

LEGAL AID DEPARTMENT CLIENT CHARTER ACHIEVEMENT REPORT

Mar-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	134	100	0	0	1	100	0	0	8	100	0	0	8	100	0	0	10	100	0	0	26	100	0	0	187
SELANGOR	182	100	0	0	0	0	0	0	0	0	0	0	0	0	0	0	26	100	0	0	36	100	0	0	244
NEGERI SEMBILAN	56	100	0	0	4	100	0	0	16	100	0	0	1	100	0	0	17	100	0	0	6	100	0	0	100
MALACCA	70	100	0	0	0	0	0	0	13	100	0	0	1	100	0	0	12	100	0	0	25	100	0	0	121
JOHORE	425	100	0	0	7	100	0	0	27	100	0	0	23	100	0	0	56	100	0	0	44	100	0	0	582
MUAR	106	100	0	0	0	0	0	0	33	100	0	0	0	0	0	0	39	100	0	0	13	100	0	0	191
PAHANG	117	100	0	0	4	100	0	0	22	100	0	0	4	100	0	0	29	100	0	0	45	100	0	0	221
RAUB	33	100	0	0	1	100	0	0	22	100	0	0	0	0	0	0	22	100	0	0	12	100	0	0	90
TERENGGANU	154	100	0	0	2	100	0	0	1	100	0	0	1	100	0	0	57	100	0	0	64	100	0	0	279
KELANTAN	267	100	0	0	10	100	0	0	59	100	0	0	2	100	0	0	61	100	0	0	24	100	0	0	423
GUA MUSANG	146	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	4	100	0	0	1	100	0	0	155
PERAK	245	100	0	0	11	100	0	0	44	100	0	0	12	100	0	0	68	100	0	0	42	100	0	0	422
TAIPING	62	100	0	0	13	100	0	0	15	100	0	0	16	100	0	0	17	100	0	0	25	100	0	0	148
PENANG	227	100	0	0	3	100	0	0	46	100	0	0	2	100	0	0	32	100	0	0	52	100	0	0	362
KEDAH	100	100	0	0	1	100	0	0	60	100	0	0	1	100	0	0	60	100	0	0	10	100	0	0	232
LANGKAWI	54	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	8	100	0	0	0	0	0	0	70
PERLIS	49	100	0	0	6	100	0	0	2	100	0	0	3	100	0	0	5	100	0	0	0	0	0	0	65
SARAWAK	195	100	0	0	5	100	0	0	69	100	0	0	5	100	0	0	61	100	0	0	42	100	0	0	377
SIBU	47	100	0	0	0	0	0	0	21	100	0	0	0	0	0	0	21	100	0	0	11	100	0	0	100
MIRI	87	100	0	0	0	0	0	0	15	100	0	0	0	0	0	0	15	100	0	0	40	100	0	0	157
SABAH	168	100	0	0	4	100	0	0	9	100	0	0	4	100	0	0	22	100	0	0	28	100	0	0	235
LABUAN	24	100	0	0	2	100	0	0	4	100	0	0	0	0	0	0	4	100	0	0	0	0	0	0	34
TOTAL	2948	100	0	0	74	100	0	0	498	100.00	0	0.00	83	1400	0	0	646	100	0	0	546	100	0	0	4795
	2948				74				498				83				646				546				4795