



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -30 NOVEMBER 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	31701	24354	76.8
<i>Narcotics</i>	21952	15440	70.3
<i>Toxicology</i>	5213	4689	89.9
<i>Forensic DNA</i>	2323	2175	93.6
<i>Criminalistics</i>	1965	1821	92.7
<i>Document Examination</i>	248	229	92.3
Center of Analysis For Drinking Water, Food And Environmental Safety	64187	61366	95.6
<i>Food Quality</i>	8748	8301	94.9
<i>Water Quality</i>	20958	20824	99.4
<i>Environmental Quality</i>	2350	2274	96.8
<i>Biotechnology</i>	32131	29967	93.3
Center Of Analysis For Industry And Custom Tariff	2120	1864	87.9
HEADQUARTERS PETALING JAYA LABORATORY	98008	87584	89.4
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	18979	17779	93.7
Terengganu Laboratory	19449	18690	96.1
Johor Laboratory	40677	37215	91.5
Perak Laboratory	26436	25342	95.9
Pahang Laboratory	11879	11648	98.1
Sarawak Laboratory	20744	19761	95.3
Bintulu (Sarawak) Laboratory	7283	7094	97.4
Sabah Laboratory	24933	23821	95.5
Malacca Laboratory	12991	12717	97.9
Kedah Laboratory	20643	19186	92.9
Sibu (Sarawak) Laboaratory	13052	13033	99.9
Kelantan Laboratory	22269	20289	91.1
Tawau (Sabah) Laboratory	1740	1726	99.2
Overall Client's Charter Performance	339083	315885	93.2

Overall Client's Charter Performance Target			93.0
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