

**PENANG TOURIST GUIDES ASSOCIATION
ANNUAL REPORT FOR THE YEAR ENDING 31ST DECEMBER 2015.**

Dear Members,

During the year under review, the President and members of the 42nd Management Committee who were *elected for the two-year term from April 2014 to March 2016* at the **47th AGM** held on 24th March 2014 are pleased to report the **following activities for Year 2015** and present the financial statement of accounts for the calendar **year ending 31st December 2015**:

Members of the 42nd Management Committee Apr 2014 to Mar 2016 (2-year term)

Attendance @ meetings for the period April '14 to February 2016 (23 meetings)

President	:	Ms Chin Poh Chin	22/23
1st Vice-President	:	Mr Rodney Ong Lai Hun	15/23
2nd Vice-President	:	Mr Ooi Cheng Lai	13/23
Hon. Secretary	:	Mr Yeap Peng Hoe	22/23
Hon. Asst. Secretary	:	Ms Frances Soo Hoo Shiou Hwa	22/23
Hon. Treasurer	:	Mr Marcus Chan Ming Liang	22/23
Hon. Asst. Treasurer	:	Mr Tham Boon Tean	19/23
Immediate Past President	:	Mr Teoh Huooi Hong	00/23

Committee Member	Chairman of :-	Meetings attended
Cik Atikahambar bt Abd Rahman (<i>resigned wef 21.07.2015</i>) ** <i>due to work commitments.</i>	Membership, Website + E-News	06/15 **
Mr Yim Man Kee (<i>co-opted wef 21/07/2015</i>)	- Do -	07/07
Pn Sazra bt Abdul Rahman	Membership, Website + E-News	13/23
Mr Clement Liang Chow Ming	CTRE + Education Development	21/23
Mr Ravee Dharmendra (<i>resigned wef 3rd March 2015</i>)	CTRE + Education Development	04/11 **
Ms Margaret Gasper (<i>co-opted wef April 2015</i>)		06/11
Mr Gooi Hean Kar	Social, Sports, Recreation + PR	18/23
Ms Ooi Hoay See	Social, Sports, Recreation + PR	20/23
Ms Lyndy Ong Choon Imm	Social, Sports, Recreation + PR	21/23

Hon. Internal Auditor : Ms Chung Wuan Ying 03/23

Assisting the Management Committee :

External Auditor : M/s Tan Beng Teik & Co., O-26-A1, Gurney Tower Office,
18, Persiaran Gurney, 10250 Pg.

Hon. Legal Adviser : Mr Lee Eng Seng (*co-opted wef 1st March 2005*)
18-15-AA, Gurney Tower, 18, Persiaran Gurney, 10250 Pg.

Trustees (from Apr 2014 to Mar 2019) : Mr. Johnny Khoo Kay Chee, Mr Raymond Chan Hon Meng +
(Elected on 29th Mar 2014 for a 5-yr term) Mr. Lee Meng Wai.

- 1.1 The 42nd Management Committee met on the third Tuesday of each month during the period from April 2014 till presently. Members are welcome to submit your problems in writing to the **TIC** for discussion by the Comm.
- 1.2 The 49th AGM was held on Sat. 28/03/2015 at the “*Convention 33 @ Prangin Mall (sub-basement)*” Penang. The finalized AGM expenses came to RM8,020.80 (Venue operator charges are :- Tea-break @ 10/- pp + 60/- pp for Lunch for 100 pax = RM7,000/- which is inclusive of Venue rental) + *Postages @ 496/- + Photostat / Envelopes costs 524.80*

4-in-1 Celebrations on Sun. 27th September 2015 (Registered by ROS on 27/9/1966)

- the “Heritage Walk” was conducted for 33 ‘fresh’ TGs from 8.30 am (1 ½ hr) with a Tea-break @ Little Penang Sunday Market (LPSM).
- A CTRE was held from 12 nn with a afternoon ‘Hi-Tea’ for members
- These events were held to celebrate “*World Tourism Day*” (*UNESCO declared 27th Sep as World Tourism Day*).
- **Our 49th Anniversary Celebration was held before the CTRE and also the launch of the ‘Countdown’ to our 50th Anniversary (Golden Jubilee) Celebrations next 27/09/2016. A banner was made for the announcement.**

(Collections was 2,980/- whilst Expenses came to 3,755/-, thus there was a Subsidy amounting to RM775.00)

1.3 PTGA Domain Name (Website) = ptga.my

Our upgraded Website is now functioning.

