



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 MAY 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	12319	10470	85.0
<i>Narcotics</i>	8588	6974	81.2
<i>Toxicology</i>	1939	1793	92.5
<i>Forensic DNA</i>	879	841	95.7
<i>Criminalistics</i>	826	779	94.3
<i>Document Examination</i>	87	83	95.4
Center of Analysis For Drinking Water, Food And Environmental Safety	27178	26593	97.8
<i>Food Quality</i>	3465	3243	93.6
<i>Water Quality</i>	9494	9455	99.6
<i>Environmental Quality</i>	876	865	98.7
<i>Biotechnology</i>	13343	13030	97.7
Center Of Analysis For Industry And Custom Tariff	814	735	90.3
HEADQUARTERS PETALING JAYA LABORATORY	40311	37798	93.8
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	7708	7441	96.5
Terengganu Laboratory	8101	7883	97.3
Johor Laboratory	16392	14975	91.4
Perak Laboratory	11410	11018	96.6
Pahang Laboratory	5198	5164	99.3
Sarawak Laboratory	9410	8979	95.4
Bintulu (Sarawak) Laboratory	3119	3046	97.7
Sabah Laboratory	10114	9864	97.5
Malacca Laboratory	5503	5427	98.6
Kedah Laboratory	8655	8142	94.1
Sibu (Sarawak) Laboaratory	5446	5432	99.7
Kelantan Laboratory	9282	8820	95.0
Tawau (Sabah) Laboratory	582	569	97.8
Overall Client's Charter Performance	141231	134558	95.3
Overall Client's Charter Performance Target			93.0