JABATAN KIMIA MALAYSIA
CLIENT'S CHARTER ACHIEVEMENT REPORT
(01 JANUARY -30 SEPTEMBER 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	**25773**	**11743**	**45.6**
Narcotics	17007	4409	25.9
Toxicology	5134	3956	77.1
Forensic DNA	1870	1707	91.3
Criminalistics	1581	1508	95.4
Document Examination	181	163	90.1
Center of Analysis For Drinking Water, Food And Environmental Safety	**50622**	**48130**	**95.1**
Food Quality	5682	5112	90.0
Water Quality	17451	16134	92.5
Environmental Quality	2008	1819	90.6
Biotechnology	25481	25065	98.4
Center Of Analysis For Industry And Custom Tariff	**1889**	**1571**	**83.2**
HEADQUARTERS PETALING JAYA LABORATORY	**78284**	**61444**	**78.5**
STATE AND BRANCH LABORATORIES, JABATAN KIMIA MALAYSIA			
Penang Laboratory	15363	13714	**89.3**
Terengganu Laboratory	17212	15761	**91.6**
Johor Laboratory	30901	27492	**89.0**
Perak Laboratory	19891	18828	**94.7**
Pahang Laboratory	10398	10100	**97.1**
Sarawak Laboratory	14334	13165	**91.8**
Bintulu (Sarawak) Laboratory	5976	5794	**97.0**
Sabah Laboratory	18713	16376	**87.5**
Malacca Laboratory	10303	9725	**94.4**
Kedah Laboratory	16315	14793	**90.7**
Sibu (Sarawak) Laboaratory	10205	10195	**99.9**
Kelantan Laboratory	16689	14854	**89.0**
Tawau (Sabah) Laboratory	1169	1168	**99.9**
Overall Client's Charter Performance	**265753**	**233409**	**87.8**
Overall Client's Charter Performance Target			**93.0**