

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 Behaviour 5. Natural Rubber Based Electrically Conductive Thermoplastic Vulcanisates And The Device For Manufacturing The			

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				Same Trademark – 1 1. RRIM PRI CUT New IP Filing ; Patent- 2 1. Partially Vulcanized Colour 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	UPS		None				

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	year						
3.	Organise 30 courses for the training of extension officers from implementing agencies and train 2000 officers	AHM		Number of courses conducted during Q1/2020 was 10 courses with 198 participants.			
4.	Industry Advisory Programme to at least 6 rubber manufacturing companies in a year	UKTP		There is 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 4th March 2020 at the Bangunan Getah Asli (Menara)			
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 	UI		Total Complaints and inquiries: Complaints: 4 Inquiries: 23			

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	<ul style="list-style-type: none"> Completed in 15 days 						
8.	Renewal of licenses to be not later than 7 days	UPPT		Rubber Traders: 230 Nurseri: 12 Trading: 31 Exporting Rubber Gloves: 28 Processor: 15 Estate: 41 Manufacture of Rubber Products: 73 Group: 4 Bulk: 0 Total: 434			
9.	To register applicants that have been approved as MRE members within 7 working days from	MRE		No application for MRE membership for Jan – Mar 2020			

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	the date of approval by MRE Management Committee						
10.	Website update: <ul style="list-style-type: none"> Achievement of quarterly customer charter News / activity / event within five (5) working days 	UTM/UKK		1 news was updated on website			
11.	To organise two technical missions annually	LGM/MRE		No Technical Mission was organized for 2020 due to COVID-19.			
12.	Farmgate price will be displayed on the website MRB before 2 pm every working day	BEPG		62/62 trading days			
13.	Daily MRB FOB rubber price published at 12.00 noon (official price) and at 5.00 pm (closing price)	MRE		62/62 trading days			
14.	Rubber industry statistics updated on the website MRB twice a year	BEPL		Data on Jan-Dec 2019 is updated			
15.	Annual Report will be published in the third	UPP		Email has been sent to all respective division to			

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	quarter of next year			get focal person and reports.			
16.	Malaysian Rubber Board's Digest is published every month through MRB website	UPP/MRE		3 Publications have been updated on the website			
17.	Journal of Rubber Research and the Malaysian Rubber Research and Review is published quarterly	UPP		<p>JRR Issue 1, Volume 23 was published on 15 March 2020 with 5 accepted submissions, and the Editorial Committee meeting was held in February 2020. Ongoing manuscript processing on Editorial Manager and editing of accepted submissions for Issue 2.</p> <p>MRR 4th Quarter 2019 has been published</p> <p>MRR 1st Quarter 2020 is in the process of editing</p>			
18.	MRB Rubber Technology	UPP	1 issue has been published for MRTD	MRTD 20(1) – All 12 articles were received			

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	Development (MRTD) and Science & Technology Bulletin are published twice a year		and 1 issue for BST	by end of the first quarter on 31/3/2020. Three Editorial Meeting were held in the first quarter of 2020. Buletin Sains dan Teknologi meeting was held on 20/2/2020 at the meeting room of Academy Hevea Malaysia. As of March 2020, no articles have been received by the Editor for editing.			
19.	Bill payments to vendors of services or products completed within 14 working days from the receipt of documents (invoices) complete	UKA	100% (4,969 out of 4,969 invoices) paid within 14 days.	100% (4,099 out of 4,099 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	Processed a total of 610 (RM 214,977.11) Overtime Allowance applications Processed a total of	Processed a total of 386 (RM 120,577.77) Overtime Allowance applications Processed a total of 1,174 (RM 392,757.32)			

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			1,694 (RM 613,457.23) Travel Allowance applications - Achievement 100%	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 110 (RM 69,416.00) applications (Achievement 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 March 2020, a total of 3 scheduled courses were organised internally according to the Training Operational Plan Year 2020			

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23.	Ensuring that all staff receive training 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 staff</p> <p>< 2 days: 902 staff</p> <p>Total: 1,128 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>			