



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -30 APRIL 2024)



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	9740	8571	88.0
<i>Narcotics</i>	6838	5825	85.2
<i>Toxicology</i>	1478	1394	94.3
<i>Forensic DNA</i>	721	681	94.5
<i>Criminalistics</i>	630	604	95.9
<i>Document Examination</i>	73	67	91.8
Center of Analysis For Drinking Water, Food And Environmental Safety	22061	21516	97.5
<i>Food Quality</i>	3016	2927	97.0
<i>Water Quality</i>	7625	7419	97.3
<i>Environmental Quality</i>	741	724	97.7
<i>Biotechnology</i>	10679	10446	97.8
Center Of Analysis For Industry And Custom Tariff	1186	1122	94.6
HEADQUARTERS PETALING JAYA LABORATORY	32987	31209	94.6
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	6099	5767	94.6
Terengganu Laboratory	6519	6280	96.3
Johor Laboratory	13179	12716	96.5
Perak Laboratory	9383	8963	95.5
Pahang Laboratory	4011	3944	98.3
Sarawak Laboratory	7124	6787	95.3
Bintulu (Sarawak) Laboratory	2314	2276	98.4
Sabah Laboratory	8770	7355	83.9
Malacca Laboratory	4344	4260	98.1
Kedah Laboratory	5974	5149	86.2
Sibu (Sarawak) Laboaratory	4010	3978	99.2
Kelantan Laboratory	7987	7338	91.9
Tawau (Sabah) Laboratory	573	562	98.1
Overall Client's Charter Performance	113274	106584	94.1
Overall Client's Charter Performance Target			93.0