

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Aug-17

| 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 | | for non-mediation cases, thirty (30) days from the date of receipt of complete documentation | | for mediation cases, twenty-one (21) days from the date of the conclusion of the mediation sessions | | 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 | 251 | 100 | 0 | 0 | 11 | 100 | 0 | 0 | 31 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 100 | 0 | 0 | 44 | 100 | 0 | 0 | 367 | | |
| SELANGOR | 341 | 100 | 0 | 0 | 7 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 43 | 100 | 0 | 0 | 47 | 100 | 0 | 0 | 438 | | |
| NEGERI SEMBILAN | 174 | 100 | 0 | 0 | 6 | 100 | 0 | 0 | 15 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 15 | 100 | 0 | 0 | 5 | 100 | 0 | 0 | 215 | | |
| MALACCA | 130 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 26 | 100 | 0 | 0 | 27 | 100 | 0 | 0 | 196 | | |
| JOHORE | 406 | 100 | 0 | 0 | 12 | 100 | 0 | 0 | 12 | 100 | 0 | 0 | 5 | 100 | 0 | 0 | 17 | 100 | 0 | 0 | 24 | 100 | 0 | 0 | 476 | | |
| MUAR | 119 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 100 | 0 | 0 | 19 | 100 | 0 | 0 | 32 | 100 | 0 | 0 | 16 | 100 | 0 | 0 | 198 | | |
| PAHANG | 181 | 100 | 0 | 0 | 15 | 100 | 0 | 0 | 17 | 100 | 0 | 0 | 6 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 10 | 100 | 0 | 0 | 249 | | |
| RAUB | 62 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 18 | 100 | 0 | 0 | 1 | 100 | 0 | 0 | 12 | 100 | 0 | 0 | 14 | 100 | 0 | 0 | 107 | | |
| TERENGGANU | 175 | 100 | 0 | 0 | 28 | 100 | 0 | 0 | 2 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 100 | 0 | 0 | 225 | | |
| KELANTAN | 274 | 100 | 0 | 0 | 6 | 100 | 0 | 0 | 61 | 100 | 0 | 0 | 9 | 100 | 0 | 0 | 70 | 100 | 0 | 0 | 17 | 100 | 0 | 0 | 437 | | |
| GUA MUSANG | 129 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 150 | | |
| PERAK | 330 | 100 | 0 | 0 | 31 | 100 | 0 | 0 | 21 | 100 | 0 | 0 | 31 | 100 | 0 | 0 | 28 | 100 | 0 | 0 | 16 | 100 | 0 | 0 | 457 | | |
| TAIPING | 80 | 100 | 0 | 0 | 11 | 100 | 0 | 0 | 9 | 100 | 0 | 0 | 6 | 100 | 0 | 0 | 15 | 100 | 0 | 0 | 4 | 100 | 0 | 0 | 125 | | |
| PENANG | 171 | 100 | 0 | 0 | 2 | 100 | 0 | 0 | 61 | 100 | 0 | 0 | 37 | 100 | 0 | 0 | 61 | 100 | 0 | 0 | 81 | 100 | 0 | 0 | 413 | | |
| KEDAH | 430 | 100 | 0 | 0 | 23 | 100 | 0 | 0 | 41 | 100 | 0 | 0 | 23 | 100 | 0 | 0 | 64 | 100 | 0 | 0 | 9 | 100 | 0 | 0 | 590 | | |
| LANGKAWI | 31 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 2 | 100 | 0 | 0 | 7 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 46 | | |
| PERLIS | 67 | 100 | 0 | 0 | 4 | 100 | 0 | 0 | 3 | 100 | 0 | 0 | 9 | 100 | 0 | 0 | 12 | 100 | 0 | 0 | 20 | 100 | 0 | 0 | 115 | | |
| SARAWAK | 214 | 100 | 0 | 0 | 13 | 100 | 0 | 0 | 45 | 100 | 0 | 0 | 13 | 100 | 0 | 0 | 60 | 97 | 2 | 3 | 41 | 100 | 0 | 0 | 388 | | |
| SIBU | 55 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 5 | 100 | 0 | 0 | 70 | | |
| MIRI | 76 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 17 | 100 | 0 | 0 | 13 | 100 | 0 | 0 | 123 | | |
| SABAH | 129 | 100 | 0 | 0 | 11 | 100 | 0 | 0 | 38 | 100 | 0 | 0 | 11 | 100 | 0 | 0 | 32 | 100 | 0 | 0 | 15 | 100 | 0 | 0 | 236 | | |
| LABUAN | 24 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 1 | 100 | 0 | 0 | 35 | | |
| TOTAL | 3849 | 100 | 0 | 0 | 183 | 1500 | 0 | 0 | 438 | 2100 | 0 | 0 | 175 | 1400 | 0 | 0 | 580 | 2097 | 2 | 3 | 429 | 2100 | 0 | 0 | 5656 | | |
| | 3849 | | | | 183 | | | | 438 | | | | 175 | | | | 582 | | | | 429 | | | | 5656 | | |