

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Sep-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		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		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	115	100	0	0	3	100	0	0	24	100	0	0	0	0	0	0	33	97.06	1	2.94	2	100	0	0	178
SELANGOR	230	100	0	0	0	0	0	0	22	47.83	24	52.17	0	0	0	0	37	80.43	9	19.57	48	100	0	0	370
NEGERI SEMBILAN	97	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	9	100	0	0	5	100	0	0	115
MALACCA	55	100	0	0	0	0	0	0	0	0	0	0	16	100	0	0	16	100	0	0	16	100	0	0	103
JOHORE	272	100	0	0	29	100	0	0	19	100	0	0	18	100	0	0	23	100	0	0	16	100	0	0	377
MUAR	109	100	0	0	0	0	0	0	42	100	0	0	7	100	0	0	31	100	0	0	15	100	0	0	204
PAHANG	92	100	0	0	5	100	0	0	6	100	0	0	0	0	0	0	14	100	0	0	26	100	0	0	143
RAUB	74	100	0	0	0	0	0	0	13	100	0	0	0	0	0	0	13	100	0	0	6	100	0	0	106
TERENGGANU	142	100	0	0	2	100	0	0	5	100	0	0	0	0	0	0	5	100	0	0	9	100	0	0	163
KELANTAN	220	100	0	0	7	100	0	0	48	100	0	0	7	100	0	0	55	100	0	0	24	100	0	0	361
GUA MUSANG	182	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	13	100	0	0	205
PERAK	223	100	0	0	17	100	0	0	8	100	0	0	5	100	0	0	14	100	0	0	34	100	0	0	301
TAIPING	26	100	0	0	12	100	0	0	18	100	0	0	23	100	0	0	12	100	0	0	9	100	0	0	100
PENANG	108	100	0	0	2	100	0	0	48	100	0	0	21	100	0	0	38	100	0	0	23	100	0	0	240
KEDAH	120	100	0	0	0	0	0	0	49	100	0	0	0	0	0	0	49	100	0	0	13	100	0	0	231
LANGKAWI	42	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	5	100	0	0	2	100	0	0	51
PERLIS	34	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	4	100	0	0	6	100	0	0	46
SARAWAK	172	100	0	0	3	100	0	0	31	100	0	0	3	100	0	0	37	100	0	0	18	100	0	0	264
SIBU	49	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	6	100	0	0	63
MIRI	72	100	0	0	0	0	0	0	16	100	0	0	0	0	0	0	16	100	0	0	25	100	0	0	129
SABAH	77	100	0	0	0	0	0	0	20	100	0	0	0	0	0	0	4	100	0	0	20	100	0	0	121
LABUAN	12	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3	100	0	0	15
TOTAL	2523	100	0	0	80	100	0	0	386	94.15	24	5.85	100	800	0	0	424	97.70	10	2.30	339	100	0	0	3886
	2523				80				410				100				434				339				3886