

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jan-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
									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'		In Compliance with Time Period/Standard of Clients' Charter		Non-Compliance with Time Period/Contravene Standard of Clients'		In Compliance with Time Period/Standard of Clients' Charter		Non-Compliance with Time Period/Contravene Standard of Clients'		In Compliance with Time Period/Standard of Clients' Charter		Non-Compliance with Time Period/Contravene Standard of Clients'		In Compliance with Time Period/Standard of Clients' Charter		Non-Compliance with Time Period/Contravene Standard of Clients'		In Compliance with Time Period/Standard of Clients' Charter		Non-Compliance with Time Period/Contravene Standard of Clients'		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	345	100	0	0	13	100	0	0	21	100	0	0	0	0	0	0	47	100	0	0	27	100	0	0	453
SELANGOR	254	100	0	0	14	100	0	0	0	0	0	0	0	0	0	34	100	0	0	33	100	0	0	335	
NEGERI SEMBILAN	146	100	0	0	11	100	0	0	31	100	0	0	8	100	0	0	39	100	0	0	23	100	0	0	258
MALACCA	109	100	0	0	7	100	0	0	9	100	0	0	7	100	0	0	9	100	0	0	18	100	0	0	159
JOHORE	566	100	0	0	21	100	0	0	26	100	0	0	21	100	0	0	39	100	0	0	25	100	0	0	698
MUAR	83	100	0	0	0	100	0	0	10	100	0	0	1	100	0	0	11	100	0	0	87	100	0	0	192
PAHANG	155	100	0	0	42	100	0	0	56	100	0	0	8	100	0	0	56	100	0	0	17	100	0	0	334
RAUB	60	100	0	0	0	0	0	0	6	100	0	0	0	100	0	0	6	100	0	0	28	100	0	0	100
TERENGGANU	163	100	0	0	33	100	0	0	0	0	0	0	0	100	0	0	0	100	0	0	10	0	0	0	206
KELANTAN	290	100	0	0	4	100	0	0	61	100	0	0	1	100	0	0	62	100	0	0	8	100	0	0	426
GUA MUSANG	80	100	0	0	0	0	0	0	3	100	0	0	0	100	0	0	3	100	0	0	9	100	0	0	95
PERAK	316	100	0	0	17	100	0	0	29	100	0	0	21	100	0	0	37	100	0	0	39	100	0	0	459
TAIPING	64	100	0	0	0	0	0	0	12	100	0	0	0	0	0	0	12	100	0	0	23	100	0	0	111
PENANG	103	100	0	0	1	100	0	0	34	100	0	0	23	100	0	0	69	100	0	0	29	100	0	0	259
KEDAH	450	100	0	0	5	100	0	0	35	100	0	0	5	100	0	0	30	100	0	0	0	0	0	0	525
LANGKAWI	56	100	0	0	0	100	0	0	0	0	0	0	0	0	0	5	100	0	0	6	0	0	0	67	
PERLIS	49	100	0	0	5	100	0	0	8	100	0	0	3	100	0	0	23	100	0	0	5	100	0	0	93
SARAWAK	459	100	0	0	6	100	0	0	118	100	0	0	6	100	0	0	121	98	0	0	35	100	1	0	746
SIBU	61	100	0	0	0	0	0	0	5	0	0	0	0	0	0	10	100	0	0	10	100	0	0	86	
MIRI	35	100	0	0	0	0	0	0	19	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	64
SABAH	118	100	0	0	2	0	0	0	30	100	0	0	2	0	0	0	43	100	0	0	5	100	0	0	200
LABUAN	34	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	3	0	0	0	45
TOTAL	3996	2200	0	0	181	1500	0	0	517	1800	0	0	106	1400	0	0	670	2198	0	0	440	1700	1	0	5911
	3996				181				517				106				670				441				5911

