



JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 AUGUST 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	22482	9877	43.9
<i>Narcotics</i>	14821	3370	22.7
<i>Toxicology</i>	4510	3552	78.8
<i>Forensic DNA</i>	1599	1472	92.1
<i>Criminalistics</i>	1388	1334	96.1
<i>Document Examination</i>	164	149	90.9
Center of Analysis For Drinking Water, Food And Environmental Safety	44521	42554	95.6
<i>Food Quality</i>	4571	4114	90.0
<i>Water Quality</i>	16002	15058	94.1
<i>Environmental Quality</i>	1787	1628	91.1
<i>Biotechnology</i>	22161	21754	98.2
Center Of Analysis For Industry And Custom Tariff	1665	1393	83.7
HEADQUARTERS PETALING JAYA LABORATORY	68668	53824	78.4
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	13361	11915	89.2
Terengganu Laboratory	15044	13837	92.0
Johor Laboratory	26834	23800	88.7
Perak Laboratory	17691	16771	94.8
Pahang Laboratory	9133	8850	96.9
Sarawak Laboratory	12880	11832	91.9
Bintulu (Sarawak) Laboratory	5355	5262	98.3
Sabah Laboratory	16490	14688	89.1
Malacca Laboratory	8998	8513	94.6
Kedah Laboratory	14380	13441	93.5
Sibu (Sarawak) Laboaratory	9182	9173	99.9
Kelantan Laboratory	14730	13294	90.3
Tawau (Sabah) Laboratory	1041	1040	99.9
Overall Client's Charter Performance	233787	206240	88.2
Overall Client's Charter Performance Target			93.0