

## CLIENTS CHARTER ACHIEVEMENT 2019

No	Client's Charter	Unit	Achievement				
			2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019
1.	To produce two innovations per year for the benefit of the rubber industry	UPS	<p>IP granted;</p> <p>Patent-2</p> <p>IP filed;</p> <p>Paten - 0</p> <p>Trademark – 1</p> <p>Copyright - 2</p> <p>Trade Secret-2</p>	<p>IP granted as below;</p> <p>1. Korea Patent Application App. No.: 10-2013-7031076 Patent No.: 10-1963354 Title: Epoxidised Natural Rubber Based Blend with Reversible Electrical Behaviour Date of filing: 22/11/2013 Date of granted: 22/03/2019</p>	<p>IP granted as below;</p> <p>1. Malaysia Patent Application App. No.: PI 2011003204 Patent No.: MY-169804-A Title: A Shock Absorbing Device for Mating of an Integrated Deck to Jacket Legs Date of filing: 07/07/2011 Date of granted: 16/05/2019</p>	<p>IP filed as below;</p> <p>Patent- 0</p> <p>Trade mark-1 a--RRIM Niaga</p> <p>Trade secret-2 a-Ekoprena Wallpaper Adhesive b- LATZ based Stationery Adhesive with Improved Odour</p> <p>Copyright-2 a- Source and object code of RRIM Niaga Application b- Plant Physiological Response to Mechanical Wounding</p> <p>Utility Innovation-0</p> <p><b>Application approved</b></p> <p>Patent-5 (novelty search)</p>	<p>No IP filed and granted</p> <p><b>Registration in progress</b></p> <p><i>Patent-5 (novelty search)</i></p> <p><i>a- Purification of Natural Rubber Latex Concentrates and Fabrication of Low-Protein Natural Rubber Latex Foam Via Heat Infra-Red Vulcanizing System</i></p> <p><i>b- The present invention relates to green and biocompatible alkyds synthesizing from fully vegetable oils, biosourced monomers and nontoxic catalyst</i></p> <p><i>c- Process for manufacturing pelletised partially vulcanized Coloured Thermoplastic Elastomers</i></p> <p><i>d-PRI Cut machine</i></p> <p><i>e- Up-scaled processing of liquid rubber (low</i></p>

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						<p>a- Purification of Natural Rubber Latex Concentrates and Fabrication of Low-Protein Natural Rubber Latex Foam Via Heat Infra-Red Vulcanizing System</p> <p>b- The present invention relates to green and biocompatible alkyds synthesizing from fully vegetable oils, biosourced monomers and nontoxic catalyst</p> <p>c- Process for manufacturing pelletised partially vulcanized Coloured Thermoplastic Elastomers</p> <p>d-PRI Cut machine</p> <p>e- Up-scaled processing of liquid rubber (low molecular weight rubber) production and its preparation method</p>	<p><i>molecular weight rubber) production and its preparation method</i></p> <p><i>f – Soil Filling Machine</i></p> <p><i>g – Natural rubber based stationary adhesive</i></p>
2.	To recommend a technology to be commercialised every year	UPS	-	-	-	-	

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3.	Organise 30 courses for the training of extension officers from implementing agencies and train 2000 officers	AHM	Number of courses conducted during 2019 was 117 courses with 3,608 participants.	Number of courses conducted during Q1/2019 was 15 courses with 409 participants.	Number of courses conducted during Q2/2019 was 33 courses with 1,346 participants.	Number of courses conducted during Q3/2019 was 27 courses with 675 participants.	Number of courses conducted during Q4/2019 was 42 courses with 1,178 participants.
4.	Industry Advisory Programme to at least 6 rubber manufacturing companies in a year	UKTP	10 companies/factories have participated in this programme.	No session for this quarter.	No session for this quarter	-	<ul style="list-style-type: none"> <li>• 5 factories visit sessions had been commenced this year</li> <li>• 5 walk-in advisories had been commenced this year</li> <li>• 1 Seminar had been conducted (co-organized with MRB Expert Lead Team) for industry named as "Seminar on New Techniques on Rubber Characterization and Rubber Compound Analysis" on 25 June 2019</li> </ul>

