

**Malaysian Cocoa Board Client Charter's Achievement  
May 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>86</b> samples which involve <b>116</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, sensory and microbiology analysis.
3. Market Expansion for Malaysian Cocoa	MCB participated <b>3 international trade expositions</b> 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- <b>1</b> license approves within 3 days ii. License Renewal – <b>11</b> license renewed within a day  2) Total number of Quality Certificates and approval duration: i. Local – <b>61</b> certificates approved within a day ii. Export – <b>4</b> certificates approved within 3 days ii. Transfer – <b>2</b> quality certificates within 3 days  Tawau - <b>64.00 tm (RM 603,102.60)</b>
5. Human Capital Development	Handmade Chocolate Making Courses and Demo: i. Basic Course – <b>0</b> ii. Handmade Chocolate Demonstration – <b>0</b>  Courses related to cocoa planting: i. Unit Meeting: Frequency- <b>7</b> , No of Participant- <b>42</b> people ii. Group Meeting : Frequency – <b>70</b> , No of Participant – <b>954</b> people iii. Meeting with agencies: Frequency – <b>33</b> , No of Participant – <b>25</b> people <b>iv.</b> Exhibition: Frequency – <b>4</b> , No of Participant – <b>273</b> v. Group Visit: Frequency - <b>11</b> , No of Participant - <b>53</b> people vi. <i>Road Show</i> : Frequency - <b>3</b> , No of Participant - <b>50</b> people vii. Briefing: Frequency- <b>16</b> , No of Participant - <b>224</b> people viii. Q & A: Frequency - <b>36</b> , No of Participant – <b>554</b> people ix. Drying & Quality Course- <b>1</b> , No of Participant - <b>80</b> people x. 'Gerak Gempur' –Frequency - <b>36</b> , No of Participant - <b>460</b> people xi. Demo – Frequency- <b>41</b> , No of Participants – <b>253</b> people xii. Farmers Meeting – Frequency- <b>543</b> , No of Participant- <b>3,560</b> people xiii. 'Gotong-royong' – Frequency- <b>41</b> , No of Participant- <b>253</b> people xiv. Farm inspection – Frequency- <b>347</b> , No of Participant- <b>966</b> people xv. Official function – Frequency – <b>0</b> , No of Participant- <b>0</b> 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="701 296 924 369">Month</th> <th data-bbox="924 296 1057 369">No of bills</th> <th data-bbox="1057 296 1271 369">Amount(RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="544 369 701 405">i.</td> <td data-bbox="701 369 924 405">March 2019</td> <td data-bbox="924 369 1057 405">466</td> <td data-bbox="1057 369 1271 405">3,789,879.36</td> </tr> <tr> <td data-bbox="544 405 701 441">ii.</td> <td data-bbox="701 405 924 441">April 2019</td> <td data-bbox="924 405 1057 441">462</td> <td data-bbox="1057 405 1271 441">3,747,810.44</td> </tr> <tr> <td data-bbox="544 441 701 478">iii.</td> <td data-bbox="701 441 924 478">May 2019</td> <td data-bbox="924 441 1057 478">477</td> <td data-bbox="1057 441 1271 478">3,872,301.15</td> </tr> </tbody> </table>					Month	No of bills	Amount(RM)	i.	March 2019	466	3,789,879.36	ii.	April 2019	462	3,747,810.44	iii.	May 2019	477	3,872,301.15
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7. Client's Complaint and Enquiry	No enquiry																			