

CLIENTS CHARTER ACHIEVEMENT 2016

No	Client's Charter	Unit	Achievement		
			2016	Q3 2016	Q4 2016
1.	To produce two innovations per year for the benefit of the rubber industry	RMC	<p><i>Patent granted</i></p> <p>1. <i>AN AUTOMATIC TAPPING SYSTEM - China, Dr Nazirah</i></p> <p>2. <i>EPOXIDISED NATURAL RUBBER BASED BLEND WITH REVERSIBLE ELECTRICAL BEHAVIOUR - Malaysia, Dr Yong</i></p> <p>3. <i>SILICA-FILED ENR MASTERBATCH AND CROSS LINKABLE ELASTOMERIC COMPOSITION – Australia</i></p> <p><i>New IP</i></p> <p>1. <i>Cutting tool for plants grafting (UI), En Azmi</i></p> <p>2. <i>SHAMSUL K., AHMAD KHAIRUL M., ASRUL M., SHUKRI A. Z., ZAIROSSANI Patent entitled, "Methods to Improve Soil Stabilisation Under Road Asphalt Pavement in Rubber Plantation Using Natural Rubber Mat" (UI 2016702511).</i></p> <p>3. <i>Ahmad Khairul M., Zairossani M.N., Aimi Izyana I., (2016) Trademark Submission,</i></p>	None	None

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			<i>RRIMETER- An instrument for rapid method in determination of rubber & non-rubber content in latex and raw rubber</i>		
2.	To recommend a technology to be commercialised every year	JKHILGM	<ol style="list-style-type: none"> Commercialization Collaboration Agreement between Malaysian Rubber Board with FOSS Analytical Technology for License Agreement between Malaysian Rubber Board and MyKPK Rubber Integrated Sdn Bhd 	<ol style="list-style-type: none"> Commercialization Collaboration Agreement between Malaysian Rubber Board with FOSS Analytical Technology for License Agreement between Malaysian Rubber Board and MyKPK Rubber Integrated Sdn Bhd 	<p><u>PENDAFTARAN BARU</u></p> <ol style="list-style-type: none"> Cutting Tool For Plants Grafting (UI 2016001206) Natural Rubber Mat For Soil Stabilisation (UI 2016702511) RRIMETER (Trademark No 2016013331, 2016013332, 2016013333, 2016013334) Liquid Epoxidized Natural Rubber (LENR) and depolymerization of epoxidized natural rubber (Trade Secret) Liquid Natural Rubber (LNR) or depolymerized of natural rubber (Trade Secret) Preparation of liquid natural rubber (LNR/LEN25/LENR50) Dry rubber (Trade Secret) <p><u>PATENT DAPAT PERSIJILAN</u></p>

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					<ol style="list-style-type: none"> 1. A Sodium Octoborate Tetrahydrate/ Preservative System (Malaysia: MY-158563-A) 2. An Automatic Tapping System (Hong Kong: HK1186061, China: CN103415200B) 3. Epoxidised Natural Rubber Based Blend With Reversible Electrical Behaviour (Malaysia: MY156378A) 4. Automated Identification Of Plant Type Using Leaf Image (Malaysia: UI 2912002127) 5. Silica-Filed Enr Masterbatch And Cross Linkable Elastomeric Composition (Australia: 2013385713) 6. A Rubber Compound For Electrostatic Dissipative Rubber Products And Method For Producing The Rubber Compound (Malaysia: MY-158751-A)
3.	Organise 30 courses for the training of extension officers	AHM	Number of courses conducted during 2016 was 71 courses	Number of courses in Qtr 3/2016 was 37 courses with	Number of courses in Qtr 4/2016 was 10 courses with 192

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	from implementing agencies and train 2000 officers		with 2,718 participants.	1067 participants.	participants.
4.	Industry Advisory Programme to at least 6 rubber manufacturing companies in a year	ITAS	11 companies / factories have participated in this programme which was organised in May and November 2015. The companies/factories were from Penang, Perak, Selangor and Melaka	9 companies / factories have participated in this programme which was organised in Sep 2016. The companies/factories were in Penang, Perak, and Selangor.	2 companies / factories in Melaka have participated in this programme which was organised in October 2016. This making the total of participated companies/ factories for this year to 11 companies/ factories.
5.	Organise a rubber conference/workshop/ seminar at least one each year	BEPG	National Rubber Economic Conference 2016 (NREC 2016) was held on 27-28 Sep 2016 at Akademi Hevea Malaysia , Sungai Buloh	National Rubber Economic Conference 2016 (NREC 2016) was held on 27-28 Sep 2016 at Akademi Hevea Malaysia , Sungai Buloh with the theme Market Uncertainties: Strategies For Sustainability. 113 participants attended the conference	None
6.	To respond to complaints and inquiries received from customers through the MRB website <ul style="list-style-type: none"> Acknowledgement of receipt within one (1) day Initial response within five (5) days Completed in 15 days 	UI	Total Complaints and inquiries: Complaints: 53 Inquiries: 549	Total Complaints and inquiries: Complaints: 16 Inquiries: 170	Total Complaints and inquiries: Complaints: 13 Inquiries: 106

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7.	<p>The tested samples completed</p> <p>within the prescribed time subjected to the conditions of samples and status of instrument:</p> <ul style="list-style-type: none"> i. Routine sample* – within 14 working days ii. Non-routine sample** – within 21 working days or as required <p>Note: *Routine sample means sample received with no queue. **Non routine sample means sample received with samples already in queue, sample requiring multiple specialized analysis, sample requiring conditioning or amount of sample received exceed maximum daily capacity.</p>	G-TAC _R	-	-	-
8.	Renewal of licenses to be not later than 7 days	UDDP	Licenses issued as follows:	Licenses issued as follows:	Licenses issued as follows:

