



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 30 APRIL 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	9647	8607	89.2
<i>Narcotics</i>	6948	6268	90.2
<i>Toxicology</i>	1397	1274	91.2
<i>Forensic DNA</i>	615	547	88.9
<i>Criminalistics</i>	605	447	73.9
<i>Document Examination</i>	82	71	86.6
Center of Analysis For Drinking Water, Food And Environmental Safety	23966	19945	83.2
<i>Food Quality</i>	2630	2492	94.8
<i>Water Quality</i>	9945	6189	62.2
<i>Environmental Quality</i>	744	645	86.7
<i>Biotechnology</i>	10647	10619	99.7
Center Of Analysis For Industry And Custom Tariff	1091	878	80.5
HEADQUARTERS PETALING JAYA LABORATORY	34704	29430	84.8
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	6282	5760	91.7
Terengganu Laboratory	5475	4799	87.7
Johor Laboratory	10616	10142	95.5
Perak Laboratory	8930	8158	91.4
Pahang Laboratory	4021	3599	89.5
Sarawak Laboratory	7550	7177	95.1
Bintulu (Sarawak) Laboratory	2373	2326	98.0
Sabah Laboratory	7586	7439	98.1
Malacca Laboratory	4642	4487	96.7
Kedah Laboratory	6287	5912	94.0
Sibu (Sarawak) Laboaratory	4676	4668	99.8
Kelantan Laboratory	5825	5126	88.0
Tawau (Sabah) Laboratory	380	360	94.7
Overall Client's Charter Performance	109347	99383	90.9
Overall Client's Charter Performance Target			90.0