

**Malaysian Cocoa Board Client Charter's Achievement
March 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 35 samples which involve 94 types of analysis such as volatile compounds profile, non-volatile compounds profile, fat contents analysis, heavy metal, pesticide residue, <i>ochratoxin</i> , <i>poliaromatic hydrocarbon</i> and microbiology analysis.
3. Market Expansion for Malaysian Cocoa	MCB participated 3 international trade expositions in 2019. 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, Dubai UAE
4. Monitoring and Quality	1) Number of License approved and duration of approval: i. New License- 1 license approves within 3 days ii. License Renewal – 31 license renewed within a day 2) Total number of Quality Certificates and approval duration: i. Local – 77 certificates approved within a day ii. Export – 2 certificates approved within 3 days ii. Transfer – 3 quality certificates within 3 days Tawau - 50.00 tm (RM 445,075.20) Kuching – 26.50 tm (RM 215, 525.00)
5. Human Capital Development	Handmade Chocolate Making Courses and Demo: i. Basic Course – 1 ; No of participants - 21 people ii. Handmade Chocolate Demonstration – 5 ; No of participants- 191 people Courses related to cocoa planting: i. Unit Meeting: Frequency- 7, No of Participant- 50 people ii. Group Meeting : Frequency – 8, No of Participant – 138 people iii. Meeting with agencies: Frequency – 7, No of Participant – 123 people iv. Exhibition: Frequency – 1, No of Participant – 11 people v. Group Visit: Frequency -4, No of Participant -31 people vi. <i>Road Show</i> : Frequency -1, No of Participant -10 people vii. Briefing: Frequency- 5, No of Participant -97 people viii. Q & A: Frequency -3, No of Participant – 22 people ix. Drying & Quality Course- 2, No of Participant -130 people x. 'Gerak Gempur' –Frequency -6, No of Participant -184 people xi. Demo – Frequency- 2, No of Participants – 110 people xii. Farmers Meeting – Frequency-69, No of Participant- 713 people xiii. 'Gotong-royong' – Frequency-3, No of Participant-52 people xiv. Farm inspection – Frequency-8, No of Participant-75 people xv. Official function – Frequency – 2, No of Participant- 11 people

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="544 296 1271 478"> <thead> <tr> <th data-bbox="544 296 701 369"></th> <th data-bbox="701 296 922 369">Month</th> <th data-bbox="922 296 1053 369">No of bills</th> <th data-bbox="1053 296 1271 369">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 369 701 407">i.</td> <td data-bbox="701 369 922 407">January 2019</td> <td data-bbox="922 369 1053 407">1,085</td> <td data-bbox="1053 369 1271 407">5,687,381.33</td> </tr> <tr> <td data-bbox="544 407 701 445">ii.</td> <td data-bbox="701 407 922 445">February 2019</td> <td data-bbox="922 407 1053 445">310</td> <td data-bbox="1053 407 1271 445">4,469,651.60</td> </tr> <tr> <td data-bbox="544 445 701 478">iii.</td> <td data-bbox="701 445 922 478">March 2019</td> <td data-bbox="922 445 1053 478">466</td> <td data-bbox="1053 445 1271 478">3,789,879.36</td> </tr> </tbody> </table>		Month	No of bills	Amount (RM)	i.	January 2019	1,085	5,687,381.33	ii.	February 2019	310	4,469,651.60	iii.	March 2019	466	3,789,879.36
	Month	No of bills	Amount (RM)														
i.	January 2019	1,085	5,687,381.33														
ii.	February 2019	310	4,469,651.60														
iii.	March 2019	466	3,789,879.36														
7. Client's Complaint and Enquiry	No enquiry																