processed a total of 151 (RM89,872.00) local advance applications.</p> <p>Achievement: 100%</p>	<p>Processed a total of 110 (RM69,416.00) local advance applications.</p> <p>Achievement: 100%</p>	<p>Processed a total of 41 (RM20,456.00) local advance applications.</p> <p>Achievement: 100%</p>		
21.	To accomplish at least 90% of the planned training courses each year based on the Operational Plan Training / Training Calendar for the year.	UPSM		As of March 2020, a total of 3 scheduled courses were organised internally according to the Training Operational Plan Year 2020.	As of June 2020, a total of 3 scheduled courses were organised internally according to the Training Operational Plan Year 2020		

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22.	Ensuring that all staffs received training for at least 7 days in a year.	UPSM		<p>As of March 2020, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 226 staffs < 2 days: 902 staffs Total: 1,128 staffs</p> <p>20% of staffs have completed 2 days of training, while 80% have not yet completed 2 days of training due to several different circumstances.</p>	<p>As of June 2020, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 230 staff < 2 days: 895 staff Total: 1,125 staff</p> <p>20% of staff have completed 2 days of training, while 80% have not yet completed 2 days of training due to several different circumstances.</p>		