



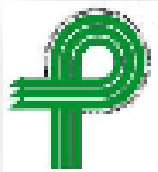
56 TH
ANNUAL GENERAL MEETING (AGM)
KUALA LUMPUR
TOURIST GUIDE'S ASSOCIATION
(KLTGA)

Contents:

- 1. Notice of 56th KLTGA AGM**
- 2. Minutes of 55th KLTGA AGM**
- 3. KLTGA Annual Report for 2021**
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- 5. Recommendations from YYC, External Auditor**
- 6. KLTGA Constitution effective 31 March 2022**
- 7. MTGC Constitution effective 11 Sept 2016**

KLTGA members who register to attend the AGM through the link below, will receive a printed copy of the reports when reporting to attend the AGM at Vivatel Kuala Lumpur from 4pm, Tuesday 26 April 2022.

<https://forms.gle/h9tBhzDy2JNSykdV8>



**TO ALL MEMBERS OF KUALA LUMPUR
TOURIST GUIDES' ASSOCIATION (KLTGA)**
NOTICE OF 56th ANNUAL GENERAL MEETING

We are pleased to inform that the 56th Annual General Meeting of the Kuala Lumpur Tourist Guides' Association (KLTGA) will be held as follows:

Date/Day :26 April 2022/Tuesday
Time :4.00 PM onwards
Venue : Ballroom 2,Level 3A, Vivatel Kuala Lumpur
85 Jalan Loke Yew, 55200 K.L

PROGRAMME

4.00PM

- Registration and hot beverages for non-Muslim members

4.30PM

- Confirmation of Quorum for AGM, and Meeting called to order
- Welcome speech by KLTGA Chairman, Mr. Pan Chen Nam (Peter)
- Confirmation & adoption: Minutes of Fifty Fifth (55th) AGM, held on 19 Dec 2021
- Presentation & adoption: KLTGA Executive Committee's 2021 Report
- Presentation & adoption of Internal Auditor's 2021 Report
- Presentation & adoption: KLTGA's 2021 Financial & Auditor's Report
- Proposal from External Auditors
- Any other business of which not than less than seven (7) days' clear notice given in writing to KLTGA Hon. Secretary (kltga@live.com)
- Other matters

7.00PM

- End of AGM and Buka Puasa @ Retro Café, Level LG, Vivatel Kuala Lumpur

MEMBERS' PARTICIPATION & REGISTRATION

- a) Due to existing Covid 19 SOP, AGM space is limited to maximum 110 persons only.
 - b) For advanced planning and preparations purposes, eligible members who wish to attend the AGM and meals hospitality are required to click this online link, for bookings that will be accepted on first-come-first-served basis. <https://forms.gle/h9tBhzDy2JNSykdV8>
 - c) Please register **ONLY ONCE**. An acknowledgement for registration will be sent to members. Registration facility will auto switch off **EITHER** when registration reaches 110 before 5.00pm of 22 April 2022 **OR** at **5.00pm, Sunday 22 Apr 2022**.
 - d) Participation is allowed only for members who have had their first & second doses of Covid 19 vaccination as well as the booster dose.
 - e) All participants are required to observe and fulfill existing Covid19 SOP for internal events.
 - f) **Surau facility** for Muslim members is available in the hotel **at Level 3A**
 - g) **Free parking** arranged for members who **drive through Entrance B of the hotel**.
- # AGM report will be broadcast to all members by Friday 15 April 2022.**
Hard copy of report will be distributed on AGM DAY to members who registered to attend.

Dated: Tuesday / 12 Apr 2022



KUALA LUMPUR TOURIST GUIDES' ASSOCIATION (KLTGA) MINUTES OF THE 55TH ANNUAL GENERAL MEETING

Date/Day : 19 Dec 2021/Sunday

Time : 2.00 PM onwards

Venue : 3rd Floor, Function Hall, Pudu Plaza Hotel
Jalan Landak, Off Jalan Pudu, Kuala Lumpur

Attendance : As per attendance list attached



**TO ALL MEMBERS OF KUALA LUMPUR
TOURIST GUIDES' ASSOCIATION (KLTGA)**

NOTICE OF 55th ANNUAL GENERAL MEETING

We are pleased to inform that the 55th Annual General Meeting of the Kuala Lumpur Tourist Guides' Association (KLTGA) will be held as follows:

Date/Day :19 December 2021/Sunday
Time :2.00 PM onwards.
Venue :3rd Floor, Function Hall, Pudu Plaza Hotel
Jalan Landak, Off Jalan Pudu, Kuala Lumpur

PROGRAMME

2.00PM

- Registration of members & light refreshments

2.30PM

- Confirmation of Quorum for AGM, and Meeting called to order
- Welcome speech by KLTGA Chairman, Mr. Pan Chen Nam (Peter)
- Confirmation & Adoption: Minutes of EGM held on 17 Jan 2020
- Confirmation & adoption: Minutes of Fifty Fourth (54th) AGM, held on 18 Apr 2020
- Presentation & adoption: KLTGA Executive Committee's 2020 Report
- Presentation & adoption: KLTGA's 2020 Financial & Auditor's Report
- Updates proposed to KLTGA Constitution Clauses and members' approval
- Any other business of which not than less than seven (7) days' clear notice given in writing to KLTGA Hon. Secretary (kltga@live.com)
- Other matters
- End of AGM

7.00PM onwards

- Dinner – Dining hall, 3rd Floor, Pudu Plaza Hotel

8.00PM

- End of event

PARTICIPATION REGISTRATION

- a) For advanced planning and preparations purposes, eligible members who wish to attend the AGM & Dinner are required to click this online link below and submit the registration by 5.00pm, Sunday 12 Dec 2021

<https://forms.gle/x2dX1B48oPSXEgAn6>

- b) Please register **ONLY ONCE**. An acknowledgement for registration will be sent to members. Registration facility will auto switch off after 5.00pm, Sunday 12 Dec 2021.

Dated: 5 Dec 2021/Sunday

ATTENDANCE FOR 55TH KLTGA AGM – 19 DEC 2021

| NO | TG NO | FULLNAME | REPORTING TIME |
|----|-------|------------------------------|----------------|
| 1 | 5984 | PAN CHEN NAM | 1300 |
| 2 | 15745 | SENG HOI LEE | 1300 |
| 3 | 17381 | SIEW KAH HOW | 1300 |
| 4 | 6387 | MOHAMAD HELMY AHMAD | 1316 |
| 5 | 17059 | HOE HEE JOON | 1320 |
| 6 | 4982 | SAY CHEN FONG | 1320 |
| 7 | 8407 | CHEONG YEE SHING | 1322 |
| 8 | 7366 | HOO SWEE PHUNG | 1330 |
| 9 | 2135 | FONG SOON HENG | 1334 |
| 10 | 1370 | CHAN YUIT SING | 1339 |
| 11 | NEW | LEONG SHI TIAN | 1340 |
| 12 | 13713 | LIEW WOON SHAN | 1344 |
| 13 | 15386 | OOI KIM BENG | 1344 |
| 14 | 6953 | HARIYADURAI A/L P.T PANANDAN | 1344 |
| 15 | 10440 | LEE CHEE HONG (ANTHONY) | 1345 |
| 16 | 8768 | ZAINAL ABIDIN BIN AHMAD | 1345 |
| 17 | 17242 | TAN KIM HOCK | 1346 |
| 18 | 13146 | TEH TIONG HOON PPN | 1349 |
| 19 | 2271 | JAGDIP KOUR A/P SHAM SINGH | 1350 |
| 20 | 9509 | ANBARASU A/L SUNDRAM | 1350 |
| 21 | 6912 | OOI OON KEAN | 1350 |
| 22 | 4019 | TEH LAI CHIN | 1351 |
| 23 | 3712 | CHENG YET KHIN | 1351 |
| 24 | 11532 | KHEW CHOU SOON | 1353 |
| 25 | 17388 | LAI CJUN MENG | 1354 |

ATTENDANCE FOR 55TH KLTGA AGM – 19 DEC 2021

| NO | TG NO | FULL NAME | REPORTING TIME |
|----|-------|-------------------------|----------------|
| 26 | 11564 | LUI KIM SUN | 1355 |
| 27 | 15413 | LAI KAR WEI | 1355 |
| 28 | 1622 | WAN OOI YEE | 1356 |
| 29 | 3418 | CHUA CHUN POO | 1358 |
| 30 | 10740 | SYED SAJID HUSSAIN SHAH | 1359 |
| 31 | 4128 | CHUNG KON KWAI | 1400 |
| 32 | 8607 | WOO MEE CHIN | 1400 |
| 33 | 15451 | LO HENG YIP | 1400 |
| 34 | 15777 | CHAN JER PING | 1400 |
| 35 | 16194 | TAN HUAT CHAI | 1400 |
| 36 | 8289 | LAU BOON FATT | 1401 |
| 37 | 14008 | RAMARAO A/L RAMANAIDU | 1401 |
| 38 | 9503 | LOKE PIN KEONG | 1402 |
| 39 | 3761 | WONG HING TUCK | 1405 |
| 40 | 1523 | MAK GEOK POH | 1406 |
| 41 | 986 | KER LIAN BEE | 1409 |
| 42 | 4317 | GEOK CHIN LEE | 1409 |
| 43 | 4325 | MARIE GERARDINE TEO | 1409 |
| 44 | 1330 | KONG FOOK LOY | 1410 |
| 45 | 2110 | KER LIAN KAY | 1410 |
| 46 | 16756 | WONG CHEN KIONG | 1410 |
| 47 | 1159 | SOO AH MEI | 1414 |
| 48 | 12978 | YAP CHI-LI | 1416 |
| 49 | 12516 | AB RAZAK BIN ABU BAKAR | 1419 |
| 50 | 17087 | LEOW KAE YNG | 1420 |

ATTENDANCE FOR 55TH KLTGA AGM – 19 DEC 2021

| NO | TG NO | FULL NAME | REPORTING TIME |
|-----------|--------------|---------------------------------|-----------------------|
| 51 | 2237 | CHEN THIM FOOK | 1423 |
| 52 | 7690 | HO ENG KIANG | 1424 |
| 53 | 2097 | TAN AI LEN | 1430 |
| 54 | 2636 | YONG YOKE CHING | 1430 |
| 55 | 12965 | GERALD RAMESH A/L PAUL DORAIRAJ | 1430 |
| 56 | 13687 | JAYARAJ A/L SINNAKKANNU | 1430 |
| 57 | 15491 | CHU CHEE KIONG | 1430 |
| 58 | 12030 | ELENA SHIM MEI YUN | 1430 |
| 59 | 17835 | LAI LAN FUN | 1440 |
| 60 | 6382 | TAN CHENG ENG | 1442 |
| 61 | 10552/13967 | CHENG WAI HOONG | 1445 |
| 62 | 7998/11191 | LEONG WAI SAN | 1445 |
| 63 | 7030/13564 | YAP KAM SENG | 1450 |
| 64 | 11322 | RAJA SHAHARIL NASIR | 1453 |
| 65 | 1074 | CHAN YUEN WAI, RAYMOND | 1458 |
| 66 | 3102 | ABDUL RASHID RADHA | 1500 |

MINUTES OF THE 55TH ANNUAL GENERAL MEETING

1. PRELIMINARY FORMALITIES

- 1.1 **As at 2.45pm, 50 preregistered and 12 Walk-in members** were present for the AGM.
- 1.2 This was more than three times the number of Executive Committee members required to reach the quorum for the meeting to proceed.
- 1.3 Hon. Secretary invited Hon. Chairman Mr. Pan Chen Nam to deliver his opening address.

2. CHAIRMAN'S SPEECH

Today is the 55th Annual General Meeting of KLTGA which should have been held by 30 April 2021 for the financial year 1 January 2020 to 31 December 2020.

However, we have been delayed due to the Covid 19 Movement Control Order (MCO) situation but our Registrar of Societies has given 31 Dec 2021 as the deadline for all societies to complete their AGMs. And that's why we are here.

Due to the Covid 19 Pandemic and the MCO the tourism industry has been affected badly and our fellow tourist guides, who are mainly freelancers, have experienced unemployment since March 2020.

We never expected such situation to affect us tourist guides, especially the industry that was among the top 5 activity that greatly contributed to the country's income and Gross National Product. The year 2020 was definitely a very challenging period for the tourism industry due to the Covid-19 impact.

Our Tourist Guides were very much impacted and morale was very low as this was the main source of earning for them. KLTGA was not spared from this satiation. We could not operate as normal as office has to be closed due to the strict movement control order (MCO).

Due to that, it was not possible to offer our usual in-house programmes to members and non-members.

Indeed, 2020 was very challenging BUT at the same time it was an opportunity for many of our members to move into essential economic activities to support themselves and their families. We are glad that quite a number of our members have branched into these opportunities and also enrolled for skills training that prepares them to get involved in new income generating activities.

However, with the government's firm commitment to address the Covid-19 situation and the new variants that are coming into the scene now, we are optimistic that our tourism industry will gradually normalize by next year.

We should also provide support by, getting vaccinated, registering for the booster vaccination and observe all the SOPs to protect ourselves and our beloved ones

Today, we originally planned to provide dinner for you all, but due to the latest Covid-19 Variant threat, we have switched to providing you all meal vouchers so that you can use them at your convenience after this AGM.

Last but not least, I do hope you all have a meaningful engagement session at this AGM today and once again I thank you for your attendance today.

3. MTGC BENEVOLENT FUND/KLTGA CHEQUES HAND OVER

- 3.1 Before start of the AGM agenda proper, KLTGA Hon. Chairman handed over cheques to two beneficiaries of deceased KLTGA members
 - a. Puan Aishah: for Daud Hj. Abdullah (TG 14600) MTGC RM3200.00 + KLTGA RM60.00
 - b. Mr. Tan Yoke Boon: for Ho Ah Meng (TG16090) MTGC RM2400.00 + KLTGA RM60.00
- 3.2 Hon. Chairman said the RM60.00 from KLTGA is the refund of advanced membership payment by such members who passed away. He also thanked MTGC for the Benevolent fund support for KLTGA members.

4. QUERY AND FEEDBACK FROM LEE GEOK CHIN, CHUA CHUN POO & JAGDIP KOUR

- 4.1 Ms. Jagdip Kour asked why hard copies of the AGM report was not available this time.
- 4.2 Hon. Chairman replied that this is the first time KLTGA is conducting the AGM without the hard copies to save costs.
- 4.3 Hon. Chairman also mentioned that previously, KLTGA printed excessive copies of such reports and there were many still in the office. It was one of the reasons hard copies were not available this time.
- 4.4 Ms. Lee Geok Chin explained that KLTGA should comply to the standard practice of making hard copies of reports available for such meetings.
- 4.5 Mr. Chua Chun Poo said that for future AGMs/EGMs, after such reports are broadcast to members, those who confirm participation be allowed to request for a hard copy of report at the event. KLTGA should also print extra copies for walk-in members. His suggestion was accepted by the Exco team.
- 4.6 Ms. Lee Geok Chin also reminded Exco team to observe the 14-day ruling of sending out AGM/EGM invitations online and ensure KLTGA Patron and Hon. Legal Advisor are invited.

5. CONFIRMATION & ADOPTION OF MINUTES CONSTITUTIONAL REVIEW EGM HELD ON 17 JAN 2020

- 5.1 Ms. Lee Geok Chin pointed out that the request for another EGM to verify the EGM discussions of 17 Jan 2020 were not answered despite 18 members signing up to request for it.
- 5.2 Hon. Secretary explained that ROS had informed - file in the outcome of the 17 Jan 2020 EGM first and then only do the next EGM. ROS also clarified that only those who attended the 17 Jan 2020 EGM could request for the subsequent EGM. By that time the MCO was already implemented, which prevented organizing indoor meetings.
- 5.3 Ms. Lee Geok Chin mentioned that the next EGM should have been arranged, and if there were no minimum quorum response from members, she will accept the outcome.
- 5.4 She proposed to visit ROS on this matter and Hon. Secretary requested that the Exco be also in the discussion with ROS. Mr. Wong Hing Tuck objected to this request and said that no one can stop members from going to ROS on their own.
- 5.5 Ms. Jagdip Kour mentioned that Ms. Lee Geok Chin's message was disturbing and there had been many cases of non-compliance by the Exco. She also asked if only one person was running the show. She also went to the Exco members and asked if they knew the KLTGA Constitution well and mentioned that if Exco members do not know the Constitution, why do they need to be there. She alerted that if needed she and Ms. Lee will go to the ROS on this matter and will escalate the matter through press conference.
- 5.6 Ms. Jagdip Kour also stated that when members make proposals at General Meetings, Exco should take note and also mention in the minutes on next course of action.

- 5.7 Ms. Lee Geok Chin then mentioned that Hon. Chairman is a team player and she is doing her part to help out the Exco to ensure such mistakes do not occur. Mr. Ramarao also volunteered to help the Exco, if needed to ensure correctness of the minutes of General Meetings
- 5.8 Ms. Lee Geok Chin then proposed the EGM minutes be accepted. Mr. Chua Chun Poo seconded.

6. CONFIRMATION & ADOPTION OF MINUTES – 55TH AGM HELD ON 19 DEC 2021

6.1 Corrections

- a. Mr. Chua Chun Poo mentioned that his name was spelt wrongly in pages 9 & 10 of the minutes and should be corrected.
- b. Ms. Lee Geok Chin said that
 - i. Patron and Hon. Legal Advisor should be invited for the AGM in future.
 - ii. item 6 title should be **PROPOSED AMENDMENTS** and not **PROPOSED UPDATES**.
 - iii. the name in item 6.e should be **Ms. Low Poh Yoke (Jade)** and not **Ms. Low Poh Yoke (Jane)**.
 - iv. **item 8.2.2.** word propr should be **proper**.
 - v. **Item 8.2.3 MOTAC** was handling Permai payments and not **MTGC** as stated.

6.2 Queries/feedback from Ms. Lee Geok Chin

- a. **Item 7** – when can members apply for Medical Welfare Fund? It's been a long time since it was started.
- b. **Item 10.5** – Newly elected Exco team must be listed in the AGM minutes for members to know and for signatory change with the banks.
- c. **Page 15** – Life members who do not have TG badge do not get KLTGA's whatsapp broadcast messages. For example – Chan Pai Hey. Keep them in the loop.
- d. **Page 15** – In future state the actual names and amounts involved in payouts from MTGC Benevolent Fund and even Hospitalization visits.
- e. **Page 15** – Future Membership reports to reflect more details like how many new members joined KLTGA for the year, how many renewed memberships, and how much Orientation fees were collected.

6.3 Internal Auditors Report

- a. Ms Lee Geok Chin's views
 - i. Exco team serves on voluntary basis and should not be paid.
 - ii. Exco approved budget must be mentioned in minutes of meeting.
 - iii. FD receipts should be displayed at Exco meetings as proof of where the monies are.
 - iv. Deputy Secretary must work now on the SOPs and ensure they are completed as soon as possible.
 - v. Start circulating all incoming and outgoing emails from/to kltga@live.com
 - vi. Exco must come out with 2022 & 2023 plans for members and get budget approved at AGM.
 - vii. Hon. Chairman must do more networking to get government support and also from corporate bodies that can join as Associate members.
- b. Ms. Jagdip Kour asked if emails are being shared with Exco.
Hon. Secretary replied that important ones are shared. Others like membership renewals, payment for courses are channeled to staff.

6.4 YYC Audited Financial Report

- a. Ms. Lee Geok Chin wanted to know how much is monthly average expenditure for KLTGA and Hon. Treasurer replied that it is on an average between RM8,000.00 -RM10,000.00.
- b. Ms. Lee mentioned that with around 1800 members, the funds are not enough to operate KLTGA and suggested that members be encouraged to support KLTGA programmes like CTRE.
- c. She also asked on what was wages subsidy and Hon. Treasurer said that this was SOCSO's support to subsidise wages for KLTGA's permanent staff.
- d. On page 8 there is mention of Emergency meeting and Ms. Lee wanted to know about it. Hon. Treasurer clarified that it was the EGM event.
- e. Ms. Lee also wanted to know about rising phone service charges. Hon. Treasurer said that this was due to upgraded UNIFI system. Ms. Bernice Leong (VC I) clarified that the keyphone upgrading was still in progress as of Dec 2021 and payment not yet made. Ms. Lee requested Hon. Treasurer to clarify on this query later.
- f. Ms. Lee also wanted more details to be stated in this report for members to understand better.

7. PROPOSED AMENDMENTS TO KLTGA CONSTITUTION REDUCE 2021/2022 SUBSCRIPTIONS

- 7.1 Proposal submitted by KLTGA Exco for AGM decision was rejected as there was no proposer and seconder.
- 7.2 Ms. Lee Geok Chin suggested that KLTGA can help members by reducing CTRE fees.
- 7.3 Mr. Chua Chun Poo also was not in favour of the proposal as it gave authority to Exco and not the members.
- 7.4 Mr. Chan Yuen Wai said that members need help during this Covid19 Pandemic situation and supported further deliberation on the matter.
- 7.5 Ms. Jagdip Kour asked the Exco team if it already made the decision to reduce the fees and now only asking approval. She wanted to see the minutes of the Exco meeting in the AGM.
- 7.6 Hon. Chairman also mentioned that he got many calls from members on this matter, especially when other TGAs have reduced membership fees after MTGC also reduced PCD quantum payable.
- 7.7 Mr. Chung Kon Kwai reminded that proposals must have a proposer and a seconder.
- 7.8 Mr. Lai Cjun Meng proposed that the membership renewal fee be reduced to RM50.00 for 2021 and 2022. Mr. Tan Kim Hock seconded the proposal.

32 members voted for the proposal and 16 against.

- 7.9 As for reverting the annual membership fee in Clause 5.2.1.a from RM50.00 to RM60.00, the proposal was made by Mr. Chan Yuen Wai and seconded by Mr Ooi Kim Beng.

It was put to a vote and 64 members voted in favour while none voted against.

8. OTHER MATTERS ARISING

- 8.1 Mr. Ramarao asked why KLTGA office desktop cannot be used to renew TG badge. Hon. Secretary explained that when office reopening was announced, this was one of the conditions to ensure members do not request staff to guide them as it will disrupt answering of calls. It was also to ensure people movement in the office was fast so as not to overstay and delay those waiting in the queue to enter the office for membership application, membership renewals and collect CTRE/CC certificates.
- 8.2 Clarification sought on 'Active Life Members' in the Constitution by Mr. Chua Chun Poo. Hon. Secretary explained that from the list of 120 life members, it was established that there were still around 20 who had TG badges and had to pay PCD for MTGC. Hence the decision to sub-classify these life members as 'Active Life Members'.

- 8.3 Mr. Chua Chun Poo said that this was not proper and the categories must be stated clearly in the first instance and not introduced after general term 'Life Member' is stated in Clause 5.2.4. Mr. Chua Chun Poo suggested that the two categories be spelt out clearly for members to know and this can be done through Constitutional amendment.
- 8.4 Mr. Chua Chun Poo said that these inconsistencies must be corrected at an EGM.
- 8.5 Ms. Lee Geok Chin suggested a Constitution Review sub-committee be formed to correct such gaps and members be invited to participate in the sub-committee.
- 8.6 **Reminder to members on membership renewal** – Ms. Lee Geok Chin suggested that KLTGA need not send out reminders as it is already stated in the Constitution that members have a responsibility to renew without being reminded. Hon. Chairman said that it was just a service to members who may be busy and prevent them from overlooking this matter.
- 8.7 **Confirmation Course implementation & advance membership collection** – Ms. Yong Yoke Ching explained that KLTGA members are charged RM600.00 and RM220.00 goes as advanced membership. As membership renewal fee has been reduced for 2021 & 2022, the surplus will still be carried forward to the following years. However, the amounts cannot be used to offset as payment for inhouse courses.
- 8.8 Ms. Lee Geok Chin's further suggestions for amendments to the Constitution
- Where any position during Office Bearers' election remains vacant after the results are out, the AGM must be empowered to elect and fill the vacancy. The Clause 10.12 of the Constitution applies to a casual vacancy arising from resignation of Exco member relieved from the position.
 - Details of all disciplinary inquiry taken must remain confidential. Panel members of Disciplinary Action sub-committee must not have vested interests with the person under inquiry.
 - An Exco member must always be in any sub-committee so that Exco is given updates.
 - NCC should not make any announcements on Office Bearers elections.
 - Non-active life members must be allowed to vote in AGM and Office Bearers elections.
 - Add a new clause for members at AGM to propose appointment of a Patron.
- 8.9 Annual Activities for members
- Ms. Lee Geok Chin proposed RM30,000.00 yearly for this purpose for the next 2 years.
 - This was unanimously agreed by members present.
 - Exco team to consider activities like celebrating International Tourist Guides Day, KLTGA Anniversary, etc.
 - Ms. Marie Gerardine Teo cautioned that spending this money should be done above board, and where possible 3 quotes are obtained to ensure best costs for such projects.
- 8.10 Query on Building Fund
- Hon. Treasurer explained that this was maintained as the plan is to get a property that will not inconvenience their visit to KLTGA like going up several floors.
- 8.11 Use of stakeholder premises for members events.
- Mr. Wong Hing Tuck informed Hon. Chairman to engage Royal Selangor for members' events.
 - Ms. Lee Geok Chin also asked Hon. Chairman to liaise with DBKL for the same purpose.

9 End of AGM

Proposed by: Ms. Marie Gerardine Teo

Seconded by: Zainal Abidin Ahmad



ANNUAL REPORT FOR YEAR 2021

A: HON.CHAIRMAN'S 2021 REPORT

Dear members

The year 2021 was a very challenging one for the entire tourism industry and in particular licensed Tourist Guides, due to the several Movement Control Orders (MCO) announced by the Malaysian government to address the Covid19 pandemic, which was a continuation from March 2020.

The industry had to remain closed to prevent further increase of Covid19 cases forcing most of our members to look for other source of income to take care of themselves and their families.

This was about the time I officially took over as Hon. Chairman of KLTGA from 18 April 2021.

It was definitely not easy as we were still not able to carry out the important services to our existing members like conducting CTRE Programs, Confirmation Course and Additional language Examinations as well as Orientation programmes for new members. We were also not able to fully facilitate new membership applications and follow up with Tokio Marine and Malaysian Tourist Guides Council (MTGC) in a timely manner on members' claim matters due to the strict MCO regulations for most of the time.

We gradually switched online to keep the momentum going for our members, especially membership renewals and receiving new membership applications. Where possible we also used the online option to conduct our Exco meetings. For the records, after our team took over in April 2021 we had 6 Exco meetings and out of this 3 were done online.

It was however still challenging for us when it came to members' welfare as the MCO prevented us in several cases, from doing our part for the hospitalized members as the treatment areas were out of bounds for visitors. It was the same for members who departed as the MCO controls were very strict for courtesy visits to attend the final farewell for such members.

Financial Support from Government - During this crucial time, we were quite fortunate that the Malaysian government understood the situation of Tourist Guides and provided financial support in 2021 through the Permai scheme and Pemerkasa scheme where every eligible Tourist Guide was paid RM500.00 under each scheme. For this timely assistance, on behalf of KLTGA, we thank the Government.

License Renewal Fee Waiver - We also extend our appreciation to the Ministry of Tourism, Arts and Culture Malaysia for waiving tourist guide license renewal fees and arranging free online CTRE programmes for Tourist Guides who needed this documentation for their license renewals.

Food Aid for KLTGA members - On our part, the KLTGA Exco teamed up with a sponsor to provide essential food supplies to our members on 10 Oct 2021 in Wangsa Maju, Kuala Lumpur. A total of 124 members registered for this support and a team of five from our Exco participated in the smooth distribution of this aid to members. For several members who were not able to be in Wangsa Maju that day, some of our Exco members delivered the supplies at their residences.

