ACHIEVEMENT OF MPOB'S CLIENTS' CHARTER FOR THE YEAR 2016

No.	Clients' Charter Achievement for Year 2014	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	-	-	-	-	-	ToT	-	-	-	-	-	-	-
2	Provide accurate analytical and statistical services and to give estimated time required for results within two weeks	YEARLY BASIS												
3	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:													
	(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	1,500	1,237	1,692	1,637									6,066
	(b) Renewal licensees: 5 working days	4,895	5,678	9,004	8,412									27,989
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 1st working day of the following month.													
	• MPOB Daily Average Prices	19	19	23	21									82
	• MPOB Monthly Average Prices	1	1	1	1									4
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									4
6	Respond to enquiries through Hotline within one week	2,677			QUARTERLY BASIS			QUARTERLY BASIS			QUARTERLY BASIS			2,677
7	Request for publications and relevant information from PALMOILIS will be processed not exceeding one week	HALF YEARLY BASIS						HALF YEARLY BASIS						
8	Respond to enquiries through **Sistem e-Pertanyaan MPOB** not exceeding ten (10) working days	11	2	8	3									24