

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT  
FOR THE MONTH OF APRIL 2015**

BRANCH/MINI BRANCH	To ensure each client at the counter is attended to within 15 minutes				To ensure mediation services are completed within thirty (30) days from the date of both parties' consent for mediation				To ensure filing of cases in Court is done within two (2) weeks upon acceptance of completed documents.				To ensure a fair copy of order served on client within one (1) week upon acceptance 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		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	351	100	0		43	100	0		76	100	0		61	100	0		531
SELANGOR	421	100	0		36	100	0		111	100	0		88	100	0		656
NEGERI SEMBILAN	167	100	0		7	100	0		57	100	0		23	100	0		254
MALACCA	148	100	0		31	100	0		55	100	0		51	100	0		285
JOHORE	618	100	0		26	100	0		159	100	0		34	100	0		837
MUAR	161	100	0		26	100	0		31	100	0		28	100	0		246
PAHANG	433	100	0		37	100	0		99	100	0		22	100	0		591
RAUB	94	100	0		7	100	0		35	100	0		18	100	0		154
TERENGGANU	173	100	0		29	100	0		5	100	0		60	100	0		267
KELANTAN	352	100	0		21	100	0		148	100	0		16	100	0		537
GUA MUSANG	315	100	0		1	100	0		13	100	0		19	100	0		348
PERAK	12	100	0		296	100	0		88	100	0		96	100	0		492
TAIPING	136	100	0		22	100	0		55	100	0		26	100	0		239
PENANG	148	100	0		10	100	0		51	100	0		14	100	0		223
KEDAH	480	100	0		0		0		100	100	0		15	100	0		595
LANGKAWI	74	100	0		0		0		35	100	0		0		0		109
PERLIS	105	100	0		13	100	0		27	100	0		16	100	0		161
SARAWAK	588	100	0		7	100	0		188	100	0		79	100	0		862
SIBU	73	100	0		17	100	0		10	100	0		10	100	0		110
MIRI	95	100	0		38	100	0		27	100	0		22	100	0		182
SABAH	174	100	0		21	100	0		41	100	0		10	100	0		246
LABUAN	31	100	0		6	100	0		4	100	0		3	100	0		44
<b>TOTAL</b>	<b>5149</b>	<b>2200</b>	<b>0</b>	<b>0</b>	<b>694</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>1415</b>	<b>2200</b>	<b>0</b>	<b>0</b>	<b>711</b>	<b>2100</b>	<b>0</b>	<b>0</b>	<b>7969</b>
	<b>5149</b>				<b>694</b>				<b>1415</b>				<b>711</b>				<b>7969</b>