

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT  
FOR THE MONTH OF JUNE 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	256	100	0		39	100	0		35	100	0		90	100	0		420
SELANGOR	419	100	0		39	100	0		109	100	0		108	100	0		675
NEGERI SEMBILAN	141	100	0		16	100	0		29	100	0		36	100	0		222
MALACCA	184	100	0		24	100	0		83	100	0		42	100	0		333
JOHORE	513	100	0		38	100	0		136	100	0		76	100	0		763
MUAR	149	100	0		43	100	0		45	100	0		10	100	0		247
PAHANG	352	100	0		60	100	0		68	100	0		39	100	0		519
RAUB	64	100	0		3	100	0		61	100	0		44	100	0		172
TERENGGANU	151	100	0		20	100	0		5	100	0		36	100	0		212
KELANTAN	319	100	0		53	100	0		77	100	0		2	100	0		451
GUA MUSANG	171	100	0		0		0		23	100	0		7	100	0		201
PERAK	312	100	0		33	100	0		89	100	0		112	100	0		546
TAIPING	103	100	0		26	100	0		34	100	0		19	100	0		182
PENANG	133	100	0		20	100	0		71	100	0		45	100	0		269
KEDAH	500	100	0		0		0		90	100	0		15	100	0		605
LANGKAWI	46	100	0		0		0		44	100	0		0		0		90
PERLIS	107	100	0		9	100	0		32	100	0		30	100	0		178
SARAWAK	658	100	0		18	100	0		231	100	0		115	100	0		1022
SIBU	99	100	0		0		0		10	100	0		10	100	0		119
MIRI	82	100	0		26	100	0		46	100	0		19	100	0		173
SABAH	99	100	0		16	100	0		68	100	0		10	100	0		193
LABUAN	28	100	0		0		0		0		0		0		0		28
<b>TOTAL</b>	<b>4886</b>	<b>2200</b>	<b>0</b>	<b>0</b>	<b>483</b>	<b>1700</b>	<b>0</b>	<b>0</b>	<b>1386</b>	<b>2100</b>	<b>0</b>	<b>0</b>	<b>865</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>7620</b>
	<b>4886</b>				<b>483</b>				<b>1386</b>				<b>865</b>				<b>7620</b>