

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

<b>Services</b>	<b>Achievement</b>
1. Distribution of Information	Daily price – Every working day, by 3pm
2. R&D	Analytical Services Laboratory (ISO17025). In total <b>40</b> samples have been received for <b>66</b> types of analysis which includes melting profile, fatty acid composition, pesticide residue, ochratoxin, polyaromatic hydrocarbon, cocoa powder quality parameter, shell content, particle size, proximate analysis, heavy metal, polyphenol and microbiological test.
3. Market Expansion for Malaysian Cocoa	MCB participated 2 international trade expositions in 2020.  1) WorldFood Istanbul 2020, Tuyap Convention & Congress Centre, Istanbul, Turkey, 2-5 September 2020 (Tentative) 2) The Event for Sweets and Snacks Professional (YUMMEX), Dubai International Convention and Exhibition Centre (DICEC), Dubai, UAE, 3-5 November 2020 (Tentative)
4. Monitoring and Quality	1) Number of License approved and duration of approval: i. New License – None  ii. License Renewal – <b>10</b> license renewed within a day  2) Total number of Quality Certificates and approval duration: i. Local – <b>1</b> ii. Transfer – <b>2</b> Transaction: local ( <b>Bagan Datuk</b> ) – <b>5 TM/ 1 certificate</b> Transfer ( <b>Tawau</b> ) – <b>68 TM; RM731,862.07/ 2 Certificates</b>
5. Human Capital Development	Handmade Chocolate Making Courses and Demo: i. Basic Course – None ii. Hand-made Chocolate Demonstration-None  Courses related to cocoa planting:  i. Unit Meeting-Frequencies: 39, No of employees: <b>265</b> o ii. Group Meeting- Frequencies: <b>37</b> , No of farmers- <b>371</b> i. Meeting within agencies- Frequencies: <b>27</b> , No of farmers: <b>277</b> ii. Group Visit- Frequencies: <b>2</b> , No of farmers: <b>8</b> iii. Road Show – Frequency: <b>1</b> , No of farmers: <b>44</b> iv. Briefing – Frequencies: <b>10</b> , No of farmers: <b>204</b> v. Gerak Gempur –Frequencies: <b>8</b> ; No of farmers: <b>158</b> vi. Demo- Frequencies: <b>3</b> , No of farmers: <b>73</b> vii. Farmers Meeting –Frequencies: <b>177</b> , No of farmers: <b>1,538</b> viii. Farm Inspection – Frequencies: <b>37</b> ; No of farmers: <b>102</b>

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="542 422 1273 611"> <thead> <tr> <th data-bbox="542 422 699 495"></th> <th data-bbox="699 422 932 495">Month</th> <th data-bbox="932 422 1062 495">No of Bills</th> <th data-bbox="1062 422 1273 495">Amount(RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 495 699 533">i.</td> <td data-bbox="699 495 932 533">March 2020</td> <td data-bbox="932 495 1062 533">381</td> <td data-bbox="1062 495 1273 533">26,333,583.32</td> </tr> <tr> <td data-bbox="542 533 699 571">ii.</td> <td data-bbox="699 533 932 571">April 2020</td> <td data-bbox="932 533 1062 571">322</td> <td data-bbox="1062 533 1273 571">3,855,946.77</td> </tr> <tr> <td data-bbox="542 571 699 611">iii.</td> <td data-bbox="699 571 932 611">May 2020</td> <td data-bbox="932 571 1062 611">410</td> <td data-bbox="1062 571 1273 611">3,740,055.41</td> </tr> </tbody> </table>		Month	No of Bills	Amount(RM)	i.	March 2020	381	26,333,583.32	ii.	April 2020	322	3,855,946.77	iii.	May 2020	410	3,740,055.41
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7. Client's Complaint and Enquiry	No enquiry																