



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 JANUARY 2022)



LABORATORY	TOTAL CASES WITH CLIENT'S CHARTER	TOTAL CASES COMPLIED WITH CLIENT'S CHARTER	PERCENTAGE OF CASES COMPLIED WITH CLIENT'S CHARTER
CENTERS IN HEADQUARTERS, JABATAN KIMIA MALAYSIA			
Center of Analysis For Forensic Science	561	542	96.6
<i>Narcotics</i>	352	349	99.1
<i>Toxicology</i>	84	74	88.1
<i>Forensic DNA</i>	49	49	100.0
<i>Criminalistics</i>	72	66	91.7
<i>Document Examination</i>	4	4	100.0
Center of Analysis For Drinking Water, Food And Environmental Safety	4439	3427	77.2
<i>Food Quality</i>	144	138	95.8
<i>Water Quality</i>	2289	1287	56.2
<i>Environmental Quality</i>	57	54	94.7
<i>Biotechnology</i>	1949	1948	99.9
Center Of Analysis For Industry And Custom Tariff	111	105	94.6
HEADQUARTERS PETALING JAYA LABORATORY	5111	4074	79.7
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	903	896	99.2
Terengganu Laboratory	926	797	86.1
Johor Laboratory	1994	1982	99.4
Perak Laboratory	1321	1317	99.7
Pahang Laboratory	533	529	99.2
Sarawak Laboratory	1278	1086	85.0
Bintulu (Sarawak) Laboratory	352	352	100.0
Sabah Laboratory	923	923	100.0
Malacca Laboratory	818	817	99.9
Kedah Laboratory	1000	998	99.8
Sibu (Sarawak) Laboaratory	770	770	100.0
Kelantan Laboratory	826	819	99.2
Tawau (Sabah) Laboratory	23	21	91.3
Overall Client's Charter Performance	16778	15381	91.7
Overall Client's Charter Performance Target			93.0