Reduced PCD by MTGC & reduced membership fee by KLTGA - We also thank MTGC for its decision to reduce the 2021 PCD amount from RM50.00 to RM20.00 for each member. KLTGA complemented this by also providing a reduction of 2021 membership renewal fee from RM60.00 to RM30.00.

Moving forward, we are glad that the Government's efforts to control the Covid 19 situation is on track and with most of our population already covered by both the double dose vaccination as well as the booster dose, we hope that the tourism industry will be revived as planned and engage our Tourist Guides meaningfully in 2022.

Last but not least, I also take this opportunity to thank our members and industry partners for their continued support towards KLTGA during the challenging times

PAN CHEN NAM (PETER)
Hon. Chairman
12 Apr 2021

Objectives:

- To adhere to law, KLTGA constitution, rules & regulations and code of ethics.
- To comply and enhance Covid-19 safety & prevention measures.
- To improving office facilities for a conducive & friendly environment for visitor.
- To create a conducive workplace which encourages staff engagement, productivity development & growth.
- To safeguard office from any potential risk exposures in this present environment.

Regulatory Compliance

Continuing to monitor and evaluating in accordance to the rules & regulation as stipulated below (but not limited to):

- KLTGA Constitution
- Code of Ethics
- Covid Prevention SOP by MKN
- Employment act 1955
- Data protection & Privacy
- Fire safety regulation & Bomba licensed fire extinguishers
- Occupational safety & Health Act 1994

Security & Safety

- Fire prevention plan in place: fire extinguishers, emergency exit lights, signages.
- Revised Covid-19 prevention plan for optimal result:
 - Introduce contactless temperature scan
 - Implement schedule disinfecting procedure
 - Introduce sterilization fogging machine for 360° disinfection

Staffing & Development

- Review & draft up a scale on staff allowances to overcome the grey area which was overlooked.
- Letter of offer was issued to the contract staff in Nov 2021 (absence letter of offer since day one until lately)
- Implement flexible working hours according to workload needs.
- Reskill staff capability in communication and administrative skills.

Office Equipment & Facilities Upgrades

| # | Item | Before/Problem Description | Status |
|----|--|--|------------------------------|
| 1. | Online Membership Expiry Check | Nearly 30% incoming are redundant calls. | Implemented in Apr 2021 |
| 2. | Anti-virus Software | Expired since 2019. | Software renewed in Apr 2021 |
| 3. | Purchased Contactless Temperature Scan | Manually scanned. (High risk exposure to staff) | Job done in Apr 2021. |
| 4. | Purchased Sanitization fogging machine | Sanitization done manually by staff. | Job done in May 2021 |
| 5. | Purchased 1 unit Air-conditioner | Nearly 10 years old, malfunctioned since 2020 | Job done in Nov 2021 |
| 6. | Purchased 2 units Computer Monitors | Nearly 10 years old, display issue reported since 2020 | Job done in Dec 2021 |
| 7. | Installation of Water Purifier | Refill provider ceased operation. | Job done in Dec 2021 |

KLTGA VICE CHAIRMAN I REPORT AGM 2021

Written by Bernice Leong

| | | | |
|-----|---------------------------------------|---|----------------------|
| 8. | Acquired 4 Fire Extinguishers | Only 1 expired unit (last Bomba inspection date 2005) | Job done in Dec 2021 |
| 9. | Emergency & Exit Light | Never been functioning (malfunction). | Restored in Nov 2021 |
| 10. | Unifi Upgrade from 100mbps to 300mbps | Line lagging during online session since 2020 | Job done in Dec 2021 |
| 11. | Key Phone Replacement | Noisy background since 2018 | Job done in Dec 2021 |

Remarks: Exco term 2020-2023 took effect on Apr 2021. KLTGA office has been closed during lockdown period May-Oct 2021.

2021 Achievements:

- No closure of office operation due to covid threat (except on MCO order).
- Manage to clear out the backlog office equipment & facilities issues which was brought forward from the previous term.
- Manage to reduce the restoration period (request of quotation – job done) of such office equipment & facilities issues from < 12 months (previous term) to < 6 weeks (present term).
- Prompt decision to streamline office operations to prepare for MCO lockdown period which translated into nearly RM10K overhead cost savings.

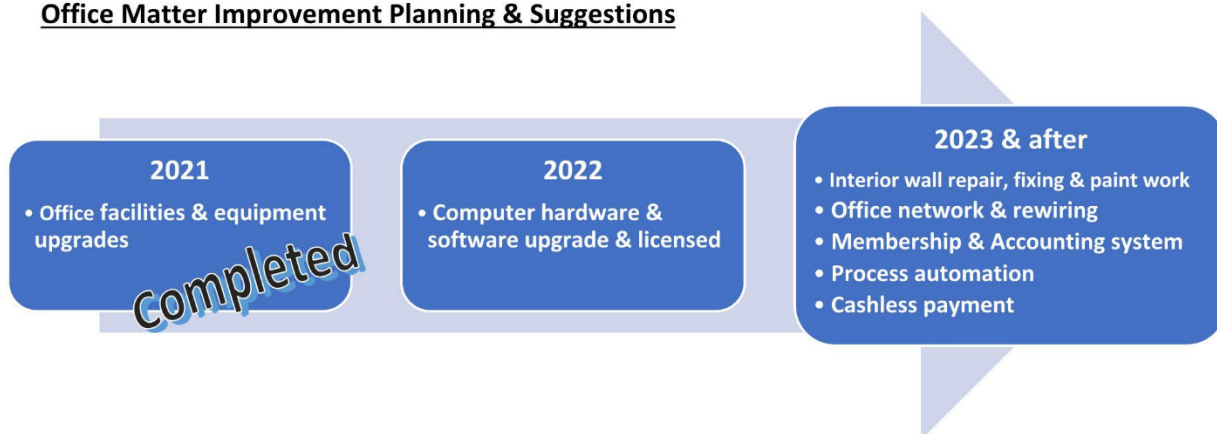
Challenges:

Some of the decisions made did not comply with the constitution and lack of transparency. Outdated financial process affecting overall office administration productivity & performance.

2022 Office Improvement Plan:

Upgrade office hardware & software. Few of the office desktop and software are more than a decade old.

Office Matter Improvement Planning & Suggestions



Prepared by:

Leong Wai San (Bernice)

Vice Chairman I

Kuala Lumpur Tourist Guides' Association

Email: bernicekltga@gmail.com

C: KLTGA VICE CHAIRMAN II - 2021 REPORT

1. KLTGA's Members as per December 2021

- Life Members = 21
 - Individual Associate Member = 1
 - Trade Associate Member = 0
 - Ordinary Members = 1,961
- TOTAL Members = 1,983**

2. MTGC Per Capita Due (PCD) Benevolent Fund Claims in 2021

- 17 January 2021 (TG 389) Pong Kok Leong @ Frankie (RM5,000)
 - 13 February 2021 (TG 13195) Lee Chee P'ng (RM1,300)
 - 15 May 2021 (TG 16090) Ho Ah Meng @ Ho Chia Yew (RM2,400)
 - 09 July 2021 (TG 927) Lam Choong Pin @ Charlie (RM5,000)
 - 25 July 2021 (TG 12520) Tan Wen Bin (RM1,150)
 - 08 August 2021 (TG 6143) Yeeb Sim Loo (RM1,850)
 - 28 August 2021 (TG 3491) Chuah Chee Leong (RM5,000)
 - 15 September 2021 (TG 14600) Daud Bin P. Haji Abdullah (RM3,200)
 - 02 December 2021 (TG7958) Subian Bin Hassim (RM5,300)
 - 16 December 2021 (TG1298) Ang Seng Hak (RM2,000)
 - 22 December 2021 (TG4128) Chung Kon Kwai @ Eddy (RM5,000)
- TOTAL Claims: RM37,200**

3. MTGC Medical Assistance from Per Capita Due (PCD) Benevolent Fund: "Partial PCD Claims" in 2021

- 3.1 Submitted in 2021 (TG 7289) Lim Chiew Yang (RM2,500)
- 3.2 Submitted in 2021 (TG 13195) Jennifer Chong Sau Mun (RM2,350)
- TOTAL Claims: RM4,850**

4. My Accomplishment as Vice Chairman II (VC II)

4.1 Handling the Welfare of KLTGA Members

- 4.1.1 Membership Matters – Renew, Re-join and New
- 4.1.2 MTGC Per Capita Due (PCD) Benevolent Fund Claims.
- 4.1.3 MTGC Medical Assistance from Per Capita Due (PCD) Benevolent Fund ("Partial PCD Claims")
- 4.1.4 KLTGA Personal Accident (P.A.) Claims
- 4.1.5 MTGC Personal Accident (P.A.) Claims

4.2 Related to Welfare of KLTGA Members, I am liaising with

- 4.2.1 Our KLTGA Office Staffs.
- 4.2.2 Members directly or with their Beneficiaries or their immediate family members if they passed away by arranging all the necessary Documents to be submitted for claims.
- 4.2.3 EXCO when necessary.
- 4.2.4 MTGC Person-in-charge (P.I.C.) when necessary.

4.3 Upon getting verified information and confirmation on our KLTGA Member's conditions (whether they have been hospitalised or passed away), the next course of actions are

- 4.3.1 Liaising with Members directly.
- 4.3.2 Arranging "Get Well Soon" Greetings with "Fruit Basket" or "Hamper Gift" on behalf of our EXCO, Staffs & Members to send to them.
- 4.3.3 Contacting Member's Beneficiary or their immediate family members to get information regarding the Funeral Service and related arrangements.
- 4.3.4 Liaising with the Person-in-charge of Info Tech cum VC I, Miss Bernice Leong regarding "Obituary Notice" post content cater for KLTGA Facebook.
- 4.3.5 Liaising and getting EXCO to help in these Members matter when necessary.
- 4.3.6 Arranging "pak kum", "pek kim" or Condolence Money for our deceased member's family.
- 4.3.7 Arranging EXCO who are available to represent KLTGA to attend Member's Funeral Service if Majlis Keselamatan Negara (MKN)'s Standard Operating Procedures (S.O.P.) allowed us to do so. During this deadly Pandemic Covid-19 period, only limited and immediate close family members are allowed to attend the funeral service.

4.4 During this deadly Pandemic Covid-19 period, I managed to helped our KLTGA Members by issuing Official Receipts to them and also save monies for our Association.

- 4.4.1 In May 2021, our KLTGA staff, Puan Athirah went on maternity leave. At the same time, Government had implemented the Movement Control Order (MCO), our KLTGA Office was forced to close due to the deadly Pandemic Covid-19.
- 4.4.2 KLTGA EXCO had already decided earlier to hire a Temporary Staff to replace Puan Athirah's work during her maternity leave period at a budget of RM2,500 per month for at least 3 months. This could not be done at that time due to a sudden decision made by Majlis Keselamatan Negara (MKN) to temporarily not allow offices to open.
- 4.4.3 That was a challenging time for KLTGA as most of our Members still needed to renew their membership first before they could renew their Tourist Guide Badge with MOTAC.
- 4.4.4 There were some KLTGA Members whose membership had lapsed, wanted to "Rejoin" as KLTGA Members again.
- 4.4.5 We also had students who had passed their Tourist Guide Course Exam and they wanted to join our Association as "New" Members.
- 4.4.6 Tried my best to help our KLTGA Members to issue Official Receipts for them once they had made Membership payments to KLTGA.
- 4.4.7 During the first week of May 2021, learned from our KLTGA staffs, Puan Athirah and Mr John Yip by asking them a lot of questions related to the issuance of Official Receipts.
- 4.4.8 Since, not able to have access to the Members' Data and Information in the KLTGA Computer Systems, that definitely made my job more difficult and much slower in issuing the Official Receipts.
- 4.4.9 By simply issuing the Official Receipts without verifying the important details first might lead to a lot of serious problems and complications especially with our Closing Accounts, External Auditor and MOTAC also if we need to cancel the Official Receipts later on.
- 4.4.10 From 18 May 2021 until 02 August 2021 (during these 77 days), a Total of 163 Official Receipts had been issued to our KLTGA Members with the Total Amount of Collection, RM18,700 for our Association. There were 82 "Renew" cases, 4 "Rejoin" Cases and 26 "New Members" during that period of time.
- 4.4.11 As issuance of such Receipts was my first time, it took a lot of effort and time handling this.
- 4.4.12 "Thank You" everyone for your help and guidance when needed especially our KLTGA Staffs, Puan Athirah, Mr. John Yip and Ms. Yin Yin. Our Hon. Secretary, Arasu for redirecting the emails to me. Last but not least, our Hon. Chairman, Peter Pan, Vice Chairlady 1, Bernice Leong and Person-in-charge of Confirmation Course, Evon Yong who assisted me especially for New Members Application submission.

5. My Opinions & Suggestions

5.1 Standard Operating Procedures (S.O.P.)

- 5.1.1 Learning from my challenges and experiences, duties will be much easier if there is a proper handover in writing rather than verbally.
- 5.1.2 I will start to implement Standard Operating Procedures (S.O.P.) in stages especially for the duties as VC II.

5.2 KLTGA Constitution

- 5.2.1 KLTGA Constitution needs to be amended soonest possible to make it more relevant to the current situations.
- 5.2.2 The KLTGA Constitution needs to be more clear, specific and practical in its clauses and contents, so that its implementation will be Effective and Efficient to benefit our members.

“Last but not least, I would like to take this Opportunity to Thank my fellow KLTGA Members for your continuous support towards Kuala Lumpur Tourist Guides’ Association (KLTGA)!”

Thank you, take care and may GOD bless you.

Yours Sincerely,

Teh Tiong Hoon (Edmund) P.P.N.

KLTGA Vice Chairman II (VC II)

D: HON.SECRETARY'S 2021 REPORT

1. EXCO MEETINGS

| No | Exco Meeting | Meeting Date | REMARKS |
|----|--------------------------|--------------|----------------|
| 1 | 33 (online) | 23 Jan 2021 | Exco 2017-2020 |
| 2 | Ad-hoc (inhouse for AGM) | 25 Mar 2021 | Exco 2017-2020 |
| 3 | 34 (inhouse) | 14 Apr 2021 | Exco 2017-2020 |
| 4 | 1 (inhouse) | 28 Apr 2021 | Exco 2020-2023 |
| 5 | 2 (online) | 7 Jul 2021 | Exco 2020-2023 |
| 6 | 3 (online) | 13 Aug 2021 | Exco 2020-2023 |
| 7 | 4 (online) | 4 Oct 2021 | Exco 2020-2023 |
| 8 | 5 (inhouse) | 10 Nov 2021 | Exco 2020-2023 |
| 9 | 6 (inhouse) | 15 Dec 2021 | Exco 2020-2023 |

2: EXCO MEETING ATTENDANCE (JAN-14 APR 2021)

| No | Name | Designation | Present | Absent |
|----|-----------------------------|---------------------------|---------|--------|
| 1 | Chan Yin Keong (Edmond) | Hon. Chairman | 3 | 0 |
| 2 | Cheong Yee Shing (Lawrence) | Vice Chairman I | 2 | 1 |
| 3 | Pan Chen Nam (Peter) | Vice Chairman II | 3 | 0 |
| 4 | Anbarasu.S | Hon. Secretary | 3 | 0 |
| 5 | Ooi Oon Kean | Hon. Treasurer | 1 | 2 |
| 6 | Piong Ai Lee # 1 | Deputy Secretary | 0 | 0 |
| 7 | Yong Yoke Ching (Evon) | Head – Education Bureau | 3 | 0 |
| 8 | Henry Lee Sin Fook | Head – CTRE Sub Committee | 1 | 2 |
| 9 | Leong Wai San (Bernice) | Head – Info & Tech Bureau | 2 | 1 |
| 10 | Wong Fot Jaw | Exco Member | 2 | 1 |
| 11 | Akbar Ali Noor Mohamed | Exco Member | 0 | 3 |
| 12 | Stanley Yap | Exco Member | 2 | 1 |
| 13 | Teo Tian Leong | Exco Member | 0 | 3 |
| 14 | T. Balakrishnan | Exco Member | 0 | 3 |
| 15 | Chung Kon Kwai (Eddy) # 2 | Exco Member | 0 | 0 |
| 16 | Teh Tiong Hoon #3 | Exco Member | 3 | 0 |

1 Deputy Secretary Piong Ai Li tendered her resignation on 30 Oct 2018

2 Exco member Chung Kon Kwai tendered his resignation on 9 May 2018

3 Exco member Teh Tiong Hoon was appointed effective 17th effective 11 March 2019

2: EXCO MEETING ATTENDANCE (MAY-DEC 2021)

| No | Name | Designation | Present | Absent |
|----|---|------------------|---------|--------|
| 1 | Pan Chen Nam (Peter) | Chairman I | 6 | 0 |
| 2 | Leong Wai San (Bernice) | Vice Chairman I | 6 | 0 |
| 3 | Teh Tiong Hoon P.P.N (Edmund) | Vice Chairman II | 6 | 0 |
| 4 | Anbarasu.S | Hon. Secretary | 6 | 0 |
| 5 | Ooi Oon Kean | Hon Treasurer | 6 | 0 |
| 6 | Seng Hoi Lee (Yukie) | Deputy Secretary | 6 | 0 |
| 7 | Cheng Wai Hoong (joined from 2 nd meeting) | Deputy Treasurer | 6 | 0 |
| 8 | Siew Kah How (Mogus) | Exco member | 6 | 0 |
| 9 | Yong Yoke Ching (Evon) | Exco member | 6 | 0 |
| 10 | Henry Lee Sin Fook | Exco member | 6 | 0 |
| 11 | Wong Fot Jaw | Exco member | 5 | 1 |
| 12 | Cheong Yee Shing (Lawrence) | Exco member | 6 | 0 |
| 13 | Akbar Ali (joined from 2 nd meeting) | Exco member | 4 | 1 |
| 14 | Mohamad Helmy bin Ahmad | Exco member | 5 | 1 |
| 15 | # Catherine Chana Anak James | Exco member | 4 | - |

RESIGNATION: Catherine Chana Anak James Gak (resigned in Oct 2021)

3: ORIENTATION PROGRAMMES CONDUCTED IN 2021

| No | Date | Language | Attendance | Conducted by |
|----|-------------|----------|------------|--------------|
| 1 | 23 Mar 2021 | English | 10 | Anbarasu.S |

Further Orientation programmes not organized in 2021 due to MCO in force

4: MTGC BOARD MEETINGS ATTENDED

| NO | MEETING | DATE | TYPE | VENUE |
|----|-----------------------------|-------------|----------|----------------|
| 1 | 7 (BOARD) | 27 APR 2021 | ONLINE | - |
| 2 | 8 (BOARD) | 27 JUL 2021 | ONLINE | |
| 3 | 9 (BOARD) | 20 OCT 2021 | ONLINE | |
| 4 | 10 (BOARD) | 7 DEC 2021 | PHYSICAL | IMPIANA, SENAI |
| 5 | TRIENNIAL (MTGC AFFILIATES) | 8 DEC 2021 | PHYSICAL | IMPIANA, SENAI |

5: MEDIA ARRANGEMENT

- The **Star** Metro daily wanted to do a feature on how Tourist Guides were coping with the loss of employment due to the MCO
- Three KLTGA members were arranged for this purpose, namely Catherine Chana Anak James Gak, Pon Hon Kong and Alex Raj
- The three were feature by the newspaper on 19 Feb 2021. It was also broadcast to all members - <https://www.thestar.com.my/metro/metro-news/2021/02/19/rough-guide-for-tour-guides>

Anbarasu.S

HON.SECRETARY

11 APR 2022

E: HON.TREASURER'S 2021 REPORT

Dear members,

Well, well, well, as expected with the Covid pandemic still unabated our tourism industry remained bruised.

Visitors from traditional countries dwindled due to borders continued to be closed to curb the spreading.

By and large, our Total Income for 2021 was badly down by 58% to RM118,122.00 from RM284,155.59. The worst hit was the Orientation Course, down 94% to RM300.00 only as compared to RM4,950.00 the previous year. This could be attributed to the low spirit of most Tourist Guides due to non-arrival of the tourists.

Next is the CTRE Income that went down to 27% or RM23,020.00 as compared to last year.

The Subscription Fees was also not encouraging with a mere RM65,040.00 or 52% of yesteryear. Again, this could be due to the pandemic hitting the world and affecting the travel and tourism industry.

The pandemic also caused the new prospectives from involving themselves in the travel & tourism industry. Thus, the enrolment in Intituit Latihan Pelancongan also saw a dip. With reduced tourism graduates, our Confirmation Courses were affected too. The income from Confirmation Course also dropped by 33% to RM11,400.00 compared to RM16,940.00.

Entrance Fee also down by 16% to RM6,000.00.

Whereas, the reduced Fixed Deposit Interest was due to the Bank Negara intervention in the revival our economy.

Lastly, a very interesting item of Wages Income was drastically scaled down due to SOCSO cutting back on the subsidy because our 2020 Audited Financial Statement of Account manifested a small Surplus of RM 37,176.10.

Whatever it is, as expected, KLTGA experienced a Deficit of RM74,904.72 after Tax.

As such, we **ARE NOT ABLE** to apportion the 15% towards the Medical Welfare Fund for this year.

Again, I would like give a clarion call to all members to continue to support the CTRE courses, indirectly keeping KLTGA relevant.

The pandemic is not over, even though with the opening of the borders and the relaxing of the SOP. uncertainties are still there. So, we have to tread very carefully lest we may be caught unprepared. According to our Government, we are not in the endemic stage yet. But we are in the process of moving towards endemics. Don't be too complacent and be caught with our pants down.

A new Covid variant may be at our shore any moment now and strike any moment, moving us back to the pandemic stage, then MOC again.

With the looming war between Russia and Ukraine, it may drag the entire world economy into a world depression.

Thank you.

Ooi Oon Kean
HON. TREASURER
13 APR 2022

KLTGA INFO & TECH BUREAU REPORT AGM 2021

Written by Bernice Leong

OBJECTIVES:

To promote KLTGA branding among tourist guides and tourism industries communities.

To maximize visibility of KLTGA events, courses, services among members and tourist guides communities.

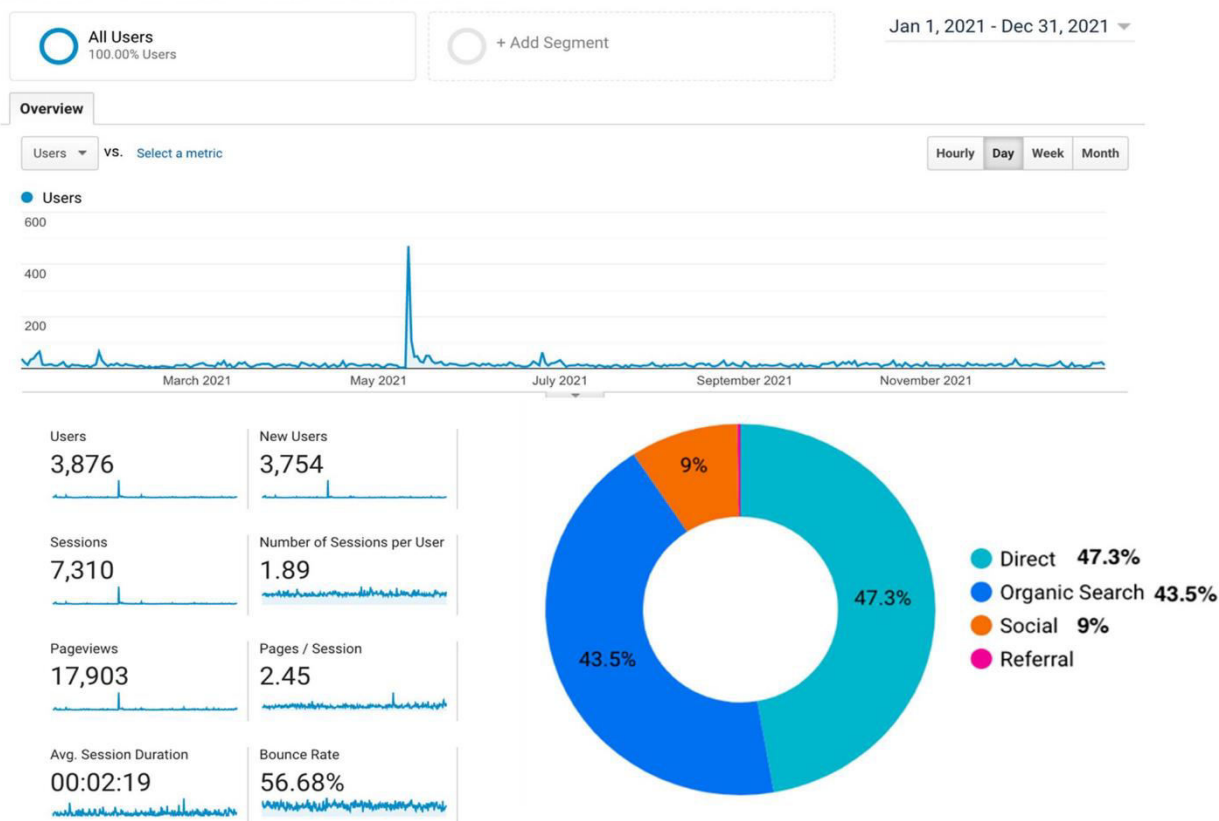
PROGRAM & ACTIVITIES INFO TECH SUPPORT:

1. Covid 19 Vaccination Registration – Jun 2021 (Content & Registration Form)
2. MAH Food Supplies Assistance Program Registration – Jul 2021 (Content & Registration Form)
3. MOTAC Story-telling e-Boot Camp Registration – Jul 2021 (Content & Registration Form)
4. 55th KLTGA AGM-RSVP - Dec 2021 (Graphic, Content & Registration Form)

WEBSITE ACTIVITIES & UPDATES:

1. Monthly update of CTRE & eCTRE schedule
 - Formulate HTML coding for calendar embedding
 - Convert raw schedule into image and downloadable pdf files
 - Update website calendar
 - Upload the schedule image file to web server
 - Upload the schedule pdf files to cloud drive
 - Create schedule downloadable links for social media post
2. Quarterly update of latest membership database
3. Search Tourist Guide Result: Added Membership Expiry Year Column
 - Member can check expiry year anytime anywhere
 - Reduce membership check incoming calls to office

KLTGA.MY WEBSITE TRAFFIC ANALYTICS



KLTGA INFO & TECH BUREAU REPORT AGM 2021

Written by Bernice Leong

TOP 12 PAGE VIEWS

| Page Name | Page | Page Views | Unique Pageviews | Avg. Time on Page (second) | Entrances | Bounce Rate | % Exit |
|----------------------|--------------------------------|------------|------------------|----------------------------|-----------|-------------|--------|
| Tourist Guide Search | /index.php/tg-search | 4974 | 3021 | 164.02 | 2041 | 69.08% | 51.77% |
| Home | / | 4632 | 3517 | 78.64 | 3367 | 42.77% | 41.45% |
| Membership Info* | /index.php/member-services | 2261 | 1266 | 76.54 | 495 | 64.04% | 30.83% |
| Home* | /index.php | 960 | 622 | 50.13 | 116 | 64.66% | 24.38% |
| About us* | /index.php/ctre-registration | 910 | 696 | 43.88 | 236 | 58.05% | 34.73% |
| Contact us | /index.php/contact | 780 | 628 | 95.74 | 184 | 62.50% | 41.92% |
| Membership Info | /index.php/membership | 443 | 351 | 115.64 | 206 | 60.68% | 43.57% |
| Calender | /index.php/calendar | 353 | 283 | 30.98 | 20 | 75.00% | 13.31% |
| Members Benefits | /index.php/membership-benefits | 316 | 230 | 75.62 | 43 | 76.74% | 24.37% |
| File Center | /index.php/file | 235 | 188 | 166.26 | 31 | 83.87% | 44.26% |
| List of the board | /index.php/list-of-the-board | 217 | 181 | 172.49 | 86 | 69.77% | 53.92% |
| About us | /index.php/about-us | 208 | 170 | 100.68 | 35 | 80.00% | 41.83% |
| Total/Average | | 16289 | 11153 | 97.55 | 6860 | 67.26% | 37.19% |

* Webpage forwarding/remapping

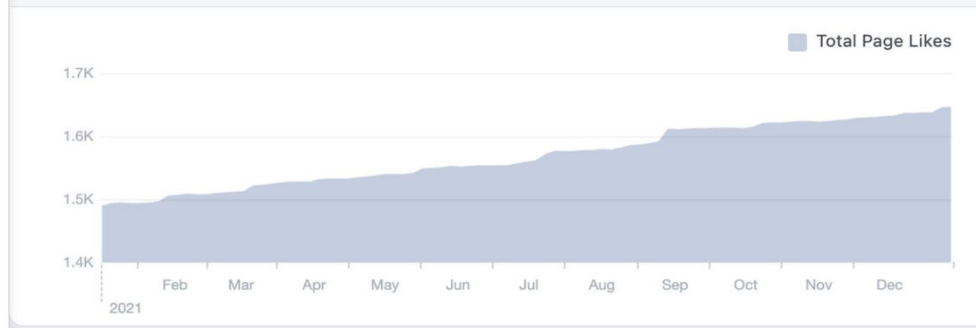
SOCIAL MEDIA CONTENT CREATION:

1. Hire License Tourist Guide Campaign
2. Seasonal Greetings
3. CTRE Schedule
4. Obituary

| Content Type | Post Date | TG/TOPIC/THEME | Reach | Engagement | |
|---------------------------|-------------|----------------------------|-------|--------------|---------------------------|
| | | | | Clicks/Views | Reaction, Shares, Comment |
| Seasonal Greetings | 13 May 2021 | Hari Raya Aidilfitri (16s) | 484 | 61 | 7 |
| | 31 Aug 2021 | Hari Merdeka (29s) | 1400 | 385 | 111 |
| | 15 Sep 2021 | Hari Malaysia (26s) | 1000 | 221 | 95 |
| | 20 Sep 2021 | Mooncake Festival (31s) | 301 | 86 | 12 |
| | 3 Nov 2021 | Hari Deepavali (31s) | 1300 | 837 | 66 |
| Obituary | 17 Jan 2021 | TG 0389 Late Pong | 5000 | 522 | 376 |
| | 16 May 2021 | TG 16090 Late Ho | 5500 | 673 | 341 |
| | 9 July 2021 | TG 927 Late Lam | 9900 | 1600 | 1000 |
| | 9 Aug 2021 | TG 6143 Late Yeap | 6400 | 1200 | 433 |
| | 28 Aug 2021 | TG 3491 Late Chuah | 9300 | 1800 | 823 |
| | 16 Dec 2021 | TG 1298 Late Ang | 4800 | 105 | 44 |
| | 22 Dec 2022 | TG 4128 Late Chung | 1100 | 560 | 462 |
| Hire Licensed TG Campaign | 15 Jan 2022 | Steamboat dato | 1600 | 96 | 54 |
| | 17 May 2021 | Badge aunty | 1900 | 323 | 111 |
| | 7 Nov 2021 | Overpriced Siakap | 1700 | 96 | 76 |

*s denotes seconds for animation video.

