

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jul-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	236	100	0	0	10	100	0	0	24	100	0	0	0	0	0	0	39	100	0	0	35	100	0	0	344
SELANGOR	297	100	0	0	11	100	0	0	0	0	0	0	0	0	0	0	49	100	0	0	87	100	0	0	444
NEGERI SEMBILAN	135	100	0	0	12	100	0	0	19	100	0	0	5	100	0	0	24	100	0	0	7	100	0	0	202
MALACCA	136	100	0	0	4	100	0	0	33	100	0	0	4	100	0	0	56	100	0	0	17	100	0	0	250
JOHORE	480	100	0	0	18	100	0	0	8	100	0	0	6	100	0	0	14	100	0	0	19	100	0	0	545
MUAR	116	100	0	0	0	0	0	0	28	100	0	0	0	0	0	0	35	100	0	0	23	100	0	0	202
PAHANG	148	100	0	0	5	100	0	0	17	100	0	0	1	100	0	0	18	100	0	0	11	100	0	0	200
RAUB	62	100	0	0	4	100	0	0	11	100	0	0	1	100	0	0	12	100	0	0	15	100	0	0	105
TERENGGANU	175	100	0	0	24	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	100	0	0	205
KELANTAN	345	100	0	0	12	100	0	0	26	100	0	0	7	100	0	0	33	100	0	0	16	100	0	0	439
GUA MUSANG	178	100	0	0	0	0	0	0	8	100	0	0	2	100	0	0	10	100	0	0	9	100	0	0	207
PERAK	321	100	0	0	27	100	0	0	16	100	0	0	25	100	0	0	22	100	0	0	45	100	0	0	456
TAIPING	43	100	0	0	11	100	0	0	12	100	0	0	11	100	0	0	23	100	0	0	7	100	0	0	107
PENANG	133	100	0	0	2	100	0	0	59	100	0	0	31	100	0	0	27	100	0	0	22	100	0	0	274
KEDAH	500	100	0	0	16	100	0	0	31	100	0	0	16	100	0	0	47	100	0	0	3	100	0	0	613
LANGKAWI	41	100	0	0	1	100	0	0	1	100	0	0	0	0	0	0	8	100	0	0	7	100	0	0	58
PERLIS	56	100	0	0	8	100	0	0	0	0	0	0	1	100	0	0	1	100	0	0	8	100	0	0	74
SARAWAK	338	100	0	0	5	100	0	0	30	97	1	3	5	100	0	0	28	80	7	20	44	100	0	0	458
SIBU	81	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	8	100	0	0	8	100	0	0	102
MIRI	35	100	0	0	0	0	0	0	11	100	0	0	0	0	0	0	11	100	0	0	21	100	0	0	78
SABAH	129	100	0	0	0	0	0	0	46	100	0	0	0	0	0	0	44	100	0	0	12	100	0	0	231
LABUAN	32	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	6	100	0	0	48
TOTAL	4017	100	0	0	170	1600	0	0	390	1897	1	3	115	1300	0	0	514	2080	7	20	428	2200	0	0	5642
	4017				170				391				115				521				428				5642