

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Nov-18

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
	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	%	Number	%	Number	%	
KUALA LUMPUR	109	100	0	0	6	100	0	0	10	100	0	0	0	0	0	0	24	100	0	0	18	100	0	0	167
SELANGOR	210	100	0	0	1	100	0	0	21	100	0	0	0	0	0	0	25	100	0	0	62	100	0	0	319
NEGERI SEMBILAN	83	100	0	0	0	0	0	0	24	100	0	0	0	0	0	0	24	100	0	0	18	100	0	0	149
MALACCA	82	100	0	0	0	0	0	0	11	100	0	0	0	0	0	0	11	100	0	0	29	100	0	0	133
JOHORE	256	100	0	0	16	100	0	0	18	100	0	0	16	100	0	0	27	100	0	0	9	100	0	0	342
MUAR	69	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	49	100	0	0	42	100	0	0	187
PAHANG	125	100	0	0	8	100	0	0	1	100	0	0	7	100	0	0	36	100	0	0	29	100	0	0	206
RAUB	64	100	0	0	1	100	0	0	17	100	0	0	4	100	0	0	21	100	0	0	23	100	0	0	130
TERENGGANU	138	100	0	0	1	100	0	0	39	100	0	0	0	0	0	0	39	100	0	0	12	100	0	0	229
KELANTAN	229	100	0	0	4	100	0	0	60	100	0	0	3	100	0	0	63	100	0	0	22	100	0	0	381
GUA MUSANG	121	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	100	0	0	124
PERAK	139	100	0	0	28	100	0	0	18	100	0	0	10	100	0	0	45	100	0	0	16	100	0	0	256
TAIPING	37	100	0	0	13	100	0	0	18	100	0	0	10	100	0	0	28	100	0	0	22	100	0	0	128
PENANG	172	100	0	0	6	100	0	0	48	100	0	0	0	0	0	0	28	100	0	0	21	100	0	0	275
KEDAH	90	100	0	0	0	0	0	0	49	100	0	0	0	0	0	0	49	100	0	0	9	100	0	0	197
LANGKAWI	29	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	13	100	0	0	0	0	0	0	51
PERLIS	69	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	87
SARAWAK	168	100	0	0	3	100	0	0	38	100	0	0	3	100	0	0	25	100	0	0	39	100	0	0	276
SIBU	47	100	0	0	0	0	0	0	20	100	0	0	0	0	0	0	20	100	0	0	10	100	0	0	97
MIRI	133	100	0	0	0	0	0	0	47	100	0	0	0	0	0	0	47	100	0	0	24	100	0	0	251
SABAH	110	100	0	0	1	100	0	0	75	100	0	0	1	100	0	0	13	100	0	0	34	100	0	0	234
LABUAN	19	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	1	100	0	0	22
TOTAL	2499	100	0	0	88	100	0	0	560	100.00	0	0.00	54	800	0	0	597	100	0	0	443	100	0	0	4241
	2499				88				560				54				597				443				4241