Total Page likes: 1,648



Prepared by:

Leong Wai San (Bernice)

Head of Info & Technology Bureau

2020-2013


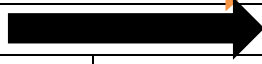
Kuala Lumpur Tourist Guides Association

Email: bernicektga@gmail.com

G: CONFIRMATION COURSE & ADD.LANGUAGE PROGRAMME REPORT 2021

1: CONFIRMATION COURSE & ADDITIONAL LANGUAGE EXAMINATIONS

- This is necessary for Tourist Guides with Probation License (P) to convert it to Confirmed License, after 12 months of Tourist Guiding from the date the P license was issued.
- Tourist Guides with Confirmed License can also register to be tested in Additional Language proficiency.
- The programme covers 4 days training (Monday-Thursday) and examination on Friday.
- Details of the 2 programmes conducted in 2021 are as follows:

| Programme No  | | 59 | 64 | |
|--|------------|-----------|-----------|------------|
| Dates  | | 5-9 APR | 20-24 DEC | 2021 TOTAL |
| Segment | Membership | 2021 | 2021 | |
| Main Course | KLTGA | 12 | 14 | 26 |
| | Others | 1 (NSTGA) | - | 1 |
| | Total | 13 | 14 | 27 |
| | Language | 8C, 5E | 10C, 4E | |
| | Passed | 13 | 14 | 27 |
| | Failed | - | - | - |
| | No show | - | - | - |
| Additional Language | KLTGA | 3 | - | 3 |
| | Others | - | - | - |
| | Total | 3 | - | 3 |
| | Language | 2E, 1C | - | |
| | Passed | 3 | - | 3 |
| | Failed | - | - | - |
| | No show | - | - | - |

Index: E – English, C - Mandarin,

2: CANCELLED PROGRAMMES

The following programmes planned in advance were subsequently cancelled due to the Covid19 MCO lockdown restrictions.

2.1 Programme No 60: 28/6-2/7/2021

2.2 Programme No 61: 2-6/8/2021

2.3 Programme No 62: 20-24/9/2021

2.4 Programme No 63: 25-29/10/2021

Yong Yoke Ching (Evon)
EXCO – CONFIRMATION COURSE &
ADDITIONAL LANGUAGE EXAMINATION
12 APR 2022

H: KLTGA CTRE SUB-COMMITTEE REPORT FOR YEAR 2021

1. Executive Summary

- 1.1 2021 continued to be an extremely challenging year for KLTGA CTRE sub-committee because of 5 months suspension of CTRE classes due to MCO2 (Jan-Mar) & MCO3 (Jun-Jul).
- 1.2 With ATTIM-MOTAC conducting free online CTRE classes for tourist guides, many members had also opted to take these free online CTRE classes.
- 1.3 Nevertheless, your subcommittee had continued to conduct in-person CTRE classes during the lifting of both MCOs.
- 1.4 In person CTRE classes were restricted to a maximum of 19 participants due to imposition of social distancing protocols.
- 1.5 A minimum of 15 paying participants is required to operate an in-person CTRE class.
- 1.6 After we had received the written confirmation from MOTAC on its protocols for conducting online CTRE classes, KLTGA began operating weekly e-CTRE classes from August 2021.
- 1.7 Weekly e-CTRE classes were operated with a minimum of 15 participants required to operate.
- 1.8 There is no maximum number of participants for e-CTRE classes.
- 1.9 As always, your KLTGA CTRE sub-committee is committed to continue to ensure sufficient availability of both in-person and online CTRE classes for our members for this year.



An screenshot from a laptop of a KLTGA e-CTRE class in session.

2. Report on the CTRE activities of the CTRE Sub-committee for Year 2021

2.1. For 2021, your KLTGA CTRE sub-committee had managed to accomplish the following activities for our members:

2.2.1 A total of 39 CTRE classes were conducted in 2021

2.2.2 As breakdown of these CTRE classes as follows:

| | Language of CTRE topics | No. of Classes | | % |
|---|-------------------------|----------------|--------|----|
| | | In-person | Online | |
| 1 | English | 11 | 5 | 41 |
| 2 | Chinese | 10 | 10 | 51 |
| 3 | BM | 2 | 1 | 8 |

Note: The majority of CTRE classes offered by KLTGA were in Chinese & English languages due to the following reasons:

- The free online CTRE classes offered by ATTIM-MOTAC were mostly in BM with a few in the English language
- As a result, our members had limited options to attend CTRE classes in either English or Chinese language
- Therefore, to fulfil the needs of our English & Chinese members, KLTGA had opted to offer more CTRE classes in these 2 languages to cater to the needs of these members

2.2. Total revenue generated from CTRE classes for 2021 was Rm23,160.00

2.3. The net profit from CTRE operations for 2021 was + Rm6,785.00

2.4. In 2021, KLTGA had a total of 301 valid CTRE topics, a reduction of 8% over 2020.

This is due to less submission of new CTRE topics and the expiration of CTRE topics which were not renewed.

COVID-19 SOP PROTOCOLS FOR IN CLASS CTRE @ KLTGA



SOCIAL DISTANCING - IN CLASS CTRE



**CONTACTLESS INTERACTION
- IN CLASS CTRE**

2.5. Here is the summary of comparisons under the various description: 2020 vs 2021

| COMPARATIVE CHART 2020 vs 2021 | | |
|--|--------------|---------------------|
| Description | 2020 | 2021 |
| No. of CTRE classes conducted | 113 | 39 |
| No. of English CTRE classes conducted | 73 | 16 |
| No. of Chinese CTREs classes conducted | 28 | 20 |
| No. of BM CTRE classes conducted | 12 | 3 |
| No. of outdoor CTRE classes conducted | 2 | 0 |
| No. of in class CTRE classes conducted | 113 | 22 |
| No. of online CTRE classes conducted | 0 | 17 |
| Total no. of CTRE participants for the year | 1665 | 762 |
| No. of in class CTRE participants | 1665 | 427 |
| No. of online CTRE participants | 0 | 335 |
| No. of valid CTRE topics available | 325 | 301 |
| No. of NEW CTRE topics approved | 34 | 30 |
| No. of renewed CTRE topics | 24 | 10 |
| Total no. of valid English CTREs | 189 | 160 |
| Total no. of valid Chinese CTREs | 71 | 101 |
| Total no. of valid BM CTREs | 65 | 40 |
| Total no. of CTRE presenters | 68 | 68 |
| Total no. of presenters who are able to conduct e-CTRE | 30 | 35 |
| Gross CTRE revenue | +RM82,316.00 | +RM23,160.00 |
| Net CTRE revenue | +RM42,488.00 | +RM 6,785.00 |

3. Future KLTGA tourism related training subjects for members

- 3.1. In view of the continuation of pandemic restrictions, there was no opportunity to undertake any other types of training courses in 2021
- 3.2. For 2022, depending on the endemic Covid 19 situation, we hope to be able to conduct some of the training courses that we had proposed to conduct last year
- 3.3. Some examples of such applicable training courses are:
 - 3.3.1 How to be a Professional Trainer in the tourism industry
 - 3.3.2 How to operate a successful Inbound/Domestic Travel Agency
- 3.4. Your EXCO is open to more suggestions of other useful relevant alternative income generating training courses from all members for consideration.

4. Conclusion

- 4.1. KLTGA will continue to bring quality, variety & cost saving benefits in the CTREs being offered to all our members in 2022
- 4.2. KLTGA EXCO hopes that more members will take advantage of all these improvements & continue to support your Association by signing up for CTREs offered by KLTGA 2022
- 4.3. Benefits to members in supporting your own association's training programmes are as follows:
 - 4.3.1 Members get to choose from the largest & widest range of quality & professionally presented CTRE topics available both online & in-class (whenever permissible)
 - 4.3.2 Members get special rates for all CTREs & other training courses organized by KLTGA
 - 4.3.3 Members participating in KLTGA CTRE classes & other training courses being organized by your Association contribute to the income for your association which in turn enables your association to provide even better benefits to you, our members

- END OF REPORT –

PREPARED BY:

HENRY LEE, CTRE ADMINISTRATOR, KLTGA EXCO 2020-2023

DATE: 15 April 2022

I: FINANCIAL YEAR 2021 INTERNAL AUDITOR REPORT

The following is my update/report as Internal Auditor of the Kuala Lumpur Tourist Guides Association (KLPGA) for the financial year 2021 including some relevant highlights which require attention, as some have been outstanding since year 2020:

Outstanding since Year 2020

1. Expired Orientation Fees (RM18,500)
AGM to decide on its use e.g. top up the Members Medical Welfare Fund, or otherwise.
2. Advance payment made for SMS Service (RM2,600).
Attempts must be made to recover the advance payment made, as the company is still active.
3. Listing of Assets - Records, Labeling, Disposal and Budgets.
Good practices must be continued to record, identify and label all Assets, and such records duly handed over to every new committee who will be accountable.

If the purchase of an item has been approved by the Exco, a budgeted amount must be stated in minutes of meetings, so that persons appointed can immediately carry out the duty assigned and not have to wait for another Exco meeting to approve the purchase. This will increase productivity and get faster results.

4. Standard Operating Procedures (SOPs)
All the necessary SOPs are still not in place and this has caused delays in decision making and may make handing over of duties to subsequent Exco difficult and create errors. As an NGO, such records are paramount to its continuity and a responsibility of the committee who are administering on behalf of its members.

The important and urgent SOPs or Manuals are those related to:

- (4.1) CTRE (including the number of complimentary CTRE for Exco, payments to Speakers, and Founders Fees, etc),
- (4.2) Confirmation Course Management (The A-Z of conducting a Confirmation Course especially on payments to Speakers and Examiners Fees)
- (4.3) Orientation (Speaker fees and Refreshments Costs)
- (4.4) Office Management (claims for traveling/petrol/meal allowances)
- (4.5) Membership Management (Members personal information to be PDPA compliant, membership history and subscriptions paid including advance payments, and claims for Medical Welfare Assistance or Medical Assist from MTGC.
- (4.6) Staffing - Full time and Part time employment terms and conditions, such as salary, working hours, and allowances, should be clearly stated and if any of these appointment letters are missing, a new one should be issued immediately to avoid employment breaches.

5. Third Party Products of Services

It is key that conditions are clearly set to ensure transparency, responsibility and accountability of funds used. A minimum three (3) quotations MUST be obtained and the same list of the requirements given to all vendors. This would ensure that we are comparing apples to apples.

Even the budgets for any AGM or EGM should be stated clearly in the minutes of meeting so that the job of the Exco or staff managing them can be more effective and efficient.

6. Legal Advice

At times important legal matters have to be decided and if the honorary legal advisor is not available, the Exco should be given the authority to seek outside professional legal advice and a budget set aside for it. Subsequently, if the amount is insufficient, the Exco can increase it accordingly based on the severity of the case, and all these decisions must be duly recorded in the minutes of meetings.

7. Members Affairs

KLTGA takes care of its members and precedents have already been set on visits to our members at hospitals or when they are recovering at home. The budget must be specified in the Administration SOP so that Exco in charge of members affairs can take swift action to help our members. This will also include attending wakes, and making donations.

8. Membership Fees

The error in reduction of Ordinary Membership for year 2021 without the prior approval of members at a general meeting was again announced for year 2022 subscription.

This is a clear breach of KLTGA's Constitution and may cause the Registrar of Societies (ROS) to take actions that are detrimental to KLTGA. Our Constitution clearly states that any changes to the Constitution MUST have the prior approval of members at a general meeting.

Failing to seek such approval and causing KLTGA to be affected by a huge drop in income will make the Exco answerable. This is unacceptable as KLTGA depends on membership fees to manage the office.

With the MCO, KLTGA's income from membership fees alone without the contributions from CTRE, cannot sustain KLTGA's office and staff.

9. Record keeping

Copies of staff employment letters - both full time or daily wage - must be properly kept and a copy given to the staff. The government's (Labour Law) employment rules and regulations must be observed at all times, especially the scope of work of the employees and their remuneration.

10. Members Medical Welfare Benefit

This Benefit was approved by members in 2017 but the benefit has not been made available to members. There are proposals to back date this Benefit but no details are available on what are the terms and conditions. Would a former member be entitled to apply now?

11. Office Administration

The SOP should clearly state that the Hon Treasurer should present all the Fixed Deposit (FD) Receipts for viewing at each and Exco meeting. This procedure was set many years ago due to missing FD receipts which, luckily were later found.

All official correspondence including emails to or from KLTGA, must be circulated at every Exco meeting so that all Exco members are aware of its contents. KLTGA has a Exco team and team members can only contribute their best when they are aware of everything that is affecting KLTGA. Such knowledge and awareness will ensure right and good decisions. Every Exco carry the same vote and they should not abstain from any decision making or voting because of lack of information.

12. Election SOP

The election SOP for AGM or EGM has already been created and must be duly recorded with work process flow and sample forms so that subsequent Exco can be guided by them and not repeat mistakes of the past. Any new Exco taking charge can easily follow and carry out his or her duties.

13. Payments Reference Manual

Any payments which are not routine, should be clearly recorded for referencing. They can also help as a precedent for future decisions. For example, payment translation of a CTRE, or purchase of a memento for joint activities with outside partners.

Some of the above items were mentioned in the previous report, and are important and urgent.

IMPORTANT HIGHLIGHTS

- A. KLTGA Constitution clearly states the roles and responsibilities of the Vice Chairman 1 (Clause 12.B) and the Vice Chairman 2 (Clause 12.C). Their duties cannot be reassigned as they are responsible for Internal Administration, Members Welfare, and Staffing or to handle external liaison or relationships (eg being PRO).

The Exco as a whole, or the Exco members so elected, cannot choose to do otherwise

- B. The spending limit of the Exco is RM5,000 for any event or item or program, and any excess must have the approval of a general meeting. It is therefore very important for annual budgets to be tabled at every AGM for current or subsequent years. Exco needs to be proactive and plan ahead for any projects or events and have the budget approved by members.
- C. Employment of additional staff need to be proposed and tabled before the Exco for approval as its commitment would be continuous and long term.

- D. KLTGA ePlatform - the effort made to digitalize KLTGA services to serve its members better is a good initiative and should be supported. A working paper should be presented to clearly state the amount of money needed to invest in such a Platform, the annual maintenance required, and the period required to recover such an investment. Recurring costs must be made known for a decision to be made e.g. purchase of consumables or Anti-Virus, if any.
- E. SOP for Portfolio Hand-Over after Election - such a SOP or Manual would be most helpful for a smooth transition of duties from one Exco team to another, especially for a new person joining the Exco. Being an Association, changes in leadership are a normal recurrence, and best practices should be in place to ensure smooth handover and continuity.
- F. Orientation for New or Returning Members cannot be waived for anyone by the Exco as it is against the Constitution. Exco can be creative in working out a schedule that would help members due to movement controls or space constraints due to the pandemic

This Report would not have been so lengthy if my request to attend an Exco meeting was attended to, although the Chairman did respond that I will be contacted.

Regrettably, at the time of completing this Internal Auditor's Report, I was not able to get copies of the minutes of either the Extraordinary General Meeting (17th January, 2020) or the Annual General Meeting - for Year 2019 (18th April, 2021). Although it is common practice that such minutes are tabled to the Exco at the Exco meetings following them.

Year 2021

It is hoped that KLTGA Chairman or Exco can update on the progress on the above matters so that they can be removed from the Outstanding Matters List.

The Internal Auditor Report for Year 2021 cannot be more detailed because requests for the last AGM Minutes were not entertained, and many matters brought up or tabled or discussed then, cannot be verified or confirmed e.g. my proposal which was approved by the AGM to provide funds to KLTGA to organize activities for members for the year 2022

It is a very serious matter to delay the minutes of AGM minutes which should have rightly been tabled and verified by Exco so that whatever is promised at the AGM can be done.

I hope the AGM for Year 2022 will direct the Committee to do what is right and settle/correct whatever mistakes that have occurred so that KLTGA will not be in any financial or legal handicap.

Thank you.

Diana Lee Geok Chin TG.4317

Internal Auditor 2021 - 2023

Kuala Lumpur Tourist Guides Association

Monday, February 7th, 2022



AUDITED FINANCIAL REPORT 2021

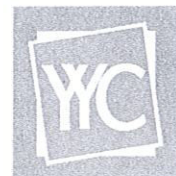
**PERSATUAN PEMANDU-PEMANDU
PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES'
ASSOCIATION)**

Registration No: 168 (Selangor)
**For the Financial Year Ended
31 December 2021**

**ANNUAL
REPORT
&
FINANCIAL
STATEMENTS**

YYC & CO PLT

CHARTERED ACCOUNTANTS
(Firm No. LLP0020596-LCA & AF 0055)



**PERSATUAN PEMANDU-PEMANDU
PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES'
ASSOCIATION)**

Registration No: 168 (Selangor)

**For the Financial Year Ended
31 December 2021**

Officers' Report and Audited Financial Statements

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**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

INFORMATION OF THE ASSOCIATION

| | |
|--------------------|--|
| CHAIRMAN | Pan Chen Nam |
| VICE CHAIRMAN I | Leong Wai San |
| VICE CHAIRMAN II | Teh Tiong Hoon, PPN |
| HON. SECRETARY | Anbarasu Sundram |
| DEPUTY SECRETARY | Seng Hoi Lee |
| HON. TREASURER | Ooi Oon Kean |
| DEPUTY TREASURER | Cheng Wai Hoong |
| EXCO MEMBERS | Akbar Ali bin Noor Mohamad Cheong Yee Shing Henry Lee Sin Fook Mohamad Helmy Bin Ahmad Siew Kah How Wong Fot Jaw Yong Yoke Ching |
| INTERNAL AUDITOR | Lee Geok Chin |
| HON. ADVISORS | Ku Fook Choy, PPN Kong Fook Loy Sundar Raj Chan Yin Keong |
| HON. LEGAL ADVISOR | Datuk Koh Mui Tee |
| REGISTERED OFFICE | No. 16-3, 3rd Floor, Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur, Wilayah Persekutuan, Malaysia. |
| AUDITORS | YYC & CO PLT (LLP0020596-LCA & AF 0055) Chartered Accountants Level 26A, Sunway Tower, No. 86, Jalan Ampang, 50450 Kuala Lumpur, Wilayah Persekutuan, Malaysia. |

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

STATEMENT BY OFFICERS

We, the undersigned being the officers of **Persatuan Pemandu-Pemandu Pelancong Kuala Lumpur (Kuala Lumpur Tourist Guides' Association)**, do hereby state that, in our opinion, the financial statements of Association together with the notes thereto are drawn up in accordance with the Malaysia Financial Reporting Standards, International Financial Reporting Standards and rules of the Association and the Provision of the Society Act, 1966 in Malaysia so as to give a true and fair view of the state of affairs of the Association as at 31 December 2021 and of the results and statement of cash flows of the Association for the financial year ended on that date.

On behalf of the Management Committee,



PAN CHEN NAM
(Chairman)



OOL OON KEAN
(Hon. Treasurer)



ANBARASU SUNDRAM
(Hon. Secretary)

Dated: 07 MAR 2022



**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

Report on the Audit of the Financial Statements

Opinion

We have audited the financial statements of **Persatuan Pemandu-pemandu Pelancong Kuala Lumpur (Kuala Lumpur Tourist Guides' Association)**, which comprise the Statement of Financial Position as at 31 December 2021, and the Statement of Profit or Loss and Other Comprehensive Income and Statement of Cash Flows for the financial year then ended, and notes to the financial statements, including a summary of significant accounting policies and other explanatory notes, as set out on pages 5 to 23.

In our opinion, the accompanying financial statements give a true and fair view of the financial position of the Association as at 31 December 2021, and of its financial performance and its cash flows for the financial year then ended in accordance with rules and regulations of Association, Malaysian Financial Reporting Standards, International Financial Reporting Standards and the provision of the Societies Act, 1966 in Malaysia.

Basis for Opinion

We conducted our audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing ('ISAs'). Our responsibilities under those standards are further described in the Auditors' Responsibilities for the Audit of the Financial Statements section of our report. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Independence and Other Ethical Responsibilities

We are independent of the Association in accordance with the By-Laws (on Professional Ethics, Conduct and Practice) of the Malaysian Institute of Accountants ("By-Laws") and the International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards) ("IESBA Code"), and we have fulfilled our other ethical responsibilities in accordance with the By-Laws and the IESBA Code.

Information Other than the Financial Statements and Auditors' Report Thereon

The Board of Council Members of the Association is responsible for the other information. The other information comprises the Statement by Officers but does not include the financial statements of the Association and our auditors' report thereon.

Our opinion on the financial statements of the Association does not cover the other information and we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements of the Association, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements of the Association or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed, we conclude that there is a material misstatement of the this other information, we are required to report that fact. We have nothing to report in this regard.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR (KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

Responsibilities of The Board of Council Members for the Financial Statements

The Board of Council Members of the Association is responsible for the preparation and fair presentation of the financial statements in accordance with Malaysian Financial Reporting Standards and International Financial Reporting Standards and rules of the Association and the Provision of the Societies Act. The Board of Council Members is also responsible for such internal control as the Board of Council Members determines is necessary to enable the preparation of financial statements of the Association that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements of the Association, the Board of Council Members is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Board of Council Members either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements of the Association as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with approved standards on auditing in Malaysia and International Standards on Auditing will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with approved standards on auditing in Malaysia and International Standards on Auditing, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements of the Association, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Board of Council Members.
- Conclude on the appropriateness of the Board of Council Members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements of the Association or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Association to cease to continue as a going concern.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF
PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

Auditors' Responsibilities for the Audit of the Financial Statements (continued)

- Evaluate the overall presentation, structure and content of the financial statements of the Association, including the disclosures, and whether the financial statements of the Association represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Council Members regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Other Matters

This report is made solely to the members of the Association, as a body and for no other purpose. We do not assume responsibility to any other person for the content of this report.

YMC & CO PRE

YYC & CO PLT
FIRM NO.: LLP0020596-LCA & AF 0055
CHARTERED ACCOUNTANTS

Kuala Lumpur,

Dated: 07 MAR 2022



NG SIOK KIM
NO.: 03567/04/2023 J
CHARTERED ACCOUNTANT

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

STATEMENT OF FINANCIAL POSITION
AS AT 31 DECEMBER 2021

| | Note | 2021 RM | 2020 RM |
|-----------------------------------|------|-------------------|-------------------|
| NON-CURRENT ASSET | | | |
| Property, plant and equipment | 5 | 116,876.95 | 120,547.00 |
| CURRENT ASSETS | | | |
| Other receivables and prepayments | 6 | 2,343.69 | 9,336.60 |
| Fixed deposits with licensed bank | 7 | 603,641.25 | 596,874.38 |
| Cash and bank balances | 8 | 318,944.45 | 309,659.94 |
| | | <u>924,929.39</u> | <u>915,870.92</u> |
| CURRENT LIABILITIES | | | |
| Other payables and accruals | 9 | 139,312.43 | 119,609.29 |
| Deposit received | | 172,520.00 | 111,780.00 |
| Current tax liabilities | | 222.89 | 372.89 |
| | | <u>312,055.32</u> | <u>231,762.18</u> |
| NET CURRENT ASSETS | | <u>612,874.07</u> | <u>684,108.74</u> |
| | | <u>729,751.02</u> | <u>804,655.74</u> |
| REPRESENTED BY :- | | | |
| General fund | 10 | 644,100.09 | 724,551.81 |
| Other fund | | | |
| - Building fund | 11 | 57,082.00 | 57,082.00 |
| - Members' medical welfare fund | 12 | 28,568.93 | 23,021.93 |
| | | <u>729,751.02</u> | <u>804,655.74</u> |

The accompanying notes form an integral part of the financial statements.

