

**Malaysian Cocoa Board Client Charter's Achievement
February 2020**

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 103 samples which involve 267 types of analysis such as volatile profile, non-volatile compounds profile, 'shell' contents, particle size pesticide residue, <i>ochratoxin</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) WorldFood 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	<ol style="list-style-type: none"> 1) Number of License approved and duration of approval: <ol style="list-style-type: none"> i. New License – 0 license approved within 3 days ii. License Renewal – 5 license renewed within a day 2) Total number of Quality Certificates and approval duration: <ol style="list-style-type: none"> i. Local – 142 certificates approved within a day ii. Export – 0 quality certificates within 3 days 3) Transfer -4 Quality Certificate within 3 days Tawau - 94 MT (RM950,108.50) – 2 Certificate Sarawak– 24.65 MT (RM249,866.00) – 2 Certificate
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <ol style="list-style-type: none"> i. Basic Course – 2x ; 11 participants ii. Hand-made Chocolate Demonstration – None

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="509 317 1430 499"> <thead> <tr> <th data-bbox="509 317 667 390"></th> <th data-bbox="667 317 889 390">Month</th> <th data-bbox="889 317 1049 390">No of documents</th> <th data-bbox="1049 317 1430 390">Amount(RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="509 390 667 426">i.</td> <td data-bbox="667 390 889 426">December 2019</td> <td data-bbox="889 390 1049 426">763</td> <td data-bbox="1049 390 1430 426">27,373,162.65</td> </tr> <tr> <td data-bbox="509 426 667 462">ii.</td> <td data-bbox="667 426 889 462">January 2020</td> <td data-bbox="889 426 1049 462">772</td> <td data-bbox="1049 426 1430 462">5,478,990.85</td> </tr> <tr> <td data-bbox="509 462 667 499">iii.</td> <td data-bbox="667 462 889 499">February 2020</td> <td data-bbox="889 462 1049 499">431</td> <td data-bbox="1049 462 1430 499">4,839,483.36</td> </tr> </tbody> </table>		Month	No of documents	Amount(RM)	i.	December 2019	763	27,373,162.65	ii.	January 2020	772	5,478,990.85	iii.	February 2020	431	4,839,483.36
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7. Client's Complaint and Enquiry	No enquiry																