

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jun-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	104	100	0	0	2	100	0	0	9	100	0	0	1	100	0	0	14	100	0	0	35	100	0	0	165
SELANGOR	186	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	18	100	0	0	25	100	0	0	238
NEGERI SEMBILAN	35	100	0	0	4	100	0	0	6	100	0	0	6	100	0	0	14	100	0	0	7	100	0	0	72
MALACCA	44	100	0	0	4	100	0	0	5	100	0	0	2	100	0	0	7	100	0	0	11	100	0	0	73
JOHORE	288	100	0	0	19	100	0	0	13	100	0	0	19	100	0	0	34	100	0	0	31	100	0	0	404
MUAR	56	100	0	0	0	0	0	0	7	100	0	0	0	0	0	0	11	100	0	0	24	100	0	0	98
PAHANG	87	100	0	0	4	100	0	0	9	100	0	0	4	100	0	0	13	100	0	0	5	100	0	0	122
RAUB	25	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	10	100	0	0	28	100	0	0	73
TERENGGANU	73	100	0	0	2	100	0	0	6	100	0	0	0	0	0	0	30	100	0	0	48	100	0	0	159
KELANTAN	243	100	0	0	13	100	0	0	33	100	0	0	10	100	0	0	43	100	0	0	14	100	0	0	356
GUA MUSANG	68	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100	0	0	69
PERAK	144	100	0	0	13	100	0	0	15	100	0	0	13	100	0	0	40	100	0	0	30	100	0	0	255
TAIPING	35	100	0	0	10	100	0	0	12	100	0	0	26	100	0	0	41	100	0	0	7	100	0	0	131
PENANG	150	100	0	0	7	100	0	0	37	100	0	0	9	100	0	0	25	100	0	0	26	100	0	0	254
KEDAH	123	100	0	0	0	0	0	0	57	100	0	0	0	0	0	0	57	100	0	0	28	100	0	0	265
LANGKAWI	39	100	0	0	0	0	0	0	3	75	1	25	0	0	0	0	4	100	0	0	3	100	0	0	50
PERLIS	47	100	0	0	3	100	0	0	5	100	0	0	6	100	0	0	11	100	0	0	7	100	0	0	79
SARAWAK	154	100	0	0	0	0	0	0	12	100	0	0	0	0	0	0	12	100	0	0	22	100	0	0	200
SIBU	40	100	0	0	0	0	0	0	17	100	0	0	0	0	0	0	17	100	0	0	6	100	0	0	80
MIRI	60	100	0	0	0	0	0	0	10	100	0	0	0	0	0	0	10	100	0	0	9	100	0	0	89
SABAH	101	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	1	100	0	0	32	100	0	0	155
LABUAN	7	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	7
TOTAL	2109	100	0	0	81	100	0	0	296	99.66	1	0.337	96	1000	0	0	412	100	0	0	399	100	0	0	3394
	2109				81				297				96				412				399				3394