

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

<b>Services</b>	<b>Achievement</b>
1. Distribution of Information	Daily price – Every working day, by 3pm
2. R&D	Analytical Services Laboratory (ISO17025). In total <b>43</b> samples have been received for <b>43</b> types of analysis which includes melting profile, fatty acid composition, pesticide residue, ochratoxin, polyaromatic hydrocarbon, cocoa powder quality, shell contents, 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 - <b>4</b> ii. License Renewal – <b>11</b> license renewed within a day  2) Total number of Quality Certificates and approval duration: i. Local - <b>50</b> ii. Transfer – <b>3</b> Quality Certificate within 3 days Tawau – <b>25.00 TM ( RM 225,887.60) – 3</b> Certificate  ** No transfer transaction in Sarawak throughout the month of August 2020.
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: <b>17</b> , No of employees- <b>117</b> iii. Group Meeting- Frequencies: <b>20</b> , No of farmers- <b>209</b> iv. Meeting within agencies- Frequencies: <b>16</b> , No of farmers: <b>75</b> v. Group Visit- Frequencies: <b>0</b> , No of farmers: <b>0</b> vi. Road Show – Frequency: <b>0</b> , No of farmers: <b>0</b> vii. Briefing – Frequencies: <b>1</b> , No of farmers: <b>34</b> viii. Gerak Gempur –Frequencies: <b>7</b> ; No of farmers: <b>87</b> ix. Demo- Frequencies: <b>2</b> , No of farmers: <b>39</b> x. Farmers Meeting –Frequencies: <b>71</b> , No of farmers: <b>907</b> xi. Farm Inspection – Frequencies: <b>19</b> ; No of farmers: <b>131</b>

6. Bill Payment	<p>Bill payment is completed within 14 days from the date of completed document received.</p> <table border="1" data-bbox="544 483 1396 640"> <thead> <tr> <th></th> <th>Month</th> <th>No of Bills</th> <th>Amount (RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>June 2020</td> <td>349</td> <td>3,740,055.41</td> </tr> <tr> <td>ii.</td> <td>July 2020</td> <td>608</td> <td>5,267,980.23</td> </tr> <tr> <td>iii.</td> <td>August 2020</td> <td>539</td> <td>3,960,314.12</td> </tr> </tbody> </table>		Month	No of Bills	Amount (RM)	i.	June 2020	349	3,740,055.41	ii.	July 2020	608	5,267,980.23	iii.	August 2020	539	3,960,314.12
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7. Client's Complaint and Enquiry	No enquiry																