

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Sep-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	196	100	0	0	4	100	0	0	18	100	0	0	0	0	0	0	29	100	0	0	53	100	0	0	300
SELANGOR	281	100	0	0	15	100	0	0	0	0	0	0	0	0	0	26	100	0	0	36	100	0	0	358	
NEGERI SEMBILAN	109	100	0	0	7	100	0	0	8	100	0	0	5	100	0	0	13	100	0	0	14	100	0	0	156
MALACCA	102	100	0	0	0	0	0	0	20	100	0	0	0	0	0	0	27	100	0	0	41	100	0	0	190
JOHORE	336	100	0	0	11	100	0	0	13	100	0	0	2	100	0	0	15	100	0	0	18	100	0	0	395
MUAR	99	100	0	0	0	0	0	0	21	100	0	0	11	100	0	0	20	100	0	0	26	100	0	0	177
PAHANG	149	100	0	0	15	100	0	0	14	100	0	0	7	100	0	0	15	100	0	0	15	100	0	0	215
RAUB	47	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	20	100	0	0	109
TERENGGANU	148	100	0	0	28	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	0	0	0	0	177
KELANTAN	236	100	0	0	5	100	0	0	53	100	0	0	5	100	0	0	58	100	0	0	4	100	0	0	361
GUA MUSANG	49	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	53
PERAK	251	100	0	0	30	100	0	0	12	100	0	0	17	100	0	0	27	100	0	0	34	100	0	0	371
TAIPING	29	100	0	0	11	100	0	0	4	100	0	0	6	100	0	0	10	100	0	0	17	100	0	0	77
PENANG	105	100	0	0	15	100	0	0	55	100	0	0	35	100	0	0	27	100	0	0	36	100	0	0	273
KEDAH	380	100	0	0	13	100	0	0	29	100	0	0	13	100	0	0	42	100	0	0	15	100	0	0	492
LANGKAWI	17	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	17
PERLIS	29	100	0	0	5	100	0	0	3	100	0	0	3	100	0	0	6	100	0	0	10	100	0	0	56
SARAWAK	153	100	0	0	7	100	0	0	34	100	0	0	7	100	0	0	33	100	0	0	44	100	0	0	278
SIBU	58	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	4	100	0	0	70
MIRI	92	100	0	0	0	0	0	0	18	100	0	0	0	0	0	0	18	100	0	0	9	100	0	0	137
SABAH	153	100	0	0	6	100	0	0	58	100	0	0	6	100	0	0	54	100	0	0	12	100	0	0	289
LABUAN	20	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	1	100	0	0	31
<b>TOTAL</b>	<b>3039</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>172</b>	<b>1400</b>	<b>0</b>	<b>0</b>	<b>392</b>	<b>1900</b>	<b>0</b>	<b>0</b>	<b>118</b>	<b>1300</b>	<b>0</b>	<b>0</b>	<b>452</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>409</b>	<b>1900</b>	<b>0</b>	<b>0</b>	<b>4582</b>
	3039				172				392				118				452				409				4582