

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Feb-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	189	100	0	0	10	100	0	0	22	100	0	0	0	0	0	0	7	100	0	0	25	100	0	0	253
SELANGOR	276	100	0	0	1	100	0	0	0	0	0	0	0	0	0	0	15	100	0	0	29	100	0	0	321
NEGERI SEMBILAN	78	100	0	0	0	100	0	0	17	100	0	0	0	100	0	0	17	100	0	0	15	100	0	0	127
MALACCA	98	100	0	0	0	0	0	0	40	100	0	0	0	0	0	0	40	100	0	0	40	100	0	0	218
JOHORE	271	100	0	0	4	100	0	0	18	100	0	0	4	100	0	0	16	100	0	0	13	100	0	0	326
MUAR	94	100	0	0	21	100	0	0	16	100	0	0	4	100	0	0	12	100	0	0	13	100	0	0	160
PAHANG	116	100	0	0	2	100	0	0	8	100	0	0	2	100	0	0	17	100	0	0	10	100	0	0	155
RAUB	48	100	0	0	2	100	0	0	9	100	0	0	1	100	0	0	10	100	0	0	30	100	0	0	100
TERENGGANU	119	100	0	0	7	100	0	0	0	0	0	0	0	100	0	0	0	100	0	0	0	0	0	0	126
KELANTAN	264	100	0	0	5	100	0	0	51	100	0	0	2	0	0	0	53	100	0	0	12	100	0	0	387
GUA MUSANG	99	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	2	100	0	0	105
PERAK	174	100	0	0	5	100	0	0	29	100	0	0	8	100	0	0	57	100	0	0	18	100	0	0	291
TAIPING	34	100	0	0	12	100	0	0	5	100	0	0	3	100	0	0	4	100	0	0	22	100	0	0	80
PENANG	134	100	0	0	7	100	0	0	53	100	0	0	30	100	0	0	30	100	0	0	29	100	0	0	283
KEDAH	450	100	0	0	0	0	0	0	31	100	0	0	0	0	0	0	31	100	0	0	6	100	0	0	518
LANGKAWI	29	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	6	100	0	0	1	0	0	0	42
PERLIS	61	100	0	0	4	100	0	0	0	100	0	0	1	100	0	0	1	100	0	0	0	100	0	0	67
SARAWAK	161	100	0	0	5	100	0	0	44	100	0	0	5	100	0	0	43	100	0	0	34	100	0	0	292
SIBU	45	100	0	0	2	0	0	0	10	0	0	0	1	0	0	0	11	100	0	0	3	100	0	0	72
MIRI	69	100	0	0	0	0	0	0	28	100	0	0	0	0	0	0	34	100	0	0	16	100	0	0	147
SABAH	126	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	5	100	0	0	24	100	0	0	161
LABUAN	27	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	0	0	0	0	4	100	0	0	31
<b>TOTAL</b>	<b>2962</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>87</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>395</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>61</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>411</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>346</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4262</b>
	2962				87				395				61				411				346				4262