

**Malaysian Cocoa Board Client Charter's Achievement  
August 2019**

<b>Services</b>	<b>Achievement</b>
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 <b>38</b> samples which involve <b>38</b> types of analysis such as non-volatile compounds profile, cocoa liquor sensory value, particle size pesticide residue and 'shell' contents.
3. Market Expansion for Malaysian Cocoa	<p>MCB participated <b>3 international trade expositions</b> 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- <b>0</b> license approves within 3 days            ii. License Renewal – <b>9</b> license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:</p> <p style="padding-left: 20px;">i. Local – <b>41</b> certificates approved within a day            ii. Export – <b>3</b> certificates approved within 3 days            ii. Transfer – <b>0</b> quality certificates within 3 days</p> <p><b>** No transfer activities in the month of August.</b></p>
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:</p> <p>i. Basic Course – Frequency = <b>1</b>; No of Participants = <b>19</b>            ii. Handmade Chocolate Demonstration – Frequency = <b>5</b>, No of Participants = <b>197</b></p> <p>Courses related to cocoa planting:</p> <p>i. Unit Meeting: Frequency = <b>137</b>, No of Participant = <b>727</b> people            ii. Group Meeting : Frequency = <b>89</b>, No of Participant = <b>1170</b> people            iii. Meeting with agencies: Frequency = <b>53</b> , No of Participants = <b>480</b> people            iv. Exhibition: Frequency = <b>5</b> , No of Participants = <b>573</b> people            v. Group Visit: Frequency = <b>19</b>, No of Participants = <b>180</b> people            vi. <i>Road Show</i>: Frequency = <b>4</b>, No of Participants = <b>61</b> people            vii. Briefing: Frequency = <b>19</b> , No of Participants = <b>401</b> people            viii. Q &amp; A: Frequency = <b>41</b>, No of Participants = <b>945</b> people            ix. Drying &amp; Quality Course = <b>2</b>, No of Participants = <b>150</b> people            x. 'Gerak Gempur': Frequency = <b>56</b>, No of Participants - <b>983</b> people            xi. Demo – Frequency = <b>55</b> , No of Participants – <b>387</b> people            xii. Farmers Meeting – Frequency = <b>874</b>, No of Participants- <b>7338</b> people            xiii. 'Gotong-royong' – Frequency = <b>26</b>, No of Participants = <b>381</b> people            xiv. Farm inspection – Frequency = <b>383</b>, No of Participants = <b>1152</b> people            xv. Official function – Frequency = <b>0</b>, No of Participant = <b>0</b> people</p>

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="542 296 1273 443"> <thead> <tr> <th></th> <th>Bulan</th> <th>Bilangan</th> <th>Amaun (RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>Jun 2019</td> <td>425</td> <td>4,597,198.45</td> </tr> <tr> <td>ii.</td> <td>Julai 2019</td> <td>498</td> <td>3,549,548.59</td> </tr> <tr> <td>iii.</td> <td>Ogos 2019</td> <td>520</td> <td>3,832,526.37</td> </tr> </tbody> </table>		Bulan	Bilangan	Amaun (RM)	i.	Jun 2019	425	4,597,198.45	ii.	Julai 2019	498	3,549,548.59	iii.	Ogos 2019	520	3,832,526.37
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7. Client's Complaint and Enquiry	No enquiry																