

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

**Feb-19**

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				
	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	%	Number
KUALA LUMPUR	96	100	0	0	0	0	0	0	0	0	0	0	0	0	0	20	100	0	0	6	100	0	0		
SELANGOR	209	100	0	0	1	100	0	0	11	100	0	0	0	0	0	14	100	0	0	5	100	0	0		
NEGERI SEMBILAN	64	100	0	0	0	0	0	0	28	100	0	0	0	0	0	28	100	0	0	14	100	0	0		
MALACCA	89	100	0	0	0	0	0	0	23	100	0	0	0	0	0	23	100	0	0	20	100	0	0		
JOHORE	359	100	0	0	8	100	0	0	20	100	0	0	12	100	0	0	31	89	4	11	29	100	0	0	
MUAR	63	100	0	0	0	0	0	0	17	100	0	0	0	0	0	14	100	0	0	43	100	0	0		
PAHANG	89	100	0	0	4	100	0	0	21	100	0	0	4	100	0	0	25	100	0	0	30	100	0	0	
RAUB	53	100	0	0	5	100	0	0	16	100	0	0	5	100	0	0	21	100	0	0	24	100	0	0	
TERENGGANU	119	100	0	0	5	100	0	0	3	100	0	0	0	0	0	45	98	1	2	7	100	0	0		
KELANTAN	233	100	0	0	6	100	0	0	58	100	0	0	2	100	0	0	60	100	0	0	34	100	0	0	
GUA MUSANG	128	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4	100	0	0		
PERAK	232	100	0	0	9	100	0	0	20	100	0	0	29	100	0	0	111	100	0	0	47	100	0	0	
TAIPING	43	100	0	0	13	100	0	0	13	100	0	0	18	100	0	0	23	100	0	0	15	100	0	0	
PENANG	185	100	0	0	5	100	0	0	41	100	0	0	5	100	0	0	68	100	0	0	37	100	0	0	
KEDAH	123	100	0	0	0	0	0	0	57	100	0	0	0	0	0	0	57	100	0	0	28	100	0	0	
LANGKAWI	38	100	0	0	0	0	0	0	4	100	0	0	0	0	0	5	100	0	0	12	100	0	0		
PERLIS	41	100	0	0	1	100	0	0	10	100	0	0	1	100	0	0	11	100	0	0	3	100	0	0	
SARAWAK	119	100	0	0	9	100	0	0	10	100	0	0	9	100	0	0	33	100	0	0	39	100	0	0	
SIBU	61	100	0	0	0	0	0	0	13	100	0	0	0	0	0	13	100	0	0	10	100	0	0		
MIRI	42	100	0	0	0	0	0	0	10	100	0	0	0	0	0	10	100	0	0	31	100	0	0		
SABAH	138	100	0	0	0	0	0	0	41	100	0	0	0	0	0	14	100	0	0	14	100	0	0		
LABUAN	15	100	0	0	0	0	0	0	11	100	0	0	0	0	0	11	100	0	0	0	0	0	0		
<b>TOTAL</b>	<b>2539</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>66</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>427</b>	<b>100.00</b>	<b>0</b>	<b>0.00</b>	<b>85</b>	<b>900</b>	<b>0</b>	<b>0</b>	<b>637</b>	<b>99</b>	<b>5</b>	<b>1</b>	<b>452</b>	<b>100</b>	<b>0</b>	<b>0</b>	

	2539	66	427	85	642	452
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TOTAL SERVICES
122
240
134
155
463
137
173
124
180
393
132
448
125
341
265
59
67
219
97
93
207
37
4211

4211