Travel Agents can access this Website to get the H/P Nos/TG language proficiency/either Female or Male TG for direct contact to engage for assignments. **In this regard, members are requested to continuously update your own personal details (eg after changing h/p and also whether (a) Part-time or (b) Part-time : week-ends only)**

- Inform TIC of any change of H/P / address or even their email address + TG No.
- To nominate their Nominees (for the GPA Insurance scheme)

- 1.4 The President, 1st & 2nd Vice-Presidents & Board members represented the Assn in the meetings of Sub-Committees convened by Pg State Govt /Penang Global Tourism and other related tourism-related Organisations.

- 1.5 **We wish to record our sincere appreciation to YB Danny Law (on behalf of State Govt) for the generous contribution of RM9,000/- for Year 2015 to sponsor the Korean Language Course.**

To complement and to reciprocate the support and assistance accorded to PTGA, a few of the Board members attended the Annual Dinner of both Penang Hoteliers’ Association, Penang Chapter and Association of Tourist Attractions Penang (ATAP).

- 1.6 The Tourist Information Centre (TIC) is still @ 7, Cannon Street.
(Tel. No. 2614461 Email : 1966@ptga.my)

Wef 6th Feb 2014, we wish to welcome a qualified tour guide, Ms KY Chong to be the new Administrator and we look forward to member’s co-operation and support to make her duties run smoothly.

Wef February 2014, TIC is closed every Monday and all gazetted Public Holidays.

(wef 1st March 2016 : PTGA office is now operating from Sundays till Thursdays from 10AM till 5.30 PM + will officially be closed on Fridays/Saturdays + Public Holidays : due to traffic/parking conditions)

Fire & Burglary Insurance Coverage on the TIC with Pacific Insurance was renewed on an annual basis. The total premium paid was RM285.96 (106.36 + 179.60 respectively)
(*Fire – coverage @ RM30K + Burglary - Coverage @ RM10K*).

1.6 PejabatKementerianPelancongan + Kebudayaan (Penang Branch : 04-262 0202) is still operating @ 11, LebuhPantai (Beach Street), 10300 P.Pg. Please dress according to TG standards when visiting the Office.

MoTAC organized the “TOT Cultural Heritage Specialized TG Course” from 12 till 17 Jan 2015 in Penang and about 40 participants from all over the country attended. As a gesture of goodwill and friendship, PTGA hosted a Welcome Dinner (nasi kandar @ 40/- pp) on 12th Jan '15 @ *Chong Tian Cultural Hotel* to all the outstation participants together with 7 Board members. We would like to record our appreciation to Mr Seah, the owner of this prestigious hotel for the free usage of his dining hall.

1.7 PTGA had circulated to many travel agents during mid-year 2014 the guide-lines of TG Fees for implementation by Travel Agents hopefully during Year 2015.

With regret however, when the proposed new fees were sent to a number of leading Travel Agents in Penang, all of them flatly declined due to their existing contracts (legal & binding until a new Contract is signed for the following year). At the same time, even during the monthly State Tourism Industry Personnel meetings, this issue was strongly voiced out.

Anyway, hopefully as the year goes by, Members are encouraged to request their Travel Agent to quote the new TG Fees in their new Quotations to their foreign/domestic clients/groups.

Proposed new Tour Guide Fees (for acceptance by Travel Agents > asap

Assignment Type	Local Language		Foreign Language	
	Current	New	Current	New
Overland	240	350	300	400
Empty Run	100	150	100	150
Half Day Tour (4 hrs)	120	160	180	220
Additional hour @	30/hr	50/hr	45/hr	60/hr
Full Day Tour (8 hrs)	240	320	360	440
Airport Transfer (3 hrs)	80	100	100	150
Dinner Transfer (3 hrs)	100	120	120	180
Heritage Walk (3 hrs)	180	250	270	320

2. PTGA Premises / Information Centre / CTRE Venue /‘Resource Centre’

2.1 The Board has renewed the tenancy of No. 7, Cannon Street for another 12 months from 1st January till **31st December 2016 @ a monthly rental of RM900/- + 54/- (6% GST) totaling RM954/- pm.** (*Was informed that the current rental value is around RM1,200/- pm.*) We wish to record our sincere appreciation to the Trustees of *Leong San Tong KhooKongsi* for charging a favourable rental.

