



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -30 APRIL 2025)



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	9468	8353	88.2
<i>Narcotics</i>	6679	5753	86.1
<i>Toxicology</i>	1425	1316	92.4
<i>Forensic DNA</i>	678	645	95.1
<i>Criminalistics</i>	621	578	93.1
<i>Document Examination</i>	65	61	93.8
Center of Analysis For Drinking Water, Food And Environmental Safety	21453	21026	98.0
<i>Food Quality</i>	2380	2278	95.7
<i>Water Quality</i>	7897	7863	99.6
<i>Environmental Quality</i>	686	681	99.3
<i>Biotechnology</i>	10490	10204	97.3
Center Of Analysis For Industry And Custom Tariff	638	571	89.5
HEADQUARTERS PETALING JAYA LABORATORY	31559	29950	94.9
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	6056	5903	97.5
Terengganu Laboratory	6415	6224	97.0
Johor Laboratory	12633	11480	90.9
Perak Laboratory	8771	8510	97.0
Pahang Laboratory	3923	3904	99.5
Sarawak Laboratory	6987	6715	96.1
Bintulu (Sarawak) Laboratory	2509	2452	97.7
Sabah Laboratory	8135	8002	98.4
Malacca Laboratory	4054	3999	98.6
Kedah Laboratory	6533	6325	96.8
Sibu (Sarawak) Laboaratory	4113	4099	99.7
Kelantan Laboratory	7174	6868	95.7
Tawau (Sabah) Laboratory	397	392	98.7
Overall Client's Charter Performance	109259	104823	95.9
Overall Client's Charter Performance Target			93.0