



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY - 30 SEPTEMBER 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>23238</b>	<b>17488</b>	<b>75.3</b>
<i>Narcotics</i>	16381	11802	72.0
<i>Toxicology</i>	3503	2894	82.6
<i>Forensic DNA</i>	1516	1375	90.7
<i>Criminalistics</i>	1628	1237	76.0
<i>Document Examination</i>	210	180	85.7
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>56604</b>	<b>51200</b>	<b>90.5</b>
<i>Food Quality</i>	9734	8960	92.0
<i>Water Quality</i>	19735	15539	78.7
<i>Environmental Quality</i>	1831	1667	91.0
<i>Biotechnology</i>	25304	25034	98.9
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>3171</b>	<b>2330</b>	<b>73.5</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>83013</b>	<b>71018</b>	<b>85.6</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	15208	13602	<b>89.4</b>
Terengganu Laboratory	14158	11132	<b>78.6</b>
Johor Laboratory	27135	25209	<b>92.9</b>
Perak Laboratory	20920	18985	<b>90.8</b>
Pahang Laboratory	10090	8998	<b>89.2</b>
Sarawak Laboratory	17489	16901	<b>96.6</b>
Bintulu (Sarawak) Laboratory	5498	5395	<b>98.1</b>
Sabah Laboratory	18689	18146	<b>97.1</b>
Malacca Laboratory	11018	10691	<b>97.0</b>
Kedah Laboratory	14475	13441	<b>92.9</b>
Sibu (Sarawak) Laboaratory	10317	10267	<b>99.5</b>
Kelantan Laboratory	14041	10867	<b>77.4</b>
Tawau (Sabah) Laboratory	1031	935	<b>90.7</b>
<b>Overall Client's Charter Performance</b>	<b>263082</b>	<b>235587</b>	<b>89.5</b>
<b>Overall Client's Charter Performance Target</b>			<b>90.0</b>