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

| | Note | 2021 RM | 2020 RM |
|---|------|-------------------|-------------------|
| INCOME | | | |
| CTRE - Continuing Tourism Related Education | | 23,020.00 | 84,445.00 |
| Entrance fee | | 6,000.00 | 7,110.00 |
| Orientation fee | | 300.00 | 4,950.00 |
| Tour leader course fee | | - | 10,210.00 |
| Subscription fee | | 65,040.00 | 125,700.00 |
| | | 94,360.00 | 232,415.00 |
| OTHER INCOME | | | |
| Confirmation course | | 11,400.00 | 16,940.00 |
| Fixed deposit interest | | 9,692.60 | 25,264.59 |
| Miscellaneous income | | 270.00 | 536.00 |
| Wages subsidies received | | 2,400.00 | 9,000.00 |
| | | 23,762.60 | 51,740.59 |
| | | 118,122.60 | 284,155.59 |
| LESS: EXPENDITURE | | | |
| AGM expenses | | 16,326.30 | - |
| Accounting fee | | 12,000.00 | 12,000.00 |
| Auditors' remuneration | | 2,600.00 | 2,600.00 |
| Bank charges | | 183.00 | 216.50 |
| Confirmation course expenses | | 9,705.60 | 16,910.80 |
| CTRE expenses | | 29,035.00 | 68,324.55 |
| Depreciation of property, plant and equipment | | 6,700.05 | 7,292.75 |
| Domain and hosting expenses | | 1,222.76 | 500.00 |
| EIS contribution | | 68.40 | 68.40 |
| EPF contribution | | 4,500.00 | 4,500.00 |
| Emergency general meeting | | - | 1,500.00 |
| Exco- admin expenses | | 577.00 | 1,200.00 |
| Gift and greeting | | 2,072.40 | 680.60 |
| Insurance premium | | 40,840.01 | 42,676.80 |
| License | | 300.00 | 300.00 |
| Medical fee | | - | 153.00 |
| | | 126,130.52 | 158,923.40 |
| Balance carried forward | | | |

The accompanying notes form an integral part of the financial statements.

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

(continued)

| | Note | 2021 RM | 2020 RM |
|---|------|---------------------------|-------------------------|
| Balance brought forward | | 126,130.52 | 158,923.40 |
| MTGC - meeting expenses | | 285.00 | 200.00 |
| Office utilities | | 5,123.09 | 6,951.65 |
| Outsource - Officeboy services | | 4,977.00 | 5,165.00 |
| Office refreshment | | 787.00 | 2,270.35 |
| Orientation course expenses | | 303.00 | 5,020.20 |
| Postages and courier | | 98.00 | 69.00 |
| Printing and stationery | | 3,233.63 | 10,448.44 |
| Professional fee | | 901.00 | 901.00 |
| Quit rent and assessment | | 1,396.00 | 1,396.00 |
| Rental of photocopy machine | | 3,120.00 | 3,120.00 |
| Socso contribution | | 598.20 | 598.20 |
| Staff salary | | 34,398.00 | 34,398.00 |
| Staff travelling and parking | | 1,279.82 | 502.00 |
| Stamp duty | | - | 10.00 |
| Subscription fee | | 100.00 | 100.00 |
| Telephone and fax | | 4,484.03 | 7,431.05 |
| Tour course expenses | | - | 5,090.00 |
| Upkeep of computer | | 136.00 | 1,072.60 |
| Upkeep of office premises | | 5,512.00 | 3,312.60 |
| | | <u>192,862.29</u> | <u>246,979.49</u> |
| (Deficit)/surplus before taxation | | (74,739.69) | 37,176.10 |
| Taxation | 13 | <u>(165.03)</u> | <u>(199.09)</u> |
| (DEFICIT)/SURPLUS AFTER TAX FOR THE FINANCIAL YEAR | | <u><u>(74,904.72)</u></u> | <u><u>36,977.01</u></u> |

The accompanying notes form an integral part of the financial statements.

PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)

Registration No: 168 (Selangor)

STATEMENT OF CASH FLOWS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021

| | 2021 RM | 2020 RM |
|--|-------------|-------------|
| CASH FLOWS FROM OPERATING ACTIVITIES | | |
| (Deficit)/surplus before tax | (74,739.69) | 37,176.10 |
| Adjustments for:- | | |
| Depreciation of property, plant and equipment | 6,700.05 | 7,292.75 |
| Interest income | (9,692.60) | (25,264.59) |
| Operating (deficit)/surplus before working capital changes | (77,732.24) | 19,204.26 |
| Changes in working capital | | |
| Decrease in receivables | 6,992.91 | 770.91 |
| Increase/(decrease) in payables | 80,443.14 | (23,852.77) |
| Cash generated from/(used in) operations | 9,703.81 | (3,877.60) |
| Income tax paid | (315.03) | (149.10) |
| Interest income received | 9,692.60 | 25,264.59 |
| Net cash generated from operating activities | 19,081.38 | 21,237.89 |
| CASH FLOWS FROM INVESTING ACTIVITY | | |
| Purchase of property, plant and equipment | (3,030.00) | - |
| Net cash used in investing activity | (3,030.00) | - |
| CASH FLOWS FROM FINANCING ACTIVITY | - | - |
| Net increase in cash and cash equivalents | 16,051.38 | 21,237.89 |
| Cash and cash equivalents at beginning of the financial year | 906,534.32 | 885,296.43 |
| Cash and cash equivalents at end of the financial year | 922,585.70 | 906,534.32 |
| Cash and cash equivalents at end of the financial year:- | | |
| Cash at banks | 317,992.75 | 308,845.94 |
| Cash in hand | 951.70 | 814.00 |
| Fixed deposits with licensed bank | 603,641.25 | 596,874.38 |
| | 922,585.70 | 906,534.32 |

The accompanying notes form an integral part of the financial statements.

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

1) GENERAL INFORMATION

The Association is incorporated under the Society Act, 1966 and its principal objectives are:

- a) to assist the Government to promote Tourist Trade.
- b) to facilitate the tour operators by providing them with qualified tourist guides for free-lance assignment.
- c) to collect from official and other reliable sources information useful to the Association and to conduct surveys, enquiries and to keep records calculated to promote directly or indirectly any aspect of the tourist industry and any of the objects of the Association.
- d) to provide free guiding services only, to Travel writers, social welfare workers, educationists and university students from overseas on official visits.
- e) to assist tourists in their requirements, purchase of goods, etc.
- f) to arrange for alliance or affiliation and to co-operate with any institution, association or society with objectives similar to those of this Association on such terms and conditions as may be in the interest of the Association.
- g) to assist in every way for the benefits of the tourist, the improvement of accomodation, catering, transport, entertainment and other relevant amenities in Malaysia.
- h) to promote international understanding, friendship and travel.
- i) to assist tourist guides to get experience in the field of guiding.
- j) to work for the improvement of the quality and reputation of the profession.

The principal place of business of the Association is located at No. 16-3, 3rd Floor, Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur, Wilayah Persekutuan, Malaysia.

2) BASIS OF PREPARATION

a) Basis of Accounting

The financial statements of the Association has been prepared in accordance with the rules of the Association, the provision of the Society Act, 1966, Malaysian Financial Reporting Standards ("MFRSs") in Malaysia and International Financial Reporting Standards ("IFRSs").

The financial statements of the Association have been prepared under the historical cost basis, unless otherwise stated in the individual policy statements set out below.

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**NOTES TO THE FINANCIAL STATEMENTS
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(continued)

2) BASIS OF PREPARATION (CONTINUED)

a) Basis of Accounting (continued)

The preparation of financial statements in conformity with MFRSs requires the Officers to make estimates and assumptions that affect the reported amounts of assets, liabilities, revenue and expenses and disclosure of contingent assets and contingent liabilities. In addition, the Officers are also required to exercise their judgement in the process of applying the accounting policies. The areas involving such judgements, estimates and assumptions are disclosed in Note 4 to the financial statements. Although these estimates and assumptions are based on the Officers' best knowledge of events and actions, actual results could differ from those estimates.

These financial statements are presented in Ringgit Malaysia ("RM"), which is the Association's functional currency. All financial information is presented in RM.

b) Changes in accounting policies

The following are accounting standards, amendments and interpretations of the MFRSs that have been issued by the Malaysian Accounting Standards Board ("MASB") but have not been adopted by the Association:

MFRSs, Interpretations and amendments effective for annual periods beginning on or after 1 January 2021

- Amendments to MFRS 9 Financial Instruments, MFRS 139 Financial Instruments: Recognition and Measurement, MFRS 7 Financial Instruments: Disclosures, MFRS 4 Insurance Contracts and MFRS 16 Leases - Interest Rate Benchmark Reform - Phase 2

MFRSs, Interpretations and amendments effective for annual periods beginning on or after 1 April 2021

- Amendment to MFRS 16, Leases - COVID-19-Related Rent Concessions beyond 30 June 2021

MFRSs, Interpretations and amendments effective for annual periods beginning on or after 1 January 2022

- Amendments to MFRS 1 First-time Adoption of Malaysian Financial Reporting Standards (Annual Improvements to MFRS Standards 2018-2020)
- Amendments to MFRS 3 Business Combinations - Reference to the Conceptual Framework
- Amendments to MFRS 9 Financial Instruments
- Amendments to Illustrative Examples accompanying MFRS 16, Leases (Annual Improvements to MFRS Standards 2018-2020)
- Amendments to MFRS 116 Property, Plant and Equipment - Proceeds before Intended Use
- Amendments to MFRS 137 Provisions, Contingent Liabilities and Contingent Assets - Onerous Contracts - Cost of Fulfilling a Contract
- MFRS 141 Agriculture

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**NOTES TO THE FINANCIAL STATEMENTS
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(continued)

2) BASIS OF PREPARATION (CONTINUED)

b) Changes in accounting policies (continued)

MFRSs, Interpretations and amendments effective for annual periods beginning on or after 1 January 2023

- MFRS 17 Insurance Contracts
- Amendments to MFRS 101 Presentation of Financial Statements - Classification of Liabilities as Current or Non-current and Disclosure of Accounting Policies
- Amendments to MFRS 108, Accounting Policies, Changes in Accounting Estimates and Errors - Definition of Accounting Estimates
- Amendments to MFRS 112, Income Taxes - Deferred Tax related to Assets and Liabilities arising from a Single Transaction

MFRSs, Interpretations and amendments effective for annual periods beginning on or after a date yet to be confirmed

- Amendments to MFRS 10, Consolidated Financial Statements and MFRS 128, Investments in Associates and Joint Ventures - Sale or Contribution of Assets between an Investor and its Associate or Joint Venture

The Association plans to apply the abovementioned accounting standards, interpretations and amendments in respective financial years when the above standards, interpretations and amendments become effective, where applicable.

The Association does not plan to apply MFRS 17, Insurance Contracts that is effective for annual period beginning on or after 1 January 2021 as it is not applicable to the Association.

The initial application of the abovementioned accounting standards, amendments or interpretations are not expected to have any material financial impacts to the current period and prior period financial statements of the Association.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The accounting policies set out below have been applied consistently to the periods presented in the financial statements, unless otherwise stated.

a) Property, plant and equipment

All items of property, plant and equipment are initially measured at cost. The cost of an item of plant and equipment is recognised as an asset if, and only if, it is probable that future economic benefits associated with the item will flow to the Association and the cost of the item can be measured reliably.

Subsequent to recognition, property, plant and equipment is measured at cost less accumulated depreciation and accumulated impairment losses. When significant parts of property, plant and equipment are required to be replaced in intervals, the Association recognises such parts as individual assets with specific useful lives and depreciation, respectively. Likewise, when a major inspection is performed, its cost is recognised in the carrying amount of the plant and equipment as a replacement if the recognition criteria are satisfied. All other repair and maintenance costs are recognised in profit or loss as incurred.

Depreciation is calculated on a straight-line basis over the estimated useful lives of the assets as follows:

| | Rate % |
|-------------------------------------|-----------|
| Air conditioner | 15 |
| Computer | 25 |
| Furniture and fittings | 10 |
| Leasehold land and building | 2 |
| Office equipment | 10 |
| Renovation, electrical and fittings | 10 |
| Signboard | 20 |
| Telecommunication equipment | 15 |

The carrying values of property, plant and equipment are reviewed for impairment when events or changes in circumstances indicate that the carrying values may not be recoverable.

Depreciation on property, plant and equipment ceases at the earlier of derecognition and classification as held for sale. Depreciation on assets under construction commences when the assets are ready for their intended use.

An item of property, plant and equipment is derecognised upon disposal or when no future economic benefits are expected from its use or disposal. Any gain or loss on derecognition of the asset is included in the profit or loss in the year the asset is derecognised.

The residual value, useful life and depreciation method are reviewed at each reporting date, and adjusted prospectively, if appropriate.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

b) Impairment of non-financial assets

The Association assesses, at each reporting date, whether there is an indication that an asset may be impaired. If any indication exists, or when annual impairment testing for an asset is required, the Association estimates the asset's recoverable amount. An asset's recoverable amount is the higher of an asset's or cash-generating unit's ("CGU") fair value less costs to sell and its value in use. Recoverable amount is determined for an individual asset, unless the asset does not generate cash inflows that are largely independent of those from other assets or groups of assets. When the carrying amount of an asset or CGU exceeds its recoverable amount, the asset is considered impaired and is written down to its recoverable amount.

Impairment losses of continuing operations are recognised in the profit or loss in expense categories consistent with the function of the impaired asset, except for a property previously revalued when the revaluation was taken to other comprehensive income. In this case, the impairment is also recognised in other comprehensive income up to the amount of any previous revaluation.

For assets excluding deferred tax assets and inventories, an assessment is made at each reporting date to determine whether there is an indication that previously recognised impairment losses no longer exist or have decreased. If such indication exists, the Association estimates the asset's or CGU's recoverable amount. A previously recognised impairment loss is reversed only if there has been a change in the assumptions used to determine the asset's recoverable amount since the last impairment loss was recognised. The reversal is limited so that the carrying amount of the asset does not exceed its recoverable amount, nor exceed the carrying amount that would have been determined, net of depreciation, had no impairment loss been recognised for the asset in prior years. Such reversal is recognised in the profit or loss unless the asset is carried at a revalued amount, in which case, the reversal is treated as a revaluation increase.

c) Financial instruments

(i) Classification – financial assets

- a) those to be measured subsequently at fair value (either through other comprehensive income or through profit or loss), and
- b) those to be measured at amortised cost.

The Association reclassify debt investments when and only when its business model for managing those assets changes.

Recognition and derecognition – financial assets

Regular way purchases and sales of financial assets are recognised on trade date, the date on which the Association commit to purchase or sell the asset.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(i) Classification – financial assets (continued)

Recognition and derecognition – financial assets (continued)

Financial assets are derecognised when the rights to receive cash flows from the financial assets have expired or have been transferred and the Association have transferred substantially all the risks and rewards of ownership.

Embedded derivatives in financial asset host contracts: The Association apply the classification and measurement of financial assets to the entire hybrid instrument for financial assets with embedded derivatives.

Measurement – financial assets

At initial recognition, the Association measure a financial asset at its fair value plus, in the case of a financial asset not at fair value through profit or loss ("FVTPL"), transaction costs that are directly attributable to the acquisition of the financial asset. Transaction costs of financial assets carried at FVTPL are expensed in profit or loss.

Financial assets with embedded derivatives are considered in their entirety when determining whether their cash flows are solely for payment of principal and interest ("SPPI").

a) Debt instruments

Subsequent measurement of debt instruments depends on the Association's business model for managing the asset and the cash flow characteristics of the asset. The Association classify its debt instruments under categories as per below.

- **Amortised cost**

Assets that are held for collection of contractual cash flows where those cash flows represent SPPI are measured at amortised cost. Interest income from these financial assets is included in finance income using the effective interest rate method. Any gain or loss arising on derecognition is recognised directly in profit or loss and presented in other gains/(losses) together with foreign exchange gains and losses. Impairment losses are presented as separate line item in the statement of comprehensive income.

- **Fair value through profit or loss**

Assets that do not meet the criteria for amortised cost or fair value through other comprehensive income ("FVOCI") are measured at FVTPL. The Association may also irrevocably designate financial assets at FVTPL if doing so significantly reduces or eliminates a mismatch created by assets and liabilities being measured on different bases. Fair value changes is recognised in profit or loss in the period which it arises.

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(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(i) Classification – financial assets (continued)

Measurement – financial assets (continued)

a) Debt instruments (continued)

- Fair value through other comprehensive income

Assets that are held for collection of contractual cash flows and for selling the financial assets, where the assets' cash flows represent solely payments of principal and interest, are measured at FVOCI. Movements in the carrying amount are taken through other comprehensive income, except for the recognition of impairment gains or losses, interest revenue and foreign exchange gains and losses which are recognised in profit or loss. When the financial asset is derecognised, the cumulative gain or loss previously recognised in other comprehensive income is reclassified from equity to profit or loss. Interest income from these financial assets is included in finance income using the effective interest rate method. Foreign exchange gains and losses are recognised in profit or loss and impairment expenses are presented as separate line item in profit or loss.

b) Equity instruments

The Association subsequently measure all equity investments at fair value. Where the Association's management have elected to present fair value gains and losses on equity investments in other comprehensive income, there is no subsequent reclassification of fair value gains and losses to profit or loss following the derecognition of the investment.

Impairment losses (and reversal of impairment losses) on equity investments measured at FVOCI are not reported separately from other changes in fair value.

Dividends from such investments continue to be recognised in profit or loss as other income when the Association's right to receive payments is established.

Changes in the fair value of financial assets at FVTPL are recognised in the statement of comprehensive income as applicable.

Derecognition

A financial asset or part of it is derecognised when, and only when the contractual rights to the cash flows from the financial asset expire or control of the asset is not retained or substantially all of the risks and rewards of ownership of the financial asset are transferred to another party. On derecognition of a financial asset, the difference between the carrying amount and the sum of the consideration received (including any new asset obtained less any new liability assumed) and any cumulative gain or loss that had been recognised in equity is recognised in the profit or loss.

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**NOTES TO THE FINANCIAL STATEMENTS
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(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

c) Financial instruments (continued)

(ii) Classification – financial liabilities

Financial liabilities are recognised on the statement of financial position when, and only when, the Association becomes a party to the contractual provisions of the financial instrument.

All financial liabilities are recognised initially at fair value and, in the case of loans and borrowings and payables, net of directly attributable transaction costs.

Subsequent to initial recognition, all financial liabilities are measured at amortised cost using the effective finance method.

For financial liabilities measured at amortised cost, gains and losses are recognised in profit or loss when the liabilities are derecognised, and through the amortisation process.

For financial liabilities measured at FVTPL, gains or losses arising from changes in fair value are recognised in profit or loss within other gains/losses, net. Net gains or losses on derivatives include exchange differences.

A financial liability or a part of it is derecognised when, and only when, the obligation specified in the contract is discharged, cancelled or expired. On derecognition of a financial liability, the difference between the carrying amount of the financial liability extinguished or transferred to another party and the consideration paid, including any noncash assets transferred or liabilities assumed, is recognised in profit or loss.

(iii) Offsetting of financial instruments

Financial assets and financial liabilities are offset and the net amount is reported in the statements of financial position if there is a currently enforceable legal right to offset the recognised amounts and there is an intention to settle on a net basis, to realise the assets and settle the liabilities simultaneously.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

d) Impairment of assets

The Association recognises an allowance for expected credit losses ("ECLs") for all debt instruments not held at fair value through profit loss and contract assets. ECLs are based on the difference between the contractual cash flows due in accordance with the contract and all the cash flows that the Association expects to receive, discounted at an approximation of the original effective interest rate.

ECLs are recognised in two stages. For credit exposures for which there has not been a significant increase in credit risk since initial recognition, ECLs are provided for credit losses that result from default events that are possible within the next 12-months ("a 12-month ECL"). For those credit exposures for which there has been a significant increase in credit risk since initial recognition, a loss allowance is required for credit losses expected over the remaining life of the exposure, irrespective of the timing of the default ("a lifetime ECL").

For trade and other receivables and contract assets, the Association applies a simplified approach in calculating ECLs. Therefore, the Association does not track changes in credit risk, but instead recognises a loss allowance based on lifetime ECLs at each reporting date. The Association has established a provision matrix that is based on its historical credit loss experience. The Association considers forward-looking factors do not have significant impact to its credit risk given the nature of its industry and the amount of ECLs is insensitive to changes to forecast economic conditions.

The Association considers a financial asset in default when contractual payments are past due as at month end. However, in certain cases, the Association may also consider a financial asset to be in default when internal or external information indicates that the Association is unlikely to receive the outstanding contractual amounts in full before taking into account any credit enhancements held by the Association. A financial asset is written off when there is no reasonable expectation of recovering the contractual cash flows.

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(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

e) Fair value measurement

Fair value of an asset or a liability, except for share-based payment and lease transactions, is determined as the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date. The measurement assumes that the transaction to sell the asset or transfer the liability takes place either in the principal market or in the absence of a principal market, in the most advantageous market.

For non-financial asset, the fair value measurement takes into account a market participant's ability to generate economic benefits by using the asset in its highest and best use or by selling it to another market participant that would use the asset in its highest and best use.

When measuring the fair value of an asset or a liability, the Association uses observable market data as far as possible. Fair value are categorised into different levels in a fair value hierarchy based on the input used in the valuation technique as follows:

Level 1: quoted prices (unadjusted) in active markets for identical assets or liabilities that the Group can access at the measurement date.

Level 2: inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: unobservable inputs for the asset or liability.

The Association recognises transfers between levels of the fair value hierarchy as of the date of the event or change in circumstances that caused the transfers.

f) Cash and cash equivalents

Cash and cash equivalents consist of cash and bank balances and deposits with banks and highly liquid investments which have an insignificant risk of changes in fair value with original maturities of three month or less, and are used by the Association in the management of their short term commitments. For the purpose of the statements of cash flows, cash and cash equivalents are presented net of bank overdrafts and pledged deposits.

g) Revenue recognition

Member fee is recognised on a received basis.

Interest income is recognised on a time proportion basis using the effective interest rate applicable. If the collectability of the interest income is in doubt, the recognition of interest income is deferred until prospect of collection becomes certain.

The other income are recognised when services are rendered on a received basis.

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**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

3) SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (CONTINUED)

h) Employee benefits

i) Short term benefits

Wages, salaries, bonuses and social security contributions are recognised as an expense in the year in which the associated services are rendered by employees of the Association. Short term accumulating compensated absences such as paid annual leave are recognised when services are rendered by employees that increase their entitlement to future compensated absences. Short term non-accumulating compensated absences such as sick leave are recognised when the absences occur.

ii) Defined contribution plans

Defined contribution plans are post-employment benefit plans under which the Association pays fixed contributions into separate entities or funds and will have no legal or constructive obligation to pay further contributions if any of the fund do not hold sufficient assets to pay all employee benefits relating to employee services in the current and preceding financial years.

The Association participates in the national pension schemes as defined by the laws of the countries in which it has operations. The Association make contributions to the Employee Provident Fund in Malaysia, a defined contribution pension scheme. Contributions to defined contribution pension schemes are recognised as an expense in the period in which the related service is performed.

4) SIGNIFICANT ACCOUNTING JUDGEMENTS AND ESTIMATE

There were no significant judgements made in applying the accounting policies of the Association which may have significant effects on the amounts recognised in the financial statements.

Management makes key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

i) Depreciation of property, plant and equipment

The estimates of the residual values, useful lives and related depreciation charges for its property, plant and equipment is based on commercial and production factors which could change significantly as a result of technical innovations and competitors' actions in response to the market conditions.

The Association anticipates that the residual values of its property, plant and equipment will be insignificant. As a result, residual values have not been taken into consideration for the computation of depreciable amount.

Changes in the expected level of usage and technological development could impact the economic useful lives and the residual values of these assets, therefore future depreciation charges could be revised.

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**NOTES TO THE FINANCIAL STATEMENTS
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(continued)

5) PROPERTY, PLANT AND EQUIPMENT

| | Balance at 1-1-2021 RM | Additions RM | Disposals RM | Balance at 31-12-2021 RM |
|-------------------------------------|------------------------------|-----------------|-----------------|--------------------------------|
| <u>Cost</u> | | | | |
| Air conditioner | 22,020.00 | 3,030.00 | - | 25,050.00 |
| Computer | 47,602.90 | - | - | 47,602.90 |
| Furniture and fittings | 17,145.75 | - | - | 17,145.75 |
| Leasehold land and building | 175,000.00 | - | - | 175,000.00 |
| Office equipment | 48,270.90 | - | - | 48,270.90 |
| Renovation, electrical and fittings | 31,111.00 | - | - | 31,111.00 |
| Signboard | 1,450.00 | - | - | 1,450.00 |
| Telecommunication equipment | 4,489.00 | - | - | 4,489.00 |
| | 347,089.55 | 3,030.00 | - | 350,119.55 |

Accumulated depreciation

| | | | | |
|-------------------------------------|-------------------|-----------------|----------|-------------------|
| Air conditioner | 20,270.00 | 829.50 | - | 21,099.50 |
| Computer | 46,480.40 | 1,122.50 | - | 47,602.90 |
| Furniture and fittings | 14,826.35 | 448.40 | - | 15,274.75 |
| Leasehold land and building | 63,000.00 | 3,500.00 | - | 66,500.00 |
| Office equipment | 45,825.10 | 604.80 | - | 46,429.90 |
| Renovation, electrical and fittings | 31,111.00 | - | - | 31,111.00 |
| Signboard | 1,450.00 | - | - | 1,450.00 |
| Telecommunication equipment | 3,579.70 | 194.85 | - | 3,774.55 |
| | 226,542.55 | 6,700.05 | - | 233,242.60 |

| | <u>Carrying Amount</u> | | <u>Depreciation</u> | |
|-------------------------------------|-------------------------------|--------------------|----------------------------|--------------------|
| | 2021 RM | 2020 RM | 2021 RM | 2020 RM |
| Air conditioner | 3,950.50 | 1,750.00 | 829.50 | 988.00 |
| Computer | - | 1,122.50 | 1,122.50 | 1,122.50 |
| Furniture and fittings | 1,871.00 | 2,319.40 | 448.40 | 869.60 |
| Leasehold land and building | 108,500.00 | 112,000.00 | 3,500.00 | 3,500.00 |
| Office equipment | 1,841.00 | 2,445.80 | 604.80 | 617.80 |
| Renovation, electrical and fittings | - | - | - | - |
| Signboard | - | - | - | - |
| Telecommunication equipment | 714.45 | 909.30 | 194.85 | 194.85 |
| | 116,876.95 | 120,547.00 | 6,700.05 | 7,292.75 |

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NOTES TO THE FINANCIAL STATEMENTS
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(continued)

6) OTHER RECEIVABLES AND PREPAYMENTS

| | 2021 RM | 2020 RM |
|-------------|--------------------|--------------------|
| Deposits | 520.00 | - |
| Prepayments | 1,823.69 | 9,336.60 |
| | <u>2,343.69</u> | <u>9,336.60</u> |

7) FIXED DEPOSITS WITH LICENSED BANKS

| | 2021 RM | 2020 RM |
|------------------------------------|--------------------|--------------------|
| Fixed deposits with licensed banks | 603,641.25 | 596,874.38 |
| | <u>603,641.25</u> | <u>596,874.38</u> |

8) CASH AND BANK BALANCES

| | 2021 RM | 2020 RM |
|---------------|--------------------|--------------------|
| Cash in hand | 951.70 | 814.00 |
| Cash at banks | 317,992.75 | 308,845.94 |
| | <u>318,944.45</u> | <u>309,659.94</u> |

9) OTHER PAYABLES AND ACCRUALS

| | 2021 RM | 2020 RM |
|----------------|--------------------|--------------------|
| Other payables | 135,895.00 | 116,195.00 |
| Accruals | 3,417.43 | 3,414.29 |
| | <u>139,312.43</u> | <u>119,609.29</u> |

10) GENERAL FUND

| | 2021 RM | 2020 RM |
|--|--------------------|--------------------|
| At beginning of the financial year | 724,551.81 | 687,574.80 |
| Less: Surplus of 2020 allocated to medical welfare | (5,547.00) | - |
| Add: (Deficit)/surplus during the financial year | (74,739.69) | 37,176.10 |
| Less: Taxation | (165.03) | (199.09) |
| At end of the financial year | <u>644,100.09</u> | <u>724,551.81</u> |

11) BUILDING FUND

| | 2021 RM | 2020 RM |
|---|--------------------|--------------------|
| At beginning of the financial year | 57,082.00 | 57,082.00 |
| Fund received during the financial year | - | - |
| At end of the financial year | <u>57,082.00</u> | <u>57,082.00</u> |

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**NOTES TO THE FINANCIAL STATEMENTS
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(continued)

12) MEMBERS' MEDICAL WELFARE FUND

| | 2021 RM | 2020 RM |
|---|--------------------|--------------------|
| At beginning of the financial year | 23,021.93 | 23,021.93 |
| Fund received during the financial year | 5,547.00 | - |
| At end of the financial year | <u>28,568.93</u> | <u>23,021.93</u> |

13) TAXATION

| | 2021 RM | 2020 RM |
|--|--------------------|--------------------|
| Malaysian taxation based on profit for the financial year | 150.00 | 300.00 |
| Under/(over) provision of taxation in prior financial year | 15.03 | (100.91) |
| | <u>165.03</u> | <u>199.09</u> |

14) FINANCIAL INSTRUMENTS

The following table analyses the financial assets and financial liabilities of the Association by the classes and categories of financial instruments to which they are assigned, and therefore by the measurement basis:

| | At amortised cost | |
|------------------------------------|--------------------------|--------------------|
| | 2021 RM | 2020 RM |
| <u>Financial assets</u> | | |
| Fixed deposits with licensed banks | 603,641.25 | 596,874.38 |
| Cash and bank balances | 318,944.45 | 309,659.94 |
| | <u>922,585.70</u> | <u>906,534.32</u> |
| <u>Financial liability</u> | | |
| Other payables | 135,895.00 | 116,195.00 |

**PERSATUAN PEMANDU-PEMANDU PELANCONG KUALA LUMPUR
(KUALA LUMPUR TOURIST GUIDES' ASSOCIATION)**

Registration No: 168 (Selangor)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE FINANCIAL YEAR ENDED 31 DECEMBER 2021**

(continued)

14) FINANCIAL INSTRUMENTS (CONTINUED)

Financial risk management

The Association's financial risk management policy is to ensure that adequate financial resources are available for the development of the Association's operations whilst managing its financial risks, including liquidity risk and market risk.

