



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -30 JUNE 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	15329	12066	78.7
<i>Narcotics</i>	10734	7805	72.7
<i>Toxicology</i>	2392	2192	91.6
<i>Forensic DNA</i>	1095	1030	94.1
<i>Criminalistics</i>	992	930	93.8
<i>Document Examination</i>	116	109	94.0
Center of Analysis For Drinking Water, Food And Environmental Safety	33036	32344	97.9
<i>Food Quality</i>	4385	4154	94.7
<i>Water Quality</i>	10900	10848	99.5
<i>Environmental Quality</i>	1077	1057	98.1
<i>Biotechnology</i>	16674	16285	97.7
Center Of Analysis For Industry And Custom Tariff	1092	993	90.9
HEADQUARTERS PETALING JAYA LABORATORY	49457	45403	91.8
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	9526	8874	93.2
Terengganu Laboratory	9739	9514	97.7
Johor Laboratory	20524	18895	92.1
Perak Laboratory	13909	13399	96.3
Pahang Laboratory	6008	5962	99.2
Sarawak Laboratory	10711	10222	95.4
Bintulu (Sarawak) Laboratory	3670	3576	97.4
Sabah Laboratory	12233	11881	97.1
Malacca Laboratory	6655	6556	98.5
Kedah Laboratory	10458	9832	94.0
Sibu (Sarawak) Laboaratory	6776	6762	99.8
Kelantan Laboratory	11177	10357	92.7
Tawau (Sabah) Laboratory	834	821	98.4
Overall Client's Charter Performance	171677	162054	94.4
Overall Client's Charter Performance Target			93.0