

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jan-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	251	100	0	0	10	100	0	0	16	100	0	0	0	0	0	0	33	100	0	0	44	100	0	0	354
SELANGOR	205	100	0	0	3	100	0	0	0	0	0	0	0	0	0	13	100	0	0	27	100	0	0	248	
NEGERI SEMBILAN	66	100	0	0	7	100	0	0	9	100	0	0	10	100	0	0	19	100	0	0	29	100	0	0	140
MALACCA	117	100	0	0	0	0	0	0	35	100	0	0	0	0	0	0	35	100	0	0	34	100	0	0	221
JOHORE	366	100	0	0	15	100	0	0	13	100	0	0	2	100	0	0	15	100	0	0	14	100	0	0	425
MUAR	97	100	0	0	14	100	0	0	28	100	0	0	11	100	0	0	50	100	0	0	51	100	0	0	251
PAHANG	125	100	0	0	1	100	0	0	43	100	0	0	2	100	0	0	43	100	0	0	19	100	0	0	233
RAUB	59	100	0	0	5	100	0	0	15	100	0	0	2	100	0	0	17	100	0	0	24	100	0	0	122
TERENGGANU	176	100	0	0	11	100	0	0	0	0	0	0	7	100	0	0	7	100	0	0	0	0	0	0	201
KELANTAN	268	100	0	0	3	100	0	0	57	100	0	0	0	0	0	0	57	100	0	0	15	100	0	0	400
GUA MUSANG	103	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	2	100	0	0	109
PERAK	227	100	0	0	24	100	0	0	58	100	0	0	8	100	0	0	42	100	0	0	22	100	0	0	381
TAIPING	45	100	0	0	4	100	0	0	3	100	0	0	2	100	0	0	5	100	0	0	26	100	0	0	85
PENANG	126	100	0	0	2	100	0	0	37	100	0	0	28	100	0	0	54	100	0	0	54	100	0	0	301
KEDAH	345	100	0	0	0	0	0	0	46	100	0	0	0	0	0	0	46	100	0	0	23	100	0	0	460
LANGKAWI	36	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	47
PERLIS	51	100	0	0	1	100	0	0	1	100	0	0	1	100	0	0	2	100	0	0	24	100	0	0	80
SARAWAK	245	100	0	0	4	100	0	0	40	100	0	0	4	100	0	0	42	100	0	0	22	100	0	0	357
SIBU	79	100	0	0	0	0	0	0	5	0	0	0	0	0	0	0	5	100	0	0	7	100	0	0	96
MIRI	91	100	0	0	0	0	0	0	24	100	0	0	0	0	0	0	26	100	0	0	29	100	0	0	170
SABAH	121	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	11	100	0	0	15	100	0	0	155
LABUAN	30	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	0	0	0	1	100	0	0	39
TOTAL	3229	100	0	0	104	100	0	0	449	100	0	0	77	100	0	0	534	100	0	0	482	100	0	0	4875
	3229				104				449				77				534				482				4875