



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 OCTOBER 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	25996	19539	75.2
<i>Narcotics</i>	18316	13302	72.6
<i>Toxicology</i>	3910	3096	79.2
<i>Forensic DNA</i>	1702	1559	91.6
<i>Criminalistics</i>	1840	1392	75.7
<i>Document Examination</i>	228	190	83.3
Center of Analysis For Drinking Water, Food And Environmental Safety	62207	56644	91.1
<i>Food Quality</i>	10508	9652	91.9
<i>Water Quality</i>	21381	17181	80.4
<i>Environmental Quality</i>	2151	1949	90.6
<i>Biotechnology</i>	28167	27862	98.9
Center Of Analysis For Industry And Custom Tariff	3440	2527	73.5
HEADQUARTERS PETALING JAYA LABORATORY	91643	78710	85.9
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	16988	15198	89.5
Terengganu Laboratory	15828	12399	78.3
Johor Laboratory	30476	28262	92.7
Perak Laboratory	22971	20829	90.7
Pahang Laboratory	11218	9876	88.0
Sarawak Laboratory	19582	18859	96.3
Bintulu (Sarawak) Laboratory	6312	6085	96.4
Sabah Laboratory	21074	20224	96.0
Malacca Laboratory	12556	12177	97.0
Kedah Laboratory	16155	14999	92.8
Sibu (Sarawak) Laboaratory	11771	11721	99.6
Kelantan Laboratory	15544	11964	77.0
Tawau (Sabah) Laboratory	1161	1022	88.0
Overall Client's Charter Performance	293279	262325	89.4
Overall Client's Charter Performance Target			90.0