

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT  
FOR THE MONTH OF MARCH 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	379	100	0		53	100	0		50	100	0		34	100	0		516
SELANGOR	457	100	0		67	100	0		81	100	0		168	100	0		773
NEGERI SEMBILAN	133	100	0		44	100	0		65	100	0		42	100	0		284
MALACCA	120	100	0		40	100	0		40	100	0		39	100	0		239
JOHORE	612	100	0		64	100	0		94	100	0		66	100	0		836
MUAR	215	100	0		19	100	0		51	100	0		56	100	0		341
PAHANG	258	100	0		22	100	0		113	100	0		6	100	0		399
RAUB	89	100	0		7	100	0		38	100	0		14	100	0		148
TERENGGANU	198	100	0		24	100	0		1	100	0		10	100	0		233
KELANTAN	356	100	0		43	100	0		27	100	0		5	100	0		431
GUA MUSANG	322	100	0		2	100	0		12	100	0		8	100	0		344
PERAK	307	100	0		38	100	0		49	100	0		25	100	0		419
TAIPING	134	100	0		25	100	0		11	100	0		10	100	0		180
PENANG	123	100	0		43	100	0		50	100	0		47	100	0		263
KEDAH	400	100	0		0		0		75	100	0		10	100	0		485
LANGKAWI	37	100	0		6	100	0		26	100	0		1	100	0		70
PERLIS	82	100	0		5	100	0		29	100	0		6	100	0		122
SARAWAK	608	100	0		10	100	0		174	100	0		86	100	0		878
SIBU	92	100	0		14	100	0		10	100	0		10	100	0		126
MIRI	95	100	0		36	100	0		33	100	0		27	100	0		191
SABAH	151	100	0		32	100	0		71	100	0		10	100	0		264
LABUAN	31	100	0		8	100	0		0		0		2	100	0		41
<b>TOTAL</b>	<b>5199</b>	<b>2200</b>	<b>0</b>	<b>0</b>	<b>602</b>	<b>2100</b>	<b>0</b>	<b>0</b>	<b>1100</b>	<b>2100</b>	<b>0</b>	<b>0</b>	<b>682</b>	<b>2200</b>	<b>0</b>	<b>0</b>	<b>7583</b>
	<b>5199</b>				<b>602</b>				<b>1100</b>				<b>682</b>				<b>7583</b>