



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY - 31 DECEMBER 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	30719	22626	73.7
<i>Narcotics</i>	21474	15111	70.4
<i>Toxicology</i>	4715	3723	79.0
<i>Forensic DNA</i>	2022	1846	91.3
<i>Criminalistics</i>	2231	1715	76.9
<i>Document Examination</i>	277	231	83.4
Center of Analysis For Drinking Water, Food And Environmental Safety	72532	66629	91.9
<i>Food Quality</i>	11979	10932	91.3
<i>Water Quality</i>	24602	20387	82.9
<i>Environmental Quality</i>	2580	2366	91.7
<i>Biotechnology</i>	33371	32944	98.7
Center Of Analysis For Industry And Custom Tariff	3999	3025	75.6
HEADQUARTERS PETALING JAYA LABORATORY	107250	92280	86.0
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	20101	17976	89.4
Terengganu Laboratory	19178	15372	80.2
Johor Laboratory	36579	33657	92.0
Perak Laboratory	28151	25354	90.1
Pahang Laboratory	13241	11763	88.8
Sarawak Laboratory	24220	23330	96.3
Bintulu (Sarawak) Laboratory	7393	7135	96.5
Sabah Laboratory	25397	24360	95.9
Malacca Laboratory	15015	14594	97.2
Kedah Laboratory	19014	17724	93.2
Sibu (Sarawak) Laboaratory	14181	14084	99.3
Kelantan Laboratory	18709	14323	76.6
Tawau (Sabah) Laboratory	1481	1310	88.5
Overall Client's Charter Performance	349910	313262	89.5
Overall Client's Charter Performance Target			90.0