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5.	Organise a rubber conference/workshop / seminar at least one each year	BEPG	2	1- Rubber Forum 2019 telah diadakan pada 19 Februari 2019 di Bangunan Getah Asli (Menara)	1 Seminar MRE 2019 telah diadakan pada 25 Jun 2019 di Bangunan Getah Asli (Menara)	-	-
6.	To respond to complaints and inquiries received from customers through the MRB website <ul style="list-style-type: none"> <li>Acknowledgement of receipt within one (1) day</li> <li>Initial response within five (5) days</li> <li>Completed in 15 days</li> </ul>	UI	Total Complaints and inquiries:  Complaints: 21 Inquiries: 284	Total Complaints and inquiries:  Complaints: 5 Inquiries: 117	Total Complaints and inquiries:  Complaints: 11 Inquiries: 123	Total Complaints and inquiries:  Complaints: 2 Inquiries: 13	Total Complaints and inquiries:  Complaints: 3 Inquiries: 31
8.	Renewal of licenses to be not later than 7 days	UPPT	Total licenses issued are as follows: 1) Retailers: 2,330 2) Traders: 207 3) Processor: 131 4) Estate: 205 5) Group: 23 6) Bulk Dealers: 2 7) Manufacture of Rubber Products:	Total licenses issued for the first quarter of 2019 1) Retailers: 197 2) Traders: 31 3) Processor: 16 4) Estate: 41 5) Group: 9 6) Bulk Dealers: - 7) Manufacture of Rubber Products: 62	Total licenses issued for the Second quarter of 2019 1) Retailers: 968 2) Traders: 63 3) Processor: 47 4) Estate: 56 5) Group: 4 6) Bulk Dealers: 2 7) Manufacture of	Total licenses issued for the Third quarter of 2019 1) Retailers: 910 2) Traders: 97 3) Processor: 47 4) Estate: 92 5) Group: 4 6) Bulk Dealers: 3 7) Manufacture of	Total licenses issued for the Four quarter of 2019 1) Retailers: 53 2) Traders: 40 3) Processor: 22 4) Estate: 57 5) Group: 13 6) Bulk Dealers: 2 7) Manufacture of Rubber Products: 115

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			304 8) Exporting Rubber Gloves: 165 9) Rubber Nursery: 91  Number of Licenses : 3458	8) Exporting Rubber Gloves: 28 9) Rubber Nursery: 13 Number of Licenses: 397	Rubber Products: 69 8) Exporting Rubber Gloves: 38 9) Rubber Nursery: 43 Number of Licenses: 1290	Rubber Products: 118 8) Exporting Rubber Gloves: 65 9) Rubber Nursery: 37 Number of Licenses: 1373	8) Exporting Rubber Gloves: 64 9) Rubber Nursery: 24  Number of Licenses : 874
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	2 members	1 members	
10.	Website update: • Achievement of quarterly customer charter • News / activity / event within five (5) working days	UTM/UKK	51 web news has been updated to the LGM website.	12 web news has been updated to the LGM website.	10 web news has been updated to the LGM website.	15 web news has been updated to the LGM website.	14 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	-	-	1 MRB Business and Technical Mission to Shanghai, China on 16 – 21 September 2019	

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			2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG	242/242 trading days	59/59 trading days	58/58 trading days	61/61 trading days	64/64 trading days
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	59 trading days	61 trading days	64 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.	Data on Jan-Dec 2019 is updated	Data on Jan-March 2019 is updated	Data on Jan-June 2019 is updated	Data on Jan-Sept 2019 is updated
15.	Annual Report will be published in the third quarter of next year	UPP	The 2018 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.	Editing process has started for all reports. A meeting was conducted on the 19 June 2019 to divide the reports to the officers in charge for editing.	Editing process is completed for all reports. And now waiting for financial report for editing and design.	Editing process is completed and waiting for approval for printing.
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE	JRR: 4 issues MRR: 3 issues and the 4th issue will be published on next year	MRR 4th Quarter 2018 has been published. JRR First quarter Volume 22(1) 2019 has been published before March 31, 2019.	JRR 1 <sup>st</sup> quarter Volume 22 (1) 2019 has been published as of 31 <sup>st</sup> March 2018. JRR 2 <sup>nd</sup> quarter Volume 22 (2) 2019 has been published as of 30 <sup>th</sup>	MRR 1 <sup>st</sup> & 2 <sup>nd</sup> Quarter 2019 has been published. The editing of input for MRR 3 <sup>rd</sup> Quarter 2019 is in progress. JRR 3 <sup>rd</sup> quarter Volume	JRR 4 <sup>th</sup> Quarter Volume 22 (4) 2019 has been published as of 30 <sup>th</sup> November 2019  MRR 3 <sup>rd</sup> Quarter 2019 has been published.

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			2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019
					June 2019.	22 (3) 2019 has been published as of 30 <sup>th</sup> September 2019	
17.	Rubber Journal and the Malaysian Rubber Research and Review is published quarterly	UPP	1 issue has been published for MRTD and 1 issue for BST	<p>MRTD first issue deadline is at the end of the first year quarter.</p> <p>Only 5 articles and 2 profiles from scientists were accepted.</p> <p>BST 1/2018 is ready to be distributed.</p> <p>Article edits for BST 2/2018 are in the process of implementation.</p>	<p>MRTD: A total of 9 articles received in Q2. Edited, summarised and emailed to DDG (R&amp;I). Three quotations were received from vendors. LO is in progress.</p> <p>BST 2/2018 has been sent to the printer for "mock-up" and is to be printed in the first week of July 2019.</p> <p>Only 3 articles for BST 1/2019 were sent to UPP for editing and the remaining will be sent before July 2019.</p> <p>It is estimated that BST 1/2019 will be out in August 2019.</p>	<p>MRTD 18(1) and 18(2) was published and distributed. Editing for MRTD 19(1) was done and sent to the printer. MRTD 19(2) is in the process of gathering the articles with 7 articles received so far. It is scheduled for publication by end of the year 2019.</p> <p>BST 1/2019 is in the final stage of printing and will be ready at the end of September 2019. BST 2/2019 meeting was held on 16 October 2019 with regards to paper collection.</p>	<p>MRTD 19(1) has been published.</p> <p>MRTD 19(2) has been published.</p> <p>BST 1 was published and distributed. Editing for BST 2 (2019) was done and sent to printer for printing.</p>
18.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin	UPP	1 issue has been published for MRTD and 1 issue for BST	<p>MRTD first issue deadline is at the end of the first year quarter.</p> <p>Only 5 articles and 2 profiles from scientists</p>	<p>MRTD: A total of 9 articles received in Q2. Edited, summarised and emailed to DDG (R&amp;I). Three quotations were</p>	<p>MRTD 18(1) and 18(2) was published and distributed. Editing for MRTD 19(1) was done and sent to the</p>	

