

**ATTORNEY GENERAL'S CHAMBERS CLIENTS' CHARTER ACHIEVEMENT REPORT
FOR THE MONTH OF DECEMBER 2019**

| 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. Perusal of Investigation Papers within 14 days from the date of receipt. | 37,494 | 97% | 1,228 | 3% | 38,722 |
| 2. To obtain directions and to conduct civil proceedings instituted by or against Government of Malaysia by ensuring that preliminary actions are carried out not more than 10 weeks from the date such directions are obtained. | 400 | 100% | - | - | 400 |
| 3. The drafting of a new principal legislation or an amendment legislation is completed within 40 working days after all legal and policy issues are resolved. | - | - | - | - | - |

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|--|-----------------------|--------------------|----------|----------|----------------------------|
| <p>4. To complete drafts reprint of laws within 6 months from date of instruction.</p> | <p>16 ACTS</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>1300 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>94</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>94 (IAD)</p> |
| | <p>88</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>88 (ADV)</p> |
| | <p>33</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>33 (Syariah)</p> |
| <p>6. Vet and draft international instruments and documents such as agreements, memoranda of understanding, declarations and joint <i>communiqués</i> within 14 working days and for more complex international instruments and documents, within 1 month</p> | <p>25</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>25</p> |
| | <p>4</p> | <p>100%</p> | <p>-</p> | <p>-</p> | <p>4</p> |

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|---|------------|-------------|----------|----------|------------|
| 7. To submit comprehensive, quality and profesional research findings/legal opinions/feedback within the time determined, not more than 30 working days from the date request is received. | 27 | 100% | - | - | 27 |
| 8. Processing all bills and claims (allowances, refund and etc) within 14 days from the day of completed documents received. | 464 | 100% | - | - | 464 |