

New Year Message 2015
Director General of Legal Aid Department

Bismillahirrahmanirrahim

Assalamualaikum Warahmatullahi Wabarakatuh

Salam Sejahtera dan Salam 1Malaysia.

Alhamdulillah, all praise be to Allah Subhanahu Wa Ta'ala as upon His grace we are still here and given the strength to carry out the task that has been entrusted to us as the servants of Allah on this earth and as civil servants in the Legal Aid Department (LAD).

As we move towards 2015, let us build up our determination together and be encouraged to work harder and improve our performance and productivity to achieve the goals and objectives of this department with better quality. I urge LAD's staff to unite and cooperate with each other in providing the best services regardless of the role entrusted to us. Do avoid silo culture which is an obstacle to efforts in sharing information and resources with each other or between departments within the organization.

2014 saw the LAD receiving numerous recognition for its achievements in 2013. Among them are, the award of *"Mencapai Prestasi Cemerlang Pengauditan Pengurusan Kewangan Tahun 2013"* to LAD Headquarters and LAD Sibuloh branch, *"Sijil Anugerah Naziran Cemerlang Tahun 2013"* to LAD Wilayah Persekutuan Labuan branch and *"Sijil Naziran Bersih Tahun 2013"* to LAD Sarawak Branch. Most recently the LAD was presented with *"Sijil Penghargaan Atas Pencapaian Sangat Melempi Sasaran-(ST) Sistem Aplikasi HRMIS Bagi Tahun 2013"*. The achievement and recognition received should be the pride of LAD's staff and shared by all.

Throughout 2014, the LAD put much effort to realize the implementation of the *Dokumen Pengurusan Strategik 2014-2018* with the cooperation and involvement of all levels of LAD's staff. Among its implementations is to create and implement LAD training operational plans for 2014 which had achieved 100% 7 day course attendance for LAD's staff, prioritizing the LAD proposed restructuring exercise, having the mentoring program, preparing the legal advice manual and individual recognition through best employee award for every month. Furthermore, the system of online client feedback namely JBG4U which was established on 1 April 2013 have shown an increase of usage in 2014 with a total of 89 feedbacks as compared to 38 feedbacks in 2013.

One of the main functions of LAD is to provide advice in all legal matters and in 2014 a total of 38,533 legal advices were recorded (until November 2014) compared to 36,956 legal advices in 2013. Furthermore, the registration of cases (Syariah, civil and criminal) has also increased with 16,439 cases registered in 2014 (until November 2014) compared to 15,905 cases in 2013. In line with the Department's motto 'LAD is Ready to Help You!' and its primary objective which is to provide legal assistance and advice to the less fortunate, LAD had carried out a total of 2,117 Community Awareness Programs whereby 27,370 visitors participated (until November 2014), exceeding the KPI target set for 2014 which is 2,000 programs a year. The LAD's Community Awareness Program includes Legal Aid Clinic 1Malaysia in courts, prisons, child detention centres and public areas as well as One-Stop Service Centre and also legal informative programs. In 2014, the target set for registration of mediation cases was 5,000 cases and it turned out as expected when the target was achieved with 5,654 cases registered in 2014 (until November 2014).

Our main agenda in 2015 is to continue delivering the best services to our clients and overcome obstacles and challenges in spite of the limited

resources. If LAD's staff were diligent with planning, possess high sense of accountability, creative and innovative, cooperative and share resources, certainly greater success can be obtained in 2015. I hope and pray to Allah Subhanahu Wa Ta'ala that all the plans and implementations of 2015 can be achieved with greater success and LAD's mission as a leading professional services of legal aid to people who are qualified to ensure access to justice through the legal process will be accomplished.

Take heed and learn from past experiences and the lessons learnt. Successful implementation should be continued and improved, weaknesses need to be fixed and the cause of failure should be identified and exemplified. Finally, I would like to wish a HAPPY NEW YEAR 2015 to all LAD's staff. May 2015 bring greater success to LAD and I hope that LAD's staff will continue to provide the best services to the community. Let us strive to be a civil servant with integrity, creative and innovative, and together we can improve the Department's performance and achieve its goals.

Keep up the good work and best wishes.
Wassalam and Thank You.

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