

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		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	171	100	0	0	11	100	0	0	14	100	0	0	13	100	0	0	34	100	0	0	12	100	0	0	255
SELANGOR	310	100	0	0	0	0	0	0	26	100	0	0	0	0	0	0	20	100	0	0	31	100	0	0	387
NEGERI SEMBILAN	60	100	0	0	5	100	0	0	17	100	0	0	8	100	0	0	25	100	0	0	6	100	0	0	121
MALACCA	84	100	0	0	2	100	0	0	14	100	0	0	2	67	1	33	17	100	0	0	5	100	0	0	125
JOHORE	380	100	0	0	18	100	0	0	15	88	2	12	18	100	0	0	23	100	0	0	27	100	0	0	483
MUAR	86	100	0	0	6	100	0	0	14	100	0	0	2	100	0	0	15	100	0	0	20	100	0	0	143
PAHANG	131	100	0	0	7	100	0	0	25	100	0	0	7	100	0	0	32	100	0	0	44	100	0	0	246
RAUB	46	100	0	0	7	100	0	0	13	100	0	0	8	100	0	0	21	100	0	0	12	100	0	0	107
TERENGGANU	146	100	0	0	3	100	0	0	0	0	0	0	0	0	0	0	61	100	0	0	19	100	0	0	229
KELANTAN	315	100	0	0	19	100	0	0	39	100	0	0	16	100	0	0	55	100	0	0	5	100	0	0	449
GUA MUSANG	203	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	8	100	0	0	3	100	0	0	222
PERAK	242	100	0	0	15	100	0	0	21	100	0	0	15	100	0	0	45	100	0	0	37	100	0	0	375
TAIPING	43	100	0	0	14	100	0	0	14	100	0	0	23	100	0	0	30	100	0	0	1	100	0	0	125
PENANG	299	100	0	0	8	100	0	0	49	100	0	0	6	100	0	0	49	100	0	0	57	100	0	0	468
KEDAH	110	100	0	0	2	100	0	0	85	100	0	0	2	100	0	0	85	100	0	0	0	0	0	0	284
LANGKAWI	49	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	2	100	0	0	59
PERLIS	75	100	0	0	1	100	0	0	9	100	0	0	4	100	0	0	13	100	0	0	2	100	0	0	104
SARAWAK	202	100	0	0	2	100	0	0	42	100	0	0	2	100	0	0	42	100	0	0	26	100	0	0	316
SIBU	45	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	12	100	0	0	99
MIRI	59	100	0	0	0	0	0	0	25	100	0	0	0	0	0	0	25	100	0	0	20	100	0	0	129
SABAH	108	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	53	100	0	0	163
LABUAN	18	100	0	0	0	0	0	0	2	100	0	0	0	0	0	0	3	100	0	0	8	100	0	0	31
<b>TOTAL</b>	<b>3182</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>120</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>458</b>	<b>99.57</b>	<b>2</b>	<b>0.435</b>	<b>126</b>	<b>1367</b>	<b>1</b>	<b>33.3</b>	<b>629</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>402</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4920</b>
	3182				120				460				127				629				402				4920