

**Malaysian Cocoa Board Client Charter's Achievement
January 2019**

Services	Achievement																				
1. Distribution of Information	Daily price – Every working day, by 3pm																				
2. R&D	Analysis Service Lab (ISO17025). All of the analysis result was obtained within 1-2 weeks. Chemical and Microbiological Analysis was carried out to the samples received from the industry. A total of 40 samples which involve 40 types of analysis such as poliaromatic hydrocarbon, <i>ochratoxin</i> , heavy metal, sensory value, volatile compounds profile, fat contents, ash and <i>fineness</i> .																				
3. Market Expansion for Malaysian Cocoa	<p>MCB participated 3 international trade expositions in 2019.</p> <p>1} GULFOOD 2019, 17-21 February 2019, Dubai UAE 2} Food ingredients India (FI India), 21-23 October 2019, Mumbai India 3} YUMMEX Middle East, 29-31 October 2019</p>																				
4. Monitoring and Quality	<p>1) Number of License approved and duration of approval: i. License Renewal – 1 license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration: i. Local – 53 certificates approved within a day ii. Transfer – 3 quality certificates within 3 days</p> <p>Tawau -108 tm (RM 923,643.42) Kuching – 13.25 tm (RM 1,033,350.00)</p>																				
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <p>i. Basic Course – 1 ; No of participants -14 people ii. Handmade Chocolate Demonstration – None</p> <p>Courses related to cocoa planting:</p> <p>i. Q & A/ Dialogue: Frequency- 1, No of Participant- 2 ii. 'In-Situ' course: Frequency – 1, No of Participant – 16 iii. 'Gotong-Royong': Frequency – 1, No of Participant – 16 iv. Demo : Frequency – 1, No of Participant – 16 v. Farmers Meeting: Frequency -43, No of Participant -349</p>																				
6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="544 1564 1274 1774"> <thead> <tr> <th></th> <th>Month</th> <th>No of bills</th> <th>Amount(RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>November 2018</td> <td>611</td> <td>4,744,667.18</td> </tr> <tr> <td>ii.</td> <td>December 2018</td> <td>818</td> <td>7,449,133.78</td> </tr> <tr> <td>iii.</td> <td>January 2019</td> <td>1,085</td> <td>5,687,381.33</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>		Month	No of bills	Amount(RM)	i.	November 2018	611	4,744,667.18	ii.	December 2018	818	7,449,133.78	iii.	January 2019	1,085	5,687,381.33				
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7. Client's Complaint and Enquiry	No enquiry																				