



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 30 NOVEMBER 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	28401	21197	74.6
<i>Narcotics</i>	19985	14356	71.8
<i>Toxicology</i>	4286	3386	79.0
<i>Forensic DNA</i>	1840	1693	92.0
<i>Criminalistics</i>	2039	1553	76.2
<i>Document Examination</i>	251	209	83.3
Center of Analysis For Drinking Water, Food And Environmental Safety	67299	61646	91.6
<i>Food Quality</i>	11057	10163	91.9
<i>Water Quality</i>	23082	18867	81.7
<i>Environmental Quality</i>	2357	2147	91.1
<i>Biotechnology</i>	30803	30469	98.9
Center Of Analysis For Industry And Custom Tariff	3645	2700	74.1
HEADQUARTERS PETALING JAYA LABORATORY	99345	85543	86.1
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	18560	16528	89.1
Terengganu Laboratory	17501	13866	79.2
Johor Laboratory	33384	30674	91.9
Perak Laboratory	25683	23251	90.5
Pahang Laboratory	12254	10819	88.3
Sarawak Laboratory	21633	20757	96.0
Bintulu (Sarawak) Laboratory	6875	6626	96.4
Sabah Laboratory	23151	22239	96.1
Malacca Laboratory	13854	13448	97.1
Kedah Laboratory	17542	16310	93.0
Sibu (Sarawak) Laboaratory	13140	13061	99.4
Kelantan Laboratory	17210	13181	76.6
Tawau (Sabah) Laboratory	1348	1192	88.4
Overall Client's Charter Performance	321480	287495	89.4
Overall Client's Charter Performance Target			90.0