



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



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>25295</b>	<b>19351</b>	<b>76.5</b>
<i>Narcotics</i>	17760	12452	70.1
<i>Toxicology</i>	3998	3608	90.2
<i>Forensic DNA</i>	1815	1698	93.6
<i>Criminalistics</i>	1524	1408	92.4
<i>Document Examination</i>	198	185	93.4
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>53056</b>	<b>50377</b>	<b>95.0</b>
<i>Food Quality</i>	7515	7135	94.9
<i>Water Quality</i>	17706	17593	99.4
<i>Environmental Quality</i>	1854	1817	98.0
<i>Biotechnology</i>	25981	23832	91.7
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>1741</b>	<b>1519</b>	<b>87.2</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>80092</b>	<b>71247</b>	<b>89.0</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	15565	14633	<b>94.0</b>
Terengganu Laboratory	15993	15431	<b>96.5</b>
Johor Laboratory	32808	30255	<b>92.2</b>
Perak Laboratory	21665	20766	<b>95.9</b>
Pahang Laboratory	9758	9575	<b>98.1</b>
Sarawak Laboratory	17276	16521	<b>95.6</b>
Bintulu (Sarawak) Laboratory	5774	5619	<b>97.3</b>
Sabah Laboratory	20212	19350	<b>95.7</b>
Malacca Laboratory	10532	10324	<b>98.0</b>
Kedah Laboratory	16328	15337	<b>93.9</b>
Sibu (Sarawak) Laboaratory	10593	10577	<b>99.8</b>
Kelantan Laboratory	18209	16476	<b>90.5</b>
Tawau (Sabah) Laboratory	1400	1386	<b>99.0</b>
<b>Overall Client's Charter Performance</b>	<b>276205</b>	<b>257497</b>	<b>93.2</b>
<b>Overall Client's Charter Performance Target</b>			<b>93.0</b>