



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY -31 JULY 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>18347</b>	<b>16401</b>	<b>89.4</b>
<i>Narcotics</i>	12802	11242	87.8
<i>Toxicology</i>	2893	2664	92.1
<i>Forensic DNA</i>	1314	1239	94.3
<i>Criminalistics</i>	1178	1108	94.1
<i>Document Examination</i>	160	148	92.5
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>41573</b>	<b>40048</b>	<b>96.3</b>
<i>Food Quality</i>	6529	6326	96.9
<i>Water Quality</i>	14028	13002	92.7
<i>Environmental Quality</i>	1341	1299	96.9
<i>Biotechnology</i>	19675	19421	98.7
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>1911</b>	<b>1733</b>	<b>90.7</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>61831</b>	<b>58182</b>	<b>94.1</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	11529	10925	<b>94.8</b>
Terengganu Laboratory	12017	11577	<b>96.3</b>
Johor Laboratory	24229	22924	<b>94.6</b>
Perak Laboratory	17668	16892	<b>95.6</b>
Pahang Laboratory	8296	8205	<b>98.9</b>
Sarawak Laboratory	13069	12192	<b>93.3</b>
Bintulu (Sarawak) Laboratory	4371	4282	<b>98.0</b>
Sabah Laboratory	16095	13915	<b>86.5</b>
Malacca Laboratory	8184	8059	<b>98.5</b>
Kedah Laboratory	11560	10024	<b>86.7</b>
Sibu (Sarawak) Laboaratory	7342	7302	<b>99.5</b>
Kelantan Laboratory	14148	12564	<b>88.8</b>
Tawau (Sabah) Laboratory	1068	1038	<b>97.2</b>
<b>Overall Client's Charter Performance</b>	<b>211407</b>	<b>198081</b>	<b>93.7</b>
<b>Overall Client's Charter Performance Target</b>			<b>93.0</b>