

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Aug-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	173	100	0	0	16	100	0	0	11	100	0	0	2	100	0	0	14	100	0	0	0	0	0	0	216
SELANGOR	260	100	0	0	4	100	0	0	0	0	0	0	0	0	0	22	100	0	0	25	100	0	0	311	
NEGERI SEMBILAN	97	100	0	0	0	0	0	0	23	100	0	0	0	0	0	37	100	0	0	30	100	0	0	187	
MALACCA	51	100	0	0	0	0	0	0	6	100	0	0	0	0	0	6	100	0	0	27	100	0	0	90	
JOHORE	338	100	0	0	15	100	0	0	25	100	0	0	15	100	0	0	37	100	0	0	16	100	0	0	446
MUAR	137	100	0	0	7	100	0	0	26	100	0	0	8	100	0	0	27	100	0	0	23	100	0	0	228
PAHANG	92	100	0	0	0	0	0	0	0	0	0	0	0	0	0	26	100	0	0	4	100	0	0	122	
RAUB	60	100	0	0	0	0	0	0	21	100	0	0	1	100	0	0	22	100	0	0	20	100	0	0	124
TERENGGANU	186	100	0	0	1	100	0	0	5	71.429	2	28.6	0	0	0	0	2	100	0	0	20	30.769	45	69.23	261
KELANTAN	248	100	0	0	4	100	0	0	65	100	0	0	3	100	0	0	68	100	0	0	10	100	0	0	398
GUA MUSANG	134	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	142
PERAK	257	100	0	0	14	100	0	0	16	100	0	0	14	100	0	0	57	100	0	0	18	100	0	0	376
TAIPING	33	100	0	0	13	100	0	0	33	100	0	0	19	100	0	0	18	100	0	0	9	100	0	0	125
PENANG	144	100	0	0	1	100	0	0	32	100	0	0	4	100	0	0	76	100	0	0	42	100	0	0	299
KEDAH	132	100	0	0	0	0	0	0	42	100	0	0	0	0	0	0	42	100	0	0	13	100	0	0	229
LANGKAWI	40	100	0	0	0	0	0	0	7	100	0	0	0	0	0	0	8	100	0	0	5	100	0	0	60
PERLIS	43	100	0	0	0	0	0	0	2	100	0	0	6	100	0	0	9	100	0	0	1	100	0	0	61
SARAWAK	168	100	0	0	14	100	0	0	41	100	0	0	14	100	0	0	51	100	0	0	38	100	0	0	326
SIBU	21	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	3	100	0	0	6	100	0	0	33
MIRI	98	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	23	100	0	0	163
SABAH	93	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	6	100	0	0	23	100	0	0	132
LABUAN	9	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6	100	0	0	15	
TOTAL	2814	100	0	0	89	1000	0	0	393	1871.4	2	28.6	86	1000	0	0	556	2100	0	0	359	1930.8	45	69.23	4344
	2814				89				395				86				556				404				4344