

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Mar-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	203	100	0	0	17	100	0	0	12	100	0	0	2	100	0	0	25	100	0	0	46	100	0	0	305
SELANGOR	298	100	0	0	3	100	0	0	0	0	0	0	0	0	0	0	23	100	0	0	24	100	0	0	348
NEGERI SEMBILAN	112	100	0	0	0	0	0	0	12	100	0	0	0	0	0	0	27	100	0	0	23	100	0	0	174
MALACCA	91	100	0	0	0	0	0	0	24	100	0	0	0	0	0	0	24	100	0	0	40	100	0	0	179
JOHORE	345	100	0	0	13	100	0	0	17	100	0	0	6	100	0	0	23	100	0	0	5	100	0	0	409
MUAR	125	100	0	0	0	0	0	0	22	100	0	0	18	100	0	0	42	100	0	0	9	100	0	0	216
PAHANG	150	100	0	0	1	100	0	0	1	100	0	0	2	100	0	0	45	100	0	0	16	100	0	0	215
RAUB	71	100	0	0	0	0	0	0	17	100	0	0	0	100	0	0	17	100	0	0	27	100	0	0	132
TERENGGANU	157	100	0	0	6	100	0	0	0	0	0	0	2	100	0	0	0	100	0	0	0	0	0	0	165
KELANTAN	255	100	0	0	5	100	0	0	52	100	0	0	1	0	0	0	53	100	0	0	10	100	0	0	376
GUA MUSANG	116	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	6	100	0	0	0	100	0	0	128
PERAK	268	100	0	0	8	100	0	0	18	100	0	0	7	100	0	0	30	100	0	0	15	100	0	0	346
TAIPING	53	100	0	0	16	100	0	0	26	100	0	0	16	100	0	0	23	100	0	0	19	100	0	0	153
PENANG	201	100	0	0	3	100	0	0	48	100	0	0	11	100	0	0	45	100	0	0	24	100	0	0	332
KEDAH	400	100	0	0	0	0	0	0	46	100	0	0	0	0	0	0	34	100	0	0	19	100	0	0	499
LANGKAWI	41	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	4	0	0	0	47
PERLIS	40	100	0	0	3	100	0	0	1	100	0	0	1	100	0	0	7	100	0	0	4	100	0	0	56
SARAWAK	209	100	0	0	8	100	0	0	35	100	0	0	10	100	0	0	40	100	0	0	31	100	0	0	333
SIBU	47	100	0	0	0	0	0	0	10	0	0	0	0	0	0	0	10	100	0	0	10	100	0	0	77
MIRI	77	100	0	0	0	0	0	0	37	100	0	0	0	0	0	0	37	100	0	0	31	100	0	0	182
SABAH	118	100	0	0	3	0	0	0	23	100	0	0	3	0	0	0	53	100	0	0	13	100	0	0	213
LABUAN	32	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	0	0	0	0	7	100	0	0	39
TOTAL	3409	100	0	0	86	1100	0	0	408	1900	0	0	79	1100	0	0	565	2100	0	0	377	2000	0	0	4924
	3409				86				408				79				565				377				4924