

**Malaysian Cocoa Board Client Charter's Achievement
June 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 16 samples which involve 16 types of analysis such as volatile compounds profile, non-volatile compounds profile, fat contents analysis and 'shell' contents.
3. Market Expansion for Malaysian Cocoa	<p>MCB participated 3 international trade expositions in 2019.</p> <p>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</p>
4. Monitoring and Quality	<p>1) Number of License approved and duration of approval:</p> <p style="padding-left: 20px;">i. New License- 1 license approves within 3 days ii. License Renewal – 6 license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:</p> <p style="padding-left: 20px;">i. Local – 32 certificates approved within a day ii. Export – 3 certificates approved within 3 days ii. Transfer – 1 quality certificates within 3 days</p> <p>Tawau - 14.00 tm (RM 130,493.00)</p>
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <p>i. Basic Course – 0 ii. Handmade Chocolate Demonstration – Frequency-3, No of Participant- 82</p> <p>Courses related to cocoa planting:</p> <p>i. Unit Meeting: Frequency- 74, No of Participant- 331 people ii. Group Meeting : Frequency – 83, No of Participant – 1120 people iii. Meeting with agencies: Frequency – 40 , No of Participant – 384 people iv. Exhibition: Frequency – 4 , No of Participant – 273 people v. Group Visit: Frequency -12, No of Participant – 73 people vi. <i>Road Show</i>: Frequency - 4, No of Participant – 61 people vii. Briefing: Frequency- 18 , No of Participant – 294 people viii. Q & A: Frequency -39, No of Participant – 575 people ix. Drying & Quality Course- 1, No of Participant - 80 people x. 'Gerak Gempur' –Frequency - 49, No of Participant – 632 people xi. Demo – Frequency- 49 , No of Participants – 303 people xii. Farmers Meeting – Frequency-741, No of Participant- 5912 people xiii. 'Gotong-royong' – Frequency-25, No of Participant- 364 people xiv. Farm inspection – Frequency-368, No of Participant- 1074 people xv. Official function – Frequency – 0, No of Participant- 0 people</p>

6. Bill Payment	Bill payment is completed within 14 days from the date of completed document received.			
		Month	No of Bill	Amount (RM)
	i.	April 2019	462	3,747,810.44
	ii.	May 2019	477	3,872,301.15
	iii.	June 2019	425	4,597,198.45
7. Client's Complaint and Enquiry	No enquiry			