

**LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT**

Sep-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	120	100	0	0	2	100	0	0	22	100	0	0	4	100	0	0	32	100	0	0	15	100	0	0	195
SELANGOR	170	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	8	100	0	0	22	100	0	0	209
NEGERI SEMBILAN	64	100	0	0	5	100	0	0	7	100	0	0	6	100	0	0	13	100	0	0	5	100	0	0	100
MALACCA	57	100	0	0	2	100	0	0	10	100	0	0	3	100	0	0	13	100	0	0	10	100	0	0	95
JOHORE	355	100	0	0	9	100	0	0	27	100	0	0	15	100	0	0	37	100	0	0	45	100	0	0	488
MUAR	65	100	0	0	13	100	0	0	13	100	0	0	21	100	0	0	32	100	0	0	19	100	0	0	163
PAHANG	104	100	0	0	6	100	0	0	20	100	0	0	3	100	0	0	20	100	0	0	11	100	0	0	164
RAUB	27	100	0	0	6	100	0	0	10	100	0	0	2	100	0	0	12	100	0	0	7	100	0	0	64
TERENGGANU	138	100	0	0	3	100	0	0	2	100	0	0	0	0	0	0	69	100	0	0	22	100	0	0	234
KELANTAN	182	100	0	0	8	100	0	0	31	100	0	0	6	100	0	0	37	100	0	0	5	100	0	0	269
GUA MUSANG	96	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	5	100	0	0	0	0	0	0	106
PERAK	268	100	0	0	15	100	0	0	41	100	0	0	14	100	0	0	72	100	0	0	46	100	0	0	456
TAIPING	26	100	0	0	8	100	0	0	21	100	0	0	10	100	0	0	24	100	0	0	10	100	0	0	99
PENANG	203	100	0	0	11	100	0	0	28	100	0	0	2	100	0	0	27	100	0	0	41	100	0	0	312
KEDAH	109	100	0	0	5	100	0	0	4	100	0	0	4	100	0	0	72	100	0	0	7	100	0	0	201
LANGKAWI	39	100	0	0	0	0	0	0	9	100	0	0	0	0	0	0	9	100	0	0	2	100	0	0	59
PERLIS	54	100	0	0	6	100	0	0	3	100	0	0	2	100	0	0	5	100	0	0	2	100	0	0	72
SARAWAK	144	100	0	0	6	100	0	0	45	100	0	0	6	100	0	0	34	100	0	0	42	100	0	0	277
SIBU	21	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	21	100	0	0	84
MIRI	64	100	0	0	0	0	0	0	27	100	0	0	0	0	0	0	25	100	0	0	51	100	0	0	167
SABAH	141	100	0	0	1	100	0	0	4	100	0	0	1	100	0	0	4	100	0	0	36	100	0	0	187
LABUAN	25	100	0	0	0	0	0	0	13	100	0	0	0	0	0	0	2	100	0	0	5	100	0	0	45
<b>TOTAL</b>	<b>2472</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>106</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>372</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>99</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>573</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>424</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>4046</b>
	2472				106				372				99				573				424				4046