

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

Apr-19

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	184	100	0	0	4	100	0	0	10	100	0	0	4	100	0	0	18	100	0	0	59	100	0	0	279
SELANGOR	223	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	15	100	0	0	22	100	0	0	268
NEGERI SEMBILAN	47	100	0	0	6	100	0	0	28	100	0	0	4	100	0	0	32	100	0	0	39	100	0	0	156
MALACCA	68	100	0	0	1	100	0	0	4	100	0	0	0	0	0	0	4	100	0	0	11	100	0	0	88
JOHORE	385	100	0	0	19	100	0	0	19	100	0	0	14	100	0	0	39	100	0	0	34	100	0	0	510
MUAR	130	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	25	100	0	0	32	100	0	0	214
PAHANG	132	100	0	0	5	100	0	0	25	100	0	0	5	100	0	0	30	100	0	0	34	100	0	0	231
RAUB	45	100	0	0	0	0	0	0	14	100	0	0	0	0	0	0	14	100	0	0	26	100	0	0	99
TERENGGANU	135	100	0	0	8	100	0	0	1	100	0	0	1	100	0	0	60	100	0	0	39	100	0	0	244
KELANTAN	280	100	0	0	4	100	0	0	55	100	0	0	0	0	0	0	55	100	0	0	5	100	0	0	399
GUA MUSANG	151	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	4	100	0	0	165
PERAK	265	100	0	0	14	100	0	0	5	100	0	0	47	100	0	0	49	100	0	0	40	100	0	0	420
TAIPING	40	100	0	0	19	100	0	0	11	100	0	0	9	100	0	0	21	100	0	0	17	100	0	0	117
PENANG	240	100	0	0	0	0	0	0	43	100	0	0	0	0	0	0	43	100	0	0	32	100	0	0	358
KEDAH	115	100	0	0	3	100	0	0	47	100	0	0	3	100	0	0	47	100	0	0	10	100	0	0	225
LANGKAWI	35	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	10	100	0	0	4	100	0	0	59
PERLIS	65	100	0	0	2	100	0	0	11	100	0	0	3	100	0	0	14	100	0	0	0	0	0	0	95
SARAWAK	157	100	0	0	0	0	0	0	34	100	0	0	0	0	0	0	34	100	0	0	31	100	0	0	256
SIBU	47	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	10	100	0	0	20	100	0	0	87
MIRI	161	100	0	0	0	0	0	0	39	100	0	0	0	0	0	0	39	100	0	0	25	100	0	0	264
SABAH	129	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	10	100	0	0	67	100	0	0	233
LABUAN	15	100	0	0	1	100	0	0	5	100	0	0	1	100	0	0	5	100	0	0	3	100	0	0	30
<b>TOTAL</b>	<b>3049</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>86</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>438</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>91</b>	<b>1000</b>	<b>0</b>	<b>0</b>	<b>579</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>554</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4797</b>
	3049				86				438				91				579				554				4797