

CLIENTS CHARTER ACHIEVEMENT 2019

No	Client's Charter	Unit	Achievement				
			2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019ss
1.	To produce two innovations per year for the benefit of the rubber industry	JKHILGM	<p><i>NEW IP</i></p> <p><i>Patent-3</i></p> <p><i>Trade Secret-5</i></p> <p><i>IP Granted</i></p> <p><i>Patent- 2</i></p> <p><i>Trademark-5</i></p>	There is no new IP registration done at MyIPO			
2.	To recommend a technology to be commercialised every year	RMC	-	-			
3.	Organise 30 courses for the training of extension officers from implementing agencies and train 2000 officers	AHM	Number of courses conducted during 2018 was 115 courses with 3,226 participants.	Number of courses conducted during Q1/2019 was 15 courses with 409 participants.			
4.	Industry Advisory Programme to at least 6 rubber manufacturing companies in a year	TSED	14 companies/ factories have participated in this programme.	No session for this quarter.			

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5.	Organise a rubber conference/workshop / seminar at least one each year	BEPG	4				
6.	<p>To respond to complaints and inquiries received from customers through the MRB website</p> <ul style="list-style-type: none"> Acknowledgement of receipt within one (1) day Initial response within five (5) days Completed in 15 days 	UI	<p>Total Complaints and inquiries:</p> <p>Complaints: 30 Inquiries: 341</p>	<p>Total Complaints and inquiries:</p> <p>Complaints: 5 Inquiries: 17</p>			
7.	<p>The tested samples completed within the prescribed time subjected to the conditions of samples and status of instrument:</p> <p>i. Routine sample* –</p>	G-TAC _R	-	-	-	-	-

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	<p>within 14 working days</p> <p>ii. Non-routine sample** – within 21 working days or as required</p> <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>						
8.	Renewal of licenses to be not later than 7 days	UDDP	Total licenses issued are as follows: 1) Retailers: 2,330 2) Traders: 207 3) Processor: 131 4) Estate: 205 5) Group: 23	Total licenses issued for the first quarter of 2019 1) Retailers: 197 2) Traders: 31 3) Processor: 16 4) Estate: 41 5) Group: 9			

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			6) Bulk Dealers: 2 7) Manufacture of Rubber Products: 304 8) Exporting Rubber Gloves: 165 9) Rubber Nursery: 91	6) Bulk Dealers: - 7) Manufacture of Rubber Products: 62 8) Exporting Rubber Gloves: 28 9) Rubber Nursery: 13 Number of Licenses: 397			
9.	To register applicants that have been approved as MRE members within 7 working days from the date of approval by MRE Management Committee	MRE	19 The MRE membership has been registered within 7 working days	3 members			
10.	Website update: • Achievement of quarterly customer charter • News / activity / event within five (5) working days	UTM/UKK	46 web news has been updated to the LGM website.	12 web news has been updated to the LGM website.			
11.	To organise two technical missions annually	LGM/MRE	1 mission organized by MRE in conjunction with YAB Prime Minister & MPI Mission to China on 20-24 Aug 2018	-			

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12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG					
13.	Daily MRB FOB rubber price published at 12.00 noon (official price) and at 5.00 pm (closing price)	MRE	242/242 trading days	59 trading days			
14.	Rubber industry statistics updated on the website MRB twice a year	BEPG	Industry statistics on 2017 and up to the third quarter of 2018 have been posted.	59 trading days			
15.	Annual Report will be published in the third quarter of next year	UPP	The 2017 Annual Report was completed in the third quarter 2018 within the stipulated time	Annual Report design has been selected by DG. Committee Meetings 2018 Annual Report Bil 1/2019 will be held on 16 April 2019.			
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	12 publications have been updated on the website	3 Publications			
17.	Rubber Journal and the Malaysian Rubber Research and Review	UPP	JRR: 4 issues MRR: 3 issues and the 4th issue will be	MRR 4th Quarter 2018 has been published. JRR First quarter Volume			

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	is published quarterly		published on next year	22(1) 2019 has been published before March 31, 2019.			
18.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin are published twice a year	UPP	1 issue has been published for MRTD and 1 issue for BST	MRTD first issue deadline is at the end of the first year quarter. Only 5 articles and 2 profiles from scientists were accepted. BST 1/2018 is ready to be distributed. Article edits for BST 2/2018 are in the process of implementation.			
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (6, 973 out of 6, 973 invoices) paid within 14 days	100% ((4,969 out of 4,969 invoices) paid within 14 days.			
20.	Payment of travel and overtime claims will be paid with salary if documents received before the 10th of each month	UKA	Has processed 3,197 (RM 980, 449.27) of the Overtime Claim application Has processed 8, 432 (RM3, 531,576.87) of Travel Claim	Processed a total of 610 (RM 214,977.11) Overtime Allowance applications Processed a total of 1,694 (RM 613,457.23) Travel Allowance			

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			application (100% Achievement)	applications - Achievement 100%			
21.	Payment of advance will be within 3 working days from the date the application is approved	UKA	Local Advance claim of 718 (RM 393,791.50) applications (Achievement 100%)	Total of 117 (RM 11,956.00) Local Travelling Advance claims were processed – 100%			
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 2018, a total of 26 scheduled courses were organised internally according to the Training Operational Plan Year 2018	As of March 2019, a total of 5 scheduled courses were organised internally according to the Training Operational Plan Year 2018			

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23.	Ensuring that all staff receive training at least 7 days in a year	UPSM	<p>As of December 2018, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 952 staff</p> <p><2 days: 155 staff</p> <p>Total: 1,107 staff</p> <p>85 % of staff have completed 2 days of training, while 14% have not yet completed 2 days of training due to many circumstances</p>	<p>As of March 2019, the number of MRB staff who attended courses are as follows:</p> <p>> 2 days: 240 staff</p> <p><2 days: 937 staff</p> <p>Total: 1,160 staff</p> <p>20% of staff have completed 2 days of training, while 80% have not yet completed 2 days of training due to many circumstances</p>			