During Y.2015 – the Rental was @ RM800/- pm & Wef April 2015 the 6% GST is also levied into the Rental totaling RM848.00, thus the monthly operating costs of TIC is easily over RM2,000/-.

No. 7 Cannon Street is being utilized for :

- Administrative Counter + Tourist Information Centre – payment of annual subscriptions/CTRE fees + disseminating tourist information to both domestic & international tourists (counter / reception @ ground floor area)
- Venue for CTRE Courses (classroom lectures) & act as our ‘Resource Centre (library)’ – The renovated 1st Floor area (classroom style) is being used for our monthly Board meetings + CTRE Courses.

Advertisement Revenue is still derived from **Pinang Peranakan Mansion** who had generously contributed RM1,500/- pa. (With deep regret, due to economic reasons the other original Advertisers had withdrawn their yearly sponsorship). PTGA would like to extend our heartiest congratulations to the owners of Pinang Peranakan Mansion for being bestowed the award “**Asia Excellence Brand Award 2014 – category of Tourism and Culture**” at their grand ceremony held in Hong Kong in December 2014.

3. Activities Organised :

3.1 Due to many enquiries from senior TGs re: possessing ‘SKM’ ~ “*Sijil Kemahiran Malaysia*”, the President managed to invite officers from “Jabatan Pembangunan Kemahiran (Wilayah Utara)” ~ Dept of Skills Development, Penang Branch of the Ministry of Human Resources Malaysia to conduct a briefing on 19 May ’15 @ TIC from 10 am till 11.30 am.

3.2 On **8th March 2015** – we organized a CSR Project for 50 underprivileged children from 3 Homes to go on a half-day City Tour by using (with gratis) the “Hop-on Hop-off” bus. The children were then hosted to a delicious ‘nasi kandar’ @ lunch time. PTGA spent a total of RM1,212.20 for this charitable project. We wish to record our appreciation to 10 members for their assistance and 2 Board members for their monetary contribution of RM200/- to defray expenses.

3.3 On 6/6/2015 – PTGA immediately donated RM2,000/- to Sabah TGA to assist their TGs who were affected by the earthquake @ Mt. Kinabalu (On 5/6 @ 7am : the mountain area was shaken by a 5.9 Richter-scale magnitude earthquake). Subsequently the donation was off-set by personal donations of 1,350/- from Board Members + another 160/- (2 members), thus PTGA subsidized a sum of only RM490/-.

4. Membership

4.1 The membership strength as at:

31st December 2014		31/12/2015	
Life	73	Life **	83
Ordinary	573	Ordinary	575
Associate	2	Associate	25
Honorary	2	Honorary	1
TOTAL MEMBERS :	650	TOTAL MEMBERS :	684

Our LIFE M/ship has reached almost 15% of TOTAL M/ship. Members are hereby NOTIFIED THAT @ the 42nd AGM held on 29th March 2009, the members present on that day (ie 78 members) had adopted the RESOLUTION THAT LM should be limited to only 20% of the total Ordinary M/ship of the Assn. Therefore, the Management Board reserves the RIGHT not to approve future applications for Life Membership automatically **wef Year 2010.**

Among the CRITERIA FOR approval of LM Conversion will be based on the member’s contribution in service (past / present) to PTGA and on individual merits/attendance @ CTREs organized by PTGA. ***

4.2 **Life Members** are reminded/requested to pay up the **Annual Administrative Fees of RM40/-** by 31st March of every year (to defray the cost of the GPA Premium & other Administrative costs). ** From the Records, with regret only 64 LM are paying the Admin Fees whilst 9 had lapsed in their support for PTGA.

