

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

Services	Achievement
1. Distribution of Information	Daily price – Every working day, by 3pm
2. R&D	Analytical Services Laboratory (ISO17025). In total 136 samples have been received for 327 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 – 2 ii. License Renewal – 10 license renewed within a day 2) Total number of Quality Certificates and approval duration: i. Local – 81 ii. Transfer – 2 Quality Certificate within 3 days Tawau – 14.00 TM (RM145, 103.70) – 1 Certificate Sarawak – 13.50 TM (RM133, 650.00) – 1 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: 80 , No of employees: 620 iii. Group Meeting- Frequencies: 65 , No of farmers- 742 iv. Meeting within agencies- Frequencies: 38 , No of farmers: 386 v. Group Visit- Frequencies: 5 , No of farmers: 22 vi. <i>Road Show</i> – Frequency: 1 , No of farmers: 44 vii. Briefing – Frequencies: 13 , No of farmers: 236 viii. <i>Gerak Gempur</i> –Frequencies: 18 ; No of farmers: 368 ix. Demo- Frequencies: 6 , No of farmers: 115 x. Farmers Meeting –Frequencies: 263 , No of farmers: 2115 xi. Farm Inspection – Frequencies: 54 ; No of farmers: 207

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="542 489 1273 674"> <thead> <tr> <th data-bbox="542 489 699 562"></th> <th data-bbox="699 489 930 562">Month</th> <th data-bbox="930 489 1060 562">No of Bills</th> <th data-bbox="1060 489 1273 562">Amount(RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 562 699 600">i.</td> <td data-bbox="699 562 930 600">Mei 2020</td> <td data-bbox="930 562 1060 600">410</td> <td data-bbox="1060 562 1273 600">3,740,055.41</td> </tr> <tr> <td data-bbox="542 600 699 638">ii.</td> <td data-bbox="699 600 930 638">Jun 2020</td> <td data-bbox="930 600 1060 638">349</td> <td data-bbox="1060 600 1273 638">3,740,055.41</td> </tr> <tr> <td data-bbox="542 638 699 674">iii.</td> <td data-bbox="699 638 930 674">July 2020</td> <td data-bbox="930 638 1060 674">608</td> <td data-bbox="1060 638 1273 674">5,267,980.23</td> </tr> </tbody> </table>		Month	No of Bills	Amount(RM)	i.	Mei 2020	410	3,740,055.41	ii.	Jun 2020	349	3,740,055.41	iii.	July 2020	608	5,267,980.23
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7. Client's Complaint and Enquiry	No enquiry																