

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

Nov-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	133	100	0	0	6	100	0	0	23	100	0	0	2	100	0	0	59	100	0	0	15	100	0	0	238
SELANGOR	278	100	0	0	1	0	0	0	20	100	0	0	0	0	0	0	20	100	0	0	19	100	0	0	338
NEGERI SEMBILAN	71	100	0	0	3	100	0	0	17	100	0	0	6	100	0	0	23	100	0	0	16	100	0	0	136
MALACCA	68	100	0	0	3	100	0	0	10	100	0	0	5	100	0	0	15	100	0	0	19	100	0	0	120
JOHORE	362	100	0	0	8	100	0	0	23	100	0	0	23	100	0	0	46	100	0	0	17	100	0	0	479
MUAR	69	100	0	0	6	100	0	0	21	100	0	0	16	100	0	0	36	100	0	0	24	100	0	0	172
PAHANG	129	100	0	0	1	100	0	0	8	100	0	0	0	100	0	0	8	100	0	0	36	100	0	0	182
RAUB	53	100	0	0	1	100	0	0	18	100	0	0	4	100	0	0	22	100	0	0	8	100	0	0	106
TERENGGANU	125	100	0	0	8	100	0	0	4	100	0	0	1	0	0	0	57	100	0	0	24	100	0	0	219
KELANTAN	216	100	0	0	9	100	0	0	45	100	0	0	8	100	0	0	53	100	0	0	11	100	0	0	342
GUA MUSANG	138	100	0	0	0	0	0	0	3	100	0	0	0	0	0	0	2	100	0	0	1	0	0	0	144
PERAK	270	100	0	0	10	100	0	0	22	100	0	0	7	100	0	0	31	100	0	0	31	100	0	0	371
TAIPING	48	100	0	0	0	100	0	0	17	100	0	0	0	100	0	0	17	100	0	0	16	100	0	0	98
PENANG	212	100	0	0	2	100	0	0	34	100	0	0	11	100	0	0	37	100	0	0	34	100	0	0	330
KEDAH	124	100	0	0	2	100	0	0	106	100	0	0	2	100	0	0	106	100	0	0	0	100	0	0	340
LANGKAWI	43	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	0	100	0	0	51
PERLIS	60	100	0	0	6	100	0	0	8	100	0	0	1	100	0	0	9	100	0	0	7	100	0	0	91
SARAWAK	143	100	0	0	4	100	0	0	34	100	0	0	4	100	0	0	30	100	0	0	26	100	0	0	241
SIBU	53	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	9	100	0	0	19	100	0	0	90
MIRI	71	100	0	0	0	0	0	0	14	100	0	0	0	0	0	0	14	100	0	0	30	100	0	0	129
SABAH	67	100	0	0	0	100	0	0	35	100	0	0	0	100	0	0	39	100	0	0	31	100	0	0	172
LABUAN	17	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	4	100	0	0	2	100	0	0	24
<b>TOTAL</b>	<b>2750</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>70</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>476</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>90</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>641</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>386</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4413</b>
	2750				70				476				90				641				386				4413