

LEGAL AID DEPARTMENT CLIENT ACHIEVEMENT REPORT

Oct-18

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	196	100	0	0	6	100	0	0	13	100	0	0	2	100	0	0	23	100	0	0	17	100	0	0	257
SELANGOR	304	100	0	0	0	0	0	0	34	82.93	7	17.07	0	0	0	0	36	100	0	0	71	100	0	0	452
NEGERI SEMBILAN	102	100	0	0	0	0	0	0	26	100	0	0	0	0	0	0	26	100	0	0	10	100	0	0	164
MALACCA	115	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	26	100	0	0	183
JOHORE	306	100	0	0	20	100	0	0	22	100	0	0	32	100	0	0	54	100	0	0	20	100	0	0	454
MUAR	120	100	0	0	0	0	0	0	47	100	0	0	0	0	0	0	43	100	0	0	35	100	0	0	245
PAHANG	119	100	0	0	7	100	0	0	4	100	0	0	3	100	0	0	25	100	0	0	31	100	0	0	189
RAUB	75	100	0	0	4	100	0	0	21	100	0	0	0	0	0	0	21	100	0	0	23	100	0	0	144
TERENGGANU	152	100	0	0	1	100	0	0	53	100	0	0	0	0	0	0	53	100	0	0	27	100	0	0	286
KELANTAN	248	100	0	0	4	100	0	0	48	100	0	0	2	100	0	0	50	100	0	0	18	100	0	0	370
GUA MUSANG	149	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	4	100	0	0	157
PERAK	152	100	0	0	18	100	0	0	4	100	0	0	10	100	0	0	35	100	0	0	14	100	0	0	233
TAIPING	40	100	0	0	13	100	0	0	31	100	0	0	25	100	0	0	27	100	0	0	8	100	0	0	144
PENANG	237	100	0	0	3	100	0	0	52	100	0	0	4	100	0	0	48	100	0	0	50	100	0	0	394
KEDAH	110	100	0	0	0	0	0	0	54	100	0	0	0	0	0	0	54	100	0	0	17	100	0	0	235
LANGKAWI	53	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	7	100	0	0	5	100	0	0	70
PERLIS	81	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	9	100	0	0	1	100	0	0	100
SARAWAK	211	100	0	0	8	100	0	0	36	100	0	0	8	100	0	0	67	100	0	0	71	100	0	0	401
SIBU	69	100	0	0	0	0	0	0	16	100	0	0	0	0	0	0	16	100	0	0	10	100	0	0	111
MIRI	124	100	0	0	0	0	0	0	41	100	0	0	0	0	0	0	41	100	0	0	16	100	0	0	222
SABAH	111	100	0	0	0	0	0	0	81	100	0	0	0	0	0	0	31	100	0	0	31	100	0	0	254
LABUAN	26	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	2	100	0	0	2	100	0	0	32
TOTAL	3100	100	0	0	84	100	0	0	622	98.89	7	1.11	86	800	0	0	691	100	0	0	507	100	0	0	5097
	3100				84				629				86				691				507				5097