



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY -30 JUNE 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>14930</b>	<b>13249</b>	<b>88.7</b>
<i>Narcotics</i>	10357	8988	86.8
<i>Toxicology</i>	2379	2189	92.0
<i>Forensic DNA</i>	1103	1041	94.4
<i>Criminalistics</i>	968	919	94.9
<i>Document Examination</i>	123	112	91.1
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>33561</b>	<b>32908</b>	<b>98.1</b>
<i>Food Quality</i>	5218	5111	97.9
<i>Water Quality</i>	11285	11020	97.7
<i>Environmental Quality</i>	1089	1055	96.9
<i>Biotechnology</i>	15969	15722	98.5
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>1618</b>	<b>1478</b>	<b>91.3</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>50109</b>	<b>47635</b>	<b>95.1</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	9553	8994	<b>94.1</b>
Terengganu Laboratory	9864	9486	<b>96.2</b>
Johor Laboratory	20084	18903	<b>94.1</b>
Perak Laboratory	14548	13896	<b>95.5</b>
Pahang Laboratory	6864	6784	<b>98.8</b>
Sarawak Laboratory	10433	9813	<b>94.1</b>
Bintulu (Sarawak) Laboratory	3646	3571	<b>97.9</b>
Sabah Laboratory	13278	11390	<b>85.8</b>
Malacca Laboratory	6794	6685	<b>98.4</b>
Kedah Laboratory	9367	8047	<b>85.9</b>
Sibu (Sarawak) Laboaratory	6094	6055	<b>99.4</b>
Kelantan Laboratory	11877	10380	<b>87.4</b>
Tawau (Sabah) Laboratory	882	855	<b>96.9</b>
<b>Overall Client's Charter Performance</b>	<b>173393</b>	<b>162494</b>	<b>93.7</b>
<b>Overall Client's Charter Performance Target</b>			<b>93.0</b>