

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Apr-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	%		Number
KUALA LUMPUR	269	100	0	0	12	100	0	0	16	100	0	0	0	0	0	0	0	37	100	0	0	45	100	0	0	379
SELANGOR	264	100	0	0	10	100	0	0	0	0	0	0	0	0	0	0	0	46	100	0	0	51	100	0	0	371
NEGERI SEMBILAN	140	100	0	0	10	100	0	0	2	100	0	0	4	100	0	0	6	100	0	0	42		0	0	204	
MALACCA	123	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	11	100	0	0	22	100	0	0	156	
JOHORE	615	100	0	0	18	100	0	0	32	100	0	0	18	100	0	0	36	100	0	0	21	100	0	0	740	
MUAR	150	100	0	0	0	0	0	0	25	100	0	0	0	0	0	0	20	100	0	0	23	100	0	0	218	
PAHANG	157	100	0	0	22	100	0	0	14	100	0	0	8	100	0	0	15	100	0	0	41	100	0	0	257	
RAUB	45	100	0	0	0	100	0	0	13	100	0	0	0	100	0	0	13	100	0	0	19	100	0	0	90	
TERENGGANU	168	100	0	0	19	100	0	0	0	100	0	0	2	100	0	0	0	100	0	0	3	0	0	0	192	
KELANTAN	291	100	0	0	20	100	0	0	49	100	0	0	9	100	0	0	58	100	0	0	5	100	0	0	432	
GUA MUSANG	139	100	0	0	0	100	0	0	8	100	0	0	3	100	0	0	11	100	0	0	12	100	0	0	173	
PERAK	317	100	0	0	24	100	0	0	33	100	0	0	15	100	0	0	37	100	0	0	46	100	0	0	472	
TAIPING	94	100	0	0	13	100	0	0	15	100	0	0	9	100	0	0	24	100	0	0	16	100	0	0	171	
PENANG	160	100	0	0	5	100	0	0	76	100	0	0	35	100	0	0	27	100	0	0	12	100	0	0	315	
KEDAH	500	100	0	0	16	100	0	0	26	100	0	0	16	100	0	0	58	100	0	0	10	0	0	0	626	
LANGKAWI	40	100	0	0	4	100	0	0	3	100	0	0	3	0	0	0	10	100	0	0	24	100	0	0	84	
PERLIS	50	100	0	0	6	100	0	0	4	100	0	0	3	100	0	0	12	100	0	0	11	100	0	0	86	
SARAWAK	364	100	0	0	3	100	0	0	35	100	0	0	3	100	0	0	38	100	0	0	36	100	0	0	479	
SIBU	57	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	7	100	0	0	7	100	0	0	71	
MIRI	49	100	0	0	7	0	0	0	10	100	0	0	1	0	0	0	16	100	0	0	12	100	0	0	95	
SABAH	115	100	0	0	3	100	0	0	48	100	0	0	3	100	0	0	64	100	0	0	10	100	0	0	243	
LABUAN	35	100	0	0	0	0	0	0	0	100	0	0	0	0	0	0	0	100	0	0	5	0	0	0	40	
TOTAL	4142	100	0	0	192	1700	0	0	409	2100	0	0	132	1400	0	0	546	2200	0	0	473	1800	0	0	5894	
	4142				192				409				132				546				473				5894	