

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jul-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	202	100	0	0	8	100	0	0	18	100	0	0	0	0	0	0	18	100	0	0	7	100	0	0	253
SELANGOR	282	100	0	0	4	100	0	0	0	0	0	0	0	0	0	26	100	0	0	51	100	0	0	363	
NEGERI SEMBILAN	64	100	0	0	0	0	0	0	14	100	0	0	0	0	0	20	100	0	0	11	100	0	0	109	
MALACCA	75	100	0	0	0	0	0	0	10	100	0	0	0	0	0	10	100	0	0	41	100	0	0	136	
JOHORE	406	100	0	0	21	100	0	0	16	100	0	0	26	100	0	0	21	100	0	0	17	100	0	0	507
MUAR	108	100	0	0	20	100	0	0	22	100	0	0	12	100	0	0	39	100	0	0	49	100	0	0	250
PAHANG	112	100	0	0	3	100	0	0	1	100	0	0	2	100	0	0	24	100	0	0	26	100	0	0	168
RAUB	79	100	0	0	2	100	0	0	8	100	0	0	1	100	0	0	9	100	0	0	19	100	0	0	118
TERENGGANU	214	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	214
KELANTAN	330	100	0	0	1	100	0	0	35	100	0	0	0	0	0	0	35	100	0	0	8	100	0	0	409
GUA MUSANG	138	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	6	100	0	0	2	100	0	0	152
PERAK	203	100	0	0	5	100	0	0	19	100	0	0	7	100	0	0	21	100	0	0	25	100	0	0	280
TAIPING	51	100	0	0	14	100	0	0	20	100	0	0	27	100	0	0	28	100	0	0	28	100	0	0	168
PENANG	231	100	0	0	4	100	0	0	26	100	0	0	13	100	0	0	53	100	0	0	30	100	0	0	357
KEDAH	450	100	0	0	0	0	0	0	47	100	0	0	0	0	0	0	47	100	0	0	15	100	0	0	559
LANGKAWI	42	100	0	0	1	100	0	0	10	100	0	0	1	100	0	0	10	100	0	0	0	0	0	0	64
PERLIS	31	100	0	0	4	100	0	0	0	100	0	0	3	100	0	0	6	100	0	0	7	100	0	0	51
SARAWAK	156	100	0	0	3	100	0	0	75	100	0	0	3	100	0	0	69	94.52	4	5.48	41	100	0	0	351
SIBU	29	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	9	100	0	0	6	100	0	0	53
MIRI	129	100	0	0	0	0	0	0	29	100	0	0	0	0	0	0	29	100	0	0	35	100	0	0	222
SABAH	97	100	0	0	8	100	0	0	14	100	0	0	8	100	0	0	35	100	0	0	29	100	0	0	191
LABUAN	41	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	3	100	0	0	1	100	0	0	48
TOTAL	3470	100	0	0	98	1400	0	0	382	2000	0	0	103	1100	0	0	518	2094.5	4	5.48	448	2000	0	0	5023

	3470	98	382	103	522	448	5023
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