Credit risk

Credit risk is the risk of a financial loss to the Association if a counterparty of a financial asset fails to meet its contractual obligations. The Association's exposure to credit risk arises mainly from receivables from customers.

Management has a credit policy in place and the exposure to credit risk is monitored on an ongoing basis through the review of trade receivables ageing. At reporting date, there were no significant concentration of credit risk.

The maximum exposure to credit risk for the Association is the carrying amount of the financial assets shown in the statements of financial position.

Fair value of financial instruments

The carrying amounts of financial assets and liabilities of the Association at the reporting date approximate their fair values due to their short-term nature and insignificant impact of discounting.

Fair value hierarchy

No fair value hierarchy has been disclosed as the Association do not have any financial instruments measured at fair value.

**RECOMMENDATIONS BY
KLTGA's EXTERNAL AUDITOR
FOR AGM DECISION**



Date: 23rd March 2022**KUALA LUMPUR TOURIST GUIDES' ASSOCIATION**

NO. 16-3, 3RD FLOOR, PERSIARAN JUBILEE,
OFF JALAN LOKE YEW,
55200 KUALA LUMPUR,
WILAYAH PERSEKUTUAN,
MALAYSIA.

Attention: Recommendation letter for Kuala Lumpur Tourist Guides' Association (KLTGA).

Dear Sirs / Madam,

**MEETING WITH THE COMMITTEE OF THE ASSOCIATION FOR THE AUDIT FOR THE FINANCIAL YEAR
ENDED 31 DECEMBER 2021**

Present: Pan Chen Nam (Chairman)
Anbarasu Sundram (Hon. Secretary)
Ooi Oon Kean (Hon. Treasurer)

With reference to the above meeting with our Audit Assistant Manager, Ms Sherlyn Phang, we would like to highlight the area for improvement and suggested best practice as follows: -

| ISSUES | MANAGEMENT'S RESPONSE | AUDITORS' RECOMMENDATION/REMARK |
|--|--|--|
| 400-001 CONFIRMATION & OTHER COURSES – RM20,320 This is balance brought forward figure, and it is courses fee received from members. There is no course conduct until now. As per remarks from previous year, KLTGA are looking a way to settle this advance payment. | <p>During the handover of the accounts for the financial year ending 2016 to the newly elected Exco for 2017-2020, there was no listing of who paid these amounts totaling RM20,320.00.</p> <p>The total continued to be reflected in the subsequent financial year accounts and went through audit by External Audit for the Financial Years 2017, 2018 and 2019.</p> <p>This query did not arise then when our accounts were submitted for External Audit for the financial years 2017-2019.</p> | <p>All the accounting records/documents should be kept for 7 years. If no info is available, the committee need to raise this issue up and discuss whether it is allowable to forfeit this amount (recognised as additional income) and all relevant supporting documents need to be available. This issue needs to be raised up to the attention of the members and seek for approval.</p> <p>As per email, there was no listing because the bookkeeping was done by another person who had since retired in 2017 due to health issues. Therefore, KLTGA will get Ms Lor to sort it out and adjust accordingly.</p> |

**400-002 OREINTATION
COURSES – RM25,320**

This is balance brought forward figure, and it is orientation courses fee received from members.

This orientation course is not refundable if the members was dead or did not attend the course.

There is listing for this course and already provided to auditors for recording purposes.

It was noted during the meeting, these fees were paid in advance and non-refundable (there were even memo being circulated to members). From what was seen in the latest listing given, most of these fees should be forfeited (either due to lapse of time, death, or other reason). The exco has mentioned they will look into the listing and do the necessary adjustments to recognise these forfeited fees into other income.

It is advised to get the agreement from the members.

**460-000 CREDIT BALANCE BY
MEMBERS (MEMBERSHIP &
PCD) - RM84,340.00**

As per conversation during site audit, KLTGA mentioned that the membership fee was reduced to RM30 and PCD to RM20 for 2021. Therefore, there is credit balance by members which is refundable and can offset against future membership fee.

Any amount paid for 2021 membership renewal, over and above (RM30.00 membership + RM20.00 PCD) will be tracked individually for each member and used to offset against KLTGA membership renewal dues for the future years.

It will be settled within 1 to 2 years.

Please kindly double check and follow up closely with the members as the listing was manually key in and there is possibility of human error.

It was noted that these amounts shall be settled within the next 2 years.

May I know around when will the amount be settled?

Should you wish to discuss any of the matters raised please do not hesitate to contact us. Kindly reply to us latest by 4 April 2022.

Thanks.

Yours sincerely,



YYC & CO PLT

FIRM NO.: LLP0020596-LCA & AF 0055

CHARTERED ACCOUNTANTS



KLTGA CONSTITUTION EFFECTIVE 31 MARCH 2022



JABATAN PENDAFTARAN PERTUBUHAN MALAYSIA
WILAYAH PERSEKUTUAN KUALA LUMPUR
KEMENTERIAN DALAM NEGERI
Aras G, Kompleks Kementerian Dalam Negeri
Jalan Sri Hartamas 1, Off Jalan Duta
50480 KUALA LUMPUR
MALAYSIA

Tel : 03-62012092
03-62012093
03-62012094
03-62012095 / 03-62012096
Faks : 03-62012107
Laman Web : <http://www.ros.gov.my>
<http://www.eroses.gov.my>

Rujukan Kami: PPM-008-14-10051967

Tarikh: 31 Mac 2022

Setiausaha,
KUALA LUMPUR TOURIST GUIDES' ASSOCIATION
16-3 (THIRD FLOOR) PERSIARAN JUBILEE OFF JALAN LOKE YEW
55200 KUALA LUMPUR
WILAYAH PERSEKUTUAN KUALA LUMPUR

Tuan/Puan,

PERMOHONAN PINDAAN PERLEMBAGAAN

Dengan hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa permohonan pindaan perlembagaan pertubuhan tuan telah **DILULUSKAN** dan pertubuhan tuan hendaklah menggunakan perlembagaan **terkini** dalam mentadbir pertubuhan tuan mulai 31 Mac 2022 .
3. Adalah disahkan bahawa dengan kelulusan ini, nama pertubuhan dipinda daripada "KUALA LUMPUR TOURIST GUIDES ASSOCIATION" kepada "KUALA LUMPUR TOURIST GUIDES' ASSOCIATION".

Sekian, terima kasih.

'BERKHIDMAT UNTUK NEGARA'

Saya yang menjalankan amanah,

(NIK EYLIA SOFIA BINTI NIK ABD AZIZ)

b.p. PENDAFTAR PERTUBUHAN MALAYSIA

Catatan: surat ini adalah janaan komputer, tandatangan tidak diperlukan



**PERLEMBAGAAN BAGI
PERTUBUHAN INDUK
KUALA LUMPUR TOURIST GUIDES' ASSOCIATION**

(PPM-008-14-10051967)

1 NAME

The name of the Association shall be the "Kuala Lumpur Tourist Guides' Association" (hereinafter called "the Association".)

2 REGISTERED OFFICE

2.1 The registered place of business of the Association shall be at No.16-3 (Third Floor), Persiaran Jubilee, Off Jalan Loke Yew, 55200 Kuala Lumpur.

2.2 The registered place of business of the Association shall not be changed without the prior approval of the Registrar of Societies.

3 OBJECTS

3.1 The objects of the Association shall be:

3.1.1 To assist the Government to promote Tourist Trade.

3.1.2 To facilitate tour operators and/or any customer by providing them with qualified/licensed Tourist Guides for freelance assignments.

3.1.3 To collect, from official and other reliable sources, information useful to the Association and its members, and to conduct surveys, enquiries, and keep records calculated to promote directly or indirectly any aspect of the tourist industry and any of the objects of the Association.

3.1.4 To provide complimentary guiding services to travel writers, social welfare workers, educationists and university students from overseas on official visits, or any other relevant tourists on a case-by-case basis where the Executive Committee of the Association shall consider as appropriate from time to time.

3.1.5 To assist tourists in their requirements during the tour, such as purchase of goods.

3.1.6 To arrange for alliance or affiliation and to co-operate with any institution, association or society with objects similar to those of this Association on such terms and conditions as may be in the interest of the Association and its members.

3.1.7 To assist in any way possible, and for the benefits of the tourist, the

improvement of accommodation, catering, transport, entertainment and other relevant amenities in Malaysia.

3.1.8 To promote international understanding, friendship and travel.

3.1.9 To assist Tourist Guides to get experience in the field of guiding.

3.1.10 To work for the improvement of the quality and reputation of the Tourist Guides' profession.

3.1.11 To represent all Tourist Guides of the Association in liaison with the Malaysian Tourist Guides Council (hereinafter referred to as "the Council"), all other governmental departments and non-governmental organizations pertaining to the tourist guiding profession and all aspects of tourism.

3.1.12 To assist and coordinate in organizing Tourist Guides' training courses in conjunction with the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title) and/or the Council.

3.1.13 To organize any conference, convention, exposition, seminar, Tourist Guides training course or tourism related educational programme either on its own or in conjunction with the Council, other governmental departments and non-governmental organizations.

3.1.14 To coordinate and discuss with the Council, the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title), other governmental departments and non-governmental organizations on the resolutions passed at any conference, convention or seminar.

3.1.15 To discuss and resolve with the Council, the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title), other governmental departments and non-governmental organizations on all aspects of the tourist guiding profession and the tourism industry.

3.2 The Association shall not in any way engage or attempt to engage in Trade Union activities as defined in the Trade Union Ordinance 1959.

4 MEMBERSHIP

4.1 The Association shall have four (4) categories of membership as follows:

4.1.1 Honorary Members

Conferred by the Members of the Executive Committee to those persons who have rendered outstanding services to the Association. Honorary members shall have no voting rights.

4.1.2 Ordinary Members

Those who have undergone a course by any registered training institute licensed by the relevant Malaysian Government Department, and duly issued a valid Tourist Guide license by the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title).

4.1.3 Associate Members

a. Those persons or businesses that are EITHER

i. "Trade Associate Members" which are duly registered firms/companies in tourism related businesses OR

ii. "Individual Associate Members" who are persons who subscribe to the objects of the Association as stated herein.

b. Associate Members shall have no voting rights nor can serve in the Executive Committee of the Association but shall enjoy all other privileges as Ordinary Members.

4.1.4 Life Members

Ordinary Members having at least TEN (10) years continuous membership in the Association shall be eligible to apply and shall have the same privileges as Ordinary Members.

4.2 MEMBERSHIP APPLICATION

4.2.1 All applications must be on the Association's official forms, duly completed and signed by the individual (for Ordinary, Individual Associate and Life membership) or the representative of the organization concerned (for Trade Associate membership).

4.2.2 All supporting documents required for each category of membership must also be submitted together with the application forms.

4.3 DECISION ON MEMBERSHIP APPLICATIONS

4.3.1 The Executive Committee of the Association shall be entitled to refuse to accept or reject any application to become a member and is not obliged to provide any reason for such decision.

4.3.2 When such decision is made, all monies paid at the time of membership application by the applicant will be duly refunded on return of the original receipt(s) issued by the Association.

4.3.3 Concurrently, in the case of Ordinary and Active Life memberships not approved, the Association will inform the Ministry of Tourism, Arts & Culture, Malaysia (or its successors-in-title) the decision(s) made on such membership application(s).

4.4 MEMBERSHIP UPDATE

It shall be the duty of each member, where applicable, to notify in writing to the Hon. Secretary of the Association as soon as possible of any change of his/her status, postal/mailling address(es), contact details, place of employment (where relevant) and his/her beneficiary(ies).

5 SUBSCRIPTION, MEMBERSHIP RENEWAL, PER CAPITA DUE & ORIENTATION PROGRAMME

5.1 Every Ordinary and Associate member shall pay a subscription to the Association, the amount of which shall be fixed by the members in a General Meeting.

5.2 Unless otherwise revised and determined by the members at a General Meeting, the subscription shall be as follows:

5.2.1 Ordinary Member

a. Annual Membership fee: RM60.00

b. Entrance Fee: RM30.00*

c. Orientation Fee: RM30.00*

(* Payable for the first year of applying to join/re-join the Association)

d. Per Capita Dues

i. In addition to Annual Membership fee, each Ordinary member shall pay an annual amount of RM50.00 'Per Capita Dues' (hereinafter referred to as 'PCD') to the Association for onward submission to the Council for such year.

ii. This annual PCD amount is subject to revision by the Council and the revised amount, if any, will only apply for the membership renewal from the subsequent year.

iii. The Association will give members sufficient advanced notice of the revised PCD payable for the next membership renewal.

iv. Due to the Covid19 Pandemic which impacted the global Tourism industry and resulted in severe loss of employment opportunities for Tourist Guides, annual membership fee is revised to RM50.00 for the years 2021 and 2022 only.

5.2.2 Individual Associate Member

a. Annual Membership Fee: RM60.00

b. Entrance Fee: RM50.00*

(*Payable for the first year of applying to join/re-join the Association)

5.2.3 Trade Associate Member

a. Annual Membership Fee: RM250.00

b. Entrance Fee: RM100.00*

(* Payable for the first year of applying to join/re-join the Association)

5.2.4 Life Member

One-time payment: RM5,000.00

5.3 PCD FOR ACTIVE LIFE MEMBERS

5.3.1 Apart from the one-time payment of Ringgit Malaysia Five Thousand (RM5,000.00) as stated in Clause 5.2.4 above, every ACTIVE LIFE member (in possession of a valid Tourist Guide License) shall pay to the Association the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, where applicable, as well as prevailing PCD amount for onward submission to the Council for such year.

5.3.2 This annual PCD amount is subject to revision by the Council and the revised amount, if any, will only apply for the subsequent year of Life Membership.

5.3.3 The Association shall strive to give members advanced notice of the revised PCD payable for the subsequent year.

5.4 MEMBERSHIP RENEWAL AND PER CAPITA DUES (PCD)

5.4.1 It shall be the duty of each Ordinary and Associate member to see that his/her Annual Membership fees and, where applicable, PCD are paid up-to-date and that an official receipt for such payments is obtained from the Association.

5.4.2 Likewise, Active Life Members are required to pay the annual PCD and, where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, to continue their membership with the Association.

5.4.3 The due date for the Annual Membership renewal and, where applicable, PCD shall be on 31st December of the year.

5.4.4 A 7-day grace period after 31st December of the year is allowed for Annual Membership renewal and, where applicable, PCD payment.

5.4.5 Any non-renewal of Annual Membership, and where applicable non-payment of PCD after 7th January of the next year would automatically terminate a membership, unless the member or defaulter shall satisfy the Association's Executive Committee that the delay in payment was due to reasonable cause.

5.4.6 The responsibility for keeping payments of the Annual Membership and/or any other dues up-to-date shall rest with the member and not with the Association.

5.5 ORIENTATION PROGRAMME

5.5.1 All 'Ordinary Member' applicants must attend the Association's Orientation Programme within 12 months of joining the Association.

5.5.2 An Ordinary Member who fails to attend the Association's Orientation Programme within this period will not be allowed to renew his/her membership.

5.6 MEMBERSHIP RE-APPLICATION

5.6.1 An application to renew lapsed Ordinary, Associate and Life membership is

subject to the same terms as a new application for membership. Payments of an Entrance fee, Annual Membership Fee and where applicable, the PCD, and Orientation Fee is required.

5.6.2 Active Life Members who fail to pay by 7th January every year the PCD, and where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association, will only be allowed to re-apply as Ordinary member, subject to terms and conditions of Ordinary member application.

5.6.3 The Executive Committee of the Association shall be entitled to refuse to accept or reject any re-application to become a member and is not obliged to provide any reason for such decision. When such decision is made, all monies paid by the applicant will be duly refunded on return of the original receipts issued by the Association. If the original receipts are not returned, these documents will be voided, and in the case of unapproved Ordinary and/or Active Life membership applications, the Association shall officially inform the Tourist Guide License issuing authority regarding the applicant's membership status with the Association.

6 REFUSAL, SUSPENSION, TERMINATION OR RESIGNATION OF MEMBERS

6.1 The Executive Committee shall suspend or terminate any membership with reasonable ground; provided such suspension or termination of the membership shall be first dealt with in accordance with the provisions of Clause 11 hereunder.

6.2 Any member being suspended shall be barred from taking part in any event under the control of the Association or the Council during the period of suspension.

6.3 Any member may resign from the Association at any time by giving one (1) month's official notice in writing. For this purpose, official notice is defined as letters or e-mails only. There shall be no refunds to the member of any subscriptions or other payments made for the balance of the year when the notice of resignation was issued to the Association.

7 FINANCE

7.1 The Financial Year of the Association shall be from 1st January to 31st December of each year.

7.2 The funds of the Association shall be derived from:

7.2.1 Membership subscriptions.

7.2.2 Donations and grants.

7.2.3 Organizing training courses, events and activities.

7.2.4 Miscellaneous collections.

7.3 EXPENDITURE:

7.3.1 Any expenditure to be incurred above Ringgit Malaysia Five Thousand

(RM5,000.00) and not exceeding Ringgit Malaysia Thirty Thousand (RM30,000.00) should first have the approval of the Executive Committee.

7.3.2 For any expenditure above Ringgit Malaysia Thirty Thousand (RM30,000.00), the Executive Committee shall get the approval of its members at a General Meeting.

7.4 The Executive Committee shall cause accounts to be kept of all sums of money received and expended by the Association and the matters in respect of which such receipt and expenditure take place.

7.5 At the Annual General Meeting held in each year, the Executive Committee shall table before the members the Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the Financial Year from 1 January to the 31st December of the preceding year.

7.6 The Association's Annual Finance Report shall be signed by the Hon. Chairman, Hon. Secretary and Hon. Treasurer.

7.7 Every such Annual Finance Report shall be audited by a licensed Auditor or Firm of Auditors appointed by the members in the General Meeting and the Auditor's report shall be annexed to every Annual Finance Report.

7.8 Every such Annual Finance Report shall be accompanied by a report of the Hon. Treasurer as to the financial state and condition of the Association.

7.9 In addition to the Annual Finance Report, the Executive Committee shall prepare the Association's Annual Income and Expenditure forecast for the current year and table it at the General Meeting.

7.10 The books of accounts shall be kept at the Registered Office of the Association or the office of any agent who undertakes the making-up.

7.11 The funds of the Association shall be under the control of the Executive Committee who shall cause an account to be opened with a Bank in Kuala Lumpur into which all monies belonging to the Association shall be paid.

7.12 CHEQUE SIGNATORIES

All cheques drawn on the said account in Clause 7.11 above shall be signed by the following:

7.12.1 Any cheque up to Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by the Hon. Treasurer and countersigned by either the Hon. Chairman or Hon. Secretary.

7.12.2 Any cheque above Ringgit Malaysia Twenty Thousand (RM20,000.00) - to be signed by three signatories namely, Hon. Chairman, Hon. Treasurer and Hon. Secretary.

8 PATRONS

On the recommendation of the Executive Committee Members, the Association may appoint as Patrons, persons who are not members of the Association but who are in support of the objects of the Association and desire to support it financially or otherwise.

9 ADVISORY BOARD

9.1 The General Meeting may propose advisors to the Association that shall consist of the immediate Past Chairman of the Association AND a minimum of two (2) or up to a maximum of four (4) other senior member Tourist Guides of good character, continuous membership in the Association and good reputation to be advisors to the Association. Member guides proposed to serve on this Advisory Board must be physically present at the General Meeting to accept/decline this position offered.

9.2 This appointment shall be for a tenure of three (3) years from the General Meeting or until the election of the next Executive Committee, whichever period comes first, and it does not include a monthly stipend. Subsequently if a vacancy arises during the said period, then such a vacancy shall be filled at its next General Meeting.

9.3 The Advisory Board shall support the Association and members in deliberating and providing its recommendations for the Executive Committee to decide on all appeals from members as stated in Clause 11.10 below. Such deliberation shall be by either three (3) or five (5) members of the Advisory Board for majority decision and recommendation to the Executive Committee.

10 EXECUTIVE COMMITTEE

10.1 STRUCTURE

The Executive Committee shall consist of fifteen (15) elected members made up of:

- One (1) Hon. Chairman (Principal Office Bearer)
- One (1) Vice Chairman I (Principal Office Bearer)
- One (1) Vice Chairman II (Principal Office Bearer)
- One (1) Hon. Secretary (Principal Office Bearer)
- One (1) Hon. Treasurer (Principal Office Bearer)
- One (1) Deputy Secretary
- One (1) Deputy Treasurer
- Eight (8) other Committee Members.

10.2 TENURE

All Executive Committee members are to be elected once in every three (3) years at the General Meeting of the Association.

10.3 EXECUTIVE POWERS

10.3.1 The affairs of the Association shall be conducted by the Executive Committee subject to such regulations as may from time to time as determined by the Association at the General Meeting.

10.3.2 The Executive Committee shall have discretionary powers to issue a written caution to any member based on the findings of the Discipline & Ethics Committee empowered under Clause 11 of this Constitution.

10.3.3 The Executive Committee shall have absolute power to regulate, manage and control all the affairs of the Association and to carry out its Objects and may exercise all such powers and do all such acts and things if they are for the benefit of the Association.

10.3.4 The Executive Committee shall communicate with the members of the Association by Newsletter and/or electronic means to keep them informed of activities in the Association and in the Tourism industry.

10.3.5 The Executive Committee may consider and pass a resolution by circulation to its Executive Committee members (Proposed and Seconded) via electronic means provided that seven (7) days' notice has been given for discussion, and a majority vote taken.

10.4 DUTIES OF PRINCIPAL OFFICE BEARERS (POB)

10.4.1 Hon. Chairman

a. The Hon. Chairman shall preside over:

i. All General Meeting agenda up to and before the Election of Office Bearers, Internal Auditor and Hon. Advisors of the Association

ii. Meetings of the Executive Committee.

b. Exercise supervision over the affairs of the Association and perform such other functions as are incidental to his/her office.

c. The Hon. Chairman shall decide specific portfolios related to the Objects of the Association stated in Clause 3 above and appoint any Executive Committee member to manage such portfolios for any specific duration of the Executive Committee's term.

d. The Hon. Chairman shall have authority, subject to the ratification of the Executive Committee, to appoint, direct, suspend or remove any employee of the Association as he/she may deem necessary.

e. The Hon. Chairman shall make full reports of the administration of his/her office and of the affairs of the Association to the Executive Committee at every meeting of the said body, and to the members at the Annual General Meeting.

f. The Hon. Chairman, with the consent of the Executive Committee members, is authorized to assign or withdraw any member/members to represent the Association at any meeting, conference, invitation, and/or individual portfolio that assists in the operation of the Association.

10.4.2 Vice-Chairman I (VC I)

a. The Vice-Chairman I shall be responsible for the internal administration of the

Association and shall have administrative control over such Officers and all other salaried staff of the Association.

b. In the absence of or temporary disqualification of the Hon. Chairman, the Vice-Chairman I shall assume the Chairmanship and is authorized to execute full functions of that office.

c. The Vice-Chairman I shall also carry out such responsibilities as may be delegated by the Hon. Chairman.

10.4.3 Vice-Chairman II (VC II)

a. The Vice-Chairman II is responsible for:

i. The welfare of the members,

ii. Maintaining good external relations amongst the Association, the Ministry of Tourism, Arts & Culture Malaysia (or its successor-in-title), the Council and other governmental bodies/NGO.

iii. Conducting outreach programmes and public relations between the Association and members of the Association, other Tourist Guides' Associations, members of travel trade organisations and the members of public.

b. The Vice-Chairman II, with the consent of the Executive Committee, shall plan, create, prepare and execute timely activities, campaign or programmes of such nature that will benefit the members of the Association and/or is able to raise the image of the Association in the tourism industry.

c. The Vice-Chairman II shall be responsible for giving tourist information, replying enquiries concerning travel and shall also carry out such responsibilities, as may be delegated by the Hon. Chairman or the Executive Committee.

d. The Vice-Chairman II shall always obtain prior consent of the Executive Committee before issuing any press release or public statement or granting interview in any printed media or social media in the capacity of representing the Association.

10.4.4 Hon. Secretary

a. The Hon. Secretary shall cause to be recorded the proceedings of all General Meetings and meetings of the Executive Committee.

b. The Hon. Secretary shall have charge of and preserve the books, records, files, documents and effects of the Association.

c. The Hon. Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman or the Executive Committee.

10.4.5 Hon. Treasurer

a. The Hon. Treasurer shall be responsible for the financial affairs of the Association.

b. The Hon. Treasurer shall issue notices of dues payable, be responsible for their collection and keep books of account of the Association.

c. The Hon. Treasurer shall prepare:

i. The Association's Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account as well as the Report as to the financial state and condition of the Association for the preceding financial year, to be presented at the

General Meeting.

ii. The quarterly Statement of Accounts for presentation in the Executive Committee Meeting.

d. The Hon. Treasurer shall be the custodian of the funds of the Association as prescribed in Clause 7 above and shall make disbursements in accordance with such rules as well as by-laws as may be prescribed by the Executive Committee.

e. The Hon. Treasurer shall initiate, co-ordinate and complete by 31 December of the current financial year, the Association's tentative Annual Income and Expenditure forecast for the next financial year to be approved by the Executive Committee for subsequent presentation at the General Meeting.

f. The Hon. Treasurer may be allowed a petty cash advance of Ringgit Malaysia One Thousand (RM1,000.00) only at any time.

g. The Hon. Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, or the Executive Committee.

10.5 DUTIES OF DEPUTIES

10.5.1 Deputy Secretary

a. The Deputy Secretary shall assist the Hon. Secretary in the discharge of his/her duties effectively.

b. The Deputy Secretary shall cause a written manual of "Standard Operations Procedures" to be maintained for the Association and to update the same from time to time and ensure compliance with all decisions made by the Executive Committee.

c. The Deputy Secretary shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Secretary or the Executive Committee.

