

**Malaysian Cocoa Board Client Charter's Achievement  
September 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 48 samples have been received for <b>55</b> 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	<p>MCB participated 4 international trade expositions in 2020.</p> <ol style="list-style-type: none"> <li>1) Africa's Big Seven (AB7), Gallagher Convention Centre, Johannesburg, South Africa, 21-23 June 2020</li> <li>2) Malaysia Expo 2020, Dubai, UAE, 20-31 October 2020</li> <li>3) The Event Sweets and Snacks Professional (YUMMEX), Dubai International Convention and Exhibition Centre (DICEC), Dubai, UAE, 3-5 November 2020</li> </ol> <p>(Cancelled by organizer due to COVID-19 pandemic)</p> <ol style="list-style-type: none"> <li>4) WorldFood Istanbul 2020, Tuyap Convention &amp; Congress Centre, Istanbul, Turkey, 25-28 November 2020</li> </ol> <p>(Not open for other country due to COVID-19 pandemic)</p>
4. Monitoring and Quality	<ol style="list-style-type: none"> <li>1) Number of License approved and duration of approval:               <ol style="list-style-type: none"> <li>i. New License – <b>3</b></li> <li>ii. License Renewal – <b>15</b> license renewed within a day</li> </ol> </li> <li>2) Total number of Quality Certificates and approval duration:               <ol style="list-style-type: none"> <li>i. Local – <b>72</b></li> <li>ii. Transfer – <b>2</b></li> <li>Tawau – <b>14.00TM (RM154,461.44)</b> – <b>1</b> Certificate</li> <li>Sarawak – <b>28.00TM (RM248,640.00)</b> – <b>1</b> Certificate</li> <li>iii. Local Production transaction-<b>38.85TM, 72</b> Certificate</li> </ol> </li> </ol> <p style="text-align: center;">-</p>
5. Human Capital Development	Handmade Chocolate Making Courses and Demo: <ol style="list-style-type: none"> <li>i. Basic Course –None</li> <li>ii. Hand-made Chocolate Demonstration-None</li> </ol>

	<p>Courses related to cocoa planting:</p> <ul style="list-style-type: none"> <li>i. Unit Meeting-Frequencies: <b>5</b>, No of employees: <b>67</b></li> <li>iii. Group Meeting- Frequencies: <b>5</b> , No of farmers-<b>102</b></li> <li>iv. Meeting within agencies- Frequencies: <b>4</b>, No of farmers: <b>23</b></li> <li>v. Group Visit- Frequencies:<b>0</b>, No of farmers: <b>0</b></li> <li>vi. <i>Road Show</i> – Frequency: <b>0</b>, No of farmers: <b>0</b></li> <li>vii. Briefing – Frequencies: <b>2</b>, No of farmers: <b>56</b></li> <li>viii. <i>Gerak Gempur</i> –Frequencies: <b>1</b> ; No of farmers: <b>50</b></li> <li>ix. Demo- Frequencies: <b>2</b>, No of farmers: <b>35</b></li> <li>x. Farmers Meeting –Frequencies: <b>93</b>, No of farmers: <b>1492</b></li> <li>xi. Farm Inspection – Frequencies: <b>11</b>; No of farmers:90</li> </ul>																
<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="522 898 1432 1094"> <thead> <tr> <th>No</th> <th>Month</th> <th>No of Bill payment</th> <th>Amount(RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>July 2020</td> <td>608</td> <td>5,267,980.23</td> </tr> <tr> <td>ii.</td> <td>August 2020</td> <td>539</td> <td>3,960,314.12</td> </tr> <tr> <td>iii.</td> <td>September 20</td> <td>641</td> <td>19,463,255.21</td> </tr> </tbody> </table>	No	Month	No of Bill payment	Amount(RM)	i.	July 2020	608	5,267,980.23	ii.	August 2020	539	3,960,314.12	iii.	September 20	641	19,463,255.21
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<p>7. Client's Complaint and Enquiry</p>	<p>No enquiry</p>																