

PUBLICATION OF 10 YEARS AND 2025 TELENISA STATISTICS AND FINDINGS

SiK

TELENISA



KETAHUI HAK
ANDA



Supported by



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 No. 4 Lorong 11/8E • Seksyen 11 • Petaling Jaya, Selangor 46200 • Malaysia

 +603 79603357 / 5121 / 6733  sis@sistersinislam.org.my

 www.sistersinislam.org  @sistersinislam.my  officialSIS  @SistersinIslam

EDITORIAL BOARD (PUBLICATION)

Writers: : Idzuafi Hadi Kamilan, Surya Kartika Azam dan Nur Athirah Rosli

Co-Editors: Rozana Isa, Ameenah Siddiqi & Syarifatul Adibah

Statistician: Prof. Madya Dr Khairul Hamimah Mohammad Jodi

Designer: Irodori Studios
84 Tingkat Sungai Ara Satu • Bayan Lepas, 11900 Pulau Pinang • Malaysia

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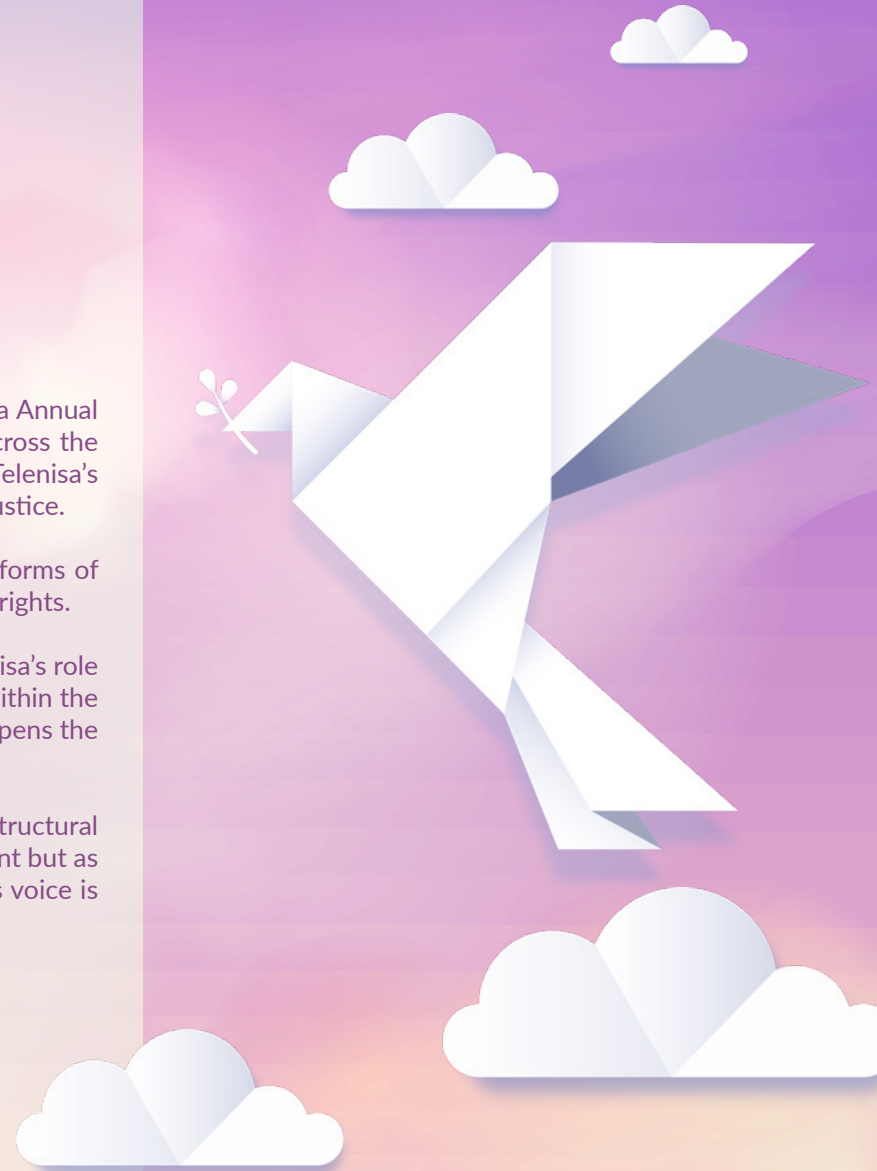
Bird Symbol As Telenisa's Visual Identity

The bird symbol displayed on the cover of the Telenisa Report was first introduced in the Telenisa Annual Reports from 2017 to 2021. Birds are often portrayed as creatures that soar freely and high across the universe. In this context, the bird in the Telenisa Annual Reports represents the core aspirations of Telenisa's services in its early years — empowering women to break free from injustice and gain access to justice.

The bird, as a symbol of freedom, reflects the journeys of Telenisa's clients in escaping various forms of oppression, including domestic violence, inequities in divorce, and issues related to maintenance rights.

The bird symbol in Telenisa embodies the voices and expressions of its clients, aligning with Telenisa's role as a safe platform that enables women to share experiences, seek advice, and claim their rights within the legal system. It also signifies hope and recovery, where each intervention and support provided opens the door to a new beginning that is fairer and more dignified.

In a broader sense, the bird also symbolises women's resilience and strength in navigating structural challenges within the legal and social systems. Thus, this symbol serves not only as a visual element but as a representation of SIS Forum (Malaysia)'s ongoing commitment to ensuring that every woman's voice is heard, protected, and empowered in the pursuit of justice.





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Foreword by Executive Director

This year, the launch of Telenisa Statistics and Findings 2025 is celebrated together with the commemoration of a decade of Telenisa Statistics and Findings publications (2016–2025).

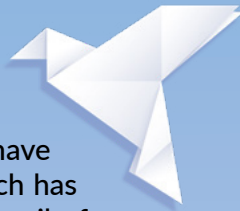
Since its establishment in 2003, Telenisa's early services were aimed at providing free legal advice to women regarding their rights under Islamic family law. Over time, Telenisa has grown from being a platform offering advice on Syariah law and the Syariah Courts to becoming a vital channel for gathering evidence to strengthen advocacy, particularly for policymakers, in driving institutional and legal reforms based especially, on the lived experiences of women in a society in their pursuit of justice in the Syariah Courts.

Based on the review of Telenisa Statistics and Findings publications over the past ten years, the platform has served 4,761 clients with women making up 4327 (90.9%) compared to men at only 8.6%. This reflects that Telenisa's services are predominantly utilised by women seeking assistance in matters related to Islamic family law, particularly marriage.

At the same time, the Telenisa Statistics and Findings Report 2025 shows a significant increase, with 561 clients compared to 188 in 2024 – a rise of 66.5%. The majority were new clients (428 or 76.3%), while 133 (23.7%) were returning clients. Of the total clients, 91.26% were women. Domestic violence, communication breakdown, and failure by husbands to provide maintenance were among the most common issues reported, and continue to be key factors contributing to marital conflict and divorce.

These findings are consistent with broader national trends. The causes of divorce identified in Telenisa Statistics 2025 align with the statistics reported by the Department of Syariah Judiciary Malaysia (JKSM) on 5 November 2025, as published by Berita Harian Online. The main factors contributing to the rising divorce rate among Muslim couples include failure of either spouse to fulfil responsibilities, husbands failing to provide maintenance, abusive behaviour, abandonment, lack of mutual understanding, financial problems, and infidelity.





On this occasion, we wish to extend our deepest appreciation and gratitude to all parties, especially individuals and institutions that have supported Telenisa's work. Special thanks go to Yayasan Sime Darby for their funding and support of the Telenisa Legal Aid Clinic, which has enabled us to continue functioning until today. We also thank the Kuala Lumpur and Selangor Legal Aid Centres, as well as chambering pupils, for their collaboration with SIS Forum (Malaysia) and Telenisa since 2003. This programme has strengthened our team through contributions of time, expertise, and solidarity, while providing valuable exposure to aspiring lawyers in handling cases and tasks related to Islamic Family Law.

Equally, today's publication and launch of Telenisa 10-Years Review and 2025 Statistics and Findings Report would not have been possible without the support of many parties, particularly Friedrich Naumann Foundation, who has collaborated with SIS Forum (Malaysia) on various women's rights projects since 1993.

Once again, I extend heartfelt thanks to everyone involved in producing this report, from researchers, editors, SIS Forum staff, chambering pupils, to the frontline team at Telenisa. You are all part of the effort to make the system fairer and more responsive.

It is my sincere hope that the findings in this book will raise deeper awareness of issues affecting Muslim women in Malaysia and garner stronger support for our advocacy towards broader institutional reforms, particularly in law, policy, and practice, to achieve justice and equality for women.



Rozana Isa

*Executive Director
SIS Forum (Malaysia)*



Introduction

This year, the launch of Telenisa Statistics and Findings 2025 is celebrated alongside the 10th anniversary of Telenisa's decade-long publications. The Telenisa 2025 Report, published by SIS Forum (Malaysia), comes at a time of growing concern over the effectiveness, transparency, and fairness in the implementation of Syariah law in Malaysia. Drawing on direct experience in handling cases and public enquiries through Telenisa, the report reveals the persistent gap between the principles of justice often proclaimed and the realities faced by Muslim women on the ground.

Over the years, Telenisa has documented recurring patterns of issues, including delays in case resolution, inconsistent court decisions, burdensome procedural barriers, husbands failing to provide maintenance, repeated causes of divorce, and limited access to effective legal representation. These conditions not only undermine confidence in the Syariah legal system but also raise serious questions about the accountability of institutions tasked with protecting the rights of affected parties, particularly women.

The decade-long Telenisa Reports highlight that many of the challenges experienced by women stem from structural and institutional weaknesses that require sustained policy attention. Inconsistencies in the implementation of laws and procedures across states, limited accountability mechanisms, and administrative barriers have, in many cases, contributed to delays in accessing justice and enforcing rights. Although various reforms have been introduced over the years, recurring trends in Telenisa cases suggest that significant gaps remain, demonstrating the need for reforms that address underlying systemic issues rather than their symptoms alone.

Drawing on ten years of case trends and findings, and the Telenisa 2025 Report, the recommendations presented in the Telenisa Decade Publication 2016–2025 are grounded in empirical data and practical experience, aimed at strengthening accountability, improving access to justice, and ensuring that the implementation of Syariah law aligns with principles of justice, equality, and fundamental rights as guaranteed under the Federal Constitution. The Government and religious institutions must therefore take proactive measures to address the issues discussed.

