



**JABATAN KIMIA MALAYSIA**  
**CLIENT'S CHARTER ACHIEVEMENT REPORT**  
**(01 JANUARY -31 DECEMBER 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>34854</b>	<b>25967</b>	<b>74.5</b>
<i>Narcotics</i>	23928	16012	66.9
<i>Toxicology</i>	5888	5269	89.5
<i>Forensic DNA</i>	2569	2407	93.7
<i>Criminalistics</i>	2191	2025	92.4
<i>Document Examination</i>	278	254	91.4
<b>Center of Analysis For Drinking Water, Food And Environmental Safety</b>	<b>69785</b>	<b>66876</b>	<b>95.8</b>
<i>Food Quality</i>	9655	9134	94.6
<i>Water Quality</i>	22392	22251	99.4
<i>Environmental Quality</i>	2630	2548	96.9
<i>Biotechnology</i>	35108	32943	93.8
<b>Center Of Analysis For Industry And Custom Tariff</b>	<b>2352</b>	<b>2071</b>	<b>88.1</b>
<b>HEADQUARTERS PETALING JAYA LABORATORY</b>	<b>106991</b>	<b>94914</b>	<b>88.7</b>
<b>STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA</b>			
Penang Laboratory	20787	19460	<b>93.6</b>
Terengganu Laboratory	21167	20327	<b>96.0</b>
Johor Laboratory	44657	40768	<b>91.3</b>
Perak Laboratory	28747	27523	<b>95.7</b>
Pahang Laboratory	13145	12904	<b>98.2</b>
Sarawak Laboratory	22469	21137	<b>94.1</b>
Bintulu (Sarawak) Laboratory	7991	7774	<b>97.3</b>
Sabah Laboratory	27084	25897	<b>95.6</b>
Malacca Laboratory	14296	13997	<b>97.9</b>
Kedah Laboratory	22589	20970	<b>92.8</b>
Sibu (Sarawak) Laboaratory	14092	14072	<b>99.9</b>
Kelantan Laboratory	24367	22223	<b>91.2</b>
Tawau (Sabah) Laboratory	1933	1919	<b>99.3</b>
<b>Overall Client's Charter Performance</b>	<b>370315</b>	<b>343885</b>	<b>92.9</b>

Overall Client's Charter Performance Target			93.0
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