During the Year 2015 – we are pleased to approve the conversion of 12 Ordinary to Life Members (based on merits)

- 4.3 The perennial problem of some members not paying up their subs. promptly by 31st March of each Year still occurs even though these ‘defaulters have the additional disadvantage of not being included into the ‘Group Insurance Policy’. The 38th Management Board then had unanimously agreed that as a further deterrent to defaulters, the **Entrance Fees** RM50/- is imposed.
- 4.4 The Assn have continued with the *Group Personal Accident Policy (with Pacific Insurance)* on members with a coverage of RM20,000/- for the period from 16/04/2015 till 15/04/2016. **(Coverage: 24 hours worldwide including unprovoked murder/assault + motor-cycling).**

Additionally to this GPA coverage of RM20K, wef 1st October 2014 – the Board agreed to take up an **additional Policy covering “accident expenses claim of up to a maximum of RM5,000/-” for each member per time basis. The premium payable on each member is @ RM35/- for both Policies.** (Insurance premium paid on 579 members totaled RM20,263.42 (19,107.00 + 1,146.42 (GST) + 10.00 (stamp duty).

(Please see the Main Policy @ TIC : Please update your Beneficiary to avoid delay in claims)

- (i) Arising from a slight motor-cycle accident on 08/12/14 faced by Mr Tan Eu Keat, after submission of his medical claims, he was refunded a sum of RM845.65 from this GPA Coverage.
- 4.5 The Board would like to record our deepest condolence to each of the bereaved family of the following 3 members :- late Mr. Ooi Lean Keong (TG.4569) who passed away on 28th Feb 2015 due to a motor accident. (Insurance claims of RM20,000/- was paid to his widow in July ‘15) and the late Mr Khaw Yiat Lin (LM & former Board Member) on 26th June ‘15 & Mr Sri Shankar Bhattacharjee (Nov 15).

We greatly grieved the demise of our Hon. Member, the late R.N. Raja who passed away on 8th August ‘15 due to old age. He had contributed his legal advice to PTGA (with gratis) during the earlier years.

5. Malaysian Tourist Guides Council

5.1 MTGC had issued a letter dated 19th Aug 2014 to PTGA informing us of the de-affiliation from MTGC. Subsequently the PTGA Board had discussed the issue on 16th Sep ‘14 and we appealed against de-affiliation outlining the reasons thereto. Our letter was sent out by AR Registered.

5.2 With deep regret, the MTG Council in their Final letter dated **8th January 2015 to PTGA** which reads :- **”The Council viewed that the non-compliance of clause 7.3 together with clauses 6.2.2 & 6.5 are non-negotiable as subscription with “per capita due” payment are right to membership and as such your affiliation with the Council is hereby terminated as PTGA have no longer meets the membership qualification of the Council.”**

Therefore, wef January 2015 – PTGA is not an affiliate of MTGC.

Note : **PCD contributions by PTGA members to MTGC** were as follows :- Year 2013 = 251 members contributed (as compared to total M/ship of 624) whilst for Year 2014 = 153 members contributed (total m/ship was 646). In their MTGC clause >>>**there should be 100% support by each of the TGA total membership concerned.**

6.1 **CTRE programmes :** The Board is pleased to report that a **total of RM27,467.65 in Surplus** has been derived from the **21 CTREs** organized during the Year 2015.

