



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 30 SEPTEMBER 2021)



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	11535	9737	84.4
<i>Narcotics</i>	8301	6962	83.9
<i>Toxicology</i>	1668	1516	90.9
<i>Forensic DNA</i>	755	642	85.0
<i>Criminalistics</i>	711	532	74.8
<i>Document Examination</i>	100	85	85.0
Center of Analysis For Drinking Water, Food And Environmental Safety	28004	23865	85.2
<i>Food Quality</i>	3326	3132	94.2
<i>Water Quality</i>	10967	7158	65.3
<i>Environmental Quality</i>	917	81	8.8
<i>Biotechnology</i>	12794	12765	99.8
Center Of Analysis For Industry And Custom Tariff	1514	1258	83.1
HEADQUARTERS PETALING JAYA LABORATORY	41053	34860	84.9
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	7702	7041	91.4
Terengganu Laboratory	6622	5822	87.9
Johor Laboratory	12820	12175	95.0
Perak Laboratory	10844	9819	90.5
Pahang Laboratory	4877	4289	87.9
Sarawak Laboratory	8762	8375	95.6
Bintulu (Sarawak) Laboratory	2848	2795	98.1
Sabah Laboratory	9033	8789	97.3
Malacca Laboratory	5464	5294	96.9
Kedah Laboratory	7620	7074	92.8
Sibu (Sarawak) Laboaratory	5648	5637	99.8
Kelantan Laboratory	6781	5873	86.6
Tawau (Sabah) Laboratory	458	438	95.6
Overall Client's Charter Performance	130532	118287	90.6
Overall Client's Charter Performance Target			93.0