

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

Jun-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	116	100	0	0	10	100	0	0	24	100	0	0	0	0	0	0	24	100	0	0	18	100	0	0	192
SELANGOR	225	100	0	0	3	100	0	0	0	0	0	0	0	0	0	19	100	0	0	31	100	0	0	278	
NEGERI SEMBILAN	64	100	0	0	0	0	0	0	16	100	0	0	0	0	0	16	100	0	0	4	100	0	0	100	
MALACCA	55	100	0	0	0	0	0	0	22	100	0	0	0	0	0	22	100	0	0	44	100	0	0	143	
JOHORE	228	100	0	0	8	100	0	0	19	100	0	0	4	100	0	0	13	100	0	0	7	100	0	0	279
MUAR	78	100	0	0	0	0	0	0	16	100	0	0	9	100	0	0	36	100	0	0	24	100	0	0	163
PAHANG	73	100	0	0	5	100	0	0	1	100	0	0	0	0	0	15	100	0	0	23	100	0	0	117	
RAUB	41	100	0	0	0	0	0	0	12	100	0	0	0	0	0	12	0	0	0	14	100	0	0	79	
TERENGGANU	101	100	0	0	6	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	107	
KELANTAN	161	100	0	0	0	0	0	0	37	100	0	0	0	0	0	37	100	0	0	12	100	0	0	247	
GUA MUSANG	79	100	0	0	0	0	0	0	2	100	0	0	0	0	0	2	100	0	0	2	100	0	0	85	
PERAK	130	100	0	0	12	100	0	0	27	100	0	0	12	100	0	0	28	100	0	0	6	100	0	0	215
TAIPING	35	100	0	0	17	100	0	0	9	100	0	0	13	100	0	0	18	100	0	0	18	100	0	0	110
PENANG	180	100	0	0	0	0	0	0	29	100	0	0	11	100	0	0	17	100	0	0	15	100	0	0	252
KEDAH	350	100	0	0	0	0	0	0	33	100	0	0	0	0	0	40	100	0	0	16	100	0	0	439	
LANGKAWI	27	100	0	0	0	0	0	0	0	100	0	0	0	0	0	3	100	0	0	5	0	0	0	35	
PERLIS	24	100	0	0	3	100	0	0	0	100	0	0	4	100	0	0	4	100	0	0	1	100	0	0	36
SARAWAK	189	100	0	0	2	0	0	0	27	100	0	0	2	100	0	0	24	100	0	0	20	100	0	0	264
SIBU	47	100	0	0	0	0	0	0	10	100	0	0	0	0	0	10	100	0	0	5	100	0	0	72	
MIRI	58	100	0	0	0	0	0	0	15	100	0	0	0	0	0	15	100	0	0	17	100	0	0	105	
SABAH	91	100	0	0	0	0	0	0	14	100	0	0	0	0	0	13	100	0	0	8	100	0	0	126	
LABUAN	14	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	100	0	0	0	100	0	0	15	
<b>TOTAL</b>	<b>2366</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>800</b>	<b>0</b>	<b>0</b>	<b>314</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>55</b>	<b>700</b>	<b>0</b>	<b>0</b>	<b>368</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>290</b>	<b>2000</b>	<b>0</b>	<b>0</b>	<b>3459</b>

	2366	66	314	55	368	290	3459
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