

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Oct-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	188	100	0	0	6	100	0	0	25	100	0	0	0	0	0	0	25	100	0	0	49	100	0	0	293
SELANGOR	250	100	0	0	7	100	0	0	0	0	0	0	0	0	0	0	24	100	0	0	36	100	0	0	317
NEGERI SEMBILAN	114	100	0	0	2	100	0	0	2	100	0	0	16	100	0	0	18	100	0	0	35	100	0	0	187
MALACCA	115	100	0	0	0	0	0	0	39	100	0	0	0	0	0	0	39	100	0	0	12	100	0	0	205
JOHORE	408	100	0	0	17	100	0	0	10	100	0	0	14	100	0	0	19	100	0	0	30	100	0	0	498
MUAR	106	100	0	0	0	0	0	0	10	91	1	9	31	100	0	0	58	100	0	0	19	100	0	0	225
PAHANG	148	100	0	0	2	100	0	0	17	100	0	0	1	100	0	0	17	100	0	0	10	100	0	0	195
RAUB	79	100	0	0	0	0	0	0	14	100	0	0	2	100	0	0	16	100	0	0	24	100	0	0	135
TERENGGANU	167	100	0	0	19	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	0	0	0	0	189
KELANTAN	294	100	0	0	18	100	0	0	37	100	0	0	12	100	0	0	49	100	0	0	13	100	0	0	423
GUA MUSANG	145	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	151
PERAK	321	100	0	0	28	100	0	0	34	100	0	0	28	100	0	0	31	100	0	0	57	100	0	0	499
TAIPING	39	100	0	0	9	100	0	0	7	100	0	0	19	100	0	0	26	100	0	0	32	100	0	0	132
PENANG	95	100	0	0	5	100	0	0	99	100	0	0	53	100	0	0	66	100	0	0	34	100	0	0	352
KEDAH	350	100	0	0	27	100	0	0	15	100	0	0	27	100	0	0	42	100	0	0	33	100	0	0	494
LANGKAWI	43	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	100	0	0	51
PERLIS	32	100	0	0	2	100	0	0	4	100	0	0	2	100	0	0	6	100	0	0	20	100	0	0	66
SARAWAK	212	100	0	0	4	100	0	0	27	100	0	0	4	100	0	0	22	100	0	0	50	100	0	0	319
SIBU	76	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	5	100	0	0	91
MIRI	74	100	0	0	0	0	0	0	26	100	0	0	0	0	0	0	26	100	0	0	38	100	0	0	164
SABAH	116	100	0	0	8	100	0	0	12	100	0	0	8	100	0	0	57	100	0	0	17	100	0	0	218
LABUAN	30	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	30
TOTAL	3402	100	0	0	154	1400	0	0	386	1791	1	9	220	1400	0	0	549	1900	0	0	522	1900	0	0	5234
	3402				154				387				220				549				522				5234