

**ATTORNEY GENERAL'S CHAMBERS CLIENTS' CHARTER ACHIEVEMENT REPORT
FOR THE MONTH OF FEBRUARY 2025**

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.	55,797	97%	1,811	3%	57,608
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.	299	100%	-	-	299
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.	15	100%	-	-	15

4	To complete drafts reprint of laws within 6 months from date of instruction.		4 Reprint Of Laws	100%	-	-	145 pages
5	Provide quality legal advice within fourteen (14) working days from the date of receipt of complete documents and information.		302	100%	-	-	302 (IAD)
			137	100%	-	-	137(ADV)
			33	100%	-	-	33 (SYARIAH)
6	Vet and draft international instruments and documents such as agreements, memorandum of understanding, declarations and joint <i>communiqués</i> within 14 working days and for more complex international instruments and documents, within 1	Vet and draft international instruments and documents within 14 day	19	100%	-	-	19

	month	Vet and draft international instruments and documents within 1 month	11	100%	-	-	11
7	To deliver comprehensive and quality legal research within 3 months and legal opinion within 30 working days from the date of receipt of complete documents and information.		31	100%	-	-	31
8	Processing all bills and claims (allowances, refund and etc) within 14 days from the day of completed documents received.		499	100%	-	-	499