

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Jan-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	59	100	0	0	8	100	0	0	10	100	0	0	4	100	0	0	32	100	0	0	16	100	0	0	129
SELANGOR	211	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	13	100	0	0	11	100	0	0	235
NEGERI SEMBILAN	66	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	27	100	0	0	26	100	0	0	146
MALACCA	148	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	27	100	0	0	23	100	0	0	225
JOHORE	360	100	0	0	24	100	0	0	17	74	6	26	24	100	0	0	25	93	2	7	0	0	25	100	483
MUAR	99	100	0	0	0	0	0	0	22	100	0	0	0	0	0	0	20	100	0	0	54	100	0	0	195
PAHANG	96	100	0	0	5	100	0	0	20	95	1	5	5	100	0	0	25	100	0	0	36	100	0	0	188
RAUB	51	100	0	0	0	0	0	0	39	100	0	0	2	100	0	0	41	100	0	0	38	100	0	0	171
TERENGGANU	168	100	0	0	9	100	0	0	3	100	0	0	0	0	0	0	62	100	0	0	69	100	0	0	311
KELANTAN	293	100	0	0	3	100	0	0	51	100	0	0	2	100	0	0	53	100	0	0	26	100	0	0	428
GUA MUSANG	105	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	1	100	0	0	0	0	0	0	107
PERAK	161	100	0	0	16	100	0	0	16	100	0	0	16	100	0	0	82	100	0	0	25	100	0	0	316
TAIPING	31	100	0	0	13	100	0	0	20	100	0	0	10	100	0	0	11	100	0	0	25	100	0	0	110
PENANG	229	100	0	0	4	100	0	0	89	100	0	0	8	100	0	0	69	100	0	0	86	100	0	0	485
KEDAH	110	100	0	0	0	0	0	0	66	100	0	0	0	0	0	0	66	100	0	0	15	100	0	0	257
LANGKAWI	44	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	4	100	0	0	58
PERLIS	67	100	0	0	0	0	0	0	13	100	0	0	0	0	0	0	13	100	0	0	10	100	0	0	103
SARAWAK	172	100	0	0	3	100	0	0	32	100	0	0	3	100	0	0	11	100	0	0	57	100	0	0	278
SIBU	39	100	0	0	0	0	0	0	7	100	0	0	0	0	0	0	7	100	0	0	17	100	0	0	70
MIRI	80	100	0	0	0	0	0	0	16	100	0	0	0	0	0	0	17	100	0	0	39	100	0	0	152
SABAH	155	100	0	0	2	100	0	0	28	100	0	0	2	100	0	0	81	100	0	0	40	100	0	0	308
LABUAN	33	100	0	0	0	0	0	0	6	100	0	0	0	0	0	0	3	100	0	0	1	100	0	0	43
TOTAL	2777	100	0	0	87	100	0	0	515	98.66	7	1.34	76	1000	0	0	691	100	2	0	618	100	25	100	4798

	2777	87	522	76	693	643	4798
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