



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 AUGUST 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	20180	15408	76.4
<i>Narcotics</i>	14260	10461	73.4
<i>Toxicology</i>	3091	2611	84.5
<i>Forensic DNA</i>	1318	1182	89.7
<i>Criminalistics</i>	1329	999	75.2
<i>Document Examination</i>	182	155	85.2
Center of Analysis For Drinking Water, Food And Environmental Safety	49535	44279	89.4
<i>Food Quality</i>	8508	7807	91.8
<i>Water Quality</i>	17537	13372	76.3
<i>Environmental Quality</i>	1619	1466	90.5
<i>Biotechnology</i>	21871	21634	98.9
Center Of Analysis For Industry And Custom Tariff	2590	2047	79.0
HEADQUARTERS PETALING JAYA LABORATORY	72305	61734	85.4
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	13293	11919	89.7
Terengganu Laboratory	12277	9494	77.3
Johor Laboratory	24288	22690	93.4
Perak Laboratory	18326	16575	90.4
Pahang Laboratory	8643	7753	89.7
Sarawak Laboratory	15296	14792	96.7
Bintulu (Sarawak) Laboratory	4767	4690	98.4
Sabah Laboratory	16328	15733	96.4
Malacca Laboratory	9815	9530	97.1
Kedah Laboratory	12707	11806	92.9
Sibu (Sarawak) Laboaratory	9018	8977	99.5
Kelantan Laboratory	11912	9264	77.8
Tawau (Sabah) Laboratory	888	841	94.7
Overall Client's Charter Performance	229863	205798	89.5
Overall Client's Charter Performance Target			90.0