



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 JULY 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	17204	13663	79.4
<i>Narcotics</i>	12302	9501	77.2
<i>Toxicology</i>	2567	2265	88.2
<i>Forensic DNA</i>	1114	982	88.2
<i>Criminalistics</i>	1077	795	73.8
<i>Document Examination</i>	144	120	83.3
Center of Analysis For Drinking Water, Food And Environmental Safety	40337	35398	87.8
<i>Food Quality</i>	6341	5728	90.3
<i>Water Quality</i>	14698	10631	72.3
<i>Environmental Quality</i>	1373	1226	89.3
<i>Biotechnology</i>	17925	17813	99.4
Center Of Analysis For Industry And Custom Tariff	2265	1801	79.5
HEADQUARTERS PETALING JAYA LABORATORY	59806	50862	85.0
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	11258	10185	90.5
Terengganu Laboratory	9880	8041	81.4
Johor Laboratory	19759	18840	95.3
Perak Laboratory	15471	13900	89.8
Pahang Laboratory	7260	6438	88.7
Sarawak Laboratory	12672	12210	96.4
Bintulu (Sarawak) Laboratory	3977	3906	98.2
Sabah Laboratory	13109	12734	97.1
Malacca Laboratory	8336	8106	97.2
Kedah Laboratory	10728	9983	93.1
Sibu (Sarawak) Laboaratory	7800	7770	99.6
Kelantan Laboratory	9665	7887	81.6
Tawau (Sabah) Laboratory	718	688	95.8
Overall Client's Charter Performance	190439	171550	90.1
Overall Client's Charter Performance Target			90.0