



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 MARCH 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	6918	6079	87.9
<i>Narcotics</i>	4816	4064	84.4
<i>Toxicology</i>	1020	985	96.6
<i>Forensic DNA</i>	542	513	94.6
<i>Criminalistics</i>	497	475	95.6
<i>Document Examination</i>	43	42	97.7
Center of Analysis For Drinking Water, Food And Environmental Safety	18915	18644	98.6
<i>Food Quality</i>	2622	2582	98.5
<i>Water Quality</i>	6822	6616	97.0
<i>Environmental Quality</i>	565	559	98.9
<i>Biotechnology</i>	8906	8887	99.8
Center Of Analysis For Industry And Custom Tariff	782	744	95.1
HEADQUARTERS PETALING JAYA LABORATORY	26615	25467	95.7
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	4547	4316	94.9
Terengganu Laboratory	5280	5041	95.5
Johor Laboratory	10322	10049	97.4
Perak Laboratory	7221	6925	95.9
Pahang Laboratory	3154	3100	98.3
Sarawak Laboratory	5197	4982	95.9
Bintulu (Sarawak) Laboratory	1753	1727	98.5
Sabah Laboratory	6661	5357	80.4
Malacca Laboratory	3387	3323	98.1
Kedah Laboratory	4036	3397	84.2
Sibu (Sarawak) Laboaratory	3056	3025	99.0
Kelantan Laboratory	6253	5789	92.6
Tawau (Sabah) Laboratory	399	395	99.0
Overall Client's Charter Performance	87881	82893	94.3
Overall Client's Charter Performance Target			93.0