

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT
FOR THE MONTH OF FEBRUARY 2015**

BRANCH/MINI BRANCH	To ensure each client at the counter is attended to within 15 minutes				To ensure mediation services are completed within thirty (30) days from the date of both parties' consent for mediation				To ensure filing of cases in Court is done within two (2) weeks upon acceptance of completed documents.				To ensure a fair copy of order served on client within one (1) week upon acceptance 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		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	197	100	0		18	100	0		24	100	0		13	100	0		252
SELANGOR	395	100	0		25	100	0		146	100	0		85	100	0		651
NEGERI SEMBILAN	89	100	0		28	100	0		41	100	0		16	100	0		174
MALACCA	107	100	0		29	100	0		31	100	0		37	100	0		204
JOHORE	488	100	0		53	100	0		164	100	0		45	100	0		750
MUAR	91	100	0		34	100	0		10	100	0		36	100	0		171
PAHANG	177	100	0		29	100	0		66	100	0		14	100	0		286
RAUB	77	100	0		3	100	0		44	100	0		31	100	0		155
TERENGGANU	116	100	0		19	100	0		5	100	0		33	100	0		173
KELANTAN	258	100	0		41	100	0		56	100	0		4	100	0		359
GUA MUSANG	203	100	0		2	100	0		16	100	0		11	100	0		232
PERAK	257	100	0		16	100	0		46	100	0		133	100	0		452
TAIPING	86	100	0		28	100	0		18	100	0		9	100	0		141
PENANG	168	100	0		14	100	0		65	100	0		28	100	0		275
KEDAH	480	100	0		0		0		50	100	0		15	100	0		545
LANGKAWI	44	100	0		10	100	0		25	100	0		0		0		79
PERLIS	102	100	0		5	100	0		27	100	0		9	100	0		143
SARAWAK	497	100	0		11	100	0		156	100	0		47	100	0		711
SIBU	65	100	0		0		0		12	100	0		12	100	0		89
MIRI	65	100	0		0		0		49	100	0		18	100	0		132
SABAH	79	100	0		6	100	0		44	100	0		15	100	0		144
LABUAN	28	100	0		0		0		0		0		0		0		28
TOTAL	4069	2200	0	0	371	1800	0	0	1095	2100	0	0	611	2000	0	0	6146
	4069				371				1095				611				6146