

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

Services	Achievement
1. Distribution of Information	Daily price – Every working day, by 3pm
2. R&D	Analytical Services Laboratory (ISO17025). In total 48 samples have been received for 55 types of analysis which includes melting profile, fatty acid composition, pesticide residue, ochratoxin, polyaromatic hydrocarbon, cocoa powder quality, 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 - 3 ii. License Renewal – 15 license renewed within a day 2) Total number of Quality Certificates and approval duration: i. Local – 72 ii. Transfer – 2 Certificate within 3 days Tawau – 14.00 TM (RM 154, 461.44) – 1 Certificate Sarawak – 28.00 TM (RM 248, 640.00) – 1 Certificate iii. Production Transaction: Domestic- 38.85TM , 72 Certificate
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: 16 , No of employees- 136 iii. Group Meeting- Frequencies: 2 , No of farmers- 20 iv. Meeting within agencies- Frequencies: 7 , No of farmers- 85 v. Group Visit- Frequencies: 1 , No of farmers- 3 vi. Road Show – Frequency: 0 , No of farmers- 0 vii. Briefing – Frequencies: 1 , No of farmers: 10 viii. Gerak Gempur –Frequencies: 0 ; No of farmers: 0

	<p>ix. Demo- Frequencies: 0, No of farmers: 0 x. Farmers Meeting –Frequencies: 37 , No of farmers: 312 xi. Farm Inspection – Frequencies: 3; No of farmers: 7</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="542 520 1338 669"> <thead> <tr> <th data-bbox="542 520 699 558"></th> <th data-bbox="699 520 927 558">Month</th> <th data-bbox="927 520 1089 558">No of Bills</th> <th data-bbox="1089 520 1338 558">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 558 699 596">i.</td> <td data-bbox="699 558 927 596">April 2020</td> <td data-bbox="927 558 1089 596">322</td> <td data-bbox="1089 558 1338 596">3,855,946.77</td> </tr> <tr> <td data-bbox="542 596 699 634">ii.</td> <td data-bbox="699 596 927 634">May 2020</td> <td data-bbox="927 596 1089 634">410</td> <td data-bbox="1089 596 1338 634">3,740,055.41</td> </tr> <tr> <td data-bbox="542 634 699 669">iii.</td> <td data-bbox="699 634 927 669">June 2020</td> <td data-bbox="927 634 1089 669">349</td> <td data-bbox="1089 634 1338 669">3,740,055.41</td> </tr> </tbody> </table>		Month	No of Bills	Amount (RM)	i.	April 2020	322	3,855,946.77	ii.	May 2020	410	3,740,055.41	iii.	June 2020	349	3,740,055.41
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<p>7. Client's Complaint and Enquiry</p>	<p>No enquiry</p>																