

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Mar-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
	for non-mediation cases, thirty (30) days from the date of receipt of complete documentation		for mediation cases, twenty-one (21) days from the date of the conclusion of the mediation sessions																						
	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	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	272	100	0	0	13	100	0	0	17	100	0	0	0	0	0	0	57	100	0	0	56	100	0	0	415
SELANGOR	362	100	0	0	11	100	0	0	0	0	0	0	0	0	0	70	100	0	0	83	100	0	0	526	
NEGERI SEMBILAN	199	100	0	0	8	100	0	0	2	100	0	0	10	100	0	0	12	100	0	0	20		0	0	251
MALACCA	106	100	0	0	0	0	0	0	17	100	0	0	0	0	0	0	17	100	0	0	20	100	0	0	160
JOHORE	565	100	0	0	10	100	0	0	24	100	0	0	10	100	0	0	17	100	0	0	15	100	0	0	641
MUAR	110	100	0	0	0	0	0	0	24	100	0	0	0	0	0	0	21	100	0	0	28	100	0	0	183
PAHANG	186	100	0	0	14	100	0	0	23	100	0	0	16	100	0	0	37	100	0	0	11	100	0	0	287
RAUB	49	100	0	0	0	100	0	0	26	100	0	0	5	100	0	0	7	100	0	0	19	100	0	0	106
TERENGGANU	170	100	0	0	35	100	0	0	0	100	0	0	3	100	0	0	0	100	0	0	18	0	0	0	226
KELANTAN	293	100	0	0	21	100	0	0	55	100	0	0	25	100	0	0	80	100	0	0	14	100	0	0	488
GUA MUSANG	162	100	0	0	1	100	0	0	8	100	0	0	4	100	0	0	12	100	0	0	8	100	0	0	195
PERAK	266	100	0	0	30	100	0	0	44	100	0	0	17	100	0	0	29	100	0	0	25	100	0	0	411
TAIPING	110	100	0	0	16	100	0	0	17	100	0	0	16	100	0	0	33	100	0	0	8	100	0	0	200
PENANG	159	100	0	0	3	100	0	0	35	100	0	0	9	100	0	0	63	100	0	0	29	100	0	0	298
KEDAH	450	100	0	0	10	100	0	0	38	100	0	0	10	100	0	0	48	100	0	0	23	0	0	0	579
LANGKAWI	46	100	0	0	7	100	0	0	1	100	0	0	1	0	0	0	11	100	0	0	4	100	0	0	70
PERLIS	72	100	0	0	12	100	0	0	16	100	0	0	4	100	0	0	8	100	0	0	29	100	0	0	141
SARAWAK	270	100	0	0	8	100	0	0	41	100	0	0	8	100	0	0	34	100	0	0	44	100	0	0	405
SIBU	77	100	0	0	6	0	0	0	0	100	0	0	0	0	0	0	8	100	0	0	8	100	0	0	99
MIRI	71	100	0	0	11	0	0	0	30	100	0	0	2	0	0	0	27	100	0	0	6	100	0	0	147
SABAH	157	100	0	0	24	100	0	0	56	100	0	0	24	100	0	0	46	100	0	0	10	100	0	0	317
LABUAN	30	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	4	0	0	0	44
TOTAL	4182	100	0	0	240	1700	0	0	479	2100	0	0	164	1400	0	0	642	2200	0	0	482	1800	0	0	6189
	4182				240				479				164				642				482				6189