



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 JULY 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	18711	14634	78.2
<i>Narcotics</i>	13021	9380	72.0
<i>Toxicology</i>	2935	2669	90.9
<i>Forensic DNA</i>	1368	1283	93.8
<i>Criminalistics</i>	1225	1149	93.8
<i>Document Examination</i>	162	153	94.4
Center of Analysis For Drinking Water, Food And Environmental Safety	40540	38846	95.8
<i>Food Quality</i>	5634	5325	94.5
<i>Water Quality</i>	14083	13978	99.3
<i>Environmental Quality</i>	1366	1336	97.8
<i>Biotechnology</i>	19457	18207	93.6
Center Of Analysis For Industry And Custom Tariff	1261	1119	88.7
HEADQUARTERS PETALING JAYA LABORATORY	60512	54599	90.2
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	11497	10779	93.8
Terengganu Laboratory	12045	11785	97.8
Johor Laboratory	24640	22670	92.0
Perak Laboratory	16607	15933	95.9
Pahang Laboratory	7322	7219	98.6
Sarawak Laboratory	13782	13232	96.0
Bintulu (Sarawak) Laboratory	4465	4316	96.7
Sabah Laboratory	15076	14611	96.9
Malacca Laboratory	7919	7774	98.2
Kedah Laboratory	12293	11519	93.7
Sibu (Sarawak) Laboaratory	7974	7958	99.8
Kelantan Laboratory	13657	12533	91.8
Tawau (Sabah) Laboratory	1002	989	98.7
Overall Client's Charter Performance	208791	195917	93.8
Overall Client's Charter Performance Target			93.0