



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 JULY 2026)



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	19448	8566	44.0
<i>Narcotics</i>	12750	2826	22.2
<i>Toxicology</i>	3922	3142	80.1
<i>Forensic DNA</i>	1403	1284	91.5
<i>Criminalistics</i>	1233	1187	96.3
<i>Document Examination</i>	140	127	90.7
Center of Analysis For Drinking Water, Food And Environmental Safety	39022	37648	96.5
<i>Food Quality</i>	3858	3487	90.4
<i>Water Quality</i>	14317	13806	96.4
<i>Environmental Quality</i>	1576	1458	92.5
<i>Biotechnology</i>	19271	18897	98.1
Center Of Analysis For Industry And Custom Tariff	1444	1240	85.9
HEADQUARTERS PETALING JAYA LABORATORY	59914	47454	79.2
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	11589	10462	90.3
Terengganu Laboratory	12743	11641	91.4
Johor Laboratory	22754	20159	88.6
Perak Laboratory	15340	14553	94.9
Pahang Laboratory	7594	7325	96.5
Sarawak Laboratory	10930	10265	93.9
Bintulu (Sarawak) Laboratory	4625	4548	98.3
Sabah Laboratory	14311	13173	92.0
Malacca Laboratory	7987	7589	95.0
Kedah Laboratory	12283	11747	95.6
Sibu (Sarawak) Laboaratory	7843	7836	99.9
Kelantan Laboratory	12404	11457	92.4
Tawau (Sabah) Laboratory	920	920	100.0
Overall Client's Charter Performance	201237	179129	89.0

Overall Client's Charter Performance Target			90.0
--	--	--	------