



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 OCTOBER 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	28552	21858	76.6
<i>Narcotics</i>	19893	13965	70.2
<i>Toxicology</i>	4608	4122	89.5
<i>Forensic DNA</i>	2032	1897	93.4
<i>Criminalistics</i>	1796	1667	92.8
<i>Document Examination</i>	223	207	92.8
Center of Analysis For Drinking Water, Food And Environmental Safety	59086	56302	95.3
<i>Food Quality</i>	8062	7626	94.6
<i>Water Quality</i>	19553	19427	99.4
<i>Environmental Quality</i>	2087	2018	96.7
<i>Biotechnology</i>	29384	27231	92.7
Center Of Analysis For Industry And Custom Tariff	1938	1703	87.9
HEADQUARTERS PETALING JAYA LABORATORY	89576	79863	89.2
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	17129	16056	93.7
Terengganu Laboratory	17564	16873	96.1
Johor Laboratory	36726	33466	91.1
Perak Laboratory	24140	23167	96.0
Pahang Laboratory	10893	10696	98.2
Sarawak Laboratory	18969	18142	95.6
Bintulu (Sarawak) Laboratory	6429	6268	97.5
Sabah Laboratory	22642	21618	95.5
Malacca Laboratory	11723	11466	97.8
Kedah Laboratory	18575	17371	93.5
Sibu (Sarawak) Laboaratory	11701	11682	99.8
Kelantan Laboratory	20083	18202	90.6
Tawau (Sabah) Laboratory	1585	1571	99.1
Overall Client's Charter Performance	307735	286441	93.1
Overall Client's Charter Performance Target			93.0