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	are published twice a year			were accepted. BST 1/2018 is ready to be distributed. Article edits for BST 2/2018 are in the process of implementation.	received from vendors. LO is in progress. BST 2/2018 has been sent to the printer for "mock-up" and is to be printed in the first week of July 2019.  Only 3 articles for BST 1/2019 were sent to UPP for editing and the remaining will be sent before July 2019.  It is estimated that BST 1/2019 will be out in August 2019.	printer.MRTD 19(2) is in the process of gathering the articles with 7 articles received so far. It is scheduled for publication by end of the year 2019.  BST 1/2019 is in the final stage of printing and will be ready at the end of September 2019. BST 2/2019 meeting was held on 16 October 2019 with regards to paper collection.	
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (20,113 out of 20,113 invoices) paid within 14 days	100% (4,969 out of 4,969 invoices) paid within 14 days.	100% (5,051 out of 5,051 invoices) paid within 14 days	100% (4,801 out of 4,801 invoices) paid within 14 days	100% (45,292 out of 5,292 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 2,348 (RM 836,579.50) of the Overtime Claim application  Has 7,122 (RM	Processed a total of 610 (RM 214,977.11) Overtime Allowance applications  Processed a total of	Processed a total of 490 (RM 161,510.42) Overtime Allowance applications  Processed a total of	Processed a total of 610 (RM 221,277.91) Overtime Allowance applications  Processed a total of	Processed a total of 638 (RM 238,814.06) Overtime Allowance applications  Processed a total of



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			2019	Q1 2019	Q2 2019	Q3 2019	Q4 2019
			2,669,208.63) of Travel Claim application (100% Achievement)	1,694 (RM 613,457.23) Travel Allowance applications - Achievement 100%	1,547 (RM 542,176.27) Travel Allowance applications - Achievement 100%	1,953 (RM 726,438.96) Travel Allowance applications - Achievement 100%	1,928 (RM 787,136.17) Travel Allowance 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 587 (RM 303,915.00) applications (Achievement 100%)	Total of 117 (RM 11,956.00) Local Travelling Advance claims were processed – 100%	Total of 123 (RM 63,256) Local Travelling Advance claims were processed – 100%	Total of 167 (RM 108,990.50) Local Travelling Advance claims were processed – 100%	Total of 180 (RM 119,712.50) 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 2019, a total of 55 scheduled courses were organised internally according to the Training Operational Plan Year 2019	As of March 2019, a total of 5 scheduled courses were organised internally according to the Training Operational Plan Year 2019	As of June 2019, a total of 11 scheduled courses were organised internally according to the Training Operational Plan Year 2019	As of September 2019, a total of 18 scheduled courses were organised internally according to the Training Operational Plan Year 2019	As of December 2019, a total of 21 scheduled courses were organised internally according to the Training Operational Plan Year 2019

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23.	Ensuring that all staff receive training at least 7 days in a year	UPSM	<p>As of December 2019, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 1106 staff</p> <p>&lt;2 days: 37 staff</p> <p>Total: 1,143 staff</p> <p>97% of staff have completed 2 days of training, while 3% 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>&gt; 2 days: 240 staff</p> <p>&lt;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>	<p>As of June 2019, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 553 staff</p> <p>&lt;2 days: 595 staff</p> <p>Total: 1,148 staff</p> <p>48% of staff have completed 2 days of training, while 52% have not yet completed 2 days of training due to many circumstances</p>	<p>As of September 2019, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 1009 staff</p> <p>&lt;2 days: 139 staff</p> <p>Total: 1,148 staff</p> <p>88% of staff have completed 2 days of training, while 12% have not yet completed 2 days of training due to many circumstances</p>	<p>As of December 2019, the number of MRB staff who attended courses are as follows:</p> <p>&gt; 2 days: 1106 staff</p> <p>&lt;2 days: 37 staff</p> <p>Total: 1,143 staff</p> <p>97% of staff have completed 2 days of training, while 3% have not yet completed 2 days of training due to many circumstances</p>