

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT
FOR THE MONTH OF JANUARY 2015**

| BRANCH/MINI BRANCH | To ensure each client at the counter is attended to within 15 minutes | | | | To ensure mediation services are completed within thirty (30) days from the date of both parties' consent for mediation | | | | To ensure filing of cases in Court is done within two (2) weeks upon acceptance of completed documents. | | | | To ensure a fair copy of order served on client within one (1) week upon acceptance from Court | | | | TOTAL SERVICES |
|-----------------------|---|-------------|---|----------|---|-------------|---|----------|---|-------------|---|----------|--|-------------|---|----------|----------------|
| | In Compliance with Time Period/Standard of Clients' Charter | | Non-Compliance with Time Period/Contravene Standard of Clients' Charter | | In Compliance with Time Period/Standard of Clients' Charter | | Non-Compliance with Time Period/Contravene Standard of Clients' Charter | | In Compliance with Time Period/Standard of Clients' Charter | | Non-Compliance with Time Period/Contravene Standard of Clients' Charter | | In Compliance with Time Period/Standard of Clients' Charter | | Non-Compliance with Time Period/Contravene Standard of Clients' Charter | | |
| | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % | Number | % | |
| KUALA LUMPUR | 274 | 100 | 0 | | 36 | 100 | 0 | | 51 | 100 | 0 | | 22 | 100 | 0 | | 383 |
| SELANGOR | 473 | 100 | 0 | | 38 | 100 | 0 | | 93 | 100 | 0 | | 100 | 100 | 0 | | 704 |
| NEGERI SEMBILAN | 142 | 100 | 0 | | 15 | 100 | 0 | | 47 | 100 | 0 | | 27 | 100 | 0 | | 231 |
| MALACCA | 169 | 100 | 0 | | 19 | 100 | 0 | | 34 | 100 | 0 | | 24 | 100 | 0 | | 246 |
| JOHORE | 501 | 100 | 0 | | 24 | 100 | 0 | | 108 | 100 | 0 | | 37 | 100 | 0 | | 670 |
| MUAR | 140 | 100 | 0 | | 40 | 100 | 0 | | 43 | 100 | 0 | | 39 | 100 | 0 | | 262 |
| PAHANG | 191 | 100 | 0 | | 11 | 100 | 0 | | 50 | 100 | 0 | | 51 | 100 | 0 | | 303 |
| RAUB | 66 | 100 | 0 | | 11 | 100 | 0 | | 31 | 100 | 0 | | 57 | 100 | 0 | | 165 |
| TERENGGANU | 129 | 100 | 0 | | 23 | 100 | 0 | | 2 | 100 | 0 | | 24 | 100 | 0 | | 178 |
| KELANTAN | 248 | 100 | 0 | | 34 | 100 | 0 | | 50 | 100 | 0 | | 5 | 100 | 0 | | 337 |
| GUA MUSANG | 123 | 100 | 0 | | 0 | | 0 | | 16 | 100 | 0 | | 7 | 100 | 0 | | 146 |
| PERAK | 310 | 100 | 0 | | 26 | 100 | 0 | | 52 | 100 | 0 | | 58 | 100 | 0 | | 446 |
| TAIPING | 98 | 100 | 0 | | 19 | 100 | 0 | | 52 | 100 | 0 | | 24 | 100 | 0 | | 193 |
| PENANG | 244 | 100 | 0 | | 9 | 100 | 0 | | 28 | 100 | 0 | | 40 | 100 | 0 | | 321 |
| KEDAH | 520 | 100 | 0 | | 0 | | 0 | | 65 | 100 | 0 | | 20 | 100 | 0 | | 605 |
| LANGKAWI | 76 | 100 | 0 | | 11 | 100 | 0 | | 24 | 100 | 0 | | 40 | 100 | 0 | | 151 |
| PERLIS | 98 | 100 | 0 | | 1 | 100 | 0 | | 29 | 100 | 0 | | 31 | 100 | 0 | | 159 |
| SARAWAK | 538 | 100 | 0 | | 10 | 100 | 0 | | 160 | 100 | 0 | | 62 | 100 | 0 | | 770 |
| SIBU | 66 | 100 | 0 | | 0 | | 0 | | 10 | 100 | 0 | | 10 | 100 | 0 | | 86 |
| MIRI | 90 | 100 | 0 | | 0 | | 0 | | 40 | 100 | 0 | | 11 | 100 | 0 | | 141 |
| SABAH | 152 | 100 | 0 | | 4 | 100 | 0 | | 24 | 100 | 0 | | 5 | 100 | 0 | | 185 |
| LABUAN | 27 | 100 | 0 | | 0 | | 0 | | 0 | | 0 | | 3 | 100 | 0 | | 30 |
| TOTAL | 4675 | 2200 | 0 | 0 | 331 | 1700 | 0 | 0 | 1009 | 2100 | 0 | 0 | 697 | 2200 | 0 | 0 | 6712 |
| | 4675 | | | | 331 | | | | 1009 | | | | 697 | | | | 6712 |