

**Malaysian Cocoa Board Client Charter's Achievement  
April 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 <b>186</b> samples which involve <b>295</b> 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> , 'shell', quality of cocoa fat and microbiology analysis.   |
| 3. Market Expansion for Malaysian Cocoa | <p>MCB participated <b>3 international trade expositions</b> in 2019.</p> <p>1} GULFOOD 2019, 17-21 February 2019, Dubai UAE<br/>           2} Africa's Big 7, 23-25 June 2019, Gallagher Convention Centre, Johannesburg.<br/>           3} YUMMEX Middle East, 29-31 October 2019, Dubai UAE</p>   |
| 4. Monitoring and Quality               | <p>1) Number of License approved and duration of approval:<br/>           i. New License- <b>2</b> license approves within 3 days<br/>           ii. License Renewal – <b>8</b> license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:<br/>           i. Local – <b>138</b> certificates approved within a day<br/>           ii. Export – <b>3</b> certificates approved within 3 days<br/>           ii. Transfer – <b>2</b> quality certificates within 3 days</p> <p>Tawau -<b>14.00 tm (RM 130,485.60)</b><br/>           Kuching – <b>13.68 tm (RM 119,355.00)</b></p>   |
| 5. Human Capital Development            | <p>Handmade Chocolate Making Courses and Demo:<br/>           i. Basic Course – <b>1</b> ; No of participants -<b>18</b> people<br/>           ii. Handmade Chocolate Demonstration – <b>6 demo</b>; No of participants-<b>324</b> people</p> <p>Courses related to cocoa planting:<br/>           i. Unit Meeting: Frequency- <b>77</b>, No of Participant- <b>442</b> people<br/>           ii. Group Meeting : Frequency – <b>56</b>, No of Participant – <b>818</b> people<br/>           iii. Meeting with agencies: Frequency – <b>30</b>, No of Participant – <b>250</b> people<br/>           iv. Exhibition: Frequency – 0, No of Participant – 0<br/>           v. Group Visit: Frequency -<b>10</b>, No of Participant -<b>51</b> people<br/>           vi. <i>Road Show</i>: Frequency -<b>3</b>, No of Participant -<b>50</b> people<br/>           vii. Briefing: Frequency- <b>16</b>, No of Participant -<b>244</b> people<br/>           viii. Q &amp; A: Frequency -<b>35</b>, No of Participant – <b>514</b> people<br/>           ix. Drying &amp; Quality Course- <b>1</b>, No of Participant - <b>80</b> people<br/>           x. 'Gerak Gempur' –Frequency - <b>25</b>, No of Participant -<b>428</b> people<br/>           xi. Demo – Frequency- <b>38</b>, No of Participants – <b>195</b> people<br/>           xii. Farmers Meeting – Frequency-<b>477</b>, No of Participant- <b>3,177</b> people<br/>           xiii. 'Gotong-royong' – Frequency-<b>8</b>, No of Participant-<b>108</b> people<br/>           xiv. Farm inspection – Frequency-<b>312</b>, No of Participant-<b>890</b> people<br/>           xv. Official function – Frequency – <b>1</b>, No of Participant- <b>130</b> people</p> |

| 6. Bill Payment                   | <p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="542 296 1271 443"> <thead> <tr> <th></th> <th>Month</th> <th>Total No</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>February</td> <td>310</td> <td>4,469,651.60</td> </tr> <tr> <td>ii.</td> <td>March</td> <td>466</td> <td>3,789,879.36</td> </tr> <tr> <td>iii.</td> <td>April</td> <td>462</td> <td>3,747,810.44</td> </tr> </tbody> </table> |          | Month        | Total No | Amount (RM) | i. | February | 310 | 4,469,651.60 | ii. | March | 466 | 3,789,879.36 | iii. | April | 462 | 3,747,810.44 |
|-----------------------------------|--|----------|--------------|----------|-------------|----|----------|-----|--------------|-----|-------|-----|--------------|------|-------|-----|--------------|
|                                   | Month  | Total No | Amount (RM)  |          |             |    |          |     |              |     |       |     |              |      |       |     |              |
| i.                                | February   | 310      | 4,469,651.60 |          |             |    |          |     |              |     |       |     |              |      |       |     |              |
| ii.                               | March  | 466      | 3,789,879.36 |          |             |    |          |     |              |     |       |     |              |      |       |     |              |
| iii.                              | April  | 462      | 3,747,810.44 |          |             |    |          |     |              |     |       |     |              |      |       |     |              |
| 7. Client's Complaint and Enquiry | No enquiry   |          |              |          |             |    |          |     |              |     |       |     |              |      |       |     |              |