



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY - 31 JANUARY 2024)**



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>688</b>	<b>657</b>	<b>95.5</b>
<i>Narcotics</i>	391	360	92.1
<i>Toxicology</i>	117	117	100.0
<i>Forensic DNA</i>	62	62	100.0
<i>Criminalistics</i>	113	113	100.0
<i>Document Examination</i>	5	5	100.0
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>5196</b>	<b>5192</b>	<b>99.9</b>
<i>Food Quality</i>	90	87	96.7
<i>Water Quality</i>	2209	2209	100.0
<i>Environmental Quality</i>	35	34	97.1
<i>Biotechnology</i>	2862	2862	100.0
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>139</b>	<b>135</b>	<b>97.1</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>6023</b>	<b>5984</b>	<b>99.4</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	926	907	<b>97.9</b>
Terengganu Laboratory	1050	966	<b>92.0</b>
Johor Laboratory	2369	2333	<b>98.5</b>
Perak Laboratory	1643	1643	<b>100.0</b>
Pahang Laboratory	738	737	<b>99.9</b>
Sarawak Laboratory	1360	1312	<b>96.5</b>
Bintulu (Sarawak) Laboratory	433	433	<b>100.0</b>
Sabah Laboratory	1490	751	<b>50.4</b>
Malacca Laboratory	807	803	<b>99.5</b>
Kedah Laboratory	381	346	<b>90.8</b>
Sibu (Sarawak) Laboaratory	680	680	<b>100.0</b>
Kelantan Laboratory	1282	1282	<b>100.0</b>
Tawau (Sabah) Laboratory	64	64	<b>100.0</b>
<b>Overall Client's Charter Performance</b>	<b>19246</b>	<b>18241</b>	<b>95</b>
<b>Overall Client's Charter Performance Target</b>			<b>93.0</b>