In conclusion, without clear political commitment and meaningful institutional reform, many of the issues identified in this report will continue to persist. The findings presented over the past decade demonstrate that longstanding challenges cannot be resolved through piecemeal measures or administrative adjustments alone. What is required is sustained action to strengthen accountability, improve access to justice, and ensure that the implementation of Syariah law upholds the principles of justice, equality, and fundamental rights guaranteed under the Federal Constitution. Ultimately, the success of these reforms must be measured not by policy announcements, but by their impact on the lives of those most affected, particularly women seeking justice and redress.

**ADVOCACY, LEGAL SERVICES AND RESEARCH UNIT
SIS FORUM (MALAYSIA)**



Di (Kelantan)

Maintenance, child custody rights and matrimonial property

“Before, I endured because I wanted my child to grow up in a complete family. However, the situation worsened to the point that my child’s education was also affected. If my husband divorces me, what are my rights? What about the property we share? Will the children remain with me? I hope Telenisa can help provide clarification on my marital issues.”

Fia (Selangor)

Fasakh and maintenance

“My husband does not provide sufficient maintenance for me and the children. He only provides housing without covering household expenses, school costs, or our personal needs. When I question this, he hurls abusive words that affect my mental health until I suffer emotional distress. He is also hot-tempered and once hit my five-year-old child harshly. Therefore, I need to act to claim my rights and those of my children and to escape this situation.”

Ro (Kedah)

Child custody rights

“I do not know what I should do. I cannot leave the house because the children are still in school, but at the same time, I cannot bear to see them become victims of my husband’s abuse. I am a full-time housewife and have no income of my own. Am I entitled to full custody of the children? I am very worried about their future”





Sha (Kedah)

Maintenance, child custody rights and fasakh

"My husband often forces me to take unlicensed loans to help him buy drugs for his own satisfaction. I am a housewife and only run a small online business. All household expenses and the children's needs are borne by me. In this situation, can I apply for fasakh?"

As (Terengganu)

Maintenance

"I am currently pregnant and 25 years old. After marriage, I discovered that my husband has many debts. I have to work to support myself because my husband does not provide maintenance. Can I claim arrears of maintenance even though we are not yet divorced?"

Az (Selangor)

Maintenance

"I have been divorced from my husband for 17 years. During that time, my ex-husband often neglected child maintenance. Recently, he only gave RM40 a month as pocket money for the child to attend school and college. Is there any action that the Syariah Court can take against my ex-husband for failing to provide sufficient maintenance?"





Haz (Selangor)

Ta'liq

"My husband has returned to his home country and left me and the children for two years without providing any maintenance. In this situation, can I apply for divorce through ta'liq?"



Ro (Selangor)

Matrimonial Property

"During the marriage, my husband and I owned two houses and three plots of land. One house was purchased entirely by my husband, while one of the plots of land was inherited from my family and registered in my name. One house was purchased jointly. In this situation, can I claim matrimonial property over all the houses? And does my husband also have the right to claim matrimonial property over my inherited land?"



Key Highlights of Telenisa Decade Publication 2016-2025

4,761

Total Clients (2016-2025)

INFORMATION REFERRAL CHANNELS



Digital Communication
Methods (Social Media &
Web) Contribute

57.1%

Social Media

29.8% (1,402)

Friends/Contacts

28.1% (1,316)

Website

26.9% (1,280)

These top three sources cover more than
85% of all client information channels

CLIENT PROFILE & DEMOGRAPHICS

Client Gender Breakdown

The majority of clients using Telenisa services
over the past 10 years were women

90.9%

(4,327 clients)

9.1%

(434 clients)

Women

Men

Household Income Group

75.8% (3,604 clients) of total clients have a household income of less than
RM1,000 per month

HIGHEST GEOGRAPHICAL DISTRIBUTION



Selangor

1,981

Kuala Lumpur

956

LEGAL ASSISTANCE REQUIREMENTS



71.5%
3,400 Applications

Syariah Legal Advice
The most frequent type of assistance requested by clients to claim their rights and seek legal protection under Islamic family law

CHILD CLAIM ISSUES & WELFARE

30%
Child Maintenance
Arrears
(633 Cases)

50.6%
Failure of Fathers
to Pay Maintenance
(440 Records)

MAIN CAUSES OF CLIENT DIVORCE





PART A : OUR CLIENTS



PART A : OUR CLIENTS

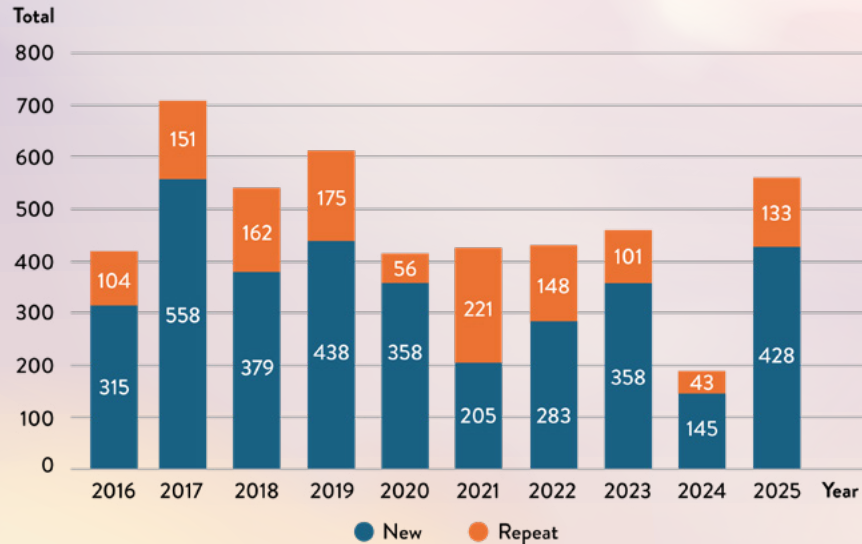
Category of Clients

4,761

The total number of clients for the 10-year period (2016–2025)

The majority of clients using Telenisa services consist of new clients, totalling 3,467 (72.82%). Returning clients total 1,294 (27.18%).

Figure 1: Distribution of Client Types by Year (2016–2025)



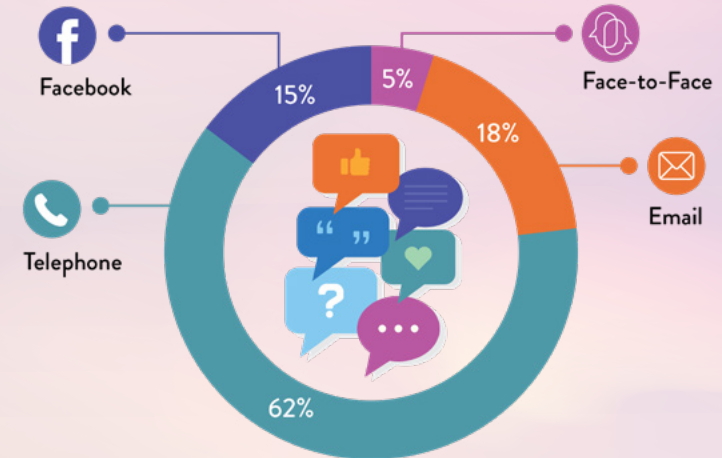
Method of Communication

Telenisa services were accessed via four communication methods over the past 10 years: telephone, email, Facebook, and face-to-face.

Telephone was the most frequently used method, with a total of 2,963 calls or (62.23%). This method includes the use of the WhatsApp application and telephone calls. The email method recorded the second highest total with 864 sessions (18.15%). Facebook recorded 697 sessions (14.64%).

The face-to-face method recorded the lowest total with 237 sessions (4.98%) and was not recorded at all in 2021, likely due to the movement restrictions in force during that period.

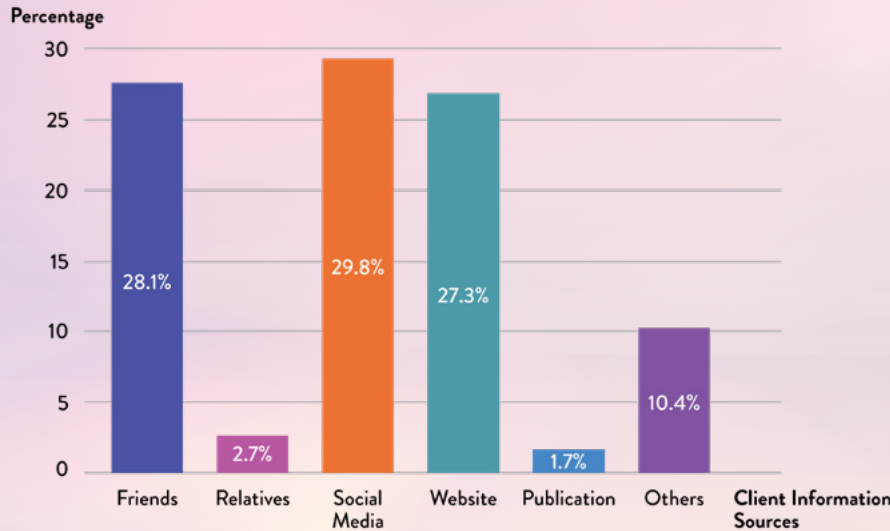
Figure 2: Method of Communication by Year (2016–2025)



How Did Clients Know About Telenisa’s Services

Telenisa clients obtain information through six sources: friends, social media, websites, other sources, relatives, and print media. Social media recorded the highest overall total with 1,402 referrals (29.8%), followed by friends with 1,316 referrals (28.1%) and websites with 1,282 referrals (27.3%). Together, these three sources contribute more than 85% of the total client information sources. Other sources recorded 490 referrals (10.4%), while relatives at 129 (2.7%) and print media at 80 (1.7%) were the least used sources over the 10-year period.

Figure 3: Client Information Sources by Year (2016–2025)



Other platforms include ChatGPT, legal aid clinic programmes, and referrals from other NGOs.

