

**Malaysian Cocoa Board Client Charter's Achievement
March 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 27 samples which involve 109 types of analysis such as volatile profile, non-volatile compounds profile, 'shell' contents, particle size pesticide residue, <i>mytoxin</i> , cocoa powder quality, particles size, <i>proxymat</i> analysis , heavy metal, fatty acid contents, <i>iodin</i> value, peroxide value and polyphenol content.
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 – 2 license approved within 3 days ii. License Renewal – 12 license renewed within a day 2) Total number of Quality Certificates and approval duration: <ol style="list-style-type: none"> i. Local – 81 certificates approved within a day ii. Transfer – 2 quality certificates within 3 days <ul style="list-style-type: none"> - TAWAU - 14.00 TM (RM145,103.70) – 1 Certificate - SARAWAK – 13.50 TM (RM133,650.00) – 1 Certificate
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <ol style="list-style-type: none"> i. Basic Course – None ii. Hand-made Chocolate Demonstration – None <p>Courses related to cocoa planting:</p> <ol style="list-style-type: none"> i. Unit meeting- 36x ; Total farmers-232 ii. Group meeting – 38x ; Total farmers-385 iii. Meeting with agencies – 19x ; Total Farmers – 184 iv. <i>Road Show</i> – 1x ; Total farmers- 44

	<p>v. Briefing – 10x ; Total farmers -204 vi. <i>Gerak Gempur</i> – 4x ; Total farmers- 70 vii. Demo- 3x ; Total farmers - 73 viii. <i>Farmers Meeting</i> –162x ; Total farmers- 1418 ix. Farm Inspection – 36x ; Total farmers- 96</p>																
<p>6. Bill Payment</p>	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="540 562 1433 743"> <thead> <tr> <th data-bbox="540 562 699 636"></th> <th data-bbox="699 562 922 636">Month</th> <th data-bbox="922 562 1045 636">No of Bill</th> <th data-bbox="1045 562 1433 636">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="540 636 699 674">i.</td> <td data-bbox="699 636 922 674">January 2020</td> <td data-bbox="922 636 1045 674">772</td> <td data-bbox="1045 636 1433 674">5,478,990.85</td> </tr> <tr> <td data-bbox="540 674 699 711">ii.</td> <td data-bbox="699 674 922 711">February 2020</td> <td data-bbox="922 674 1045 711">431</td> <td data-bbox="1045 674 1433 711">4,839,483.36</td> </tr> <tr> <td data-bbox="540 711 699 743">iii.</td> <td data-bbox="699 711 922 743">March 2020</td> <td data-bbox="922 711 1045 743">381</td> <td data-bbox="1045 711 1433 743">26,333,583.32</td> </tr> </tbody> </table>		Month	No of Bill	Amount (RM)	i.	January 2020	772	5,478,990.85	ii.	February 2020	431	4,839,483.36	iii.	March 2020	381	26,333,583.32
	Month	No of Bill	Amount (RM)														
i.	January 2020	772	5,478,990.85														
ii.	February 2020	431	4,839,483.36														
iii.	March 2020	381	26,333,583.32														
<p>7. Client's Complaint and Enquiry</p>	<p>No enquiry</p>																