LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

December 2018

	To ensure that client's waiting time to be attended to at the counter				To ensure that mediation services are concluded within			To ensure that pleadings are completed with				ithin -		To ensure that cases are filed in Courts within fourteen (14) days				To ensure that fair order/judgment is served on							
	does not exceed fifteen (15) minutes			thirty (30) days from the date of			for non-mediation cases, thirty			for mediation cases, twenty-			after the completion of pleadings			client within seven (7) days upon									
				both parties' consents for			(30) days from the date of receipt			· ·					receipt of the same from court										
				mediation			of complete documentation		the conclusion of the mediation sessions		,														
	MINI In Compliance Non-Compliance										mediation sessions								TOTAL						
BRANCH/MINI				In Compliance Non-				In Compliance Non-			In Compliance Non-		In Compliance Non-		In Compliance Non-			n							
BRANCH	with Tir		with	•		Time	Compli		with 1		Comp			Time	Compl			h Time		liance		Time	Compl		SERVICES
	Period/Sta	ndard	Period/C	ontraven	Period/	Standard	with T	ime	Period/St	andard	with		Period/	Standar	with .		Period	/Standard	with	Time	Period/	Standard	with '	Time	
	of Clients' C	harter	e Stand			ients'	Period/0		of Clie		Period/			lients'	Period/		of Clien	ts' Charter		/Contra		ients'	Period/0		
			Clients'	Charter	Cha	rter	ven Standa		Char	ter	ene Sta of Cli		Cha	rter	ver Standa				vene St of Cli	tandard	Cha	arter	ene Sta of Cli		
							Clien				Cha				Clie					rter			Chai		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	106	100	0	0	7	100	0	0	5	100	0	0	8	100	0	0	22	100	0	0	9	100	0	0	157
SELANGOR	148	100	0	0	0	0	0	0	13	100	0	0	0	0	0	0	13	100	0	0	68	100	0	0	242
NEGERI SEMBILAN	73	100	0	0	0	0	0	0	55	100	0	0	0	0	0	0	55	100	0	0	13	100	0	0	196
MALACCA	71	100	0	0	0	0	0	0	11	100	0	0	0	0	0	0	11	100	0	0	22	100	0	0	115
JOHORE	356	100	0	0	16	100	0	0	18	100	0	0	22	100	0	0	40	100	0	0	19	100	0	0	471
MUAR	62	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	13	100	0	0	57	100	0	0	138
PAHANG	118	100	0	0	4	100	0	0	0	0	0	0	4	100	0	0	11	100	0	0	26	100	0	0	163
RAUB	50	100	0	0	0	0	0	0	17	100	0	0	1	100	0	0	18	100	0	0	23	100	0	0	109
TERENGGANU	143	100	0	0	3	100	0	0	49	92.45	4	7.55	0	0	0	0	53	100	0	0	26	100	0	0	278
KELANTAN	251	100	0	0	5	100	0	0	36	100	0	0	0	0	0	0	36	100	0	0	8	100	0	0	336
GUA MUSANG	192	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	5	100	0	0	207
PERAK	116	100	0	0	16	100	0	0	11	100	0	0	16	100	0	0	65	100	0	0	6	100	0	0	230
TAIPING	28	100	0	0	0	0	0	0	26	100	0	0	11	100	0	0	34	100	0	0	32	100	0	0	131
PENANG	167	100	0	0	0	0	0	0	35	100	0	0	3	100	0	0	18	100	0	0	26 9	100	0	0	249
KEDAH LANGKAWI	95 21	100	0	0	0	0	0	0	48 1	100	0	0	0	0	0	0	48	100	0	0	0	100	0	0	200
PERLIS	45	100	0	0	0	0	0	0	7	100	0	0	0	0	0	0	7	100	0	0	2	100	0	0	61
SARAWAK	147	100	0	0	2	100	0	0	55	100	0	0	2	100	0	0	58	100	0	0	55	100	0	0	319
SIBU	62	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	10	100	0	0	82
MIRI	75	100	0	0	0	0	0	0	12	100	0	0	0	0	0	0	12	100	0	0	14	100	0	0	113
SABAH	113	100	0	0	0	0	0	0	80	100	0	0	0	0	0	0	23	100	0	0	20	100	0	0	236
LABUAN	2	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	2
TOTAL	2441	100	0	0	53	100	0	0	495	99.20	4	0.80	67	800	0	0	549	100	0	0	450	100	0	0	4059
	2441				53 499			9		67			549			450			4059						