Type of Assistance



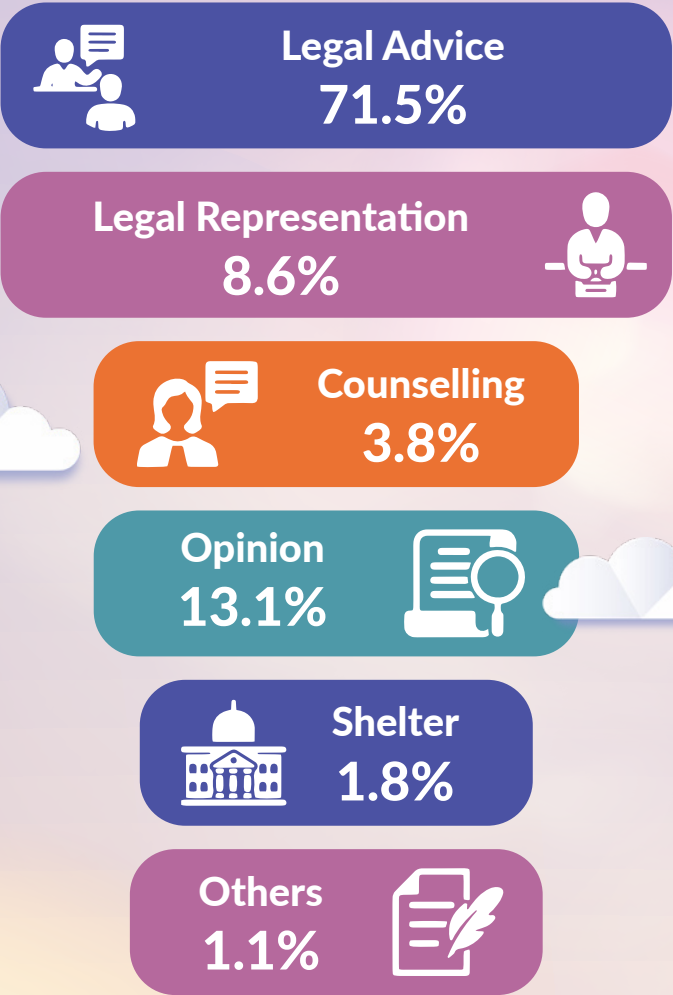
Legal advice is the most frequently requested type of assistance, with 3,400 applications representing 71.5% of the total number of clients.

The six types of assistance applications in Telenisa’s service include legal advice, legal representation, counselling, opinions, shelters, and others. Overall, legal advice was the most frequently requested assistance with 3,400 cases (71.5%), illustrating that the majority of clients require initial guidance and basic information regarding legal issues.

Next, applications for opinions recorded 628 cases (13.1%), followed by legal representation with 407 cases (8.6%). Counselling recorded 180 cases (3.8%), while shelters recorded 85 cases (1.8%) and others recorded 52 cases (1.1%), making it the lowest requested category of assistance.

Overall, this data shows that clients tend to seek assistance in the form of information and legal advice rather than other intervention assistance such as counselling and protection.

Figure 4: Types of Assistance Requested by Year (2016–2025)

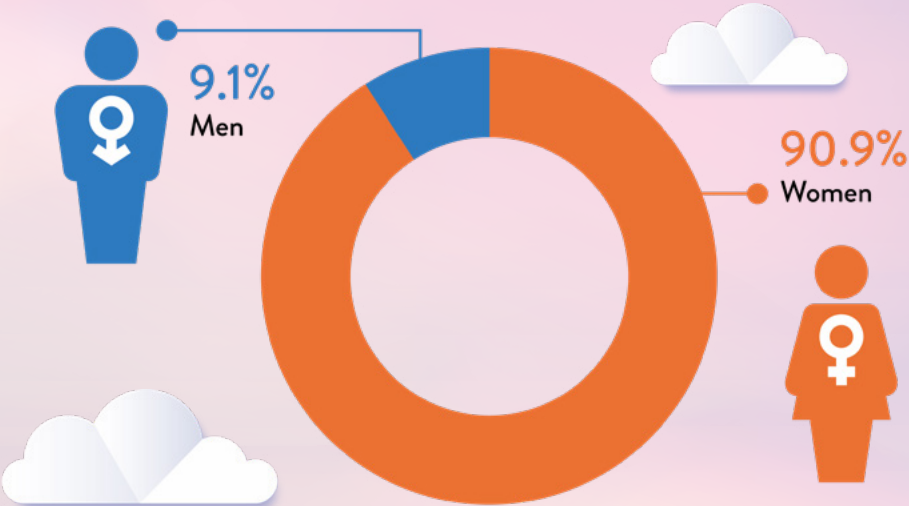


Others include welfare assistance, referrals to external (non-legal) agencies, help with completing administrative forms, and general information support.

Gender

The majority of clients using Telenisa services over the past 10 years were women, totalling 4,327 (90.9%), compared to 434 male clients (9.1%). This pattern has been consistent over the 10 years, illustrating that Telenisa services are used more by women who require assistance in cases related to family law and marriage.

Figure 5: Gender Distribution of Clients by Year (2016–2025)

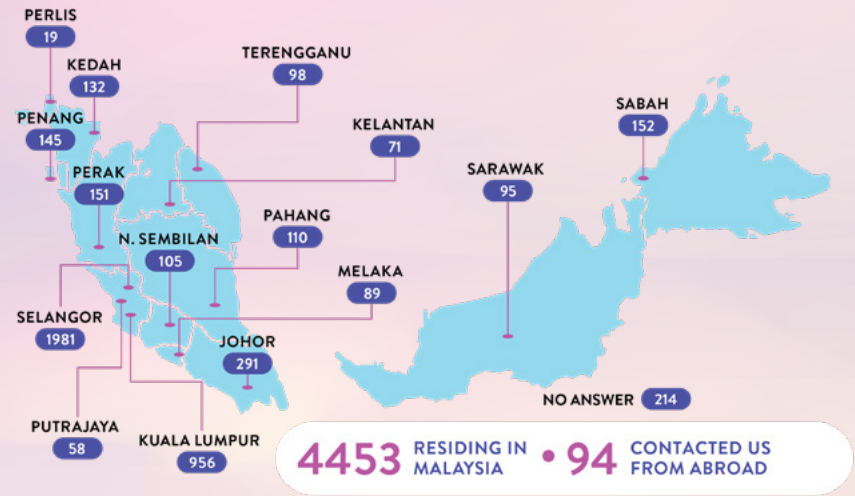


Location

Table 6 showing the geographical distribution of Telenisa clients for the period 2016 to 2025 shows that the majority of clients are in the Klang Valley area. The state of Selangor recorded the highest total at 1,981 people (41.61%), followed by Kuala Lumpur with 956 people (20.08%). The high numbers in both these locations clearly indicate that urban areas with high population density, better levels of legal awareness, and easy communication access are primary factors in the increased use of these services.

Cases of clients from abroad totalled 94 people (1.97%) during the study period. This situation illustrates that Telenisa services are capable of penetrating geographical boundaries and meeting the needs of the international community.

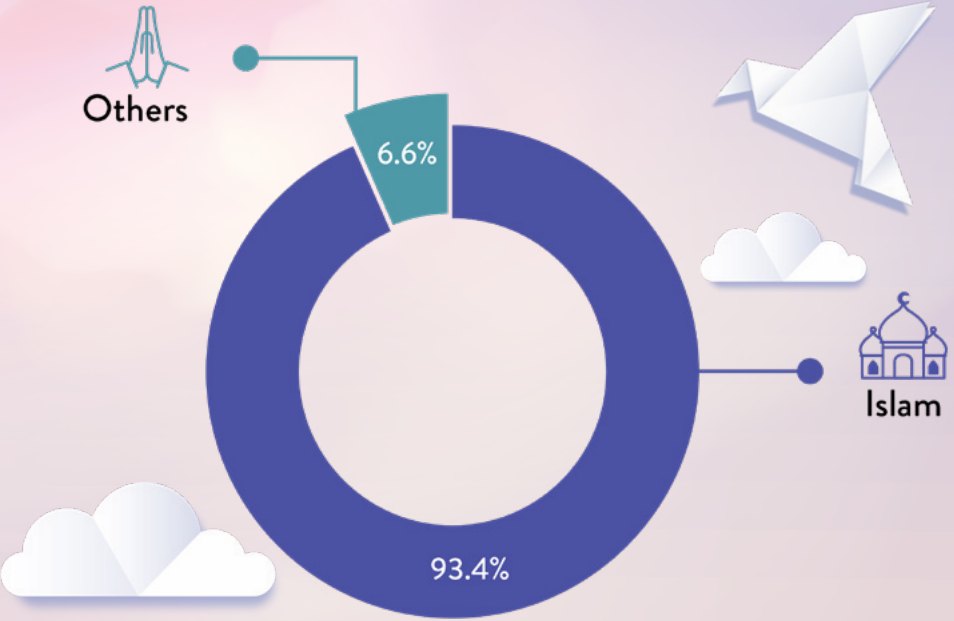
Figure 6: Client Location by Year (2016–2025)



Religion

The majority of clients receiving Telenisa services are Muslim, totalling 4,448 people (93.4%), compared to 313 non-Muslim clients (6.6%).

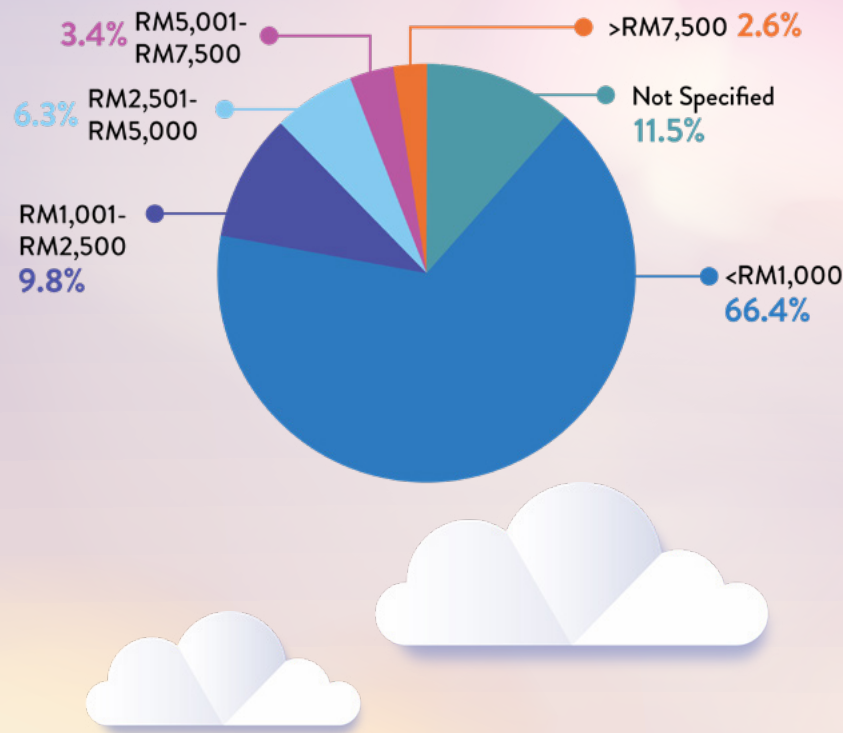
Figure 7: Distribution of Client Religions by Year (2016–2025)



Household Income

The household income group of less than RM1,000 per month or the low-income group, with a total of 3,160 people (66.4%), is the majority group using Telenisa services over the 10-year period.

