

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

Services	Achievement																
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 100 samples which involve 332 types of analysis such as non-volatile compounds profile, 'shell' contents, particle size pesticide residue, <i>ochratoxin</i> , volatile compound, cocoa butter, cocoa powder and heavy metal.																
3. Market Expansion for Malaysian Cocoa	MCB participated 3 international trade expositions in 2019. 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																
4. Monitoring and Quality	1) Number of License approved and duration of approval: i. License Renewal – 6 license renewed within a day 2) Total number of Quality Certificates and approval duration: i. Local – 26 certificates approved within a day ii. Transfer – 3 quality certificates within 3 days Tawau – 64.00 tm (RM632,496.70) -2 certificates Kuching – 14.00 tm (RM130,550.00) -1 certificate																
5. Human Capital Development	Handmade Chocolate Making Courses and Demo: i. Basic Course – None ii. Hand-made Chocolate Demonstration – Frequency= 21 , No of Participants= 1274 Courses related to cocoa planting: i. Farmers Group Meeting: Frequency = 105 , No of Participant = 1214 people ii. Demo: Frequency = 38 , No of Participant = 283 people iii. Group Visit: Frequency = 13, No of Participant = 155 people iv. Group Visit: Frequency = 18 , No of Participant = 182 people v. 'Farm Inspection': Frequency = 341 , No of Participant = 805 people vi. 'Gerak Gempur': Frequency = 48 , No of Participant - 1027 people																
6. Bill Payment	Bill payment is completed within 14 days from the date of completed document received. <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Month</th> <th style="text-align: center;">No of documents</th> <th style="text-align: center;">Amount(RM)</th> </tr> </thead> <tbody> <tr> <td>i.</td> <td>August 2019</td> <td style="text-align: center;">520</td> <td style="text-align: right;">3,832,526.37</td> </tr> <tr> <td>ii.</td> <td>September 2019</td> <td style="text-align: center;">550</td> <td style="text-align: right;">4,398,025.57</td> </tr> <tr> <td>iii.</td> <td>October 2019</td> <td style="text-align: center;">630</td> <td style="text-align: right;">5,358,477.50</td> </tr> </tbody> </table>		Month	No of documents	Amount(RM)	i.	August 2019	520	3,832,526.37	ii.	September 2019	550	4,398,025.57	iii.	October 2019	630	5,358,477.50
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7. Client's Complaint and Enquiry	No enquiry																