



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 MAY 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	12345	10946	88.7
<i>Narcotics</i>	8567	7391	86.3
<i>Toxicology</i>	1975	1855	93.9
<i>Forensic DNA</i>	907	847	93.4
<i>Criminalistics</i>	797	761	95.5
<i>Document Examination</i>	99	92	92.9
Center of Analysis For Drinking Water, Food And Environmental Safety	28788	28172	97.9
<i>Food Quality</i>	4116	4022	97.7
<i>Water Quality</i>	9974	9711	97.4
<i>Environmental Quality</i>	904	880	97.3
<i>Biotechnology</i>	13794	13559	98.3
Center Of Analysis For Industry And Custom Tariff	1387	1287	92.8
HEADQUARTERS PETALING JAYA LABORATORY	42520	40405	95.0
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	7779	7293	93.8
Terengganu Laboratory	8327	7969	95.7
Johor Laboratory	16959	16341	96.4
Perak Laboratory	11872	11330	95.4
Pahang Laboratory	5521	5446	98.6
Sarawak Laboratory	9199	8749	95.1
Bintulu (Sarawak) Laboratory	3090	3031	98.1
Sabah Laboratory	10941	9314	85.1
Malacca Laboratory	5434	5336	98.2
Kedah Laboratory	7897	6733	85.3
Sibu (Sarawak) Laboaratory	5230	5193	99.3
Kelantan Laboratory	9897	8988	90.8
Tawau (Sabah) Laboratory	699	685	98.0
Overall Client's Charter Performance	145365	136813	94.1
Overall Client's Charter Performance Target			93.0