Figure 8: Distribution of Client Household Incomes (2016–2025)

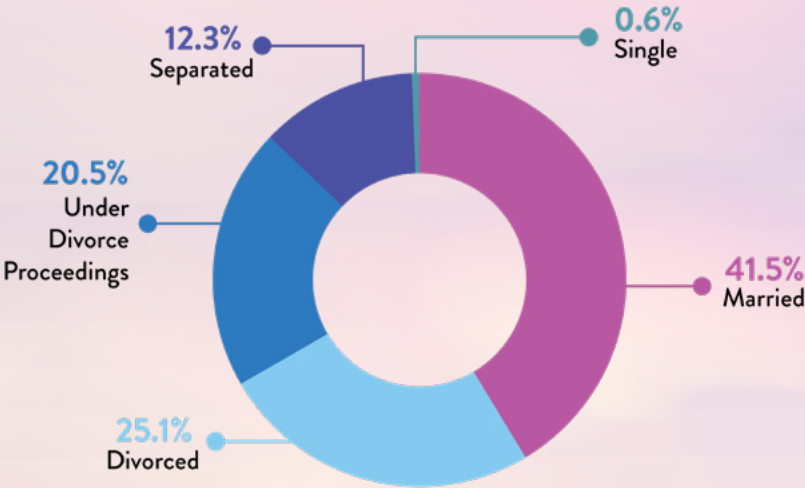


Marital Status

Telenisa clients consisted of various marital statuses over the 10-year period. Married clients recorded the highest total with 1,951 people (41.5%). This was followed by clients who had divorced with 1,179 people (25.1%) and clients who were in the process of divorce with 967 people (20.5%).

Clients who were separated recorded 579 people (12.3%), while single clients were the smallest group with only 30 people (0.6%). The combined data of clients who have divorced, are in the process of divorce, and are separated shows a total of 2,725 people (58.5%), which exceeds the number of clients who are still married. This finding shows that the majority of clients receiving Telenisa services are facing or have gone through marital breakdown, which further explains the high need for legal advice and representation.

Figure 9: Distribution of Marital Status (2016–2025)





PART B : TYPES OF CASES



PART B : TYPES OF CASES

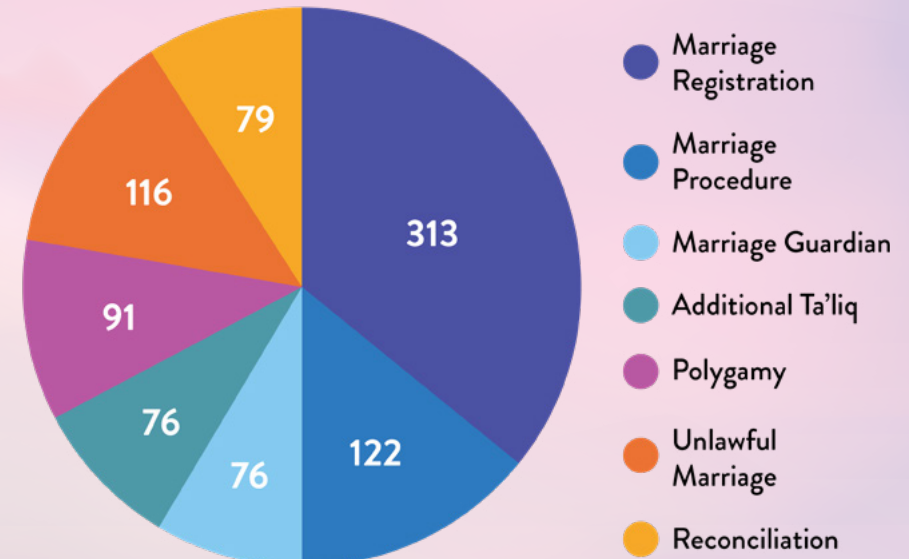
Marriage

Data recorded in Table 10 shows the types of marriage-related cases referred by clients over the period from 2016 to 2025. Out of the total 873 cases recorded, the marriage registration category recorded the highest total with 313 cases (35.85%). These registration cases indicate that many clients face challenges in completing documentation and verifying their marriage status according to the law, particularly cases involving unregistered marriages or those requiring re-verification of marital status. This figure remained consistently high from 2019 to 2022, reflecting an increase in awareness among women regarding the importance of marriage registration to protect their rights.

Next, marriage procedure cases recorded the second highest total with 122 cases (13.97%). Polygamy cases recorded 91 cases (10.42%).

The reconciliation category recorded 79 cases, illustrating the need for clients to obtain guidance regarding the legally valid reconciliation process from a Syariah law perspective. Marriage guardian cases (76 cases) and unlawful marriages (116 cases) also showed consistent applications year after year, signifying a continuous need for guidance in marriage procedure aspects. Overall, this data shows that Telenisa's services are not only focused on issues of marital dissolution but also serve as an important reference for administrative matters and the verification of marital status.

Figure 10: Distribution of Types of Marriage Issues (2016-2025)



Marriage registration is when a client wishes to know how to register a marriage that has taken place abroad so that it can be registered in Malaysia, thereby making the marriage valid under Malaysian law.

Marriage procedure is when a client wishes to know the methods of marriage, not limited only to registration. This also includes procedures at the religious department as well as the National Registration Department (NRD).

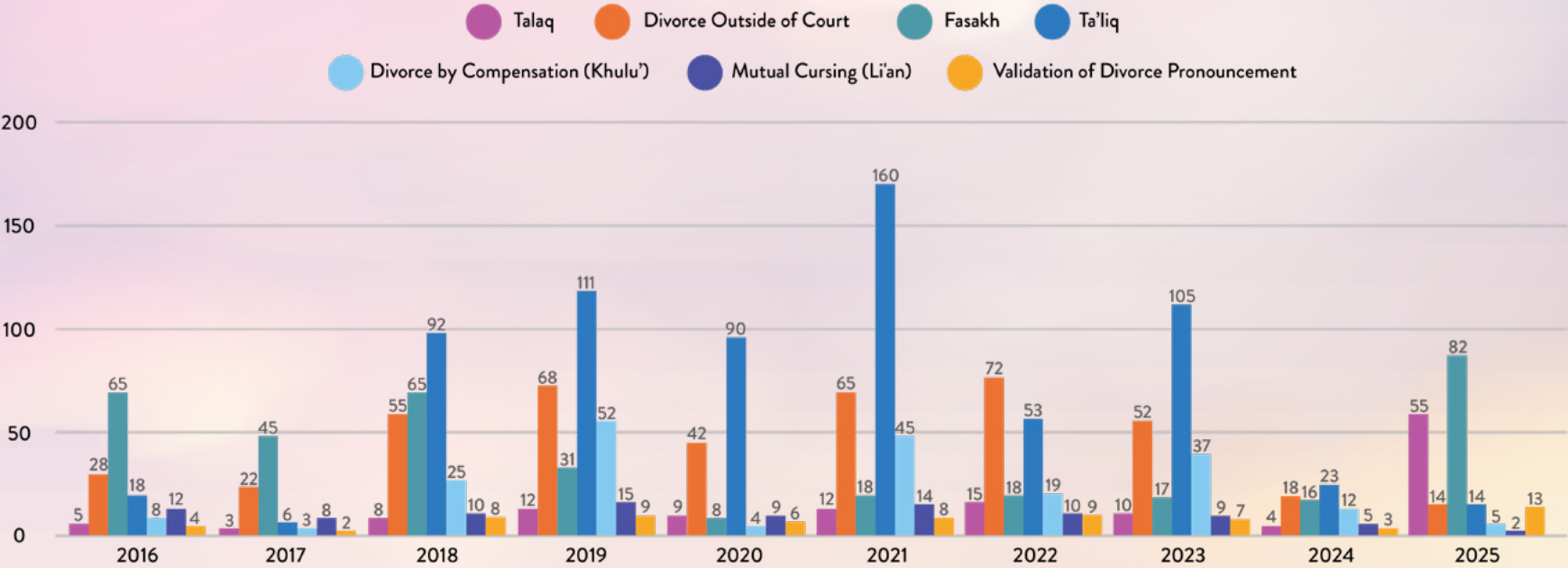
Divorce

The data in Table 11 cases 1,979 divorce cases noted over the period from 2016 to 2025. The ta'liq (ta'liq divorce) category, with 672 cases (34%), is the highest type of divorce among Telenisa clients. The increase in 2021 is most likely linked to the pressures of the COVID-19 pandemic, which increased marital breakdown issues, particularly when husbands failed to fulfill the ta'liq conditions of the marriage.

Out-of-court divorce recorded 436 cases (22%) and fasakh cases totalled 365 cases (18.4%). Fasakh remains a choice for women wishing to dissolve a marriage through a court order, especially when the husband fails to fulfill marital responsibilities or refuses to divorce by mutual consent. Divorce by compensation (Khulu') cases recorded 210 cases overall, illustrating active initiatives by women to gain freedom through the payment of tebus talaq (redemption).

The increase in divorce cases across various categories, particularly from 2019 to 2021, reflects several factors, an increase in women's awareness of their rights, the impact of the COVID-19 pandemic, and the expansion of Telenisa's service scope. This data demonstrates the importance of Telenisa's role as a reference centre in guiding women to understand the various methods of divorce provided under Malaysian Syariah law.