10.5.2 Deputy Treasurer

a. The Deputy Treasurer shall assist the Hon. Treasurer in the discharge of his/her duties effectively.

b. The Deputy Treasurer shall maintain proper written records of the correspondence and remittance of KLTGA members':

i. Personal Accident (P.A) Insurance premiums to the designated organization approved by the Executive Committee as well as all related claims and their settlement/closure.

ii. PCD payments to the Council, as well as all related claims to the Council and their settlement/closure.

c. The Deputy Treasurer shall also carry out such responsibilities as may be delegated by the Hon. Chairman, Hon. Treasurer or the Executive Committee.

10.6 ALTERNATE CHAIRMAN

In the absence of the Hon. Chairman, the Vice Chairman I will deputize and in his/her absence, the Executive Committee shall elect another Chairman from amongst themselves who shall conduct the affairs of the Association temporarily.

10.7 MEETINGS

The Executive Committee shall meet once a month and shall fix the time and place of meeting. At least seven (7) days' notice in writing or by electronic means or

telephone call shall be given to each member of the Executive Committee.

10.8 QUORUM

The quorum for its meetings shall be one third (1/3) of the Executive Committee.

10.9 VOTING

10.9.1 Each elected Executive Committee Member shall be entitled to one (1) vote in any Executive Committee meeting but the Hon. Chairman at such meeting shall have an original as well as a casting vote.

10.9.2 Motions before the Executive Committee at an Executive Committee meeting shall be deemed passed if voted in favour by the majority of those present in person at such meeting and eligible to vote.

10.10 MINUTES TO BE RECORDED

10.10.1 The Executive Committee shall cause proper minutes to be made of proceedings of all meetings of the Association and of the Executive Committee and all business transacted at such meeting.

10.10.2 Any such minutes of any meeting if purported to be signed by the Chairman of the meeting, shall be conclusive evidence without any further proof of the facts stated therein.

10.10.3 The minutes shall be of public record and will be made available to the members to view upon a reasonable written request to the Executive Committee for access to the Minutes.

10.11 CESSATION TO BE EXECUTIVE COMMITTEE MEMBER

10.11.1 The office of a member of the Executive Committee shall be vacated:

- a. by notice in writing from the Executive Committee member to the Hon. Chairman or the Hon. Secretary of the Association.
- b. if the person ceases to be a member of the Association.
- c. if the member fails to attend three (3) successive meetings of the Executive Committee, without first having obtained the permission of the Hon. Chairman of the Association in writing or by email/electronic communication.

10.11.2 In the event of Clause 10.11.1.c above, then it shall be lawful for the Hon. Chairman to issue a letter terminating the tenure of such member with immediate effect.

10.12 VACANCY

10.12.1 The Executive Committee may invite an Ordinary or Life member with valid Tourist Guide license to fill a casual vacancy in the Executive Committee, but the person so appointed shall hold office only for the remaining term of the Executive

Committee and will not have eligibility to vote at Executive Committee meetings.

10.12.2 The invited candidate to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder.

10.13 CO-OPTED POST

10.13.1 The Executive Committee may from time to time, for a particular purpose or duration, co-opt such other Ordinary or Life member(s) with valid Tourist Guide license into the Executive Committee but who will not have eligibility to vote at Executive Committee meetings.

10.13.2 The co-opted member to fill such vacancy must also meet all the criteria stipulated in Clause 16.1.5 hereunder.

11 DISCIPLINE & ETHICS COMMITTEE

11.1 There shall be a Discipline & Ethics Committee (DEC) consisting of:

11.1.1 Hon. Chairman

11.1.2 Vice-Chairman I

11.1.3 Hon. Secretary

11.1.4 Two (2) Executive Committee members to be appointed by the Executive Committee.

11.2 The duties of this Discipline & Ethics Committee are to:

11.2.1 Determine if a KLTGA member has breached/violated any Clause of the Association's Constitution or Code of Ethics of the Council as stipulated in the Malaysian Akta 482 (Akta Industri Pelancongan 1992)

11.2.2 Discipline the KLTGA member who has violated any Clause of the Association's Constitution or Code of Ethics of the Council.

11.3 NOTICE TO MEMBERS

11.3.1 At least ten (10) working days' notice by the Hon. Chairman to the member involved in the alleged offence shall be sent to his/her last recorded address with the Association and as well as to all Discipline & Ethics Committee members prior to the actual proceeding.

11.3.2 The notice must mention the particulars of the complaint and provide copies of the relevant documents or lists of witness and specify the time and place of investigative proceeding.

11.3.3 The said notice shall also inform the member of consequences of non-appearance and the right of Appeal against any decision.

11.4 The quorum of such investigative proceeding shall be three (3) members present. Minutes of the investigative proceedings shall be taken.

11.5 A member is compelled to appear before the Discipline & Ethics Committee on the date of the investigative proceeding. In the absence of the said member without any reasonable excuse given to the Discipline & Ethics Committee, the Discipline & Ethics Committee may in its absolute discretion deliberate and decide based on the facts/witnesses appearing before it.

11.6 After the investigative proceedings, the Discipline & Ethics Committee shall report its findings and recommendation in writing to the Executive Committee within 7 working days of the investigative proceedings.

11.7 EXECUTIVE COMMITTEE REVIEW

11.7.1 The Executive Committee will decide on the matter after a review of the findings and recommendations of the investigative proceedings submitted by the Discipline & Ethics Committee.

11.7.2 Such decision will be conveyed to the Discipline & Ethics Committee within 7 working days of receiving the findings and recommendations.

11.8 Based on the Executive Committee decision as in Clause 11.7 above, the Hon. Secretary, on behalf of the Discipline & Ethics Committee, shall write to the member to inform of the decision on the alleged offence by the member.

11.9 RIGHT OF APPEAL

11.9.1 Where the member wishes to Appeal against any decision of the Discipline & Ethics Committee, the member must send a notice in writing to the Association, stating the grounds of Appeal.

11.9.2 This Appeal shall be lodged with the Hon. Secretary not later than seven (7) working days from the date of receipt of the Hon. Secretary's notice of the Discipline & Ethics Committee decision.

11.10 ACTION & DECISION ON THE APPEAL

11.10.1 All such appeals will be forwarded to the Association's Advisory Board for deliberation and recommendations to the Executive Committee.

11.10.2 Where further clarification is needed, the Advisory Board shall, within seven (7) working days from date of receipt of the appeal, convene in the Association's registered address or any other venue to meet,

a. The member who appealed

b. The Discipline and Ethics Committee

for further clarification before concluding and deciding on the appeal.

11.10.3 The Executive Committee's decision on the Advisory Board's

recommendation of an Appeal shall be final and binding on both the member(s) and the Association.

11.10.4 The Hon. Secretary shall, within seven (7) working days from the Executive Committee's decision on the recommendations of the Advisory Board:

- a. Write to the member(s) on the decision.
- b. Write to inform the Council and/or the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title), where required/necessary.

12 SPECIAL SUB-COMMITTEE(S)

12.1 The Executive Committee shall have power to appoint, any one or more of its members or such member of the Association as may be co-opted by the Executive Committee, at their discretion to be in a Sub-Committee for any purpose or purposes, general or specific, to be specified in the resolution appointing such Sub-Committee.

12.2 Any decision made by such Sub-Committee shall be reported to the Hon. Secretary within seven (7) days and the decision shall be valid and binding unless overruled by a decision of the Executive Committee.

13 REPRESENTATION OF THE ASSOCIATION

13.1 It shall be the duty of the Association to be represented at all Meetings called upon by the Council.

13.2 The Association shall be entitled to send the required number of representative(s), as stipulated by the Council, to take part in the activities of the Council and such representative(s) shall have the mandate to vote on any such proposal submitted for decision.

13.3 Nomination of the representative(s) shall be submitted to the Council in meeting.

13.4 The Association has the absolute discretion to nominate and to replace the representative so nominated to attend in the activities of the Council.

13.5 The nomination and replacement of the representative shall be made by the Association by giving notification in writing to the Council prior to any relevant meeting.

14 REGISTER OF ASSOCIATION MEMBERS

14.1 The Hon. Secretary shall keep at the Registered Office a physical or electronic record to be called "The Register of Members of Kuala Lumpur Tourist Guides"

Association", (hereinafter called 'the Register'). The Register shall contain the following particulars of members:

14.1.1 The name, identity card number, valid licensed TG badge number(s), address, contact details such as mobile number and e-mail address, including other occupation of each member as well as details of emergency contacts and beneficiaries.

14.1.2 The date on which the name of any member was inscribed in the Register as such, and the date on which such person ceased to be a member, shall be duly recorded.

14.1.3 Such other particulars which the Executive Committee may from time to time direct.

14.2 All entries in the Register and all amendments to entries thereon shall be subject to the approval of the Executive Committee. The Register shall be open to inspection by office bearers of the Association during normal hours of business at the Registered Office.

14.3 All information of members in the Register are covered by the Personal Data Protection Act 2010 (Act 709). Any misuse of the information in the Register will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

15 ASSOCIATION'S STAFF

15.1 The Executive Committee shall have power to appoint an Administrative Officer or such other paid employees for such period on such terms and conditions as may from time to time to be determined by the Executive Committee.

15.2 These Officers and employees of the Association shall act under the general direction of the Hon. Chairman or in his/her absence the Vice-Chairman and shall be responsible only to the Executive Committee and save as herein provided, shall not be obliged to carry out the wishes and instructions of individual members.

15.3 These Officers and employees shall observe the provisions in the Personal Data Protection Act 2010 (Act 709) when managing members' personal particulars. Any misuse of members' personal particulars by the Officers and/or employees of the Association shall be dealt with by the Executive Committee according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

15.4 The Executive Committee, at its discretion, shall remove or suspend any Administrative Officer or paid employees of the Association in accordance with the Malaysian Employment Act 1955.

15.5 The Administrative Officer shall, and the other employees, may attend all

Executive Committee and General Meetings as required by the Executive Committee.

16 ELECTION OF OFFICE BEARERS

16.1 ELIGIBILITY TO CONTEST

16.1.1 Only those Ordinary and Life members with valid Tourist Guide's licenses issued by the Ministry of Tourism, Arts & Culture, Malaysia (or its successor-in-title) who are physically present during voting at the General Meeting shall be eligible for election to the Executive Committee.

16.1.2 Members who offer to contest for the position of Hon. Chairman must have first been an ordinary member consecutively for five (5) years.

16.1.3 The five (5) Principal Office Bearers of the Executive Committee shall hold tenure of that same designated post for a maximum of consecutive two (2) terms of service only, while there is no limit to the tenure for the ordinary Executive Committee posts.

16.1.4 On completing a continuous two-term tenure as Hon Chairman or Hon. Treasurer, a member can offer himself/herself again for election to any Principal Office Bearer only after a one-term interval.

16.1.5 Candidates must also comply the following:

- a. Ordinary members must have completed a minimum of one (1) year membership in the Association and have also fully paid their Annual Membership Subscription and PCD up to the year during which the Office Bearers' elections is held.
- b. Active Life members must have fully paid their PCD and, where applicable, the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which Office Bearers' elections is held.

16.2 NOMINATION FORM

16.2.1 A candidate can contest for only one position and (1) Nomination Form shall be used for the position contested.

16.2.2 Each Nomination Form must be supported by the candidate's:

- a. Copy of Valid Tourist Guide License (front side)
- b. Copy of Valid National Registration Identity Card (front side)
- c. Completed A4 sized CV template
- d. Malaysian Passport-sized coloured photograph (on original photograph paper)
- e. Latest eligibility status confirmation from the Malaysian Insolvency Department
- f. "Vision and Mission Statement" on his/her plans on how to benefit the Association and its members, for nominees intending to contest the post of Hon. Chairman.

16.2.3 Proposer and Secunder of each nomination must also meet the criteria as in

Clause 17.8.1 below.

16.2.4 All information of members in the Nomination Form are covered by the Personal Data Protection Act 2010 ((Act 709). Any misuse of the information in the Nomination Form will be dealt with according to the relevant provisions in this Constitution and/or the provisions in the Personal Data Protection Act 2010 (Act 709).

16.3 NOMINATIONS CLEARANCE COMMITTEE

16.3.1 During an election year, the Honorary Secretary shall call for five (5) members as candidates to be approved by the Executive Committee, to form the Nomination Clearance Committee (hereinafter known as "NCC").

16.3.2 All members appointed to serve in the NCC shall fulfil the following criteria:

- a. Shall not contest in the elections.
- b. Free of any existing/outstanding Malaysian Insolvency Department record.
- c. Spouse, siblings, children or parent(s) are not contesting in the elections.
- d. Possess a valid Tourist Guide License at the time of nomination up to the completion of the Office Bearers election.
- e. Current member in benefit of the Association and have fully paid up all dues to Association and the Council at the time of taking up the position of NCC member.

16.3.3 Once selected after meeting the above criteria, the NCC members shall be invited by the Hon. Secretary of the Association for a preliminary briefing by the Executive Committee at the Association's office. At this briefing:

- a. The Executive Committee shall explain and clarify, among others:
 - i. The need for NCC.
 - ii. Updated Nomination Forms and supporting documents required.
 - iii. Eligibility requirements of members to contest.
 - iv. Guidelines/checklist for NCC to process Nomination Forms.
 - v. Guidelines for witnesses to observe Nominations Forms processing.
 - vi. Handling and decision by NCC on appeals regarding disqualified nominations.
 - vii. Timelines to observe till FINAL nominations cleared by NCC are announced.
 - viii. Level of support from the Association's office staff.
 - ix. Report by NCC to the Executive Committee.
 - x. Communication guidelines for NCC to members till the final nominations are announced.
 - xi. The importance of confining NCC discussions strictly amongst NCC members only.

b. The Chairman of the NCC shall be appointed from amongst the five NCC members.

16.3.4 All NCC members shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of all NCC tasks performed till the election of the Association's office bearers.

16.3.5 The Executive Committee shall officially announce the NCC team to the

Association members through the Association's website, existing electronic broadcast channel of the Association and the Association's premises.

16.3.6 Role of NCC

a. Announce the details of the Association's office bearers' elections and the related timelines via a notice of nomination for candidates, which shall be posted on the Association website, electronic broadcast channel and the Association's premises for fourteen (14) days.

b. The NCC members shall ensure on the day of the announcement that the candidacy criteria, nomination forms and rules are made available to all eligible members interested to contest in the election of the Association.

c. Ensure full quorum of NCC members in the Association's office on the day, date and time for processing the nominations.

d. When processing Nomination Forms:

i. Verify if a candidate nominated to contest meets all related provisions of this Constitution and complies to ALL rules stated in the Nomination Form.

ii. Ensure every nomination complies to the following:

1) Completed in the prescribed original Nomination Form, proposed in writing by one (1) member and seconded in writing by one (1) other member who both meet the eligibility criteria stated in Clause 17.8.1 below.

2) All mandatory supporting documents and photograph are attached to the Nomination Form(s).

e. Report Submission

Immediately after processing the Nomination Forms, the NCC Chairman shall prepare and submit an official report to the Executive Committee of the Association within 1 day after the Nominations Clearance processing. The report shall include:

i. Total nominations received, with breakdown by positions.

ii. List of successful nominations.

iii. List of disqualified nominations and reasons.

f. Once cleared by the Executive Committee, the NCC Chairman shall officially announce the final list of eligible contestants within forty-five (45) days from date of the NCC formation.

g. The NCC Chairman shall also receive from the Association's Hon. Secretary, all official notifications of withdrawals of contesting candidates received within the timeline specified in Clause 16.3.8 below.

h. Within three (3) days of receiving the details as in Clause 16.3.8 below, the NCC will issue an official announcement of the revised list of contestants within three (3) days after the candidate(s) withdrawal(s). This announcement must be first cleared by the Executive Committee.

16.3.7 Observers During Nominations Clearance Process

- a. Candidates nominated for elections and Association members who comply the requirements stated in Clause 17.8.1 below shall witness the Nominations Forms Clearance processing by the NCC.
- b. Candidates and Observers shall always allow the NCC to execute its duties independently and maintain confidentiality of the entire proceedings during the Nominations Clearance till the outcome is officially announced to members by the NCC.
- c. Photography, video calls, voice calls and video recordings of the Nominations Clearance proceedings is strictly not allowed.
- d. All Observers shall sign a 'Non-Disclosure' form which commits them to ensure confidentiality of the tasks performed during the Nominations Clearance Process.

16.3.8 Withdrawal of Nominations

- a. Any candidate whose nomination has been cleared by the NCC can reconsider and withdraw his/her nomination within 7 days after the official announcement of the contesting candidates.
- b. Withdrawal of nominations is only allowed after the official announcement of the successful nominations to contest in the election.
- c. This shall be done in writing by the candidate, addressed to the Hon. Secretary, either by e-mail to the Association's official e-mail address or hard copy of the letter submitted to the Association's office at the registered address.
- d. The Hon. Secretary shall immediately inform the Executive Committee of such withdrawals and channel these decisions to the NCC Chairman who will then formally update the NCC on the withdrawals.

16.3.9 Disqualification of Nomination(s)

- a. On the day of Nominations Forms processing, the NCC shall verify if all Nomination Forms received meet all the requirements stated in this Constitution and the guidelines stated in the Nomination Forms.
- b. If any Nomination Form does not meet the requirements, the NCC shall deliberate to confirm the disqualification, state the reasons in writing and attach to the disqualified Nomination Form.
- c. After the processing of the Nomination Forms, the NCC Chairman shall officially write to the nominee(s) on the reasons for the disqualification and provide the nominee(s) a copy of the disqualified nomination form as evidence.
- d. The original copy of the disqualified Nomination Form shall be kept in file by the

NCC for reference.

17 GENERAL MEETING

17.1 Once in every calendar year and not later than 30th April of each year, the Executive Committee shall call a General Meeting of the members at such time and place as may be expedient. Such meetings shall be called Annual General Meetings.

17.2 All other General Meetings of the members shall be called Extraordinary General Meetings.

17.3 Should the Executive Committee fail to call an Annual General Meeting, on the requisition in writing of any ten (10) members duly lodged with the Hon. Secretary, the Hon. Secretary shall forthwith call an Extraordinary General Meeting, with the consent of the Executive Committee.

17.4 If within twenty one (21) days of receipt of such requisition, the Executive Committee does not proceed to cause a meeting to be held, the persons presenting the requisition may themselves convene the meeting.

17.5 Fourteen (14) days' notice of every Annual or Extraordinary General Meeting shall be sent to each member by prepaid post or electronic means to the address given in the Register of Association Members specifying the time and place of the meeting and the business to be transacted thereat.

17.6 During the General Meeting for election of office bearers the Association shall, together with the notice calling for the General Meeting, send particulars of each candidate so nominated to each member and shall simultaneously post the particulars of such candidates on the Association's website and the Notice Board at the Association's premises.

17.7 The accidental omission to give notice of a General Meeting to, or the non-receipt of such notice by any person entitled to receive such notice, shall not invalidate any motion or business transacted at that meeting.

17.8 MEMBERS' RIGHTS

17.8.1 Candidate(s) Nomination(s)

The following members shall have the right to nominate candidates for election of the Association's Office Bearers, Internal Auditor(s) and Hon. Advisors:

- a. Ordinary members who have completed one-year membership with the Association and fully paid their Annual Membership Subscription, PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year during which the General Meeting is held.

- b. Active Life members who have fully paid their PCD up to the year during which the General Meeting is held.

17.8.2 Participation in General Meeting

The following members shall have the right to participate in General Meetings:

- a. Ordinary Members who have fully paid their membership subscription and PCD up to the year during which the General Meeting is held.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association up to the year of during which the General Meeting is held.
- c. Trade and Individual Associate members who have fully paid their membership subscription for the year during which the General Meeting is held.

17.8.3 Right to Vote

The following members shall have the right to vote in any General Meeting:

- a. Ordinary Members who have completed at least one-year membership with the Association and fully paid their Annual Membership Subscription and PCD and have also paid similar dues within the deadlines as per Clauses 5.2.1 and 5.4 above for the year of the General Meeting.
- b. Active Life members who have fully paid their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association within the deadlines as per Clauses 5.3 and 5.4 above for the year of the General Meeting.

- c. Non-active Life members

17.8.4 The following members are NOT ALLOWED to vote in any General Meeting:

- a. Ordinary Members who have not fully paid their Annual Membership Subscription and PCD as at the expiry date of the preceding year's Financial Year of Account as defined herein.
- b. Active Life members who have not fully paid all their PCD and where applicable the stipulated amount for the annual Group Personal Accident Insurance coverage arranged by the Association as at the expiry date of the preceding year's Financial Year of Accounts as defined herein.
- c. Ordinary and Life members who joined/rejoined the Association in the current year of the General Meeting.
- d. All Trade and Individual Associate members.

17.9 QUORUM AND GENERAL MEETING ADJOURNMENT

17.9.1 The quorum at any General Meeting shall be either:

- a. Ten percent (10%) of the total Ordinary & Life Memberships as at 31st December

of the previous year OR

b. Three (3) times the number of Executive Committee members allowed in Clause 10.1 above,
whichever is lesser.

17.9.2 If there is no minimum quorum to hold the planned General Meeting within 30 minutes after the time stipulated in the Notice of General Meeting, the Association shall hold the same meeting on the following week, preferably at the same time and venue regardless of the minimum quorum and without amending the Constitution.

17.9.3 The Hon. Chairman shall, with the consent of the meeting at which a quorum is present, adjourn a meeting from time to time and from place to place, as the meeting shall determine.

17.9.4 Whenever a meeting is adjourned for ten (10) days or more, notice of the adjourned meeting shall be given in the same manner as notice of an original meeting.

17.9.5 Save as aforesaid, the members shall not be entitled to any notice of an adjournment or of the business to be transacted at an adjourned meeting.

17.9.6 No business shall be transacted at an adjourned meeting other than the business which might have been transacted at the meeting from which the adjournment took place.

17.10 GENERAL MEETING PROCEEDINGS

17.10.1 The business of a General Meeting, amongst others, shall be:

a. To receive the Minutes of the previous year General Meeting(s), Executive Committee's Report and Annual Finance Report for the previous year together with the Auditor's Report thereon and if approved, to pass them.

b. Election of Chairman to conduct Office Bearers elections.

c. To elect five (5) Principal Office bearers (Hon. Chairman, Vice-Chairman I, Vice-Chairman II, Hon. Secretary and Hon. Treasurer) as well as Deputy Secretary and Deputy Treasurer.

d. To elect eight (8) members to form the Executive Committee members.

e. To elect an Internal auditor.

f. To appoint an External Auditor who must be qualified, licensed and registered with an Auditing Firm.

g. To appoint the Hon. Legal Advisors.

h. To consider any other business of which not less than seven (7) clear days' notice has been deposited in writing with the Hon. Secretary.

17.10.2 All businesses other than that prescribed in Clause 17.10.1 a-h above, shall be conducted at the Extraordinary General Meeting and shall be known as Special Business.

17.11 CHAIRMAN FOR OFFICE BEARERS' ELECTIONS

17.11.1 Once the Association's Executive Committee's Report, Annual Finance Report comprising a Balance Sheet and Income & Expenditure Account for the previous year together with the Auditor's Report are tabled, discussed and concluded in the General Meeting, the outgoing Hon. Chairman of the Association will invite nominations for this position from members present.

17.11.2 Once nominations are proposed and seconded, if there is more than one (1) candidate, the Hon. Chairman will call for voting by show of hands that will decide the person selected to Chair the General Meeting.

17.11.3 Where there is not more than one (1) nomination, and there is no objection from members present, the person proposed will take charge as Chairman of the Office Bearers' Election and proceed with the business of the day at the General Meeting.

17.12 VOTING FOR OFFICE BEARERS

17.12.1 Each member eligible to vote as stated in Clause 17.8.3 above and present personally at a General Meeting for election of Office Bearers shall be entitled to one (1) ballot paper for each position to be voted.

17.12.2 In the event of equality of votes the Chairman of the outgoing or existing Executive Committee shall be entitled to a casting vote in addition to his own vote as a member.

17.12.3 A contesting member must be physically present at the elections proceedings.

17.13 VOTING ON MOTIONS

17.13.1 Any motion received by the Hon. Secretary of the Association at least seven (7) days before the General Meeting, either Annual or Extraordinary, shall be first tabled and discussed at the General Meeting.

17.13.2 After discussion, if the motion requires members' decision, it shall be put to a vote and decided by a show of hands, unless a ballot paper poll be demanded by the Chairman of the General Meeting or by at least five (5) members present in person and entitled to vote.

17.13.3 A declaration by the Chairman of the General Meeting that a motion has

been carried by the majority, or lost, or not carried out by a majority, shall be conclusive.

17.14 MINUTES OF GENERAL MEETINGS

The proceedings of all General Meetings shall be entered in a Minute Book, which on being signed by the Chairman at the next General Meeting shall be conclusive evidence of the business done and passed at the aforesaid General Meeting(s).

18 **PROPERTY**

18.1 Pursuant to Section 9(b) of the Societies Act 1966, The Association shall appoint three (3) officers from the current Executive Committee members, namely the Hon. Chairman, Hon. Secretary and Hon. Treasurer to administer the property of the Association. They will serve in this capacity for the duration of their term of office in the Executive Committee.

18.2 The officers so appointed under this provision are not empowered to sell, mortgage or transfer the property of the Association unless authorized by a special resolution given in an Extraordinary General Meeting or an Annual General Meeting with a two-third (2/3) majority of eligible voting members present. Special notice of fourteen (14) days shall be given for such a resolution.

18.3 In the event that any of the above posts in this provision falls vacant, the Executive Committee shall have the power to co-opt any other members of the Association to fill the vacancy until the next General Meeting is held.

19 **ALTERATION TO RULES**

19.1 Any proposed, alteration, addition or amendment to the Constitution, Rules or any subsequent Rules, which may be adopted hereafter shall be submitted to the Executive Committee in writing. The Hon. Secretary shall thereupon circulate the same to members of the Executive Committee which shall consider the proposal and, if deemed fit, convene an Extraordinary General Meeting to consider and to add such proposal, with or without modification. The notice convening any such meeting shall set forth the proposal and the reasons therefore if such has been given and the recommendations of the Executive Committee in connection therewith. Any proposal which is adopted by resolution passed by a two-thirds (2/3) majority of those present in the Extraordinary General Meeting and entitled to vote thereon shall be valid and binding upon all members forthwith.

19.2 The Association shall not adopt any by-laws that are inconsistent with the Constitution of the Council. Any provision in the Association's Rules and by-laws or any condition imposed which conflicts with this section is considered null and void and without effect.

19.3 The Association may approve new provisions in its Rules and by-laws

proposed to comply with local laws or customs or in the exceptional circumstances but only upon approval by the Council.

19.4 To remove any doubt, no alterations or additions to these Rules and by-laws shall be made except at an Annual or Extraordinary General Meeting and they shall not come into force without the prior sanction of the Registrar of Societies.

20 NOTICES

20.1 All notices sent or required by these Rules to be sent to members shall be deemed to have been duly served if sent by the Hon. Secretary through the post by pre-paid letter or postcard addressed to the members at their addresses shown in the Register of Association Members. In the case of notices sent by electronic mail or by telephone, then the notice shall be deemed to have been duly served on the member at the expiry of forty eight (48) hours from the time such notice is communicated to the member at the last known electronic mail address or last known telephone number of that member.

20.2 Where a given number of days' notice or notice extending over any other period is required to be given, neither the day of delivery of the notice nor the day upon which such notice expires shall be included in such number of days or other period.

