

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Nov-17

BRANCH/MINI BRANCH	To ensure that client's waiting time to be attended to at the counter does not exceed fifteen (15) minutes				To ensure that mediation services are concluded within thirty (30) days from the date of both parties' consents for mediation				To ensure that pleadings are completed within -						To ensure that cases are filed in Courts within fourteen (14) days after the completion of pleadings				To ensure that fair order/judgment is served on client within seven (7) days upon receipt of the same from court				TOTAL SERVICES		
	for non-mediation cases, thirty (30) days from the date of receipt of complete documentation		for mediation cases, twenty-one (21) days from the date of the conclusion of the mediation sessions																						
	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	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	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	%	Number	%	Number	%						
KUALA LUMPUR	204	100	0	0	6	100	0	0	12	100	0	0	0	0	17	100	0	0	44	100	0	0	283		
SELANGOR	288	100	0	0	12	100	0	0	0	0	0	0	0	40	100	0	0	44	100	0	0	384			
NEGERI SEMBILAN	129	100	0	0	8	100	0	0	26	100	0	0	2	100	0	0	28	100	0	0	9	100	0	0	202
MALACCA	128	100	0	0	0	0	0	0	22	100	0	0	0	0	22	100	0	0	23	100	0	0	195		
JOHORE	375	100	0	0	16	100	0	0	10	100	0	0	8	100	0	0	12	100	0	0	20	100	0	0	441
MUAR	135	100	0	0	10	0	0	0	17	100	0	0	7	100	0	0	21	100	0	0	18	100	0	0	208
PAHANG	166	100	0	0	0	100	0	0	31	100	0	0	3	100	0	0	31	100	0	0	16	100	0	0	247
RAUB	59	100	0	0	0	0	0	0	19	100	0	0	0	100	0	0	19	100	0	0	20	100	0	0	117
TERENGGANU	151	100	0	0	30	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	0	0	0	185	
KELANTAN	232	100	0	0	19	100	0	0	59	100	0	0	10	100	0	0	69	100	0	0	4	100	0	0	393
GUA MUSANG	138	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	5	0	0	0	145
PERAK	315	100	0	0	9	100	0	0	8	100	0	0	9	100	0	0	25	100	0	0	31	100	0	0	397
TAIPING	32	100	0	0	0	100	0	0	6	100	0	0	12	100	0	0	4	100	0	0	21	100	0	0	75
PENANG	114	100	0	0	4	100	0	0	53	100	0	0	51	100	0	0	43	100	0	0	63	100	0	0	328
KEDAH	315	100	0	0	13	100	0	0	20	100	0	0	13	100	0	0	33	100	0	0	8	100	0	0	402
LANGKAWI	42	100	0	0	0	0	0	0	6	0	0	0	0	0	0	0	6	0	0	0	2	100	0	0	56
PERLIS	31	100	0	0	0	100	0	0	6	100	0	0	2	100	0	0	10	100	0	0	7	100	0	0	56
SARAWAK	193	100	0	0	9	100	0	0	30	100	0	0	25	100	0	0	52	100	0	0	96	100	0	0	405
SIBU	61	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	0	100	0	0	5	100	0	0	66
MIRI	72	100	0	0	0	0	0	0	31	100	0	0	0	0	0	0	28	100	0	0	24	100	0	0	155
SABAH	123	100	0	0	0	100	0	0	7	100	0	0	0	100	0	0	9	100	0	0	36	100	0	0	175
LABUAN	45	100	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	7	0	0	0	56
TOTAL	3348	100	0	0	136	1400	0	0	366	1800	0	0	146	1400	0	0	472	1900	0	0	503	1900	0	0	4971
	3348				136				366				146				472				503				4971