Figure 11: Distribution of Divorce Types by Year (2016-2025)



Issues Affecting Wife

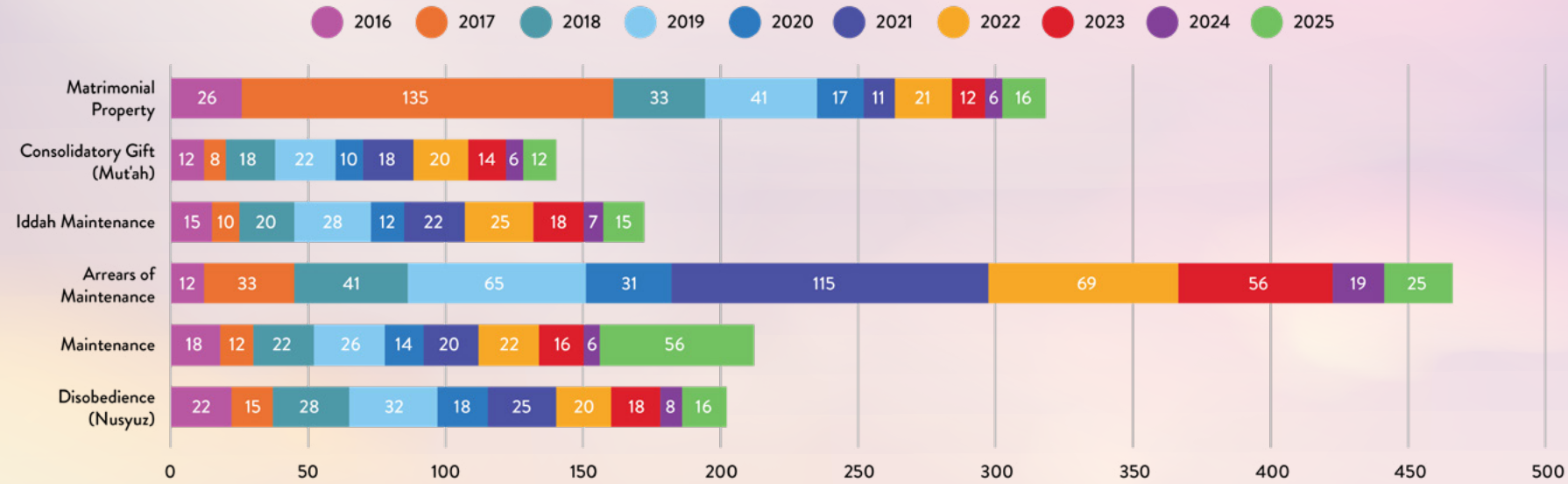
Table 12 details six main categories of cases brought by wives over a period of 10 years. A total of 1,500 recorded cases reflects the burden borne by wives, particularly in terms of finances and post-marriage rights.

The issue of maintenance arrears dominates with 466 cases (31.0%), illustrating the failure of husbands to fulfil their obligation to pay maintenance even in some cases where a court order already exists. Matrimonial property was recorded in 318 cases (21.1%), showing that disputes over the division of property after divorce are among the main issues.

Next, ordinary maintenance and disobedience each recorded 202 cases (14.1%) and 202 cases (13.4%), followed by iddah maintenance with 172 cases (11.4%) and consolatory gift (mut'ah) with 140 cases (9.3%). All these categories indicate that claims relating to financial rights and post-divorce rights are among the main issues raised by wives.

Overall, the data shows that financial problems and non-compliance with financial responsibilities are among the main reasons that drive wives to seek legal assistance. Therefore, enforcement mechanisms for maintenance orders should be strengthened, alongside increasing education for both parties regarding financial responsibilities within the institution of Islamic marriage.

Figure 12: Distribution of Issues Affecting Wife by Year (2016-2025)



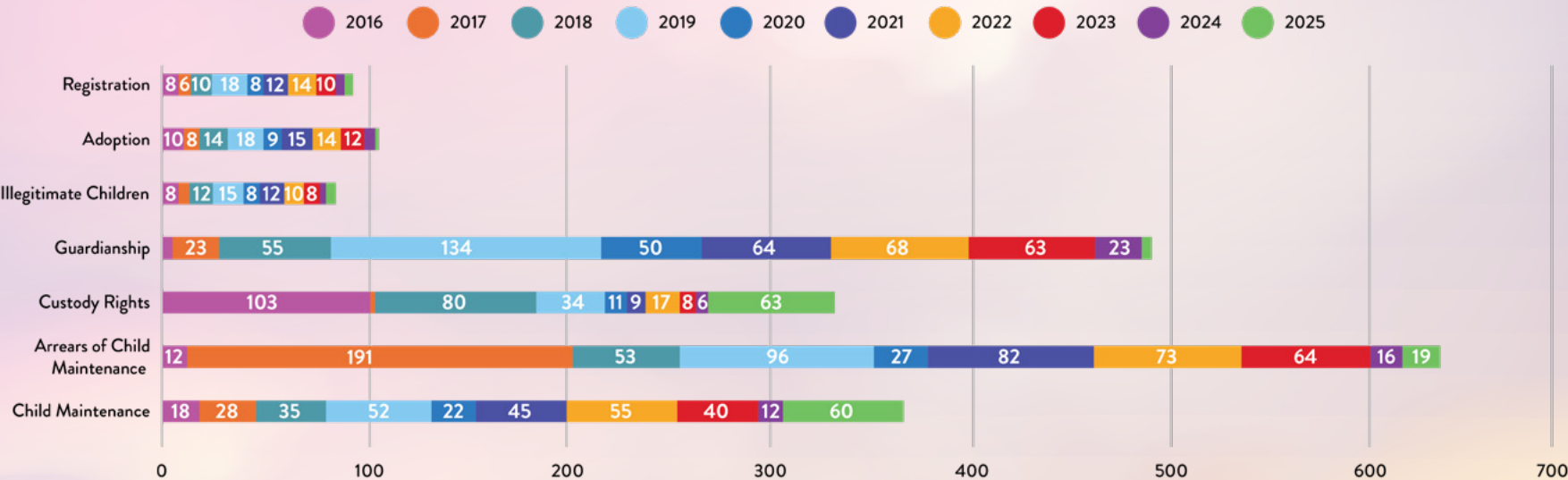
Issues Concerning Children

A total of 2,110 reports were recorded concerning child-related issues over the past 10 years, covering seven main categories. Child maintenance arrears recorded the highest number with 633 cases (30.0%), followed by guardianship with 490 cases (23.2%). Child maintenance itself recorded 367 cases (17.4%).

Next, custody issues accounted for 333 cases (15.8%), while adoption and child registration recorded 107 cases (5.1%) and 94 cases (4.5%) respectively. Illegitimate child issues were the lowest category with 86 cases (4.1%).

Therefore, it can be concluded that divorce has a significant impact on child maintenance, particularly involving arrears and child maintenance, which together total 1,000 cases (47.4%). This shows that nearly half of child-related issues are closely linked to financial responsibilities towards children after family breakdown.

Figure 13: Distribution of Issues Concerning Children by Year (2016-2025)



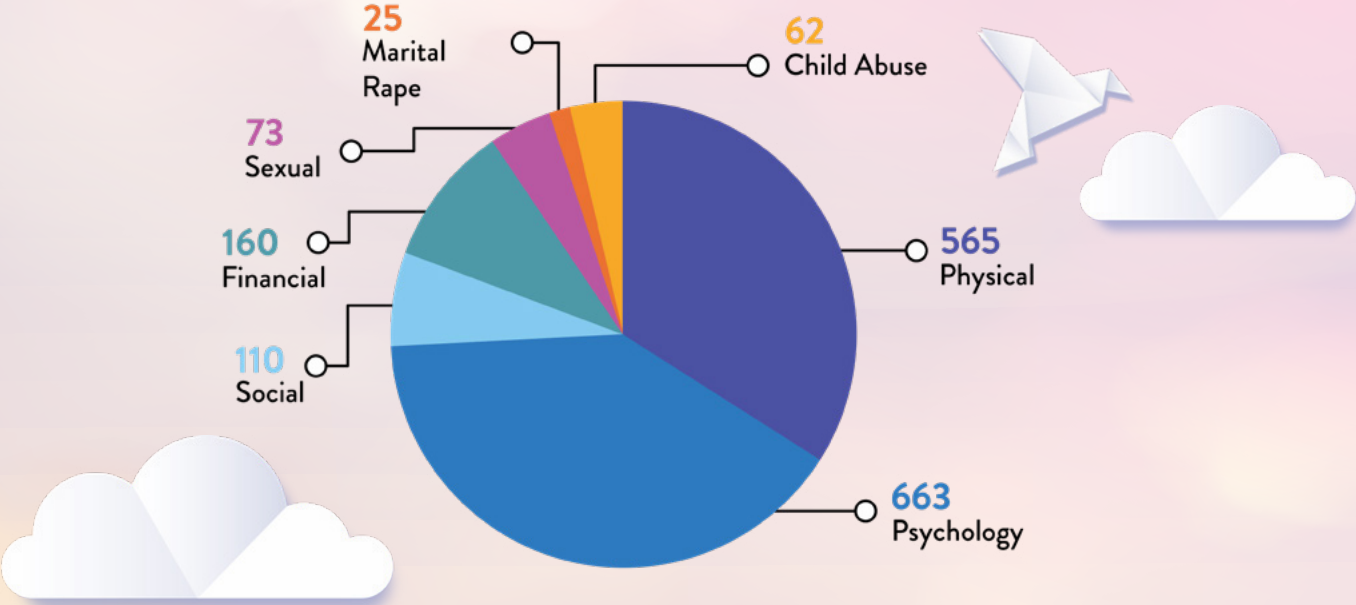
Domestic Violence

Table 14 shows the statistics of domestic violence cases reported from 2016 to 2025, totalling 1,658 cases. Psychological abuse recorded the highest number with 663 cases (40%), followed by physical abuse with 565 cases (34.1%). These two forms of abuse illustrate the fact that emotional abuse and psychological control are the forms of abuse most frequently experienced by clients.

Social abuse showed an increase in 2021 with 30 cases and recorded 110 (6.6%) cases over 10 years. Financial abuse recorded 160 cases (9.7%), which reached its highest figure in 2021 at 30 cases, decreased after 2022, and increased again in 2025 with 23 cases, clearly showing that the economic situation impacts the family institution.

Cases of marital rape (25 cases) and child abuse (62 cases) show small cases but represent serious issues requiring special attention. This data confirms that domestic violence in various forms remains a significant threat faced by Telenisa clients, and integrated interventions encompassing legal aspects, counselling, and physical protection are urgently needed.

