



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY - 30 JUNE 2022)**



LABORATORY	TOTAL CASES WITH CLIENT'S CHARTER	TOTAL CASES COMPLIED WITH CLIENT'S CHARTER	PERCENTAGE OF CASES COMPLIED WITH CLIENT'S CHARTER
<b>CENTERS IN HEADQUARTERS, JABATAN KIMIA MALAYSIA</b>			
<b>Center of Analysis For Forensic Science</b>	<b>14062</b>	<b>11555</b>	<b>82.2</b>
<i>Narcotics</i>	10071	8146	80.9
<i>Toxicology</i>	2079	1863	89.6
<i>Forensic DNA</i>	916	793	86.6
<i>Criminalistics</i>	874	650	74.4
<i>Document Examination</i>	122	103	84.4
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>33505</b>	<b>29071</b>	<b>86.8</b>
<i>Food Quality</i>	4327	4117	95.1
<i>Water Quality</i>	12634	8576	67.9
<i>Environmental Quality</i>	1082	953	88.1
<i>Biotechnology</i>	15462	15425	99.8
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>1845</b>	<b>1518</b>	<b>82.3</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>49412</b>	<b>42144</b>	<b>85.3</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	9447	8595	<b>91.0</b>
Terengganu Laboratory	8301	7109	<b>85.6</b>
Johor Laboratory	16189	15436	<b>95.3</b>
Perak Laboratory	12953	11724	<b>90.5</b>
Pahang Laboratory	6018	5314	<b>88.3</b>
Sarawak Laboratory	10544	10133	<b>96.1</b>
Bintulu (Sarawak) Laboratory	3292	3222	<b>97.9</b>
Sabah Laboratory	10795	10466	<b>97.0</b>
Malacca Laboratory	6853	6503	<b>94.9</b>
Kedah Laboratory	9106	8511	<b>93.5</b>
Sibu (Sarawak) Laboaratory	6555	6528	<b>99.6</b>
Kelantan Laboratory	8241	7001	<b>85.0</b>
Tawau (Sabah) Laboratory	595	565	<b>95.0</b>
<b>Overall Client's Charter Performance</b>	<b>158301</b>	<b>143251</b>	<b>90.5</b>
<b>Overall Client's Charter Performance Target</b>			<b>90.0</b>