

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Dec-17

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	180	100	0	0	4	100	0	0	10	100	0	0	0	0	0	0	15	100	0	0	21	100	0	0	230
SELANGOR	253	100	0	0	7	100	0	0	0	0	0	0	0	0	0	34	100	0	0	28	100	0	0	322	
NEGERI SEMBILAN	116	100	0	0	6	100	0	0	16	100	0	0	1	100	0	0	16	100	0	0	3	100	0	0	158
MALACCA	124	100	0	0	0	0	0	0	28	100	0	0	0	0	0	28	100	0	0	32	100	0	0	212	
JOHORE	241	100	0	0	15	100	0	0	16	100	0	0	15	100	0	0	18	100	0	0	1	100	0	0	306
MUAR	107	100	0	0	3	100	0	0	16	100	0	0	3	100	0	0	7	100	0	0	7	100	0	0	143
PAHANG	113	100	0	0	7	100	0	0	14	100	0	0	6	100	0	0	14	100	0	0	16	100	0	0	170
RAUB	49	100	0	0	0	0	0	0	22	100	0	0	0	0	0	22	100	0	0	7	100	0	0	100	
TERENGGANU	139	100	0	0	29	100	0	0	0	0	0	0	7	100	0	0	0	0	0	0	0	0	0	0	175
KELANTAN	285	100	0	0	9	100	0	0	47	100	0	0	12	100	0	0	59	100	0	0	23	100	0	0	435
GUA MUSANG	75	100	0	0	0	0	0	0	7	100	0	0	0	0	0	7	100	0	0	6	100	0	0	95	
PERAK	174	100	0	0	20	100	0	0	11	100	0	0	7	100	0	0	19	100	0	0	39	100	0	0	270
TAIPING	25	100	0	0	0	0	0	0	14	100	0	0	7	100	0	0	21	100	0	0	13	100	0	0	80
PENANG	137	100	0	0	1	100	0	0	52	100	0	0	22	100	0	0	33	100	0	0	28	100	0	0	273
KEDAH	210	100	0	0	6	100	0	0	38	100	0	0	6	100	0	0	44	100	0	0	6	100	0	0	310
LANGKAWI	35	100	0	0	0	0	0	0	7	100	0	0	0	0	0	11	100	0	0	11	100	0	0	64	
PERLIS	33	100	0	0	0	0	0	0	1	100	0	0	0	0	0	1	100	0	0	7	100	0	0	42	
SARAWAK	190	100	0	0	7	100	0	0	30	100	0	0	6	100	0	0	36	100	0	0	27	100	0	0	296
SIBU	32	100	0	0	0	0	0	0	0	0	0	0	0	0	0	2	100	0	0	3	100	0	0	37	
MIRI	44	100	0	0	0	0	0	0	4	100	0	0	0	0	0	4	100	0	0	7	100	0	0	59	
SABAH	44	100	0	0	0	0	0	0	11	100	0	0	0	0	0	15	100	0	0	47	100	0	0	117	
LABUAN	24	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	0	0	0	4	100	0	0	30	
<b>TOTAL</b>	<b>2630</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>114</b>	<b>1200</b>	<b>0</b>	<b>0</b>	<b>346</b>	<b>1900</b>	<b>0</b>	<b>0</b>	<b>92</b>	<b>1100</b>	<b>0</b>	<b>0</b>	<b>406</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>336</b>	<b>2100</b>	<b>0</b>	<b>0</b>	<b>3924</b>

	2630	114	346	92	406	336	3924
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