Figure 14: Distribution of Domestic Violence Cases by Year (2016-2025)



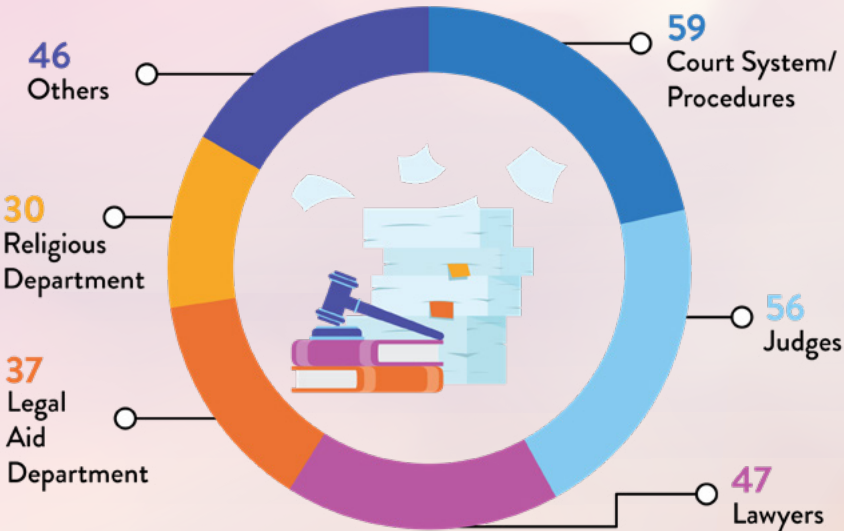
Complaint

There were 275 cases recorded by Telenisa related to various complaints over the 10-year period as shown in Table 15. Complaints against the court system/ procedure recorded the highest total with 59 cases (21.3%). This illustrates client dissatisfaction with process delays, inefficient case management, or court decisions deemed unfair. Complaints against judges, specifically involving issues of judicial conduct or judicial approaches deemed unfair to women, recorded 56 cases (20.2%).

Complaints regarding lawyers who were unprofessional in carrying out their duties were recorded at 47 cases (17.0%). Additionally, clients complained about the Legal Aid Department with 37 cases (13.4%) and the Religious Department with 30 cases (10.8%). Both these agencies were alleged to provide unsatisfactory services. For the period 2022 to 2025, there was a decrease in the number of complaints for both agencies, which may indicate improvements in service quality.

Although these complaint figures are not as high as in previous years, issues related to efficiency and service quality still exist and must be addressed. The inefficiency of government agencies in receiving and resolving client problems makes Telenisa an alternative platform for women to obtain help and voice their concerns.

Figure 15: Distribution of Complaint Cases by Year (2016-2025)



Other issues here involve complaints regarding government bodies and agencies apart from the Legal Department as well as the Courts, the Royal Malaysia Police (PDRM), and also the client's workplace.

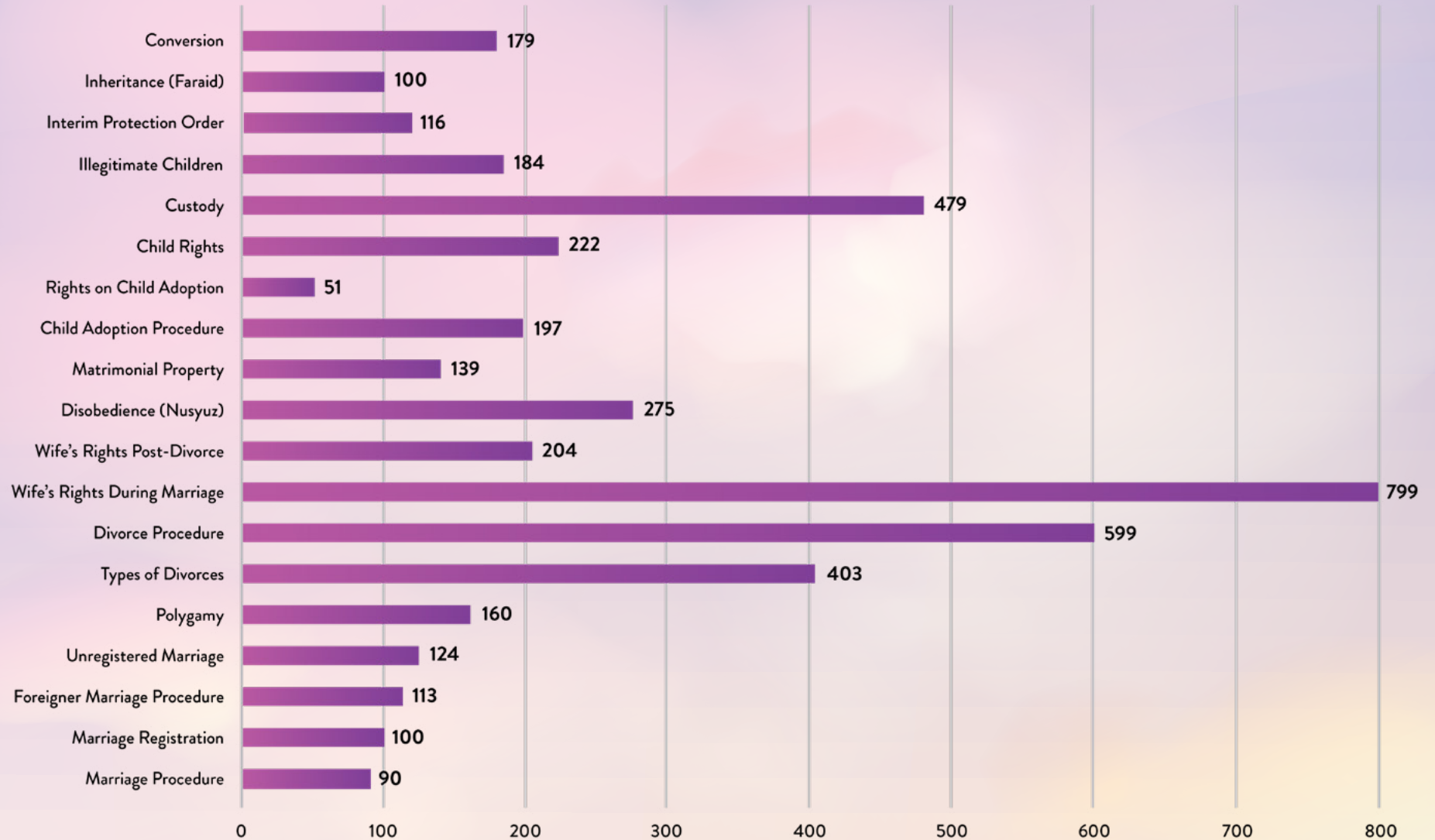
Seeking Information

There were 4,522 cases of information searches encompassing 19 categories. Wife's rights in marriage recorded the highest total with 901 cases (19.9%). This was followed by custody with 513 cases (11.3%) and divorce procedure with 504 cases (11.1%). These three categories contribute more than 42% of the total cases, illustrating that marriage and divorce rights issues are the primary information needs.

Divorce types recorded 380 cases (8.4%), while disobedience (nusyuz) recorded 303 cases (6.7%). Reconversion of religion recorded 180 cases (4.0%). Child rights, illegitimate children, adoption procedures, and matrimonial assets each recorded between 135 to 208 cases over the 10-year period.

The least recorded categories were adoption rights (53 cases), marriage procedure (83 cases), and marriage registration (93 cases). These findings align with the profiles of issues brought by clients in previous tables, especially those involving marriage and divorce matters.

Figure 16: Distribution on Types of Information Sought by Year (2016-2025)



PART C :
DETAILS OF CASES
AND ISSUES

PART C: DETAILS OF CASES AND ISSUES

Causes of Marital Breakdown

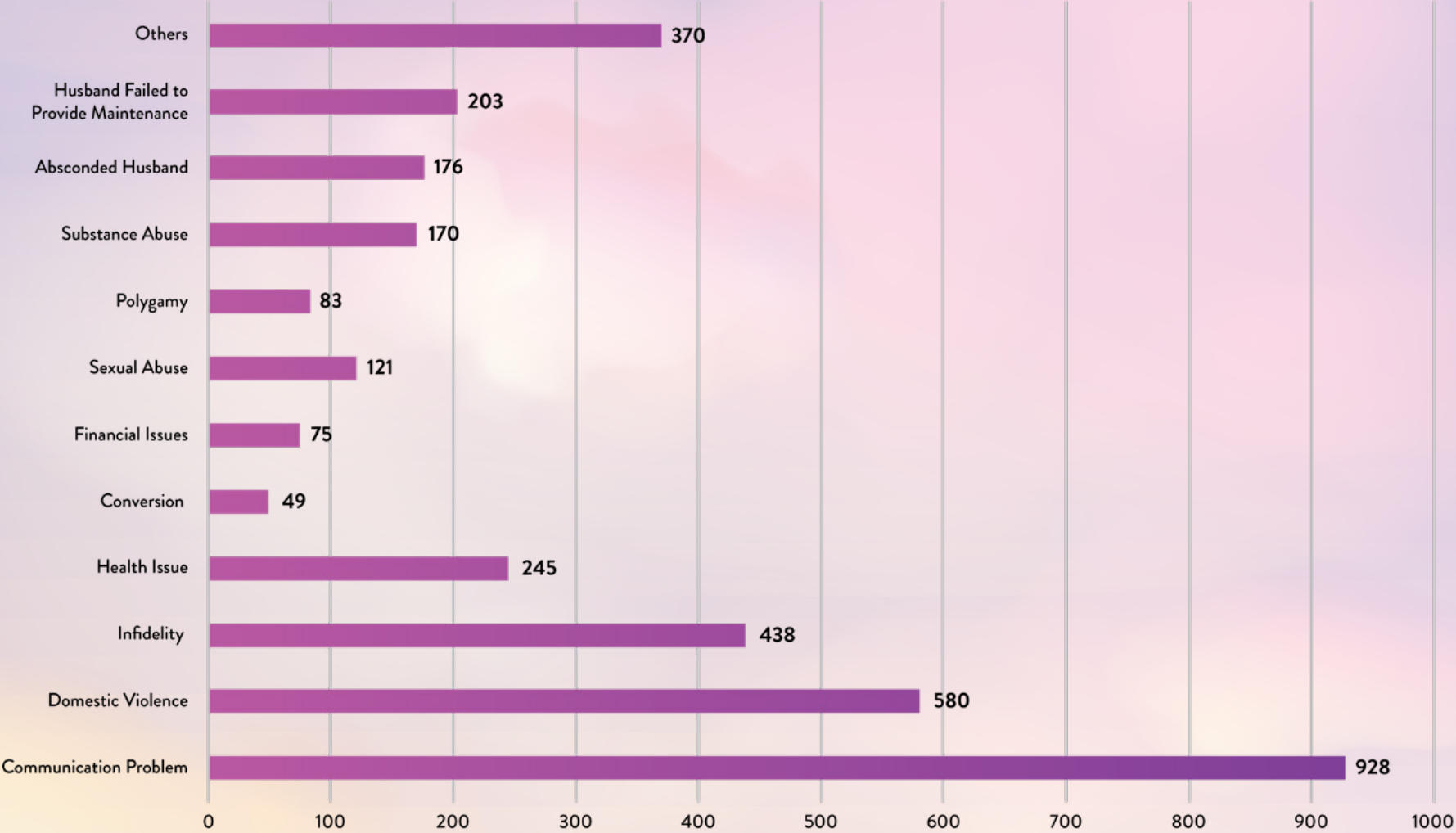
Causes of marital breakdown were recorded in 3,438 cases encompassing 10 categories. Communication problems recorded the highest total with 928 cases (27%). This figure increased from 31 cases in 2016 to reach its highest total of 166 cases in 2018, before remaining high in subsequent years. Domestic violence ranks second with 580 cases (16.9%), peaking at 134 cases in 2021. Infidelity recorded 438 cases (12.7%), also reaching its peak in 2021 with 118 cases.

