

**Malaysian Cocoa Board Client Charter's Achievement
July 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 140 samples which involve 210 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: i. New License- 3 license approves within 3 days ii. License Renewal – 10 license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration: i. Local – 41 certificates approved within a day ii. Export – 3 certificates approved within 3 days ii. Transfer – 4 quality certificates within 3 days</p> <p>Tawau - 50.00 tm (RM 474, 405.20) Sarawak – 54.50 tm (RM 483, 478.12)</p>
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo: i. Basic Course – Frequency = 1; No of Participants = 19 ii. Handmade Chocolate Demonstration – Frequency = 5, No of Participant = 326</p> <p>Courses related to cocoa planting:</p> <p>i. Unit Meeting: Frequency = 90, No of Participant = 535 people ii. Group Meeting : Frequency = 85, No of Participant = 1002 people iii. Meeting with agencies: Frequency = 50 , No of Participants = 327 people iv. Exhibition: Frequency = 4 , No of Participants = 271 people v. Group Visit: Frequency = 16, No of Participants = 128 people vi. <i>Road Show</i>: Frequency = 4, No of Participants = 61 people vii. Briefing: Frequency = 18 , No of Participants = 304 people viii. Q & A: Frequency = 39, No of Participants = 577 people ix. Drying & Quality Course = 1, No of Participants = 80 people x. 'Gerak Gempur': Frequency = 55, No of Participants - 663 people xi. Demo – Frequency = 49 , No of Participants – 319 people xii. Farmers Meeting – Frequency = 741, No of Participants- 7852 people xiii. 'Gotong-royong' – Frequency = 26, No of Participants = 397 people xiv. Farm inspection – Frequency = 370, No of Participants = 938 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 Bills	Amount (RM)
i.		May 2019	477	3,872,301.15
ii.		June 2019	425	4,597,198.45
iii.		July 2019	498	3,549,548.59
7. Client's Complaint and Enquiry	No enquiry			