

**Malaysian Cocoa Board Client Charter's Achievement
December 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 13 samples which involve 13 types of analysis such as non-volatile compounds profile, 'shell' contents, particle size pesticide residue, <i>ochratoxyn</i> , cocoa powder quality, particles size, <i>proxymat</i> analysis and heavy metal.
3. Market Expansion for Malaysian Cocoa	<p>MCB participated 4 international trade expositions in 2020.</p> <ol style="list-style-type: none"> 1) Africa's Big Seven (AB7), Gallagher Convention Centre, Johannesburg, South Africa, 21-23 June 2020 2) World Food Istanbul 2020, Tuyap Convention & Congress Centre, Istanbul, Turkey, 2-5 September 2020 3) Malaysia Expo 2020, Dubai, UAE, 20-31 October 2020 4) The Event for Sweets and Snacks Professional (YUMMEX), Dubai International Convention and Exhibition Centre (DICEC), Dubai, UAE, 3-5 November 2020
4. Monitoring and Quality	<p>1) Number of License approved and duration of approval:</p> <ol style="list-style-type: none"> i. New License – 3 license approved within 3 days ii. License Renewal – 14 license renewed within a day <p>2) Total number of Quality Certificates and approval duration:</p> <ol style="list-style-type: none"> i. Local – 31 certificates approved within a day ii. Transfer – 1 quality certificates within 3 days <p style="text-align: center;">- TAWAU - 14 MT (RM129,928.16) – 1 Certificate</p>
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <ol style="list-style-type: none"> i. Basic Course – Frequency = 1, No of Participants = 11 ii. Hand-made Chocolate Demonstration – Frequency = 1, No of Participants = 50 <p>Courses related to cocoa planting:</p> <ol style="list-style-type: none"> i. Unit Meeting-Frequency = 10, No of Participants = 42 ii. Group Meeting- Frequency = 14, No of Farmers = 150 iii. Road Show – Frequency = 1, No of Farmers = 27 iv. Briefings – Frequency = 3, No of Farmers = 118 v. Gerak Gempur – Frequency = 2; No of Farmers = 40 vi. Demo-Frequency = 1, No of Farmers = 3 vii. Farmers Meeting – Frequency = 47, No of Farmers = 513 viii. Farm Inspection – Frequency = 8; No of Farmers = 141

6. Bill Payment	Bill payment is completed within 14 days from the date of completed document received.			
		Month	No of documents	Amount(RM)
i.		November 2019	642	4,567,202.08
ii.		December 2019	763	27,373,162.65
iii.		January 2020	772	5,478,990.85
7. Client's Complaint and Enquiry	No enquiry			