

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Feb-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		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	%	
KUALA LUMPUR	263	100	0	0	7	100	0	0	15	100	0	0	0	0	0	0	61	100	0	0	39	100	0	0	385
SELANGOR	313	100	0	0	14	100	0	0	0	0	0	0	0	0	0	70	100	0	0	125	100	0	0	522	
NEGERI SEMBILAN	142	100	0	0	17	100	0	0	12	100	0	0	10	100	0	0	22	100	0	0	28	100	0	0	231
MALACCA	115	100	0	0	0	0	0	0	39	100	0	0	0	0	0	0	39	100	0	0	11	100	0	0	204
JOHORE	585	100	0	0	16	100	0	0	52	100	0	0	16	100	0	0	52	100	0	0	23	100	0	0	744
MUAR	76	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	12	100	0	0	14	100	0	0	108
PAHANG	156	100	0	0	16	100	0	0	45	100	0	0	1	100	0	0	44	100	0	0	4	100	0	0	266
RAUB	75	100	0	0	6	100	0	0	24	100	0	0	3	100	0	0	27	100	0	0	19	100	0	0	154
TERENGGANU	400	100	0	0	3	100	0	0	13	100	0	0	11	100	0	0	24	100	0	0	0	0	0	0	451
KELANTAN	324	100	0	0	17	100	0	0	47	100	0	0	12	100	0	0	59	100	0	0	21	100	0	0	480
GUA MUSANG	130	100	0	0	0	0	0	0	6	100	0	0	1	100	0	0	7	100	0	0	5	100	0	0	149
PERAK	265	100	0	0	18	100	0	0	27	100	0	0	13	100	0	0	17	100	0	0	28	100	0	0	368
TAIPING	52	100	0	0	11	100	0	0	36	100	0	0	11	100	0	0	36	100	0	0	9	100	0	0	155
PENANG	139	100	0	0	6	100	0	0	39	100	0	0	29	100	0	0	78	100	0	0	22	100	0	0	313
KEDAH	400	100	0	0	3	100	0	0	13	100	0	0	11	100	0	0	24	100	0	0	0	0	0	0	451
LANGKAWI	39	100	0	0	1	100	0	0	2	100	0	0	0	0	0	0	20	100	0	0	5	100	0	0	67
PERLIS	15	100	0	0	11	100	0	0	2	100	0	0	2	100	0	0	13	100	0	0	11	100	0	0	54
SARAWAK	343	100	0	0	5	100	0	0	43	100	0	0	10	100	0	0	118	100	0	0	57	100	0	0	576
SIBU	60	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	8	100	0	0	8	100	0	0	84
MIRI	34	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	18	100	0	0	7	100	0	0	67
SABAH	143	100	0	0	3	100	0	0	42	100	0	0	3	100	0	0	55	100	0	0	32	100	0	0	278
LABUAN	40	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	44
TOTAL	4109	100	0	0	154	1600	0	0	481	2100	0	0	133	1400	0	0	806	2200	0	0	468	1900	0	0	6151
	4109				154				481				133				806				468				6151