

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

**December 2018**

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	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	100	0	0	249
KEDAH	95	100	0	0	0	0	0	0	48	100	0	0	0	0	0	0	48	100	0	0	9	100	0	0	200
LANGKAWI	21	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	24
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
<b>TOTAL</b>	<b>2441</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>495</b>	<b>99.20</b>	<b>4</b>	<b>0.80</b>	<b>67</b>	<b>800</b>	<b>0</b>	<b>0</b>	<b>549</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>450</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4059</b>
	<b>2441</b>				<b>53</b>				<b>499</b>				<b>67</b>				<b>549</b>				<b>450</b>				<b>4059</b>



