

CLIENTS CHARTER ACHIEVEMENT 2021

No.	Client's Charter	Unit	Achievement				
			Year 2021	Q1 2021	Q2 2021	Q3 2021	Q4 2021
1.	To produce 2 innovations per year for the benefit of the rubber industry.	UPU		<p>Certificate of Grant / Accepted: Patent – 0 Utility Innovation – 0 Trademark – 0 Copyright – 0 Trade Secret – 0</p> <p>New IP Filing: Patent – 2 1. A Girth Measuring System; App. No. PI 2021000301; Date of filing 19/1/2021. 2. Biocompatible Palm Oil Fatty Acid-Based Alkyd, the Method of Producing the Alkyd and Use of the Alkyd; App. No. PI 2021000563; Date of filing 2/2/2021.</p> <p>Utility Innovation – 1 1. A Water-Based Contact Adhesive; App. No. UI 2021001287; Date of filing 10/3/2021.</p> <p>Trademark – 1 1. RRIM LATEX A1™; Trademark No. 2015012380</p> <p>Copyright – 0 Trade secret – 0</p>			

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2.	To recommend 1 technology to be commercialized every year.	UPU	<p>3 technologies were recommended via 4 commercialization agreements:</p> <ol style="list-style-type: none"> 1. Perjanjian pengkomersialan produk jalan raya berasaskan getah, Cuplump Modified Bitumen (RRIM CMB™) di antara LGM dan Asphalt Technology Sdn. Bhd. 2. Perjanjian pengkomersialan produk jalan raya berasaskan getah, Cuplump Modified Bitumen (RRIM CMB™) di antara LGM dan Road Asphalt Sdn. Bhd. 3. Perjanjian pengkomersialan produk jalan raya berasaskan getah, Bituminous Cuplump (RRIM BC™) di antara LGM dan MYKPK Ventures Sdn. Bhd. 4. Perjanjian pengkomersialan produk bonggol jalan berasaskan getah asli (RRIM Road Bump™) di antara LGM dan RN Land Venture. <p><i>All agreements approved by MPIC on 09/3/2021. In the process of signing the agreement in Q2.</i></p>			
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3.	To organize 30 courses for the training of extension officers from implementing agencies and the number of participants trained was 2,000 officers per year.	AHM		11 courses were conducted with 339 participants.			
4.	Conducting Industry Advisory Programme to at least 6 rubber companies in a year.	UKTP		1 session to 1 rubber company has been conducted.			
5.	To organize at least 1 conference / seminar / workshop for rubber every year.	BEPP		1 – Rubber Forum 2021 was held on 9/3/2021 via Webinar using Zoom Meeting Platform.			
6.	To respond complaints and inquiries received from customers through MRB website: <ul style="list-style-type: none"> • Acknowledgement of receipt within 1 day; • Initial response within 5 days; and • Completed in 15 days. 	UI		Breakdown of respond: Complaints: 1 Inquiries: 69 Total: 70			
7.	Renewal of licenses to be not later than 7 days after a complete application is received.	UPPT		Category of license renewed: Dealer: 381 Nursery: 18 Trader: 59 Exporting Rubber Gloves: 58 Processor: 23 Estate: 53			

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				Manufacture of Rubber Products: 109 Collection Centre: 8 Total: 709			
8.	To register applicants that has been approved as MRE members within 7 working days from the date of approval by MRE Management Committee.	MRE		3 new MRE memberships have been registered within 7 working days.			
9.	MRB website update: <ul style="list-style-type: none"> • Client Charter Achievements are updated quarterly; and • News / activities / event reports are updated within 5 working days. 	UTM / UKK		1 Client Charter Achievements and 1 news were updated.			
10.	To organize at least 2 technical missions in a year.	LGM / MRE		No technical mission was organized.			
11.	Farmgate price displayed on MRB website before 2.00 pm for every working day.	BEPP		59/59 trading days.			
12.	Daily MRB FOB rubber price published at 12.00 pm (official price) and at 5.00 pm (closing price).	MRE		59/59 trading days.			
13.	Rubber Industry Statistics updated on MRB website quarterly.	BEPP		Data for Jan – Dec 2020 was updated.			

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14.	Annual Report will be published in the 3rd quarter of the following year.	UPP	Annual Report 1st meeting was held on 12/3/2021. To date, 4 reports were received for editing: 1. List of Senior Officers 2. Diary of Events 3. Profile of ALP 4. Report from UPPF (Support Services)			
15.	Malaysian Rubber Board Digest is published every month through MRB website.	UPP / MRE	3 Publications were updated.			
16.	The Journal of Rubber Research (JRR) and Malaysian Rubber Review (MRR) are published quarterly.	UPP	<p>JRR: 1st Issue, JRR 24 (1) 2021 was published in March 2021 for both online and print versions (comprising of 18 research articles and 1 editorial article). Promotional activity via infographics has been carried out on MRB and Springer websites, as well as on social media pages such as FB, Twitter, Insta and LinkedIn.</p> <p>MRR: Issue for 4th quarter 2020 is ready for printing and circulation. The input for 1st quarter 2021 issue</p>			

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				is currently being collected and edited.			
17.	MRB Rubber Technology Development (MRTD) and Science & Technology Bulletin (BST) are published twice a year.	UPP		<p>MRTD: 16 articles were received and the 1st round of editing process has been completed. Currently, in the midst of layout and design process by the designer.</p> <p>BST: A total of 11 articles will be published. To date, 5 articles were received from BPP. The deadline to submit articles is on 15/4/2021 before editorial work take place.</p>			
18.	Bill payments to vendor for services or products to be paid within 14 working days from the receipt of complete documents (invoices).	UKA		<p>2,782 invoices were paid within 14 working days.</p> <p>Achievement: 100%</p>			
19.	Payment of Travelling and Overtime Claim will be paid with salary of the respective month provided the application with required documents is received on / before the 10 th day of each month.	UKA		<p>Breakdown of paid claim: Travelling application: 556 (RM200,391.64) Overtime application: 232 (104,678.88)</p> <p>Achievement: 100%</p> <p><i>Note: The claims stated are only for January and February 2021.</i></p>			

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20.	Payment of Local Advance will be paid within 3 working days from the date the application is approved.	UKA		57 applications were paid within 3 working days. (RM47,321.00) Achievement: 100%			
21.	To accomplish at least 90% of the planned internal courses each year based on the Training Operational Plan / Training Calendar of the current year.	UPSM		2 scheduled courses were organised internally based on the Training Operational Plan.			
22.	Ensuring that all staffs received training for at least a total of 7 days in a year. <i>Note: At this moment, the number of training days has been reduced to 2 days only following the spread of the Covid-19 pandemic.</i>	UPSM		Breakdown of staff's training days: >= 2 days of training: 236/1,119 staffs < 2 days of training: 883/1,119 staffs Achievement: Staff completed 2 days of training: 21.1% Staff have not completed 2 days of training: 78.9%			