

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jun-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	166	100	0	0	10	100	0	0	9	100	0	0	0	0	0	0	16	100	0	0	41	100	0	0	242
SELANGOR	182	100	0	0	4	100	0	0	0	0	0	0	0	0	0	35	100	0	0	8	100	0	0	229	
NEGERI SEMBILAN	131	100	0	0	13	100	0	0	17	100	0	0	9	100	0	0	26	100	0	0	21		0	0	217
MALACCA	102	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	13	100	0	0	40	100	0	0	165
JOHORE	373	100	0	0	10	100	0	0	18	100	0	0	3	100	0	0	18	100	0	0	24	100	0	0	446
MUAR	112	100	0	0	0	0	0	0	24	100	0	0	7	0	0	0	18	100	0	0	19	100	0	0	180
PAHANG	92	100	0	0	4	100	0	0	23	100	0	0	12	100	0	0	32	100	0	0	13	100	0	0	176
RAUB	36	100	0	0	0	100	0	0	7	100	0	0	0	100	0	0	7	100	0	0	10	100	0	0	60
TERENGGANU	100	100	0	0	31	100	0	0	0	100	0	0	0	100	0	0	0	100	0	0	0	0	0	0	131
KELANTAN	161	100	0	0	11	100	0	0	43	100	0	0	11	100	0	0	54	100	0	0	17	100	0	0	297
GUA MUSANG	87	100	0	0	1	100	0	0	1	100	0	0	2	100	0	0	3	100	0	0	6	100	0	0	100
PERAK	233	100	0	0	5	100	0	0	14	100	0	0	19	100	0	0	45	100	0	0	38	100	0	0	354
TAIPING	26	100	0	0	10	100	0	0	5	100	0	0	11	100	0	0	9	100	0	0	11	100	0	0	72
PENANG	114	100	0	0	3	100	0	0	51	100	0	0	29	100	0	0	22	100	0	0	24	100	0	0	243
KEDAH	357	100	0	0	28	100	0	0	22	100	0	0	28	100	0	0	50	100	0	0	3	0	0	0	488
LANGKAWI	30	100	0	0	0	100	0	0	2	100	0	0	0	0	0	0	5	100	0	0	0	100	0	0	37
PERLIS	52	100	0	0	5	100	0	0	3	100	0	0	5	100	0	0	8	100	0	0	5	100	0	0	78
SARAWAK	269	100	0	0	7	100	0	0	35	100	0	0	7	100	0	0	37	100	2	0	17	100	0	0	374
SIBU	73	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	5	100	0	0	88
MIRI	44	100	0	0	0	0	0	0	16	100	0	0	0	0	0	0	16	100	0	0	8	100	0	0	84
SABAH	106	100	0	0	7	100	0	0	15	100	0	0	7	100	0	0	21	100	0	0	13	100	0	0	169
LABUAN	14	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	20
TOTAL	2860	100	0	0	149	1700	0	0	323	2100	0	0	150	1400	0	0	443	2200	2	0	323	1800	0	0	4250
	2860				149				323				150				445				323				4250