21 INDEMNITY

If any prosecution, action or suit at law be commenced against any member or members of the Executive Committee, The Hon. Secretary, or any servant or agent of the Association for anything done by him/her/them in the proper and reasonable discharge of their duty of the Association, such person or persons shall be defended and indemnified by and at the cost of the Association from all damages, costs and expenses which may be incidental to or result from such prosecution, action or suit at law and the property and funds of the Association may be applied for such purpose as may be directed by the Executive Committee from time to time. Provided, however, that none of such funds shall be applied either directly or indirectly in payment of the whole or part of any fine or penalty imposed upon such person by sentence or order of a Court of Justice.

22 DISSOLUTION

The Association shall not be dissolved except with the consent of not less than two-third (2/3) of the membership entitled to vote in an Extraordinary General Meeting held for this purpose solely.

23 APPLICABLE LAW & OTHER PROVISIONS

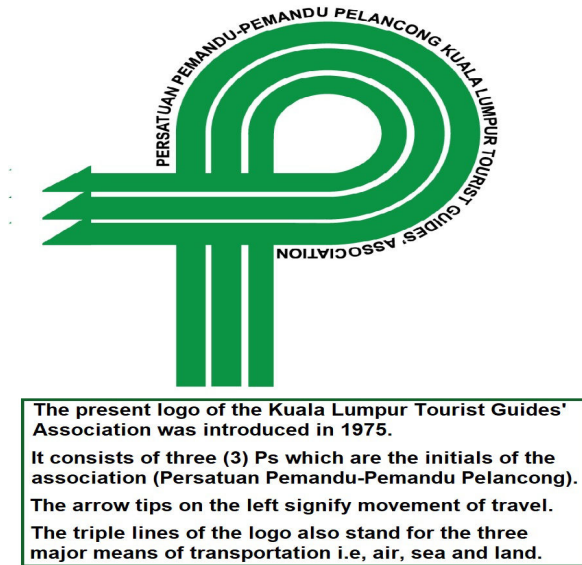
23.1 The Association will adopt the provisions of the Societies Act, 1966 and its

regulations applicable from time to time as part of its by-laws should any dispute arises in future.

23.2 The Association shall where applicable or in the absence of specific provisions contained herein shall have reference and be bound by the Council's constitution, rules and regulations as amended from time to time.

LAMPIRAN

1. Bendera
 -
 - Keterangan
 -
2. Lambang



Keterangan

-

3. Lencana
 -
 - Keterangan
 -



MTGC CONSTITUTION EFFECTIVE 11 SEPT 2016



JABATAN PENDAFTARAN PERTUBUHAN MALAYSIA
NEGERI JOHOR
KEMENTERIAN DALAM NEGERI
Aras 5, Blok 1
Kompleks Kementerian Dalam Negeri
Taman Setia Tropika, Kempas
81200 JOHOR BAHRU
JOHOR

Tel : 07-2371200
Faks : 07-2391213
Laman Web : <http://www.ros.gov.my>
<http://www.eroses.gov.my>

Rujukan Kami: PPM-009-01-28061976

Tarikh: 11 September 2016

Setiausaha,
MAJLIS PEMANDU PEMANDU PELANCUNG MALAYSIA (MALAYSIAN TOURIST
GUIDES' COUNCIL)
NO. 39A, JALAN NB2 2/2, TAMAN NUSA BESTARI DUA,
81300 SKUDAI
JOHOR

Tuan/Puan,

PERMOHONAN PINDAAN PERLEMBAGAAN

Dengan hormatnya perkara di atas dirujuk.

2. Sukacita dimaklumkan bahawa permohonan pindaan perlembagaan pertubuhan tuan telah **DILULUSKAN** dan pertubuhan tuan hendaklah menggunakan perlembagaan **terkini** dalam mentadbir pertubuhan tuan mulai 11 September 2016 .

Sekian, terima kasih.

'BERKHIDMAT UNTUK NEGARA'

Saya yang menjalankan amanah,

(**YAP CHU SEAN**)

b.p. PENDAFTAR PERTUBUHAN MALAYSIA

Catatan: surat ini adalah janaan komputer, tandatangan tidak diperlukan

CONSTITUTION

MAJLIS PEMANDU PEMANDU PELANCUNG MALAYSIA (MALAYSIAN TOURIST GUIDES' COUNCIL)

CLAUSE 1 NAME

1. The Association shall be known as

MAJLIS PEMANDU PEMANDU PELANCUNG MALAYSIA (MALAYSIAN TOURIST GUIDES' COUNCIL)

Hereinafter referred to as "the Association".

2. Meaning of name :
3. Level : **Kebangsaan**

CLAUSE 2 ADDRESS

1. The registered address is

**NO. 39A, JALAN NB2 2/2, TAMAN NUSA BESTARI DUA,
81300 SKUDAI
JOHOR**

or at such other place as may from time to time be decided by the Committee; and the postal address is

**NO. 39A, JALAN NB2 2/2, TAMAN NUSA BESTARI DUA,
81300 SKUDAI
JOHOR**

2. The registered and postal addresses shall not be changed without the prior approval of the Registrar of Societies.

CLAUSE 3 OBJECTIVE

The objects of the Council shall be:-

1. to promote, advance and protect the general welfare and interests of the tourist guides in Malaysia.
2. to promote understanding and fellowship amongst all the tourist guides and the tourist guides associations of Malaysia.

3. to represent all tourist guides associations in liaison with all other governmental departments and non-governmental organizations pertaining to the tourist guiding profession and all aspects of tourism.
4. to assist and to coordinate in the organization of the Malaysian tourist guides training course in conjunction with the Ministry of Tourism (or its successor-in-title).
5. to organize any conference, convention, exposition, seminar, tourist guides training course or tourism related educational program either on its own or in conjunction with other governmental departments and nongovernmental organizations.
6. to coordinate and discuss with the Ministry of Tourism (or its successor-in-title), other governmental departments and non-governmental organizations on the resolutions passed at any conference, convention or at seminar.
7. to discuss and resolve with the Ministry of Tourism (or its successor-in-title), other governmental departments and non-governmental organizations on all aspects of the tourist guiding profession and the tourism industry.
8. to promote international, regional and domestic tourism.
9. to print and disseminate materials and information using various media of communication such as newsletters, guide books, career books, text books and periodicals relevant to the guiding, hospitality and tourism industry and other activities pertaining to the promotion of the objectives stated herein subject to the prior approval of the relevant authorities.
10. to arrange for alliance or affiliation and to co-operate with any institution, association or society with objects similar to those of this Council on such terms and conditions as may be in the interest of the Council.
11. to provide clubhouse facilities and such other forms of recreation and amenities for its members and the tourist guides.
12. to apply for purchase, take or lease, or in exchange or otherwise acquire or occupy any land or building or moveables which may be required for or used in connection with the objects of the Council and to charge, sell, lease, give in exchange or otherwise dispose of the same or any part thereof.
13. to encourage and promote charitable activities and support charitable organizations.
14. to do all such acts and things as may be incidental to or connected with or conducive to the attainment of any of the above-mentioned objects.

CLAUSE 4 MEMBERSHIP

1. There shall be two (2) types of membership:-

1.1 ORDINARY MEMBERSHIP.

Ordinary Membership shall be consisting of three (3) categories:-

1.1.1 Affiliate Ordinary Membership.

Such membership shall consist of tourist guides associations registered under the Societies Act 1966, whose membership shall composed of Ordinary Members and/or Life Members who shall be known as 'Active Member' and is hereinafter referred to as 'Active Member' who are tourist guides licensed by the Ministry of Tourism (or its successor-in-title) which continue to perform the obligations as set forth in this constitution. Affiliate Ordinary Membership shall be known as 'Affiliate' and is hereinafter referred to as 'Affiliate'. There should be one (1) Affiliate recognized by the Council in each State, Federal Territory or region subdivided geographically, unless there are reason or reasons accepted and approved by the Council.

1.1.2 Chapter Ordinary Membership.

Such membership shall consist of State Chapters of the Council. State Chapters shall be automatically entitled to such membership and shall be known as 'Chapter' and is hereinafter referred to as 'Chapter'. There should be one (1) Chapter established by the Council in each state, Federal Territory or region sub-divided geographically, unless there are reason or reasons accepted and approved by the Council.

1.1.3 Individual Ordinary Membership.

Such membership shall consist of all individual tourist guides licensed by the Ministry of Tourism (or its successor-in-title) from State and/or Federal Territory where there is no Affiliate or Chapter. Such membership shall have no voting rights at all general meetings and shall be known as 'Individual Ordinary Member' and is hereinafter referred to as 'Individual Ordinary Member'.

1.2 ASSOCIATE MEMBERSHIP.

Associate Membership shall be consisting of two (2) categories. Such membership shall have no voting rights and shall not be eligible to hold any office in the Council. They shall enjoy all privileges and benefits as other Ordinary Members except where disclosure of any information is deemed privileged only to Ordinary Members.

1.2.1 Trade Associate.

Such membership shall be open to firms, companies or organizations which carry out or whose business is connected with the travel trade and who subscribe to the objects of the Council.

1.2.2 Individual Trade Associate.

Such membership shall be open to individuals who subscribe to the objects of the Council.

2. Only persons above the age of eighteen (18) years shall be subject to the

provisions herein contained, be qualified to be members of the Council PROVIDED ALWAYS that a University College student shall not be eligible for membership without the prior approval of the Vice Chancellor of the University concerned.

3. Affiliates whose names have been struck off by the Registrar of Societies or who has been wound up or liquidated under the relevant laws will automatically cease to be an Affiliate of the Council.

4. An Individual Ordinary Member who has been declared a bankrupt OR whose licence has been revoked by the Ministry of Tourism (or its successor-in-title) will automatically cease to be an Individual Ordinary Member of the Council.

5. A tourist guide who is an Individual Ordinary Member of the Council shall cease its membership with the Council and automatically be a member of an Affiliate or Chapter of a State or Federal Territory where he is residing, upon the successful registration of an Affiliate or a Chapter recognized by MTGC. In such case, the said member is fully exempted from the payment of an entrance fee imposed by the Affiliate or Chapter.

CLAUSE 5 RESIGNATION AND TERMINATION

1. Any member who fails to comply with the rules of the Council or has acted in a manner to bring disrepute upon the Council may be expelled or suspended for a period of times as the Board deems fit. Before the Board expels or suspends the member, the member should be informed of the grounds for such expulsion or suspension in writing and be given an opportunity to explain and absolve itself. Such suspension or expulsion shall be enforced unless otherwise reversed by a General Meeting upon appeal by the member.

2. If any member shall be convicted of any criminal offence, he shall thereupon cease to be a member of the Council.

3. It shall be the duty of the Board if any time the Board shall be of the option that the interest of the Council so required by letter to invite any member to withdraw from the Council within a time specified in such letter and default from such withdrawal to submit the question of his expulsion to a special disciplinary subcommittee consisting five (5) or seven (7) Affiliate or Chapter members.

4. The Honorary Secretary General shall inform the member in question of the time and place of the meeting and the nature of the complaints against him in sufficient time to afford him a proper opportunity of offering his explanation verbally or in writing and if thereupon two thirds (2/3) of the member present shall vote for his expulsion he shall thereupon cease to be a member of the Council.

5. Any member aggrieved by the decision of the sub-committee may within fourteen (14) days appeal to the Board for a General Meeting decision which shall be final.

CLAUSE 6 SOURCE OF INCOME

1. Entrance fee:

1.1 Ordinary Membership: RM200.00 Affiliate / Chapter; RM 20.00 Individual

1.2 Associate Membership: RM500.00 Trade; RM250.00 Individual

2. Subscription:

2.1 Ordinary Membership: RM100.00 Affiliate / Chapter and RM 50.00 per capita dues for each Active Member; RM 90.00 Individual

2.2 Associate Membership: RM300.00 Trade; RM150.00 Individual Trade

3. Affiliates or Chapters shall on or before the 15th. day of January in each calendar year pay to the Council for such year an annual subscription and per capita dues of its Active Member.

4. It shall also be the duty of the Affiliate and Chapter to see that the per capita dues as indicated herein Clause 6.2 of their newly accepted Active Member be paid to the Council within fourteen (14) days from the date of their acceptance of membership in order that the said Active Members are not deprived of the privileges and benefits accorded to them by the Council.

5. It shall be the duty of each member to see that his subscription and/or per capita dues are paid up to date and that an official receipt for it is obtained. The responsibility for keeping payments of subscription and/or any dues up to date shall rest with the member and not with any official of the Council.

6. Any member failing to pay their annual subscription and/or any dues within thirty (30) days after the prescribed time shall be notified in writing by the Honorary Secretary-General at the member's last known address. If the said subscription and/or dues are not paid on or before fourteen (14) days of the date of notification, affiliation or membership with the Council may terminate, unless the member or defaulter shall satisfy the Board that the delay in payment was due to sufficient cause.

7. Any member who has not paid his subscription up to date a week before the Triennial General Meeting shall not have the right to vote nor to stand for office.

CLAUSE 7 GENERAL MEETING

1. Once at least in every calendar years not later than the 30th. March of the year in any event not later than the 37th. month, the Board shall call and hold a Triennial General Meeting of the members at such date, time and place as may be expedient. Such meetings shall be called the Triennial General Meeting.

2. At the Triennial General Meeting the Council will elect the Board Members from amongst the official representatives present.

3. The Board shall be dissolved immediately after the Triennial General Meeting. Thereafter the official representatives present will be eligible for re-election to the

Board.

4. All other general meetings of the Council shall be called the Extraordinary General Meeting.

5. Triennial General Meeting : Should the Board fail to call the Triennial General Meeting such meeting shall be called by the Honorary Secretary-General on the requisition in writing of any six (6) Affiliates or Chapters with the consent of the Board.

6. Extraordinary General Meeting : On the requisition in writing of any seven (7) Affiliates or Chapters duly lodged with the Honorary Secretary-General, the Honorary Secretary-General shall forthwith call an Extraordinary General Meeting with the consent of the Board.

7. If within thirty (30) days or receipt of such requisition the Board does not proceed to cause a meeting to be held, the Affiliates and/or Chapters may thereupon themselves convene the said meeting.

8. Twenty-one (21) days notice of every Triennial General Meeting or Extraordinary General Meeting shall be sent to each member by prepaid post to the address given in the Registrar specifying the time and place of the meeting and the business to be transacted thereat. The audited accounts of the Council for the previous years shall also be sent to members together with the notice of the Triennial General Meeting.

9. The accidental omission to give notice of a General Meeting to, or the non receipt of such notice by, any member entitled to receive such notice shall not invalidate any resolution or business transacted at that meeting.

10. The quorum at a general meeting shall be one-half (1/2) of the total membership of the Council.

11. If within half an hour from the time appointed for the holding of the general meeting a quorum is not established, if convened on the requisition of the member the meeting shall be dissolved. In any case it shall stand adjourned to the same day in the next month at the same time and place, or at such other place as the President shall appoint. If at such adjourned meeting a quorum is not present within half an hour of the time appointed for holding the meeting, the members present shall have the power to proceed with the business of the day but they shall not have the power to alter the rules of the Council.

12. The President may, with the consent of the meeting at which a quorum is present, adjourn a meeting from time to time and from place to place as the meeting shall determine. Whenever a meeting is adjourned for thirty days or more, notice of the adjourned meeting shall be given in the same manner as notice of an original meeting.

13. Save as aforesaid, the members shall not be entitled to any notice of an

adjournment or of the business to be transacted at an adjourned meeting.

14. No business shall be transacted at an adjourned meeting other than the business which might have been transacted at the meeting from which the adjournment took place, provided that if a quorum is not present in such meeting, the members shall not have to make decision affecting the whole membership.

15. The business of the general meeting shall be as follows :-

15.1 To receive the Board's Report and Accounts for the previous years together with the Auditor's Reports thereon and if approved to pass them.

15.2 To elect the members of the Board for the ensuing three years.

15.3 To appoint Auditors.

15.4 To consider any other business of which not less than fourteen (14) clear days' notice has been deposited in writing with the Honorary Secretary-General.

16. All business other than that stated in Clause 7.15 Sub-clauses 7.15.1; 7.15.2; 7.15.3 and 7.15.4 above shall be conducted at the Extraordinary General Meeting.

17. Each member present and qualified to vote at the General Meeting shall be entitled to one (1) vote. In the event of equality of votes either on a show of hands or by a poll the President or the chairman of the meeting shall be entitled to a casting vote in addition to his own vote as a member.

18. At all Triennial General Meetings or Extraordinary General Meeting a resolution put to the vote of the meeting shall, except as herein otherwise provided, be decided on a show of hands unless a poll be demanded by the President or the chairman of the meeting, or by at least five (5) persons present in person and entitled to vote. A declaration by the President of the meeting that a resolution has been carried by particular majority, shall be conclusive evidence thereof, without proof of the number or proportion of the votes recorded in favor of, or against such resolution.

19. If a poll be demanded it shall be taken at the meeting in such manner as the President or the chairman of the meeting shall direct and the result of the poll shall be deemed to be the resolution of the meeting at which the poll was taken.

20. The President or the chairman in his absence the 1st. Vice President shall preside as President or the chairman at every meeting but if he is not present within fifteen minutes after the appointed time for holding the meeting, then the 2nd. Vice President may take the chair to preside.

21. The proceedings of all Board Meetings shall be entered in a minute book which on being signed by the President and the Honorary Secretary-General at the next Board Meeting shall be conclusive evidence of the business done and passed at

the aforesaid Board Meeting.

CLAUSE 8 COMMITTEE

1. The Board directs and controls the affairs of the Council by:-

1.1 establishing policy for the organization;

1.2 exercising such other powers conferred upon the Board by the constitution and by laws.

2. The affairs of the Council shall be conducted by the Board who shall also manage the funds and properties of the Council, subject to such regulations as may from time to time be determined by the Council at the general meeting.

3. The Council shall consist of representatives as provided under Clause 19.7 and Clause 27.8 the quorum of which shall be no less than two-thirds (2/3) of the total Affiliate and/or Chapter members.

3.1 The Board shall be elected once in every three years, which shall consist of the following office bearers : A President, 1st. Vice President, 2nd. Vice President, Honorary Secretary-General, Honorary Treasurer-General, Honorary Public Relations Officer, Project Coordinator, four committee members and by not more than five (5) appointed committee members who shall be appointed by the President. Appointed committee members may not be representatives of the Affiliate or Chapter but must qualify as Active Members of any Affiliates or Chapters or as Individual Ordinary Member of the Council. Such appointed committee members shall have equal voting rights as elected committee members at all Board Meetings. Members of the Board shall hold office for the said three years and they shall be eligible for re-election if their nomination is made by the Affiliate or Chapter they represent.

3.2 Names of the above office bearers shall be proposed and seconded and the election shall be by a simple majority vote of the members present at the Triennial General Meeting.

4. The Board shall meet at least once in every three months and fix its own time and place for the meeting. At least fourteen (14) days' notice in writing shall be given to each member of the Board.

5. The Board may participate in and act at any meeting of the Board through the use of a conference telephone or other communication equipments by means of which all Board members participating in the meeting can communicate with each other. Participation in such meeting shall constitute attendance and presence in person at the meeting of the person or persons so participating.

6. Where any urgent matter requiring the approval of the Board or the Council arises and it is not possible to convene a meeting, the Honorary Secretary-General

may obtain such approval by means of a circular vote. The following conditions must be fulfilled before a decision of the Board or the Council is deemed to have been obtained:

6.1 The issue must be clearly set out in the circular and forwarded to all members of the Board or the Council.

6.2 At least one half (1/2) of the members of the Board or the Council must indicate whether or not they are in favour of the issue(s) raised.

6.3 The decision must be by majority vote.

6.4 Any decision obtained by circular vote shall be reported by the Honorary Secretary-General at the next Board or Council meeting and be recorded in the minutes accordingly.

7. No expenditure exceeding five thousand ringgit (RM 5,000.00) in any one time in any month shall be incurred without the prior sanction of the Board. Expenditure of less than five thousand ringgit (RM 5,000.00) at any one time in any month may be approved by the President together with the Honorary Secretary-General and the Honorary Treasurer-General.

8. In the absence of the President at the Board meeting, the 1st. Vice President shall deputize and in his absence, the 2nd. Vice President shall chair and conduct the Board meeting.

9. Each Board member shall be entitled to one vote but in the case where there is a tie in the number of votes, the chairman of the meeting shall have the second casting vote. Motions before the Board shall be passed by a simple majority vote.

10. Any member of the Board may vacate his office by notice in writing to the President or the Honorary Secretary-General of the Council.

11. If a Board member fails to attend two consecutive committee meetings without valid reasons, he will automatically cease to be a Board member. The Board shall have the power to co-opt any Individual Ordinary Member or Active Member of the Affiliates or Chapters to fill the vacancy until the next general meeting.

12. Upon written application to the Board, setting forth good and sufficient cause, leave of absence may be granted to any member of the Board excusing him from attending the meetings of the Board but such leave of absence shall not be granted for a period exceeding six (6) months unless approved by the Board.

13. The Board shall cause proper minutes to be made of proceedings of all meetings of the general meeting and of the board meetings and all business transacted at such meetings. Any such minutes of any meeting if purporting to be signed by the President and the Honorary Secretary-General of the next succeeding meeting shall be conclusive evidence without any further proof of the facts stated therein.

14. The Board shall have the discretionary power to issue a written caution to any Affiliate or Chapter contravening any part of the Constitution.

15. The Board shall have absolute powers to regulate, manage and control all the affairs of the Council and to carry out its objects (subject only to the Constitution and bylaws) and may exercise all such powers, acts and things as may be expected or to be done by the Council. No resolution passed at any general meeting shall invalidate any prior act of the Board, which would be valid, if such resolutions had not been made.

16. All members of the Board and every officer performing executive functions in the Council shall be Malaysian citizen.

CLAUSE 9 DUTIES OF OFFICE BEARERS

1. President

1.1 The President shall preside at the Triennial General Meeting, any Extraordinary General Meetings and meetings of the Board and exercise supervision over the affairs of the Council and perform such other functions as are incidental to his office.

1.2 The President shall have authority, subject to the rectification of the Board to appoint, direct, suspend or remove such employees of the Council as he may deem necessary.

1.3 The President shall make full reports of the administration of his office and of the affairs of the Council to the Board at its meetings and to the members at the Triennial General Meeting.

1.4 The President shall have the absolute power to delegate such responsibility to any member as he may deem fit.

1.5 The President shall have the absolute power to issue press releases and statements on behalf of the Council.

2. 1st. Vice President / 2nd. Vice President

2.1 The Vice Presidents shall be responsible for the internal administration of the Council and shall have administration control over such officers and or salaried staff of the Council.

2.2 In the absence of the President, the 1st. Vice President and or in his absence the 2nd. Vice President shall assume Presidency and shall exercise the functions of that office.

3. Honorary Secretary-General

3.1 The Honorary Secretary-General shall cause to be recorded the proceedings of

the Triennial General Meeting, General Meeting and meetings of the Board.

3.2 The Honorary Secretary-General shall have charge of and preserve the books, records, files, documents and effects of the Council and upon retirement from office, the Honorary Secretary-General shall turn over to the incoming secretary or to the President all books, records, files, documents, assets and all other properties of the Council.

4. Honorary Treasurer-General

4.1 The Honorary Treasurer-General shall be responsible for the financial affairs of the Council.

4.2 The Honorary Treasurer-General shall issue notices of membership dues payable, be responsible for their collection and keep books of accounts of the Council.

4.3 The Honorary Treasurer-General shall prepare the Annual Statement of Accounts of the Council for the proceeding financial year for presentation to the members and the quarterly Statement of Accounts for presentation to the Board.

4.4 It shall be the duty of the Honorary Treasurer-General to have custody of all funds of the Council, accounting for same to the Council annually and at any time upon demand by the Board, make disbursements in accordance with such rules as may be prescribed by the Board, and to perform such other duties as pertaining to the office of treasurer. Upon retirement from office, the Honorary Treasurer-General shall turn over to the incoming treasurer or to the President all funds, list of fixed or moveable assets, or books of accounts.

4.5 The Honorary Treasurer-General may be allowed a petty cash advance of RM 2000.00 at any time.

5. Honorary Public Relations Officer

5.1 The Honorary Public Relations Officer shall be responsible for the liaison and public relations between the Council and the members, the travel agencies and the public.

5.2 The Honorary Public Relations Officer shall, in consultation with and/or on the directions of the Council, and/or the Board, be responsible for the publicity of the Council, in issuing press releases, the Council's newsletter and other similar publications of the Council.

5.3 The Honorary Public Relations Officer shall be solely responsible in giving tourist information and answering enquiries concerning the tourist industry. All such information, replies or announcements should be tabled and recorded at subsequent Board or Council meetings to be minuted.

6. Project Coordinator

6.1 The Project Coordinator shall prepare a programme for the ensuing year that shall benefit the members through the Council.

6.2 The Project Coordinator shall coordinate project activities amongst the members.

CLAUSE 10 FINANCIAL PROVISION

1. The funds of the Council shall be from:

1.1 Membership Subscription.

1.2 Donations and Grants.

1.3 Organizing of Events for its members and Active Members of the Affiliates and Chapters.

2. The Financial Year of the Council shall be from 1st. January to 31st. day of December each year.

2.1 The Council shall keep proper accounts of the monies received and expended by the Council and shall lay before the members a true Balance Sheet, Income and Expenditure Account together with its receipts and payments made up to 31st. December in the preceding year.

2.2 The Statement of Accounts shall be signed by the President, the Honorary Secretary-General and the Honorary Treasurer-General.

3. A copy of every such Statement of Accounts must be submitted to the Registrar of Societies within sixty (60) days after the holding of its Triennial General Meeting or if no Triennial General Meeting is held, once in every calendar year.

4. The books of account shall be kept at the Registered Office of the Council. The funds of the Council shall be under the control of the Board who shall cause an account to be opened with a Bank in Kuala Lumpur into which all monies belonging to the Council shall be paid and all cheques drawn on the said account shall be signed by the Honorary Treasurer-General and counter-signed by the President or the Honorary Secretary-General.

5. The Council may expand its funds in such manner as the Board thinks fit in accordance with the need of the Council. However, in doing so the following should be noted and taken into account:

Whereby any money or profits derived by the Council resulting from its participation in any activity or activities will and must be used to prolong the Council's existence as well as to achieve its objects and no part of the money or profits should be used to pay profits or bonus to any of its members. However this does not prevent payment being made to individuals of the Council in good faith for wages, salary, reimbursement for income loss due to duty or duties performed on behalf of the Council or expenses incurred or both by the said individuals according to a set schedule established by the Board and subject to its implementation by the Board.

CLAUSE 11 AUDITORS

1. Two persons, who shall not be office-bearers of the Association, or a Firm of Auditors shall be appointed at the Triennial General Meeting as Honorary Auditors. They shall hold office for three (3) years and may be re-appointed.
2. The Auditors shall be required to audit the accounts of the Association for the year, and to prepare a report or certificate for the Triennial General Meeting. Auditor's Report shall be annexed to every such Balance Sheet and Receipts and Payments Account.

CLAUSE 12 PROPERTY ADMINISTRATOR

1. In pursuant to Section 9(b) of the Societies Act 1966, the Council shall appoint three (3) officers from the current Board members vis the President, Honorary Secretary-General and Honorary Treasurer-General to administer the property of the Council. They will serve in this capacity for the duration of their term of office in the Board. They will automatically cease to hold that position when their term of office ends.
2. The property of the Council (other than cash which is under the control of the Honorary Treasurer-General) shall be vested in them.
3. They are not empowered to sell, mortgage, withdraw or transfer any of the property of the Council without the consent and authority of a general meeting of members.
4. In the event that a post falls vacant, the Board shall have the power to co-opt any other members of the Council to fill the vacancy until the next Triennial General Meeting.

