

**Malaysian Cocoa Board Client Charter's Achievement  
September 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>68</b> samples which involve <b>111</b> types of analysis such as non-volatile compounds profile, 'shell' contents, particle size pesticide residue, <i>ochratoxin</i> , volatile compound and heavy metal.
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:            i. New License- <b>0</b> license approves within 3 days            ii. License Renewal – <b>6</b> license renewed within a day</p> <p>2) Total number of Quality Certificates and approval duration:            i. Local – <b>39</b> certificates approved within a day            ii. Export – <b>1</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 September.</b></p>
5. Human Capital Development	<p>Handmade Chocolate Making Courses and Demo:            i. Basic Course – Frequency = <b>2</b>; No of Participants = <b>33</b>            ii. Handmade Chocolate Demonstration – Frequency = <b>2</b>, No of Participants = <b>3000</b></p> <p>Courses related to cocoa planting:</p> <p>i. Unit Meeting: Frequency = <b>20</b>, No of Participant = <b>88</b> people            ii. Group Meeting : Frequency = <b>100</b>, No of Participant = <b>1514</b> people            iii. Meeting with agencies: Frequency = <b>64</b> , No of Participants = <b>502</b> people            iv. Exhibition: Frequency = <b>8</b> , No of Participants = <b>2823</b> people            v. Group Visit: Frequency = <b>18</b>, No of Participants = <b>182</b> people            vi. <i>Road Show</i>: Frequency = <b>5</b>, No of Participants = <b>561</b> people            vii. Briefing: Frequency = <b>21</b> , No of Participants = <b>412</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>62</b>, No of Participants - <b>925</b> people            xi. Demo – Frequency = <b>54</b> , No of Participants – <b>318</b> people            xii. Farmers Meeting – Frequency = <b>1026</b>, No of Participants- <b>8095</b> people            xiii. 'Gotong-royong' – Frequency = <b>34</b>, No of Participants = <b>547</b> people            xiv. Farm inspection – Frequency = <b>400</b>, No of Participants = <b>1225</b> people            xv. Official function – Frequency = <b>0</b>, No of Participant = <b>0</b> people</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="542 323 1273 510"> <thead> <tr> <th data-bbox="542 323 699 396"></th> <th data-bbox="699 323 922 396">Month</th> <th data-bbox="922 323 1057 396">No of bills</th> <th data-bbox="1057 323 1273 396">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="542 396 699 436">i.</td> <td data-bbox="699 396 922 436">June 2019</td> <td data-bbox="922 396 1057 436">425</td> <td data-bbox="1057 396 1273 436">4,597,198.45</td> </tr> <tr> <td data-bbox="542 436 699 476">ii.</td> <td data-bbox="699 436 922 476">July 2019</td> <td data-bbox="922 436 1057 476">498</td> <td data-bbox="1057 436 1273 476">3,549,548.59</td> </tr> <tr> <td data-bbox="542 476 699 510">iii.</td> <td data-bbox="699 476 922 510">August 2019</td> <td data-bbox="922 476 1057 510">520</td> <td data-bbox="1057 476 1273 510">3,832,526.37</td> </tr> </tbody> </table>		Month	No of bills	Amount (RM)	i.	June 2019	425	4,597,198.45	ii.	July 2019	498	3,549,548.59	iii.	August 2019	520	3,832,526.37
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<p>7. Client's Complaint and Enquiry</p>	<p>No enquiry</p>																