

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Apr-18

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	183	100	0	0	10	100	0	0	21	100	0	0	0	0	0	0	46	100	0	0	23	100	0	0	283
SELANGOR	264	100	0	0	2	100	0	0	0	0	0	0	0	0	0	20	100	0	0	51	100	0	0	337	
NEGERI SEMBILAN	96	100	0	0	0	0	0	0	23	100	0	0	0	0	0	23	100	0	0	15	100	0	0	157	
MALACCA	90	100	0	0	0	0	0	0	23	100	0	0	0	0	0	23	100	0	0	19	100	0	0	155	
JOHORE	366	100	0	0	20	100	0	0	18	100	0	0	24	100	0	0	22	100	0	0	4	100	0	0	454
MUAR	126	100	0	0	33	100	0	0	24	100	0	0	17	100	0	0	35	100	0	0	11	100	0	0	246
PAHANG	125	100	0	0	3	100	0	0	0	0	0	0	3	100	0	0	46	100	0	0	26	100	0	0	203
RAUB	76	100	0	0	0	0	0	0	23	100	0	0	0	0	0	0	23	100	0	0	7	100	0	0	129
TERENGGANU	182	100	0	0	7	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	189
KELANTAN	251	100	0	0	5	100	0	0	56	100	0	0	1	0	0	0	57	100	0	0	19	100	0	0	389
GUA MUSANG	128	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	3	100	0	0	139
PERAK	247	100	0	0	9	100	0	0	32	100	0	0	19	100	0	0	54	100	0	0	37	100	0	0	398
TAIPING	44	100	0	0	17	100	0	0	49	100	0	0	29	100	0	0	20	100	0	0	8	100	0	0	167
PENANG	220	100	0	0	0	0	0	0	51	100	0	0	20	100	0	0	25	100	0	0	33	100	0	0	349
KEDAH	540	100	0	0	0	0	0	0	45	100	0	0	0	0	0	0	53	100	0	0	20	100	0	0	658
LANGKAWI	66	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	11	100	0	0	0	0	0	0	85
PERLIS	26	100	0	0	1	100	0	0	2	100	0	0	0	0	0	0	2	100	0	0	1	100	0	0	32
SARAWAK	233	100	0	0	0	0	0	0	29	90.62	3	9.38	0	0	0	0	27	90	3	10	53	100	0	0	348
SIBU	28	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	8	100	0	0	5	100	0	0	49
MIRI	99	100	0	0	0	0	0	0	22	100	0	0	0	0	0	0	24	100	0	0	24	100	0	0	169
SABAH	90	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	7	100	0	0	25	100	0	0	127
LABUAN	23	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	23
TOTAL	3503	100	0	0	107	1000	0	0	443	1790.6	3	9.38	113	600	0	0	530	1990	3	10	384	1900	0	0	5086

	3503	107	446	113	533	384	5086
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