

LEGAL AID DEPARTMENT CLIENT ACHIEVEMENT REPORT

May-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						
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%		Number	%
KUALA LUMPUR	263	100	0	0	10	100	0	0	18	100	0	0	0	0	0	0	17	100	0	0	45	100	0	0	353
SELANGOR	314	100	0	0	15	100	0	0	0	0	0	0	0	0	0	46	100	0	0	64	100	0	0	439	
NEGERI SEMBILAN	154	100	0	0	8	100	0	0	3	100	0	0	8	100	0	0	11	100	0	0	24		0	0	208
MALACCA	112	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	5	100	0	0	30	100	0	0	150
JOHORE	545	100	0	0	25	100	0	0	43	100	0	0	5	100	0	0	50	100	0	0	17	100	0	0	685
MUAR	163	100	0	0	7	0	0	0	37	100	0	0	0	0	0	0	39	100	0	0	26	100	0	0	272
PAHANG	124	100	0	0	13	100	0	0	19	100	0	0	11	100	0	0	29	100	0	0	27	100	0	0	223
RAUB	72	100	0	0	0	100	0	0	13	100	0	0	0	100	0	0	13	100	0	0	8	100	0	0	106
TERENGGANU	174	100	0	0	28	100	0	0	0	100	0	0	4	100	0	0	0	100	0	0	2	0	0	0	208
KELANTAN	256	100	0	0	12	100	0	0	46	100	0	0	23	100	0	0	69	100	0	0	3	100	0	0	409
GUA MUSANG	133	100	0	0	0	100	0	0	6	100	0	0	0	100	0	0	6	100	0	0	0	100	0	0	145
PERAK	283	100	0	0	28	100	0	0	28	100	0	0	24	100	0	0	42	100	0	0	41	100	0	0	446
TAIPING	90	100	0	0	5	100	0	0	10	100	0	0	8	100	0	0	18	100	0	0	11	100	0	0	142
PENANG	178	100	0	0	1	100	0	0	60	100	0	0	34	100	0	0	29	100	0	0	36	100	0	0	338
KEDAH	525	100	0	0	13	100	0	0	28	100	0	0	13	100	0	0	41	100	0	0	8	0	0	0	628
LANGKAWI	54	100	0	0	0	100	0	0	4	100	0	0	4	0	0	0	10	100	0	0	8	100	0	0	80
PERLIS	59	100	0	0	13	100	0	0	1	100	0	0	4	100	0	0	5	100	0	0	10	100	0	0	92
SARAWAK	342	100	0	0	11	100	0	0	46	100	0	0	7	100	0	0	41	100	0	0	49	100	0	0	496
SIBU	55	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	5	100	0	0	5	100	0	0	65
MIRI	45	100	0	0	0	0	0	0	53	100	0	0	12	0	0	0	58	100	0	0	26	100	0	0	194
SABAH	131	100	0	0	3	100	0	0	36	100	0	0	3	100	0	0	28	100	0	0	19	100	0	0	220
LABUAN	22	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	3	100	0	0	6	0	0	0	34
TOTAL	4094	100	0	0	192	1700	0	0	457	2100	0	0	160	1400	0	0	565	2200	0	0	465	1800	0	0	5933
	4094				192				457				160				565				465				5933