Health issues recorded 245 cases (7.1%), while absconding husbands recorded 176 cases (5.1%), with the highest total occurring in 2017 with 52 cases. Substance abuse recorded 170 cases (4.9%) and sexual abuse recorded 121 cases (3.5%); both categories showed an increase in 2025 compared to previous years.

Polygamy, religious conversion, and financial issues were the three lowest categories, recording 83 cases (2.4%), 49 cases (1.4%), and 75 cases (2.2%) respectively. The combination of communication problems, domestic violence, and infidelity contributes over 57% of all cases, illustrating that these three factors are the primary causes of marital breakdown.



Figure 17: Distribution on Causes of Marital Breakdown by Year (2016-2025)



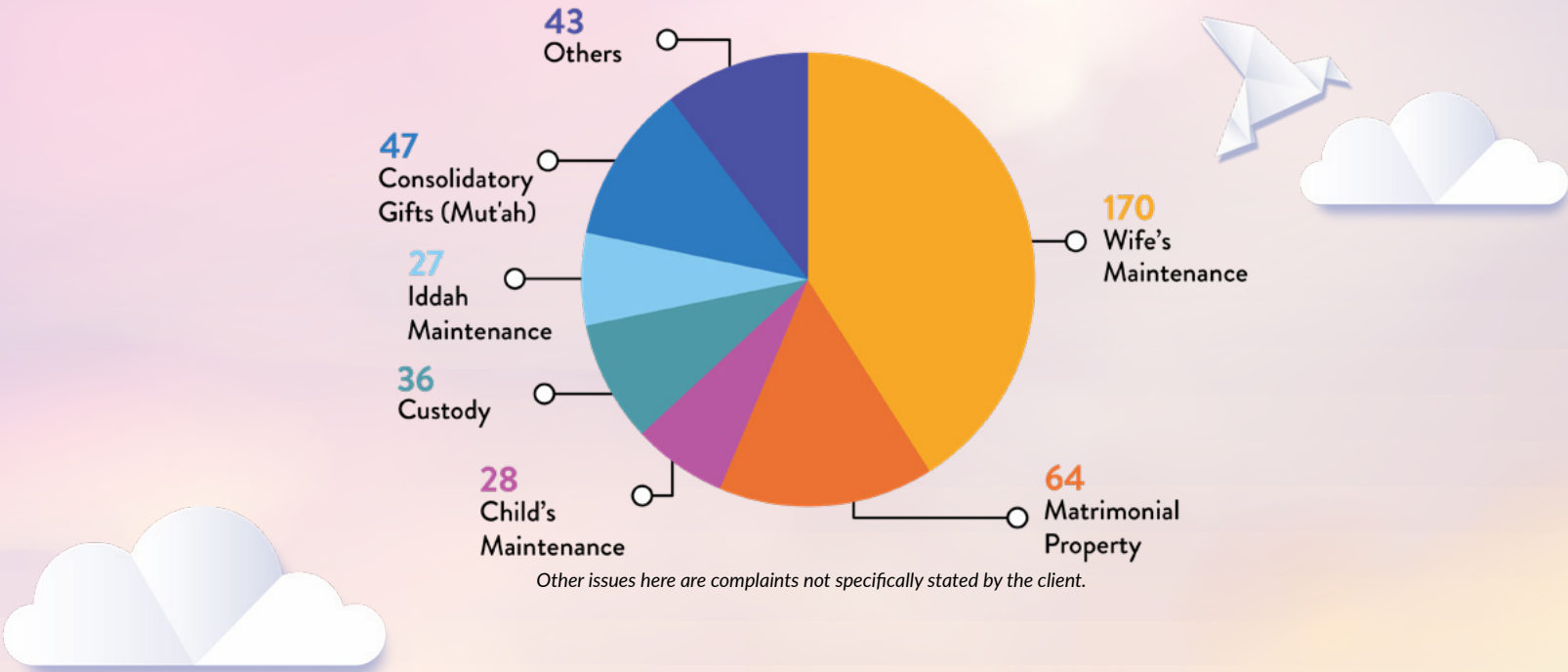
Other issues here involve gambling, marital rape, drug abuse, excessive alcohol consumption, and also partners who fail to control their emotions.

Pending Cases

Delayed cases recorded a total of 415, encompassing seven categories. Wife maintenance recorded the highest total with 170 cases (41%). This situation may be driven by the challenges wives face in obtaining the enforcement of court orders, particularly when husbands default on court instructions. Matrimonial property ranks second highest with 64 cases (15.4%), followed by mut'ah (consolatory gifts) with 47 cases (11.3%). Other issues recorded 43 cases (10.4%), while iddah maintenance, custody, and child maintenance recorded 27, 36, and 28 cases respectively.

Overall, cases involving wife maintenance, child maintenance, and mut'ah contribute over 58.7% of all delayed cases. This proves that the financial burden faced by women after divorce is a major challenge in resolving the issue of delayed cases.

Figure 18: Distribution on Types of Pending Cases by Year (2016-2025)

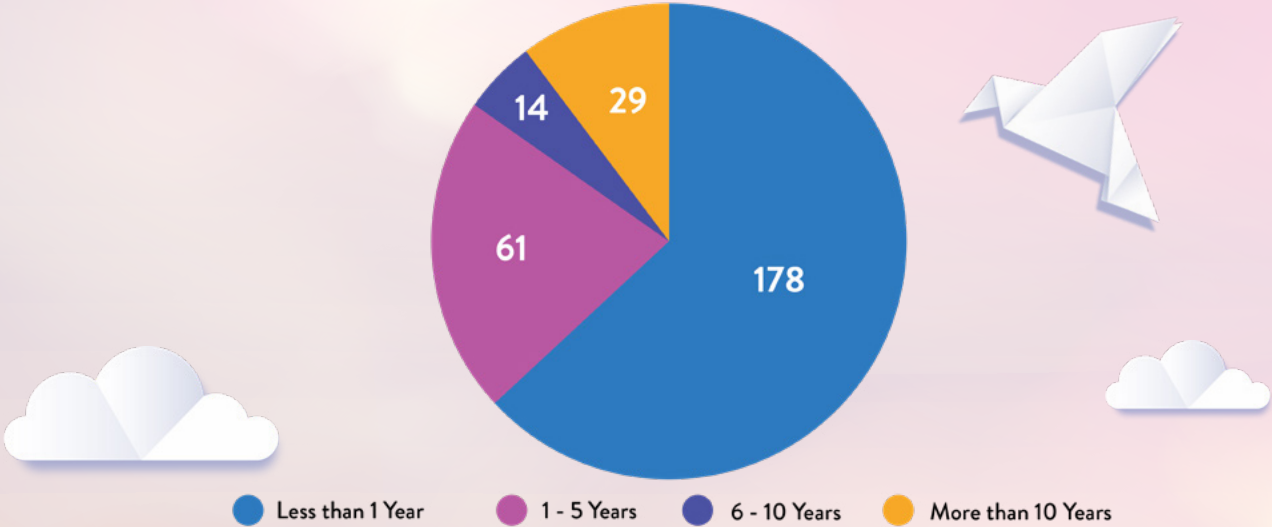


Duration of Pending Cases

There were 282 delayed cases recorded over the 10-year period. Most cases were able to be resolved within less than one year (178 cases or 63.1%). However, some cases remain at the active follow-up stage, awaiting court decisions or responses from the parties involved.

Cases lasting between 1 to 5 years recorded 61 cases (21.6%). Matrimonial properties and mut'ah are among the cases requiring longer valuation and negotiation processes before a settlement can be reached. A total of 29 cases (10.3%) have been delayed for over 10 years, involving wife maintenance and matrimonial properties that are difficult to enforce, particularly when husbands do not comply with court orders or their location is unknown. Delayed cases between 6 to 10 years recorded the lowest total with only 14 cases (5%).

