

**ATTORNEY GENERAL'S CHAMBERS CLIENTS' CHARTER ACHIEVEMENT REPORT
FOR THE MONTH OF JANUARY 2014**

| Promise | In Compliance with Time Period/ Standard of Clients' Charter | | Non-Compliance Time Period/ Contravene Standard of Clients' Charter | | Total Services |
|--|--|---------------------------------|---|--|------------------|
| | Total in Compliance with Standard | % in Compliance with Standard** | Total not in Compliance with Standard *** | % not in Compliance with Standard **** | |
| 1. Study Investigation Papers within 14 days from the date of receipt. | 26,565 | 94% | 1,619 | 6% | 28,184 |
| 2. Take instructions and conduct proceedings instituted by or against Government of Malaysia by ensuring that preliminary actions are taken not more than 10 weeks from the date the instructions are received. | | | | | (Civil) (A&T) |
| 3. The principal legislation is completed within 40 days after all legal and policy issues are resolved. The final draft of the principal legislation which is submitted to the client is free from drafting errors. | 2 | 100% | 0 | 0% | 2 |

| | | <u>ACT</u> | | | | <u>Pages</u> |
|---|--|----------------------|--------------------------|-------------------|-----------------------|--------------------------------|
| <p>4. To complete draft reprint of laws within –</p> <p>(a) four (4) months from the effective date of the amending act in the current year for laws which consists of less than 50 pages</p> <p>(b) six (6) months from the effective date of the amending act in the current year for laws which consists of more than 50 pages</p> | | | | | | |
| <p>5. Provide quality legal advice within fourteen (14) working days from the date of receipt of complete documents and information.</p> | | <p>50</p> <p>100</p> | <p>100%</p> <p>92.6%</p> | <p>0</p> <p>8</p> | <p>0%</p> <p>7.4%</p> | <p>50(IAD)</p> <p>108(ADV)</p> |
| <p>6. Vet and draft international instruments and documents such as agreements, memoranda of understanding,</p> | <p>Vet and draft international instruments and documents within 14 day</p> | <p>3</p> | <p>100%</p> | <p>0</p> | <p>0%</p> | <p>3</p> |

| | | | | | | |
|---|---|------------|-------------|----------|-------------|------------|
| declarations and joint <i>communiqués</i> within 14 working days and for more complex international instruments and documents, within 1 month. | Vet and draft international instruments and documents within 1 month | 4 | 100% | 0 | 0% | 4 |
| 7. Processing all payments for bills and claims (allowances, refund and etc) within 14 days from the date when the applications are received | | 128 | 100% | 0 | 0.0% | 128 |