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			1) Dealer: 5,453 2) Trader: 492 3) Processor: 254 4) Estate: 413 5) Group Selling: 24 6) Rubber Super Dealer: 14 7) Rubber Manufacturer: 613 8) Rubber Glove Exporter: 285 9) Rubber Nursery: 282	1) Dealer: 1043 2) Trader: 60 3) Processor: 37 4) Estate: 67 5) Group Selling: 6 6) Rubber Super Dealer: 2 7) Rubber Manufacturer: 119 8) Rubber Glove Exporter: 56 9) Rubber Nursery: 45	1) Dealer: 492 2) Trader: 28 3) Processor: 24 4) Estate: 32 5) Group Selling: 0 6) Rubber Super Dealer: 0 7) Rubber Manufacturer: 64 8) Rubber Glove Exporter: 34 9) Rubber Nursery: 16
9.	To approve MRE membership application within 10 working days	MRE	6 MRE Membership was approved within 10 working days	1 MRE Membership was approved within 10 working days	2 MRE Membership was approved within 10 working days
10.	Website update: <ul style="list-style-type: none"> Achievement of quarterly customer charter News / activity / event within five (5) working days 	UTM/UKK	70 news were updated in the website	21 news were updated in the website	15 news were updated in the website
11.	To organise two technical missions annually	MRE	None	None	None
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG	244/244 trading days	60/60 trading days	62/62 trading days
13.	Daily MRB FOB rubber price published at 12.00 noon (official price) and at 5.00	MRE	244/244 trading days	60/60 trading days	62/62 trading days

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	pm (closing price)				
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Data on 2015 and 3 rd Quarter of 2016 was updated	Statistics until June 2016 have been updated	Statistics until September 2016 have been updated
15.	Annual Report will be published in the third quarter of next year	UPP	Annual Report 2015 was distributed on 1 October 2016	Annual Report 2015 has been published and distributed to MPIC and Parliament.	Planning for AR 2017
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	23 issues posted on website	Ten issues uploaded to MRB website by MRE. Hardcopies are no longer edited and printed by UPP as per MPT bil 14-2016 decision. (May 2016)	Malaysian Rubber Digest is uploaded to the website monthly by MRE and UTM. 3 issues uploaded to MRB website by MRE.
17.	Rubber Journal and the Malaysian Rubber Research and Review is published quarterly	UPP	JRR: 4 issues MRR: 3 issues. 4 th issue will be published the following year	JRR 19(3) 2016 was published in September 2016 and has been distributed. 2 nd Quarter issue of MRR 2016 will be made available by end-October 2016.	JRR 19(4) 2016 was published and received in December 2016. Distribution is in progress. Draft of the 3 rd Quarter MRR 2016 is ready for a review and will be circulated by the 3 rd week of January 2017.
18.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin are published twice a year	UPP	2 issues published for MRTD and 1 issue published for BST	Vol 16 (1) of MRTD will be made available by end-October 2016. BST 1/2016 has been published and distributed.	Special Edition of MRTD in conjunction with the launch of RRIMETER has been circulated. MRTD Vol. 16 (2) will be circulated by end- January 2017. Vol 2/2016 BST will be printed

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					early January 2017
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (6,752 out of 6,752 invoices) paid within 14 days	100% (1,674 out of 1,674 invoices) paid within 14 days	Total of 222 (RM113,113.50) Local Travelling Advance claims were processed – 100%
20.	Payment of travel and overtime claims will be paid with salary if documents received before the 10th of each month	UKA	Processed a total of 3,533 (RM 1,429,945.74) Overtime Allowance applications Processed a total of 9,388 (RM4,863,837.37) Travel Allowance applications - Achievement 100%	Processed a total of 962 (RM 37,447.52) Overtime Allowance applications Processed a total of 2,354 (RM1,007,786.49) Travel Allowance applications - Achievement 100%	100% (3,105 out of 3,105 invoices) paid within 14 days
21.	Payment of advance will be within 3 working days from the date the application is approved	UKA	Total of 764 (RM 281,064.00) Local Travelling Advance claims were processed – 100%	Total of 203 (RM 92,136.50) Local Travelling Advance claims were processed – 100%	Processed a total of 995 (RM 344,052.96) Overtime Allowance applications
22.	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 December 2016, a total of 51 scheduled courses were organised internally according to the Training Operational Plan Year 2016	As of September 2016, a total of 13 scheduled courses were organised internally according to the Training Operational Plan Year 2016	As of Disember 2016, a total of 4 scheduled courses were organised internally according to the Training Operational Plan Year 2016

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23.	Ensuring that all staff receive training at least 7 days in a year	UPSM	<p>As of Disember 2016, the number of MRB staff who attended courses are as follows: > 7 days: 487 staff <7 days: 671 staff ≠ 0 days: 62 staff Total: 1,220 staff</p> <p>95% of staff have been sent out to attend seminars and training, while 5% did not attend any of the courses due to many circumstances.</p>	<p>As of September 2016, the number of MRB staff who attended courses are as follows: 93% of staff have been sent out to attend seminars and training, while 7% did not attend any of the courses due to many circumstances.</p>	<p>As of Disember 2016, the number of MRB staff who attended courses are as follows: > 7 days: 487 staff <7 days: 671 staff ≠ 0 days: 62 staff Total: 1,220 staff</p> <p>95% of staff have been sent out to attend seminars and training, while 5% did not attend any of the courses due to many circumstances.</p>