



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY - 29 FEBRUARY 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>3853</b>                       | <b>3534</b>                                | <b>91.7</b>  |
| <i>Narcotics</i>  | 2697                              | 2423                                       | 89.8   |
| <i>Toxicology</i>   | 529                               | 506  | 95.7   |
| <i>Forensic DNA</i>   | 307                               | 293  | 95.4   |
| <i>Criminalistics</i>   | 291                               | 284  | 97.6   |
| <i>Document Examination</i>   | 29                                | 28   | 96.6   |
| <b>Center of Analysis For Drinking Water, Food And Environmental Safety</b> | <b>12005</b>                      | <b>11756</b>                               | <b>97.9</b>  |
| <i>Food Quality</i>   | 1088                              | 1050                                       | 96.5   |
| <i>Water Quality</i>  | 4692                              | 4486                                       | 95.6   |
| <i>Environmental Quality</i>  | 305                               | 300  | 98.4   |
| <i>Biotechnology</i>  | 5920                              | 5920                                       | 100.0  |
| <b>Center Of Analysis For Industry And Custom Tariff</b>                    | <b>394</b>                        | <b>371</b>                                 | <b>94.2</b>  |
| <b>HEADQUARTERS PETALING JAYA LABORATORY</b>                                | <b>16252</b>                      | <b>15661</b>                               | <b>96.4</b>  |
| <b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>                |                                   |  |  |
| Penang Laboratory   | 2750                              | 2578                                       | <b>93.7</b>  |
| Terengganu Laboratory   | 3061                              | 2874                                       | <b>93.9</b>  |
| Johor Laboratory  | 5499                              | 5366                                       | <b>97.6</b>  |
| Perak Laboratory  | 4480                              | 4315                                       | <b>96.3</b>  |
| Pahang Laboratory   | 1904                              | 1888                                       | <b>99.2</b>  |
| Sarawak Laboratory  | 3035                              | 2924                                       | <b>96.3</b>  |
| Bintulu (Sarawak) Laboratory  | 1111                              | 1101                                       | <b>99.1</b>  |
| Sabah Laboratory  | 4107                              | 2867                                       | <b>69.8</b>  |
| Malacca Laboratory  | 2051                              | 2024                                       | <b>98.7</b>  |
| Kedah Laboratory  | 1458                              | 993  | <b>68.1</b>  |
| Sibu (Sarawak) Laboaratory  | 1678                              | 1667                                       | <b>99.3</b>  |
| Kelantan Laboratory   | 3672                              | 3401                                       | <b>92.6</b>  |
| Tawau (Sabah) Laboratory  | 194                               | 191  | <b>98.5</b>  |
| <b>Overall Client's Charter Performance</b>                                 | <b>51252</b>                      | <b>47850</b>                               | <b>93.4</b>  |
| <b>Overall Client's Charter Performance Target</b>                          |                                   |  | <b>93.0</b>  |