JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -31 OCTOBER 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	**29275**	**14087**	**48.1**
Narcotics	19294	5756	29.8
Toxicology	5840	4494	77.0
Forensic DNA	2144	1957	91.3
Criminalistics	1781	1686	94.7
Document Examination	216	194	89.8
Center of Analysis For Drinking Water, Food And Environmental Safety	**55637**	**52599**	**94.5**
Food Quality	6036	5396	89.4
Water Quality	19047	17314	90.9
Environmental Quality	2244	1995	88.9
Biotechnology	28310	27894	98.5
Center Of Analysis For Industry And Custom Tariff	**2117**	**1717**	**81.1**
HEADQUARTERS PETALING JAYA LABORATORY	**87029**	**68403**	**78.6**
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	17432	15497	**88.9**
Terengganu Laboratory	18894	17253	**91.3**
Johor Laboratory	34109	30467	**89.3**
Perak Laboratory	22180	20998	**94.7**
Pahang Laboratory	11656	11333	**97.2**
Sarawak Laboratory	15708	14420	**91.8**
Bintulu (Sarawak) Laboratory	6788	6539	**96.3**
Sabah Laboratory	20780	17743	**85.4**
Malacca Laboratory	11531	10898	**94.5**
Kedah Laboratory	17909	15580	**87.0**
Sibu (Sarawak) Laboaratory	11363	11332	**99.7**
Kelantan Laboratory	18283	16131	**88.2**
Tawau (Sabah) Laboratory	1311	1310	**99.9**
Overall Client's Charter Performance	**294973**	**257904**	**87.4**
Overall Client's Charter Performance Target			**93.0**