

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

May-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
	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	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	153	100	0	0	4	100	0	0	16	100	0	0	0	0	0	0	31	100	0	0	27	100	0	0	231
SELANGOR	269	100	0	0	9	100	0	0	0	0	0	0	0	0	0	8	100	0	0	66	100	0	0	352	
NEGERI SEMBILAN	79	100	0	0	6	0	0	0	22	100	0	0	0	0	0	22	100	0	0	21	100	0	0	150	
MALACCA	78	100	0	0	0	0	0	0	9	100	0	0	0	0	0	9	100	0	0	28	100	0	0	124	
JOHORE	289	100	0	0	26	100	0	0	23	100	0	0	16	100	0	0	24	100	0	0	18	100	0	0	396
MUAR	75	100	0	0	17	100	0	0	18	100	0	0	27	100	0	0	50	100	0	0	48	98	1	2	236
PAHANG	74	100	0	0	1	100	0	0	9	0	0	0	0	0	0	31	100	0	0	3	100	0	0	118	
RAUB	50	100	0	0	0	0	0	0	17	100	0	0	0	0	0	0	0	0	0	11	100	0	0	78	
TERENGGANU	164	100	0	0	9	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	0	0	0	174	
KELANTAN	181	100	0	0	0	0	0	0	80	100	0	0	0	0	0	80	100	0	0	29	100	0	0	370	
GUA MUSANG	92	100	0	0	0	0	0	0	4	100	0	0	0	0	0	4	100	0	0	0	0	0	0	100	
PERAK	187	100	0	0	13	100	0	0	15	100	0	0	18	100	0	0	52	100	0	0	25	100	0	0	310
TAIPING	30	100	0	0	17	100	0	0	37	100	0	0	19	100	0	0	28	100	0	0	15	100	0	0	146
PENANG	95	100	0	0	0	0	0	0	40	100	0	0	15	100	0	0	20	100	0	0	37	100	0	0	207
KEDAH	79	100	0	0	0	0	0	0	22	100	0	0	0	0	0	22	100	0	0	21	100	0	0	144	
LANGKAWI	24	100	0	0	0	0	0	0	9	100	0	0	0	0	0	9	100	0	0	0	0	0	0	42	
PERLIS	24	100	0	0	6	100	0	0	1	100	0	0	0	0	0	2	100	0	0	2	100	0	0	35	
SARAWAK	161	100	0	0	10	0	0	0	64	100	0	0	10	100	0	0	58	98.3	1	1.7	47	100	0	0	351
SIBU	40	100	0	0	0	0	0	0	8	100	0	0	0	0	0	8	100	0	0	4	100	0	0	60	
MIRI	94	100	0	0	0	0	0	0	34	100	0	0	0	0	0	35	100	0	0	21	100	0	0	184	
SABAH	73	100	0	0	0	0	0	0	15	100	0	0	0	0	0	15	100	0	0	23	100	0	0	126	
LABUAN	17	100	0	0	0	0	0	0	5	100	0	0	0	0	0	5	100	0	0	1	100	0	0	28	
TOTAL	2328	100	0	0	118	900	0	0	448	1900	0	0	106	700	0	0	513	1998.3	1	1.7	447	1898	1	2	3962
	2328				118				448				106				514				448				3962