



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 MARCH 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	6359	5635	88.6
<i>Narcotics</i>	4600	4164	90.5
<i>Toxicology</i>	882	777	88.1
<i>Forensic DNA</i>	409	366	89.5
<i>Criminalistics</i>	410	280	68.3
<i>Document Examination</i>	58	48	82.8
Center of Analysis For Drinking Water, Food And Environmental Safety	17886	15271	85.4
<i>Food Quality</i>	1574	1498	95.2
<i>Water Quality</i>	7674	5225	68.1
<i>Environmental Quality</i>	433	359	82.9
<i>Biotechnology</i>	8205	8189	99.8
Center Of Analysis For Industry And Custom Tariff	601	475	79.0
HEADQUARTERS PETALING JAYA LABORATORY	24846	21381	86.1
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	4340	3940	90.8
Terengganu Laboratory	3739	3302	88.3
Johor Laboratory	6100	5799	95.1
Perak Laboratory	6469	5867	90.7
Pahang Laboratory	2834	2561	90.4
Sarawak Laboratory	5226	4871	93.2
Bintulu (Sarawak) Laboratory	1584	1541	97.3
Sabah Laboratory	5253	5125	97.6
Malacca Laboratory	3238	3129	96.6
Kedah Laboratory	4197	4004	95.4
Sibu (Sarawak) Laboaratory	3263	3263	100.0
Kelantan Laboratory	3907	3364	86.1
Tawau (Sabah) Laboratory	246	226	91.9
Overall Client's Charter Performance	75242	68373	90.9
Overall Client's Charter Performance Target			90.0