

**CLIENTS' CHARTER ACHIEVEMENT REPORT OF THE LEGAL AID DEPARTMENT
FOR THE MONTH OF MAY 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	232	100	0		42	100	0		40	100	0		22	100	0		336
SELANGOR	370	100	0		32	100	0		88	100	0		99	100	0		589
NEGERI SEMBILAN	164	100	0		15	100	0		51	100	0		12	100	0		242
MALACCA	124	100	0		23	100	0		72	100	0		42	100	0		261
JOHORE	492	100	0		49	100	0		112	100	0		67	100	0		720
MUAR	145	100	0		23	100	0		21	100	0		21	100	0		210
PAHANG	296	100	0		42	100	0		53	100	0		11	100	0		402
RAUB	57	100	0		2	100	0		38	100	0		28	100	0		125
TERENGGANU	145	100	0		35	100	0		4	100	0		17	100	0		201
KELANTAN	292	100	0		62	100	0		44	100	0		13	100	0		411
GUA MUSANG	160	100	0		6	100	0		13	100	0		6	100	0		185
PERAK	235	100	0		26	100	0		45	100	0		64	100	0		370
TAIPING	143	100	0		22	100	0		17	100	0		4	100	0		186
PENANG	157	100	0		10	100	0		34	100	0		27	100	0		228
KEDAH	400	100	0		0		0		75	100	0		10	100	0		485
LANGKAWI	69	100	0		8	100	0		36	100	0		0		0		113
PERLIS	107	100	0		4	100	0		13	100	0		26	100	0		150
SARAWAK	531	100	0		11	100	0		165	100	0		65	100	0		772
SIBU	50	100	0		0		0		12	100	0		12	100	0		74
MIRI	89	100	0		0		0		30	100	0		19	100	0		138
SABAH	115	100	0		11	100	0		49	100	0		8	100	0		183
LABUAN	23	100	0		0		0		10	100	0		0		0		33
TOTAL	4396	2200	0	0	423	1800	0	0	1022	2200	0	0	573	2000	0	0	6414
	4396				423				1022				573				6414