

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

Oct-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		
	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	Number	%	
KUALA LUMPUR	134	100	0	0	10	100	0	0	23	100	0	0	10	100	0	0	21	100	0	0	31	100	0	0	229
SELANGOR	247	100	0	0	5	0	0	0	15	100	0	0	0	0	0	0	19	100	0	0	20	100	0	0	306
NEGERI SEMBILAN	65	100	0	0	7	100	0	0	8	100	0	0	7	100	0	0	15	100	0	0	14	100	0	0	116
MALACCA	69	100	0	0	6	100	0	0	12	100	0	0	5	100	0	0	15	100	0	0	8	100	0	0	115
JOHORE	389	100	0	0	22	100	0	0	21	100	0	0	23	100	0	0	44	100	0	0	66	100	0	0	565
MUAR	78	100	0	0	6	100	0	0	23	100	0	0	19	100	0	0	45	100	0	0	18	100	0	0	189
PAHANG	116	100	0	0	5	100	0	0	15	100	0	0	4	100	0	0	15	100	0	0	53	100	0	0	208
RAUB	50	100	0	0	7	100	0	0	10	100	0	0	5	100	0	0	15	100	0	0	34	100	0	0	121
TERENGGANU	142	100	0	0	13	100	0	0	9	100	0	0	1	0	0	0	53	100	0	0	28	100	0	0	246
KELANTAN	269	100	0	0	13	100	0	0	29	100	0	0	8	100	0	0	37	100	0	0	17	100	0	0	373
GUA MUSANG	131	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	1	0	0	0	134
PERAK	232	100	0	0	7	100	0	0	15	100	0	0	7	100	0	0	20	100	0	0	26	100	0	0	307
TAIPING	39	100	0	0	0	100	0	0	16	100	0	0	0	100	0	0	31	100	0	0	34	100	0	0	120
PENANG	203	100	0	0	21	100	0	0	32	100	0	0	22	100	0	0	32	100	0	0	52	100	0	0	362
KEDAH	130	100	0	0	3	100	0	0	69	100	0	0	3	100	0	0	69	100	0	0	8	100	0	0	282
LANGKAWI	43	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	5	100	0	0	6	100	0	0	58
PERLIS	59	100	0	0	2	100	0	0	12	100	0	0	4	100	0	0	16	100	0	0	10	100	0	0	103
SARAWAK	203	100	0	0	2	100	0	0	36	100	0	0	4	100	0	0	36	100	0	0	40	100	0	0	321
SIBU	34	100	0	0	0	0	0	0	38	100	0	0	0	0	0	0	38	100	0	0	16	100	0	0	126
MIRI	61	100	0	0	0	0	0	0	12	100	0	0	0	0	0	0	14	100	0	0	20	100	0	0	107
SABAH	115	100	0	0	1	100	0	0	12	100	0	0	1	100	0	0	11	100	0	0	47	100	0	0	187
LABUAN	19	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	3	100	0	0	7	100	0	0	33
<b>TOTAL</b>	<b>2828</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>130</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>416</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>123</b>	<b>1500</b>	<b>0</b>	<b>0</b>	<b>555</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>556</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4608</b>
	2828				130				416				123				555				556				4608