



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -28 FEBRUARY 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	3454	3052	88.4
<i>Narcotics</i>	2522	2256	89.5
<i>Toxicology</i>	445	392	88.1
<i>Forensic DNA</i>	258	239	92.6
<i>Criminalistics</i>	206	146	70.9
<i>Document Examination</i>	23	19	82.6
Center of Analysis For Drinking Water, Food And Environmental Safety	11350	9313	82.1
<i>Food Quality</i>	803	796	99.1
<i>Water Quality</i>	5289	3296	62.3
<i>Environmental Quality</i>	200	170	85.0
<i>Biotechnology</i>	5058	5051	99.9
Center Of Analysis For Industry And Custom Tariff	312	271	86.9
HEADQUARTERS PETALING JAYA LABORATORY	15116	12636	83.6
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	2521	2337	92.7
Terengganu Laboratory	2284	1969	86.2
Johor Laboratory	4230	4112	97.2
Perak Laboratory	3494	3255	93.2
Pahang Laboratory	1794	1612	89.9
Sarawak Laboratory	2856	2567	89.9
Bintulu (Sarawak) Laboratory	991	952	96.1
Sabah Laboratory	3065	3010	98.2
Malacca Laboratory	2184	2110	96.6
Kedah Laboratory	2441	2346	96.1
Sibu (Sarawak) Laboaratory	1882	1882	100.0
Kelantan Laboratory	2259	2012	89.1
Tawau (Sabah) Laboratory	137	117	85.4
Overall Client's Charter Performance	45254	40917	90.4
Overall Client's Charter Performance Target			93.0