CLAUSE 13 INTERPRETATION

1. Between General Meetings the Board shall interpret the rules of the Council and when necessary, determine any point on which the rules are silent. Except where they are contrary to or inconsistent with the policy laid down by the General Meeting, the decisions of the Board shall be binding on all members of the Council unless and until countermanded by a resolution of a General Meeting.
 - 1.1 Throughout this Constitution, pronouns of either the masculine or feminine gender shall include the other gender.
 - 1.2 The terminology "mail" and "mailing" will include utilization of electronic mail (email), internet technology and short messaging service (SMS) to reduce cost and increase responsiveness.

CLAUSE 14 ADVISOR / PATRON

1. On the recommendations of the Board, the Council may appoint as Patrons, persons who are not members of the Council but are in sympathy with the objects of the Council and desire to support it financially or otherwise.

2. On the recommendations of the Board, the Council may appoint as Advisors, person who may or may not be members of the Council but are in the position to offer advice on administration and general affairs.

CLAUSE 15 PROHIBITION

1. Gaming in any form shall be prohibited in the premises of the Council.

2. The Council shall not have any affiliation or connection outside Malaysia without the prior approval of the Registrar of Societies.

3. Neither the Council nor its members shall attempt to restrict or in any other manner interfere with trade or prices engage in any Trade Union activities as defined in the Trade Union Ordinance, 1959.

3. No benefits as defined under Section 2 of the Societies Act 1966 shall be given by the Council to any of its members.

CLAUSE 16 AMENDMENT OF CONSTITUTION

Any proposed alteration, addition or amendment to the Constitution or to any subsequent clauses which may be adopted hereafter shall be submitted to the Board in writing. The Honorary Secretary-General shall thereupon circulate the same to members who shall consider the proposal and, if thought fit, to adopt such proposal, with or without modification. The notice convening any such meeting shall set forth the proposal and the reasons thereof if such has been given the recommendations of the Board in connection herewith. Any proposal other than those affecting Clause 17 may be adopted by resolution passed by two-thirds (2/3) majority of those present and entitled to vote thereon shall be valid and binding upon all members with the prior sanction of the Registrar of Societies. Application for such alterations or amendments shall be made to the Registrar of Societies within 60 days from the date of the general meeting.

CLAUSE 17 DISSOLUTION

The Council shall not be dissolved except with the consent of not less than three quarter (3/4) of its members through their representatives at a special Extraordinary General Meeting specially convened for this purpose with a minimum quorum of three-quarter (3/4) of its membership and in the event of the Council being dissolved as provided above, all debts and liabilities legally incurred on behalf of the Council shall be first fully discharged after having paid the costs of its winding up,

the remaining funds, if any, shall be distributed amongst the members whose names appear on the Registrar at the date of the passing of the Dissolution Resolution pro-rata to the total amount of subscription paid by each of such members of the Council since its inception.

CLAUSE 18 **FLAG, LOGO AND BADGE**

1. Flag

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Description

-

2. Logo



Description

1. MTGC is dynamic and innovative in overseeing the delivery of professional guiding services, and this approach is embodied in its emblem. The 'Wau' or the Malaysian kite, a recognized icon of Malaysia form the main design of the stylized emblem of MTGC and is hereinafter referred to as the 'emblem'. The wau ability to fly high depicts qualities of dynamism, achievement in development, growth and prosperity with soaring height in progress. These are qualities that are also the very foundation of the Council's vision to the future.

In within the wau, the design adopted echoes the rich cross-diversified cultural and heritage elements of the Malaysian society. A five-color scheme is used:- navy blue, red, dark grey, white and black. The navy blue color used throughout represents Justice and Equality in all dealings. The red colored circle found at centre of the spine of the wau signify:- MTGC as the national body representing the tourist guiding profession in Malaysia; MTGC functioning in a single-minded resolve to face all changes and challenges, and MTGC executing as the central policies maker for the trade.

The transition from a smaller circular ring found on the lower spine of the kite to a bigger circular ring on the top symbolizes Continuity in all aspects within the organization. The lower ring in blue as the top in red represents Uniformity amongst its members in the organization. It is both these components together, as a flier and a launcher that provides the easiest technique to fly a kite to soar for better height.

In carrying out the duties as an excellent committed tourist guide, the three ribbons flying rightward over the curve gridline (which symbolize the international tourism industry) atop the letters 'mtgc' reminds the guiding profession of the three important elements of the vocation: Attitude, Behaviour and Competency.

The four letters represented in dark grey color, 'mtgc' in small letters denote Modesty and Humbleness.

The name of the Council in Bahasa Malaysia is boxed with a white background in the upper layer reading, 'maljis pemandu-pemandu pelancong malaysia' in black color and in the lower box colored navy blue in English with its lettering in white that reads, 'malaysian tourist guides council' Both appearances are in small letters.

2. The design of the wau and the letters 'mtgc' of the emblem may be represented by the color gold and / or silver when used by the Council.

3. The official font for lettering including those to be used in all correspondence of the Council shall be 'Arial'.

4. The name, emblem, and other marks of MTGC should not be altered, modified, or obstructed in any way, nor reproduced other than in their complete form. When printed in more than one color, the emblem should be printed only in the official colors as stated herein. MTGC allows for overwriting of the emblem (watermarked, printed, screened, or embossed), provided the emblem is not otherwise altered and / or modified.

5. The Board is entrusted with the full authority to maintain, preserve, and otherwise protect the use of the MTGC official emblem. Neither the name nor the emblem of the MTGC shall be used by any person, firm, organization or party without the prior approval of the Board.

3. Badge

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Description

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CLAUSE 19 **QUALIFICATION FOR MEMBERSHIP**

1. All tourist guides associations, subject to Clause 4.1.1.1, and all individual tourist guides subject to Clause 4.1.1.3, shall be entitled to apply for membership with the Council.

2. No tourist guides association or individual tourist guide may be accepted for membership unless it satisfies the following conditions:-

2.1 that it accepts and agrees to adhere to the policies, principles, and programmes of the Council;

2.2 that it agrees to abide by this Constitution, the MTGC Code of Ethics and all rules, regulations, bye-laws and conditions applicable;

2.3 that the standard Affiliate or Chapter constitution be adopted with the exception

of Affiliates registered before the approval of this set of Constitution by the Registrar of Societies whose constitution may contain variations from the standard Affiliate or Chapter constitution but shall be entitled to operate under those variations, provided that they are consistent with the Constitution of the Council. Any Affiliate or Chapter registered after the approval of this set of Constitution by the Registrar of Societies shall adopt the standard Affiliate or Chapter constitution of MTGC.

2.4 that it submits its constitution and/or bye-laws for approval by the Council;

2.5 that the Active Member from the Affiliate or Chapter membership shall not simultaneously practice dual membership or hold membership in any other tourist guides association or Chapter of the State or Federal Territory as an Ordinary Member.

2.6 that the Active Members of the Affiliate or Chapter should not be deprived of any information, privileges and benefits extended or accorded to them by the Council.

2.7 that all Active Members of the Affiliates and Chapters shall be tourist guides licensed by the Ministry of Tourism (or its successor-in-title).

2.8 that all Active Members of the Affiliates and Chapters shall be tourist guides licensed by the Ministry of Tourism (or its successor-in-title).

2.9 that the acceptance of any Active Member from other Affiliate or Chapter membership be considered only upon the receipt of a letter of release and/or an indication that the said Active Member is free from any outstanding obligations or issues, and/or monetary indebtedness from where the said Active Member belonged to.

2.10 that all Active Members of the Affiliate and Chapter agrees to abide by the MTGC Code of Ethics and all rules, regulations, bye-laws and conditions formulated and adopted by the Council for the objective of enhancing and protecting the image and practice of the tourist guiding profession in Malaysia.

3. Membership shall automatically terminate when an Affiliate, Chapter, or an individual tourist guide no longer meets the above membership qualifications.

4. Every application for membership shall be filled in the prescribed form and shall be forwarded to the Honorary Secretary-General, who shall at the first convenient opportunity submit it to the Board. The Board with the approval of its Affiliates may accept or reject any application without assigning any reason thereof. Membership shall become effective on the date such application is approved by the Board with payment of the appropriate fees.

5. Affiliates or Chapters shall not adopt bylaws that are inconsistent with the Constitution of the Council. Any provision in any Affiliate or Chapter constitution or any condition imposed which is in conflict with this section is considered null, void, and without effect.

6. The Council may approve new provisions in Affiliate or Chapter constitution proposed to comply with local laws or customs or in exceptional circumstances. Such approval requires a two-thirds majority of the Affiliates.

7. Each Affiliate or Chapter shall be entitled to send a minimum of two (2) or a maximum of four (4) representatives to take part in the activities of the Council. Each Affiliate or Chapter is entitled to one (1) vote only.

8. Nominations of their representatives shall be submitted to the Council in writing. Any nominated representative of an Affiliate or a Chapter may be replaced by written notice from the Affiliate or Chapter to represent their respective Affiliate or Chapter at any meetings.

9. It shall be the duty of each Affiliate and Chapter to be represented at all meetings called upon by the Board of MTGC. Such representative(s) shall have the mandate to vote on each proposal submitted for determination.

10. It shall be the duty of each member to notify in writing to the Honorary Secretary-General as soon as possible of any change in their contact or correspondence address.

11. Any Affiliate or Chapter shall retain in its membership any member engaged or employed by MTGC.

CLAUSE 20 THE BOARD IS EMPOWERED

1. from amongst its Affiliates' membership of Ordinary Members to appoint any one or more of its members as may co-opted by the Board at their discretion to be subcommittee or sub-committees for any purpose or purposes, general or specified in the resolution appointing such sub-committee or sub-committees. The President shall be ex-official, a member of all sub-committees and, as such have all the privileges of membership thereon. Each sub-committee shall transact such business as is delegated to it in the rules of the Council and such additional business as may be referred to it by the President or the Board. Except where special authority is given by the Board, such sub-committees shall not take action until a report has been made to the Board and approved by them. Any decision or decisions made by a sub-committee or sub-committees shall be reported to the President and/or the Honorary Secretary General within seven (7) days and the decision or decisions shall be valid and binding unless over-ruled by a decision of the Board with the exception of the decision or decisions taken of a sub-committee as provided for under Clauses 5.3; 5.4 and 5.5.

2. from time to time to draw up and impose such bye-laws as it may deem fit to further and/or facilitate the objects of the Council and to add, amend or repeal such bye-laws, only on approval of the Registrar of Societies.

3. to terminate the membership of any members which fails to pay its subscription, dues or other financial obligations to MTGC or approved contributions.

4. to do all such act or acts as it may deem fit and proper to further the objects of the Council.

5. to appoint an Office Administration Officer or such other paid servants for such period on such terms and conditions as may from time to time be determined by the Board and they shall act under the general direction of the President, or in his absence the Vice President and shall be responsible only to the Board and save as herein provided shall not be obliged to carry out, the wishes and instructions of individual Board members. Such Office Administration Officer shall and the other paid staff may be requested to attend Board Meetings and General Meetings as and when required by the Board.

6. to remove or suspend any Office Administration Officer or other paid servants of the Council.

7. in its discretion may authorize an expression of appreciation to any person or persons and/or the office of any Board's member for the consideration of time, effort, and personal sacrifice. Any such payments other than reasonable, documented expenditures reimbursable as authorized pursuant to the expense reimbursement policy established by the Board, must be fully disclosed each year in the annual report of MTGC.

8. to set up Funds for special purposes such as benevolent, training, scholarships, disaster, charity, education, and research or set up such other funds for such other objectives as provided in the Constitution.

CLAUSE 21 BUDGET

1. Each year the Board shall adopt a budget for MTGC for the succeeding fiscal year. Budgeted anticipated total expenses shall not exceed total anticipated revenue.

2. Such budget may be revised by the Board at any time, provided that anticipated total expenses shall not exceed total anticipated revenue.

3. The Board, by a two-thirds (2/3) vote of all presence, may authorize the expenditure of amounts in excess of anticipated revenues, but only in emergency and unforeseen circumstances, provided that the Board shall not incur any expenditure which will result in indebtedness which exceeds the net assets of MTGC. Full details of the excess expenditure and the circumstances leading thereto shall be reported by the President to all members of the Board.

CLAUSE 22 REGISTRAR

1. The Honorary Secretary-General shall keep at the registered office a record of all its members in a book known as the "Registrar" and is hereinafter referred to as the

"Registrar" which should includes the following particulars :

1.1 The name, identity card number, address and occupation of each representative from the member.

1.2 Any relevant particulars as the Board may from time to time require.

2. All entries and amendments in the Registrar thereon shall be subjected to the approval of the Board and shall be opened for inspection by office bearers of the Board during normal hours of business at the Registered Office.

CLAUSE 23 EXECUTIVE DIRECTOR

1. The Board may appoint an Executive Director for such period at such remuneration and on such conditions as may determined by the Board.

2. The Executive Director shall be the Chief Operating Officer of the Council reporting to the President or the Honorary Secretary-General and shall perform the duties incidental to the Office. He shall be responsible for the general management and affairs of the Council, and shall have power to employ and discharge employees and agents of the Council only upon approval by the Board.

3. He shall also prepare a policy statement and shall have power to implement such policy once it has received the approval of the Board.

4. He shall be responsible for conducting all correspondence, keeping all books, documents, papers and the accounts and financial records of the Council.

5. He shall be ex-officio a member without vote of the Board and for all committees, and shall attend all meetings of such bodies.

CLAUSE 24 NOTICES

1. All notices sent or required by these clauses to be sent to the members shall be deemed to have been duly served if sent by the Honorary Secretary-General through mail by prepaid letter or postcard addressed to members at their addresses shown in the Registrar.

2. When a given number of days' notice or notice extending over any other period is required to be given neither the day of delivery of the notice nor the day upon which such notice expires shall be included in such number of days or other period.

3. Any notice by mail shall be deemed to have served on the day after the envelope or wrapper containing the same is posted and in providing service it shall be sufficient to prove that such envelope and wrapper was properly addressed and put into the post office or box.

4. In the case of an emergency Board Meeting, the President in his absolute discretion may authorize the Honorary Secretary-General or the Executive Director to give not less than three (3) days notice of such meeting.

CLAUSE 25 INDEMNITY

If any prosecution, action or suit at law be commenced against any member of the Board; the Honorary Secretary-General or any servant or agent of the Council for anything done by him/her/them in the proper or reasonable discharge of their duty of the Council as such, then and in such case, such person or persons shall be defended and indemnified by and at the cost of the Council from all damages, costs and expenses which may be incidental to or result from such prosecution, action or suit at law and the property and funds of the Council may be applied for such purposes as may be directed by the Board from time to time. Provided, however, that none of such funds shall be applied either directly or indirectly in the payment of the whole or part of any fine or penalty imposed on any person by sentence or order of a Court of Justice.

CLAUSE 26 GENERAL PROVISION AS TO THE AFFILIATE

Where there is no specific provision made herein in relation to the Affiliate, the rules practiced or instructed by the Board of MTGC must be applied accordingly.

CLAUSE 27 STATE CHAPTERS

1. STATE CHAPTERS

The Council shall have the authority to establish Chapters in any State and/or Federal Territory of Malaysia where there are no tourist guides association affiliated to the Council, and whose membership shall consist of tourist guides licensed by the Ministry of Tourism (or its successor-in-title). These Chapters shall be the sole representative of the Council in their respective States and/or Federal Territories of Malaysia. They are to serve to the best interest of the tourist guides in the respective state(s) or region(s) and shall at all times adhere to the objectives of the Council.

2. FORMATION OF STATE CHAPTERS

2.1 The requirement to form a State Chapter shall be a minimum of seven (7) Ordinary Members in each State and/or the Federal Territory of Malaysia.

2.2 The initiative to form State Chapters may be made by the Council or by request from any Ordinary Members in the State and/or Federal Territory of Malaysia.

2.3 All applications to form State Chapters must be made through on official application to the Board using the prescribed application form and submitting the appropriate application fees.

2.4 The Board shall by a two-third (2/3) majority vote taken at any Board Meeting approve the formation of a Chapter in the State and/or Federal Territory of Malaysia.

2.5 There should be one (1) Chapter or one (1) Affiliate recognized by the Council in each State and/or Federal Territory or region sub-divided geographically, unless

there are reason or reasons accepted and approved by the Council.

3. PURPOSE AND OBJECTS OF THE STATE CHAPTERS

The purpose and objectives of the State Chapters shall be identical of the objectives of the Council except that the operation of the State Chapter is at the state or regional level.

4. STATE CHAPTER COMMITTEE

The State Chapter Committee members shall be elected at the State Chapter General Meeting and shall comprise of a Chairman, a Vice-Chairman, a Honorary Secretary, a Honorary Treasurer and a minimum of three (3) but not exceeding six (6) Committee Members. Their roles are as follows:-

4.1 Chairman

The Chairman shall during his term of office chair all general and Chapter committee meetings and shall be responsible for the conduct of the said meetings.

4.2 Vice Chairman

The Vice Chairman shall deputize for the Chairman in his absence.

4.3 Secretary

The Secretary shall be responsible for the running and administration of the Chapter in accordance with the Rules of the Chapter and the Council. The Secretary is also under the duty to carry out all instructions or directives made by the Board or Council or Chapter. The Secretary must also attend all meetings and record the minutes of the said meetings accordingly. The Secretary shall also be responsible for all Chapter correspondence, public relations and records of the Chapter.

4.4 Treasurer

The Treasurer is responsible for the financial activities of the Chapter. The Treasurer shall keep accounts of all income and expenditures of the Chapter and shall be responsible for its accuracy. The Treasurer must regularly, as may be determined by the Board, update and provide reports to the Board on the State Chapter's accounts of income and expenditures.

4.5 Committee Member

The Chapter Committee Members shall assist the State Chapter Committee in the running of the Chapter.

5. The State Chapter Committee shall meet at least four (4) times in a year and the quorum of the said meeting shall be half of its committee members.

6. The State Chapter Committee meeting must be chaired by the Chairman or in his absence, the Vice-Chairman. In the event that both the Chairman and Vice-Chairman are absent, the meeting shall be chaired by any one person appointed by the members present.

7. The Chairman shall inform the Council of all its meetings and the Council's representative may be present at such meetings upon the request or if such need arises.

8. Each State Chapter will nominate a minimum of two (2) or a maximum of four (4) representatives through a formal decision adopted at the State Chapter Committee meeting to the Council and shall have the right to withdraw their representatives and replace with new nominees at any time through the same process stated above.

9. In the event that the State Chapter representative resigns from the State Chapter Committee, the State Chapter Committee may nominate any new nominee from the remaining Chapter Committee members as a replacement.

10. In the event of vacancy in the State Chapter Committee, the Chapter Committee shall have full powers to appoint a new member amongst its Ordinary Members.

11. STATE CHAPTER GENERAL MEETING

11.1 The State Chapter General Meeting shall be held not later than the 30th March of every financial year upon a date, time and a place to be fixed by the Committee.

11.2 The election of the office bearers shall be held at every alternate Annual General Meeting of the State Chapter. Such meeting shall be known as the Biennial General Meeting.

11.3 The President of the Council shall be officially invited to the Chapter General Meeting and shall act as an advisor to the proceedings. The President may assign any of the Board members as his representative to attend the meeting above.

11.4 The conduct of business at the State Chapter General Meeting is as follows:-

11.4.1 Election of the Committee for the ensuing two (2) years;

11.4.2 To receive and approve from the Committee a report, balance sheet and statement of accounts of the previous year ending 31st. December, prior to the meeting which accounts shall first have been audited by the auditors;

11.4.3 Election of two (2) internal Auditors or appoint an external Honorary Auditor, as the case maybe for the ensuing two (2) years;

11.4.4 Dealings of any matters forwarded in writing to the Chapter Secretary seven (7) days prior to the meeting;

11.5 The minutes and resolutions, if any, of the General Meeting shall be forwarded by the Secretary to the Honorary Secretary-General of the Council for record and further action within fourteen (14) days after the said meeting.

11.6 The State Chapter may call for an Extraordinary General Meeting if, instructed to do so by the Board; or requisitioned by at least one half of the State Chapter's Ordinary Members in writing or deemed necessary by the State Chapter's Committee.

11.7 Any Ordinary Member of the State Chapter desirous of moving any resolution at the General Meeting shall give notice thereof in writing to the Secretary of the State Chapter not less than seven (7) days before the date of such meeting.

11.8 The Committee shall convene an Extraordinary General Meeting within twenty-four (24) days from the date of instruction or requisition or from the date deemed necessary and notice of the same must be given fourteen (14) days before the said meeting.

11.9 At least fourteen (14) days before the Annual General Meeting or any Extraordinary General Meeting, a notice of such meeting and of the business to be transacted thereat shall be posted at the Council's premises and a copy thereof shall be sent to every Ordinary Member and no business other than that of which notice has been so given shall be brought forward at such meeting.

11.10 Every Ordinary Member of the State Chapter present at any General Meeting shall be entitled to one (1) vote upon every motion and in case of an equality of votes the Chairman of the State Chapter shall have a second or casting vote.

11.11 The quorum at all General Meetings shall be twice the total committee members or one half (1/2) of the State Chapter total voting members whichever is the lesser.

11.12 At all meetings, committee or general save as herein provided all questions shall be decided by a majority vote, with the Chairman of the State Chapter having a casting vote. Voting shall be by show of hands, or secret ballot if demanded by at least five (5) Ordinary Members. In the absence of the State Chapter Chairman and the Vice-Chairman, any Ordinary Member shall be elected to chair the meeting.

11.13 If within half an hour from the time appointed for a General Meeting a quorum is not establish, the meeting if convened upon the requisition of members shall be dissolved, but in any case it shall stand adjourned to the same day in the next week, at the same time and place and if at such adjourned meeting, a quorum is not establish those Ordinary Members who are present, shall be deemed a quorum and may transact the business for which the meeting was called; provided that it shall not have the power to make decisions affecting the whole membership.

12. STATE CHAPTER EXTRAORDINARY GENERAL MEETING

The State Chapter may call for an Extraordinary General Meeting if:-

12.1 Instructed to do so by the Board in writing;

12.2 Requisitioned by at least one half of its Ordinary Members in writing;

12.3 Deemed necessary by its Committee.

Sub-clause:

12.4 The Committee shall convene an Extraordinary General Meeting within twenty-four (24) days from the date of instruction or requisition or from the date deemed necessary and notice of the same must be given at least fourteen (14) days before the said meeting.

12.5 The quorum of such meeting shall be at least one half (1/2) of the State Chapter Ordinary Members or twice the number of committee members whichever is the lesser.

12.6 If within an hour from the time appointed for the holding of such meeting a quorum is not establish, the meeting shall stand adjourned to a date decided by the Ordinary Members present but shall not be later than twenty (20) days from the said meeting. A notice of which shall be issued to all members accordingly.

12.7 If no quorum is establish after half an hour of the time appointed for a postponed Extraordinary General Meeting requisitioned by members, the meeting shall be cancelled and no Extraordinary General Meeting shall be requisitioned for the same purpose until after the lapse of at least eight (8) months from the date thereof.

12.8 The minutes and resolutions, if any, of such meeting shall be forwarded by the Secretary to the Honorary Secretary-General of the Council for record and further action within fourteen (14) days after the said meeting.

13. CHAPTER FINANCE

13.1 All Ordinary Members shall pay the entrance fee, annual subscription and per capita due.

13.2 All funds, monies, assets and properties whatsoever of the State Chapter shall be the common asset of MTGC.

13.3 The State Chapter shall be forwarded a sum of monies, amount of which shall be determined by the Council, for utilization accordingly but shall not be less than fifty (50%) percent of the total Entrance and Subscription received from the members in the State Chapter.

13.4 The Treasurer must present a report of its audited account at the State Chapter Annual General Meeting.

13.5 The Treasurer together with the Chairman or the Secretary will be the signatories of all cheques issued by or on behalf of the Chapter.

13.6 The Treasurer shall hold an amount of cash not more than RM 500.00 as petty cash.

13.7 All expenditures of State Chapters shall be approved by the State Chapter Committee.

13.8 The State Chapter shall submit its Annual Report, audited accounts and duly endorsed Annual General Meeting minutes to the Honorary Secretary-General of the Council by 15 April of each calendar year. MTGC shall not be responsible for any liabilities whatsoever of the State Chapters.

14. DISSOLUTION OF STATE CHAPTERS

14.1 In the event the Ordinary Members of the State Chapter becomes less than its minimum of seven (7) members, the Chapter shall automatically be suspended on receipt of an official notice from the Council.

14.2 The suspended Chapter shall function only on matters related to the revival of the Chapter and shall have a period of six (6) months from the suspension notice of the Board to revive the Chapter.

14.3 If after the stipulated period under Clause 30.13.2 the Chapter is still not revived, it is deemed to have been dissolved.

14.4 The Board of MTGC may dissolve any State Chapter if the said Chapter refuses to abide by the rules of MTGC or the directive of the Board of MTGC.

14.5 The Board of MTGC may also dissolve any State Chapter if in its opinion; the said Chapter had made any decision or acted in any manner at any of the Chapter meetings which is detrimental to the Council.

14.6 Pursuant to Clauses 27.13.4 and 27.13.5 the Board of MTGC shall officially notify any Chapter of its decision above and the said Chapter within fourteen (14) days from the receipt of the said notification letter may appeal to the Board of MTGC.

14.7 The Board of MTGC, upon receiving the appeal from the said Chapter or upon the expiry of the fourteen (14) days above said, shall review the case and if necessary appoint and name a Tribunal to hear and consider the dissolution of the said Chapter.

14.8 The said Tribunal shall consists of five (5) members appointed by the Board of MTGC and are as follows:-

14.8.1 The President of MTGC or his representative from any of the Board members;

14.8.2 One (1) representative from any of the Ordinary Members in the State Chapter affected by the dissolution; and

14.8.3 Three (3) representatives from any of the Affiliates or State Chapters not being dissolved.

14.9 The Tribunal shall then convene a hearing, whereby a notice to convene the said hearing must be given to the said Chapter not less than fourteen (14) days from the appointed hearing stating the date, time, venue and the business of the day.

14.10 After hearing and considering all available facts evidence and representation from the said Chapter, if any, the Tribunal shall make a recommendation to the Board of MTGC on its finding whether to dissolve the said Chapter in question or otherwise.

14.11 In the event that the said Chapter fails, refuses or neglects to show cause, explain or attend the hearing before the Tribunal, the Tribunal may still make recommendation to the Board of MTGC accordingly.

14.12 The Board of MTGC then shall convene a meeting in which it shall consider

the recommendation forwarded by the said Tribunal and thereafter shall vote on the dissolution of the said Chapter or otherwise.

14.13 The dissolution shall take effect if a two-thirds (2/3) majority vote is obtained from the quorum of the Board of MTGC under Clause 30.13.12 above.

14.14 The order to dissolve the said Chapter shall be signed by the Honorary Secretary-General of the Council. The said order shall be served on the said Chapter vide registered post and it shall be deemed to be received by the Chapter once posted.

14.15 The said Chapter must then cease to operate and function save for the purpose of winding-up.

14.16 The Chairperson, Honorary Secretary and Honorary Treasurer of the said Chapter within fourteen (14) days of receipt of the official letter are responsible to deliver and surrender to the Honorary Secretary-General of the Council all documents, books, records, monies, assets and all other properties of the Chapter including the Statement of Accounts of the said Chapter as at the date of dissolution.

14.17 The Board of MTGC may appoint a caretaker committee to deal with affairs of the Chapter pending the cessation of the said Chapter.

14.18 The decision of the Board of MTGC herein is final.

15. GENERAL PROVISION AS TO THE STATE CHAPTER

15.1 Where there is no specific provision made herein in relation to the State Chapter, the rules practiced or instructed by the Board of MTGC must be applied accordingly.

15.2 The Board of MTGC and the Council vide its General Meeting may give direction, instructions or directives to the State Chapter on the running of the State Chapter.