CTRE No.	Date	SUBJECT	No. of Pax	Surplus (Deficit)
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0755 (P)	18.01.15	Thai Heritage Trail of Penang	29	693.00
011	08.02.15	Chinese Society & Meng Eng Soo Association	70	1,347.80
245	07.03.15	Interpretation & Guiding in the Unesco WHS	88	2,067.80
2012/ 0756(E)	09.05.15 ^^	Traditional & Popular Songs of Malaysia	47	967.40
(i) 70 (ii) 2012/ 0771 (P) (iii) 2012/ 0759 (P)	10 & 11 May '15 (2D/1N) O-L to Songkhla Thailand.	Capacity Building in Heritage Asset Management. The New Trend in Travel Accommodation. Know your Neighbour – Study Tour to Thailand.))) 78) (2 buses)	3,466.65
2012/ 0750(P)	07.06.15 ^^	Food Trail of Penang & Yummy Food of Malaysia	41	1,010.00
1360(P)	13.06.15 ^^	The Seberang Perai Story (KTM Train Station, Butterworth)	28	710.00
2012/0752 167	01.08.15 02.08.15 ^^	Prominent Heritage Buildings in Malaysia Penang Architectural Heritage	46 50) 900.00
2012/0762 (E)	15.08.15	Historical Figures & Events of Malaysia :- <i>James R.Logan, a Polymath on a Province Wellesley Plantation</i>	29) 920.00
2012/0761 (E)	16.08.15 ^^	Understanding of Ethnic & Heritage of Malaysia :- <i>Early Views of Province Wellesley</i>	28	
2015/1360 (P)	12.09.15	The Seberang Perai Story	15) 820.00
2012/0763 (E)	18.09.15 ^^	Penang in World War 2	26	
214	27.09.15	Road to Wellness for Quality of Life	58	140.00
768	25.10.15 ##	First Aid Refresher Course & How to Handle Accident	32	710.00
368	25.10.15	Art of Social Etiquette and Protocol	30	600.00
140	07.11.15 ^^	Traditional Malay Cultural Dance	29	510.00
246	15.11.15 ^^	Living Culture & Multiculturalism	35	650.00
11/175	22.11.15 ^^	Spice Islands + Tropical Spice Garden	15	255.00

TOTAL SURPLUS derived from these CTREs =

RM27,467.65

* This CTRE was held in conjunction with Orientation Day and World Tourism Day and PTGA's 49th Anniversary.

These 2 CTREs were held in conjunction with the TG Confirmation Course (24th till 27th Oct 2015)

^^ These CTREs were held in conjunction with the Talks organized by Penang Heritage Trust (PHT)

The Management Board wish to thank ALL those '*small number of loyal + faithful members*' who have continuously supported / attended our CTREs without fail (*thus contributing towards PTGA*) and we sincerely **HOPE** members will have in their conscience to help support and attend our CTREs. *The Surplus that has been*

generated goes back to PTGA to defray other Expenses during the Year especially the Annual Dinner.

6.2 **The TG Confirmation Course was conducted** during the period from 24th till 27th October 2015 with 2 CTREs held in conjunction. The participants who sat for English/German/Japanese & Bahasa Malaysia had a 100% passing rate whilst with regret 3 failed in Mandarin (75% rate).
No. of participants = 31 (whilst 2 sat for extra Language : Japanese / German)
There is a **Surplus of RM11,700.00** from this Course.

6.3 **Korean Language & Culture (Level 1)**

Through funding by the Penang State Govt. (9,000/-), PTGA organized the above Course for our members @ RM500/- pp during the period from 17 August till 12 November 2015 (a total of 48 hours).
PTGA members who attended no less than 80% of the classes were entitled to 20% refund of the Fees paid and upon passing of the Final Exam will be entitled to the balance of 80% of the Fees.
(Receipts : 9,000/- + 2,100/- being Commitment Fees forfeited whilst Expenses are : Rental of classroom (4215) Lecturers' Fees (4800) + Dinner/Prizes (928.30) thus total Expenses = 9943.30.
Thus there is a Surplus of RM1,156.70

7. Appreciation :

The President & members of the **42nd Management Board** wish to record our appreciation to:

- a) YB Danny Law + Penang Global Tourism;
- b) Board of Trustees of ***Leong San Tong KHOO KONGSI***;
- c) Ministry of Tourism And Culture Malaysia + Tourism Malaysia;
- d) Penang Tourist Centre Bhd.;
- e) Tan BengTeik & Co, Hon. Legal Adviser, Hon. Internal Auditor, Hon. Advisor and our 3 Trustees;
- f) all those Donors (Advertisers) and helpers to make our TIC @ No. 7, CANNON STREET to continue running smoothly;
- g) all members for their continued support, co-operation & assistance in one way or another;
- h) all other tourism-related Board/ Organisations / Associations who have contributed prizes or any other form of assistance & co-operation to the Association.

“RIBUAN TERIMA KASIH” THANK YOU!

By order of the 42nd Management Committee

(signed)

YeapPeng Hoe,
Hon. Secretary.
Penang. 6th March 2016.