



## ACHIEVEMENT OF MPOB'S CLIENTS' CHARTER FOR THE YEAR 2012

No.	Clients' Charter Achievement for Year 2012	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
1	Produce at least ten (10) new technologies, research findings or products for the benefit of the industry	-	-	-	-	-	27	-	-	-	-	-	-	27
2	Provide accurate analytical and statistical services and to give estimated time required for results within two weeks	<b>YEARLY BASIS</b>												
	Give decisions on applications for new licensees and renewal of licensees within the following time of receipt of the completed application form and renewal form and submission of complete information:													
3	(a) New licensees: (i) Smallholders and estates, 5 working days (ii) Mill construction and palm oil products importer, 90 working days (iii) All other major categories of licensees, 30 working days	1,891	2,202	2,808	2,390	2,521	2,455	3,365	1,854	2,402	2,208	1,689	1,496	27,281
	(b) Renewal licensees: 5 working days	5,149	5,785	4,121	2,822	2,961	3,316	3,107	2,073	2,278	2,226	1,492	1,722	37,052
4	Release average prices of selected palm oil products at 4.15pm on every full working day and monthly average prices at 2.00pm on the 1 <sup>st</sup> working day of the following month.													
	<ul style="list-style-type: none"> <li>• MPOB Daily Average Prices</li> <li>• MPOB Monthly Average Prices</li> </ul>	18	17	22	20	22	21	22	19	19	22	19	20	241
		1	1	1	1	1	1	1	1	1	1	1	1	12
5	Release information on the monthly performance in relation to production, stock and export of selected oil palm products at 12.30 pm on the 10th of every month*	1	1	1	1	1	1	1	1	1	1	1	1	12
6	Respond to enquiries through Hotline within one week	2,394			355			5,711						8,460
7	Request for publications, relevant information and PALMOILIS will be processed as soon as possible but not exceeding one week	39	49	42	36	49	37	37	53	40	43			252
8	Respond to relevant technical enquires as soon as possible but not exceeding two week	30	31	16	16	8	2	15	5	4	7	13	9	156
9	Complete all research and development projects on schedule and target for the maximum benefit of the oil palm industry	<b>YEARLY BASIS</b>												