

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT
May-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	149	100	0	0	9	100	0	0	15	100	0	0	2	100	0	0	24	100	0	0	21	100	0	0	220
SELANGOR	205	100	0	0	0	0	0	0	18	100	0	0	0	0	0	0	9	100	0	0	30	100	0	0	262
NEGERI SEMBILAN	59	100	0	0	4	100	0	0	18	100	0	0	4	100	0	0	22	100	0	0	33	100	0	0	140
MALACCA	42	100	0	0	1	100	0	0	11	100	0	0	1	100	0	0	15	100	0	0	13	100	0	0	83
JOHORE	246	100	0	0	14	100	0	0	24	100	0	0	27	100	0	0	58	100	0	0	24	100	0	0	393
MUAR	69	100	0	0	0	0	0	0	17	100	0	0	0	0	0	0	16	100	0	0	7	100	0	0	109
PAHANG	100	100	0	0	2	100	0	0	36	100	0	0	2	100	0	0	38	100	0	0	17	100	0	0	195
RAUB	29	100	0	0	0	0	0	0	16	100	0	0	0	0	0	0	16	100	0	0	18	100	0	0	79
TERENGGANU	81	100	0	0	5	100	0	0	2	100	0	0	0	0	0	0	38	100	0	0	32	100	0	0	158
KELANTAN	198	100	0	0	17	100	0	0	52	100	0	0	9	100	0	0	61	100	0	0	8	100	0	0	345
GUA MUSANG	92	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	2	100	0	0	104
PERAK	164	100	0	0	22	100	0	0	20	100	0	0	22	100	0	0	58	100	0	0	30	100	0	0	316
TAIPING	30	100	0	0	13	100	0	0	14	100	0	0	10	100	0	0	2	100	0	0	0	0	0	0	69
PENANG	194	100	0	0	20	100	0	0	42	100	0	0	2	100	0	0	42	100	0	0	76	100	0	0	376
KEDAH	135	100	0	0	1	100	0	0	95	100	0	0	1	100	0	0	95	100	0	0	13	100	0	0	340
LANGKAWI	43	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	4	100	0	0	8	100	0	0	58
PERLIS	56	100	0	0	8	100	0	0	13	100	0	0	8	100	0	0	21	100	0	0	10	100	0	0	116
SARAWAK	100	100	0	0	10	100	0	0	49	100	0	0	10	100	0	0	49	100	0	0	17	100	0	0	235
SIBU	29	100	0	0	0	0	0	0	29	100	0	0	0	0	0	0	29	100	0	0	21	100	0	0	108
MIRI	152	100	0	0	0	0	0	0	42	100	0	0	0	0	0	0	42	100	0	0	15	100	0	0	251
SABAH	108	100	0	0	2	100	0	0	6	100	0	0	2	100	0	0	9	100	0	0	65	100	0	0	192
LABUAN	20	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	100	0	0	21
TOTAL	2301	100	0	0	128	100	0	0	527	100	0	0	100	1300	0	0	653	100	0	0	461	100	0	0	4170
	2301				128				527				100				653				461				4170