

**Malaysian Cocoa Board Client Charter's Achievement
February 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 86 samples which involve 202 types of analysis such as volatile compounds profile, fatty acid profile, <i>heavy metal, shell contents, ochratoxin</i> , poli-aromatic hydrocarbon and microbiology analysis.																
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} Africa's Big 7, 23-25 June 2019, Gallagher Convention Centre, Johannesburg. 3} YUMMEX Middle East, 29-31 October 2019.</p>																
4. Monitoring and Quality	<p>1) Number of License approved and duration of approval:</p> <p style="padding-left: 20px;">i. New License – 2 license renewed within a day ii. License Renewal – 9 license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:</p> <p style="padding-left: 20px;">i. Local – 113 certificates approved within a day ii. Export – 4 certificates approved within 3 days</p> <p>Tawau -14.00 tm (RM 129,080.00) Kuching – 12.90 tm (RM 109,080.00)</p>																
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <p style="padding-left: 20px;">i. Basic Course – 1 ; No of participants -18 people ii. Handmade Chocolate Demonstration – 3 demos ; 87 participants</p> <p>Courses related to cocoa planting:</p> <p style="padding-left: 20px;">i. Unit Meeting : Frequency- 4x; 38 participants ii. Cocoa Planters Group Meeting: Frequency – 9x; 97 participants iii. Meeting between agencies: Frequency – 4x; 30 participants iv. Group Visit – Frequency – 1x; 25 participants v. Demo : Frequency – 1x; 10 participants vi. Farmers Meeting: Frequency -112x; 249 participants vii. 'Gotong-Royong'-Frequency – 1x; 15 participants</p>																
6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Month</th> <th>No of completed documents</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>December 2018</td> <td style="text-align: center;">818</td> <td style="text-align: right;">7,449,133.78</td> </tr> <tr> <td>ii.</td> <td>January 2019</td> <td style="text-align: center;">1,085</td> <td style="text-align: right;">5,687,381.33</td> </tr> <tr> <td>iii.</td> <td>February 2019</td> <td style="text-align: center;">310</td> <td style="text-align: right;">4,469,651.60</td> </tr> </tbody> </table>		Month	No of completed documents	Amount (RM)	i.	December 2018	818	7,449,133.78	ii.	January 2019	1,085	5,687,381.33	iii.	February 2019	310	4,469,651.60
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7. Client's Complaint and	No enquiry																

Enquiry	
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