

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jul-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		for non-mediation cases, thirty (30) days from the date of receipt of complete documentation		for mediation cases, twenty-one (21) days from the date of the conclusion of the mediation sessions		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	126	100	0	0	9	100	0	0	20	100	0	0	14	100	0	0	41	100	0	0	25	100	0	0	235
SELANGOR	262	100	0	0	0	0	0	0	25	100	0	0	0	0	0	0	25	100	0	0	22	100	0	0	334
NEGERI SEMBILAN	82	100	0	0	9	100	0	0	12	100	0	0	13	100	0	0	25	100	0	0	36	100	0	0	177
MALACCA	61	100	0	0	8	100	0	0	16	100	0	0	6	100	0	0	22	100	0	0	4	100	0	0	117
JOHORE	326	100	0	0	9	100	0	0	32	100	0	0	19	100	0	0	51	100	0	0	28	100	0	0	465
MUAR	37	100	0	0	7	100	0	0	25	100	0	0	14	100	0	0	35	100	0	0	8	100	0	0	126
PAHANG	126	100	0	0	9	100	0	0	38	100	0	0	3	100	0	0	41	100	0	0	23	100	0	0	240
RAUB	35	100	0	0	6	100	0	0	21	100	0	0	0	0	0	0	21	100	0	0	23	100	0	0	106
TERENGGANU	160	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	61	100	0	0	23	100	0	0	249
KELANTAN	214	100	0	0	17	100	0	0	45	100	0	0	21	100	0	0	66	100	0	0	10	100	0	0	373
GUA MUSANG	94	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	6	100	0	0	102
PERAK	267	100	0	0	15	100	0	0	19	100	0	0	15	100	0	0	51	100	0	0	39	100	0	0	406
TAIPING	20	100	0	0	14	100	0	0	22	100	0	0	13	100	0	0	16	100	0	0	9	100	0	0	94
PENANG	238	100	0	0	3	100	0	0	41	100	0	0	8	100	0	0	42	100	0	0	53	100	0	0	385
KEDAH	130	100	0	0	5	100	0	0	67	100	0	0	5	100	0	0	67	100	0	0	9	100	0	0	283
LANGKAWI	30	100	0	0	1	100	0	0	2	100	0	0	1	100	0	0	5	100	0	0	12	100	0	0	51
PERLIS	59	100	0	0	2	100	0	0	4	100	0	0	11	100	0	0	15	100	0	0	11	100	0	0	102
SARAWAK	175	100	0	0	6	100	0	0	28	100	0	0	6	100	0	0	57	100	0	0	24	100	0	0	296
SIBU	20	100	0	0	1	100	0	0	29	100	0	0	0	0	0	0	29	100	0	0	11	100	0	0	90
MIRI	70	100	0	0	0	0	0	0	31	100	0	0	0	0	0	0	31	100	0	0	29	100	0	0	161
SABAH	140	100	0	0	2	100	0	0	2	100	0	0	2	100	0	0	1	100	0	0	51	100	0	0	198
LABUAN	19	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	7	100	0	0	3	100	0	0	30
TOTAL	2691	100	0	0	123	100	0	0	486	100.00	0	0	151	1500	0	0	710	100	0	0	459	100	0	0	4620
	2691				123				486				151				710				459				4620