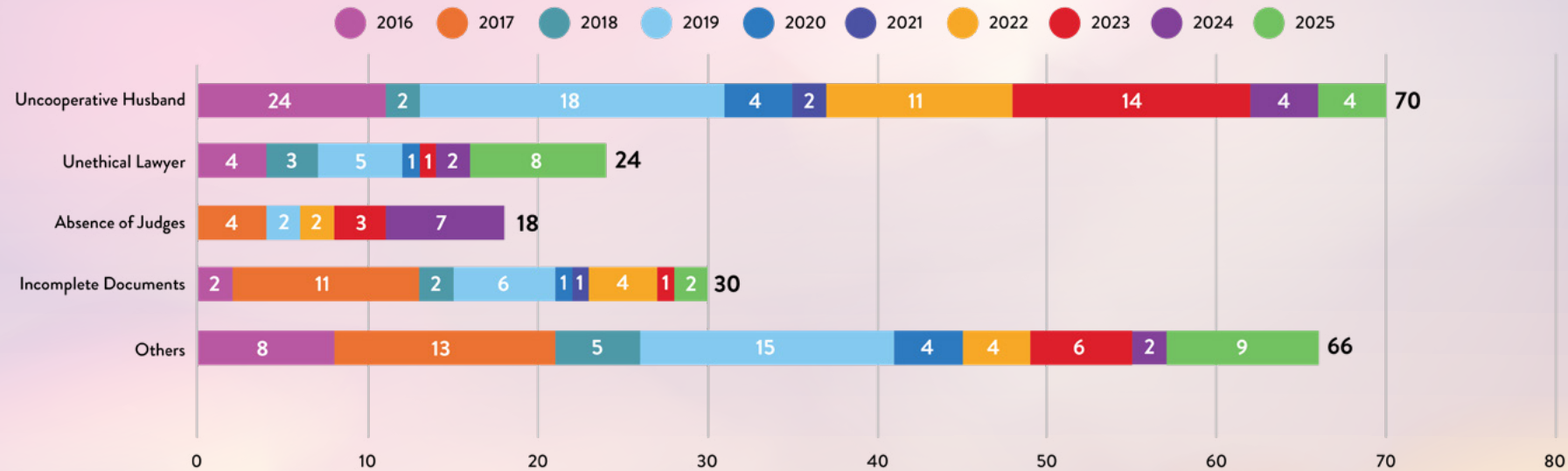
Figure 19: Distribution on Duration of Pending Cases by Year (2016-2025)



Reasons of Pending Cases

Table 20 explores the factors causing clients' cases to be delayed in court. The husband's lack of cooperation recorded 70 cases (33.7%) as the primary factor, illustrating a failure to resolve cases fairly and on time. Other factors recorded 66 cases (31.7%), encompassing administrative delays, changes in officers, and shifting procedures. Incomplete documentation was cited in 30 cases (14.4%), highlighting the need to guide clients in preparing correct and complete documents. Unethical lawyers accounted for 24 cases (11.5%), while the absence of judges recorded 18 cases (9%). These factors indicate that professionalism and human resource management issues within the Syariah judicial system still require improvement.

Figure 20: Distribution on Reasons of Pending Cases by Year (2016-2025)



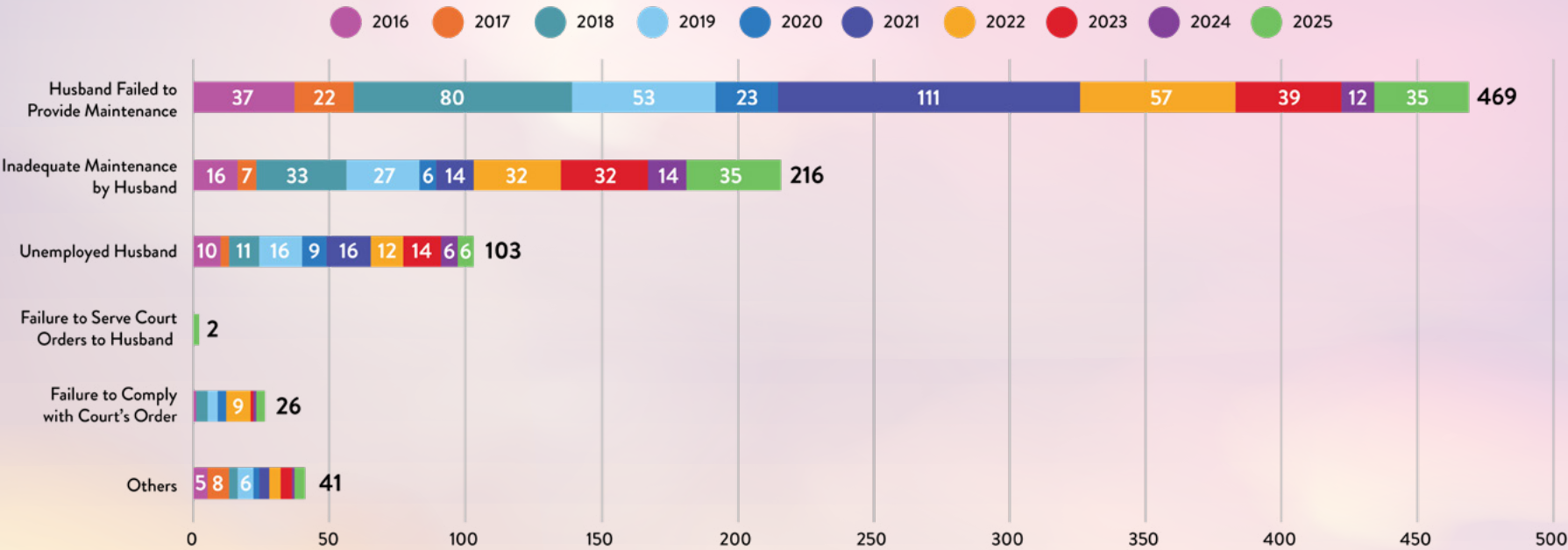
Other issues here explain that there are situations where one of the parties does not attend Court as well as effects from the COVID-19 pandemic, apart from those stated above.

Wife's Maintenance

A total of 857 cases were recorded for wife maintenance over the decade. Husbands failing to pay maintenance was the highest category with 469 cases (54.7%). In 2021, 111 cases were recorded due to economic pressure during the post-pandemic period, affecting the financial capability of some husbands.

Inadequate maintenance recorded 216 cases (25.2%), a figure that remained consistent through 2022 and 2023. Unemployed husbands recorded 103 cases (12.0%). Refusal to comply with court orders recorded 26 cases (3.0%), while others recorded 41 cases (4.8%). Failure to serve orders recorded 2 cases (0.2%).

Figure 21: Distribution of Wife's Maintenance Issues by Year (2016-2025)



Other issues here are the existence of situations where the husband is imprisoned, the husband reduces the rate of maintenance payments, and no evidence of maintenance payments is provided.

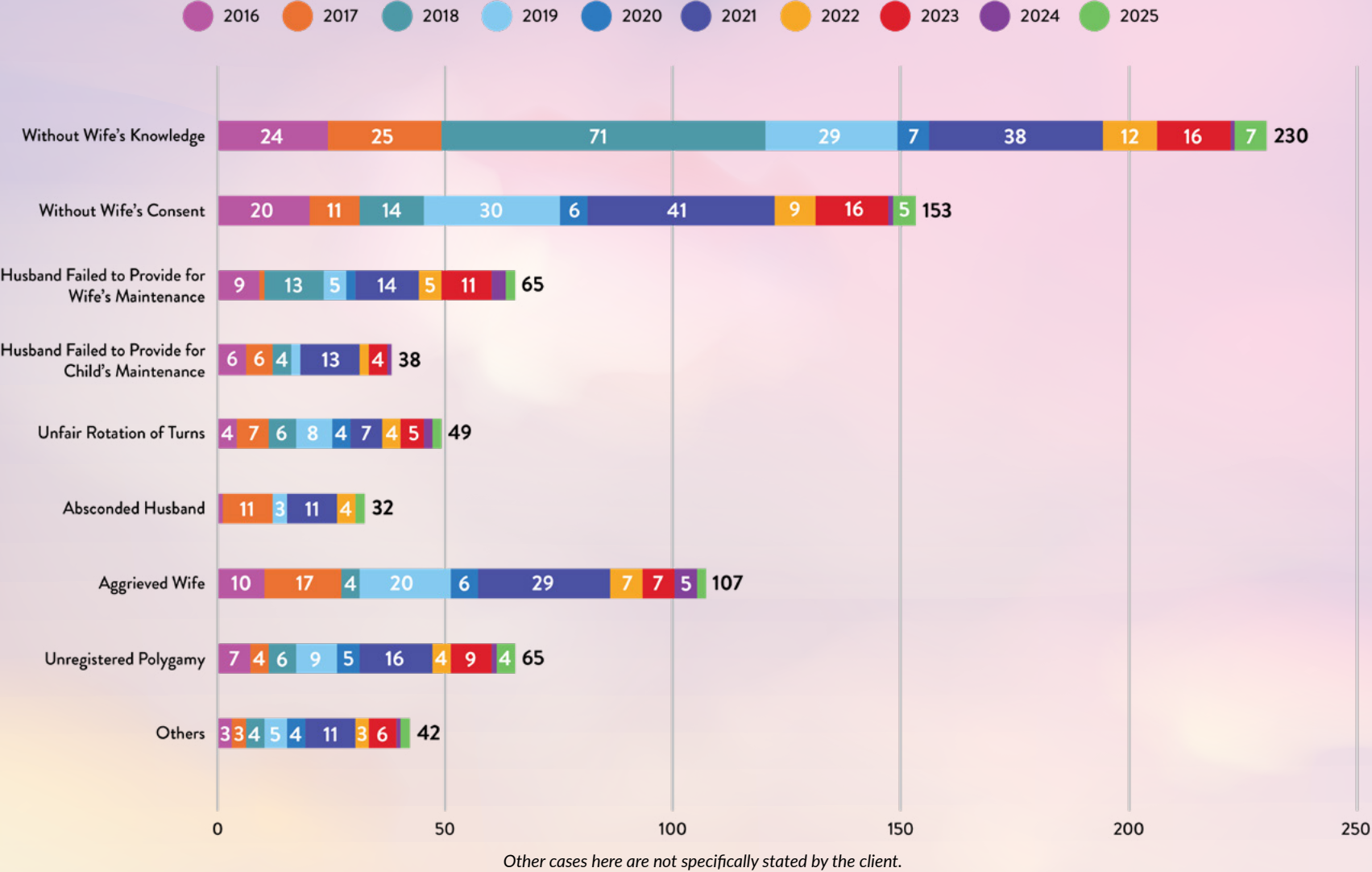
Polygamy

A total of 781 cases concerning polygamy were recorded, encompassing nine categories. The majority of polygamy complaints stemmed from polygamy practiced without the wife's knowledge, totaling 230 cases (29.4%). Polygamy without the wife's consent involved 153 cases (19.6%). These two categories contribute nearly half of the total cases, illustrating that violations of wives' rights in polygamous marriages remain at a worrying rate.

Wives' dissatisfaction with polygamous marriages recorded 107 cases (13.7%). This was followed by husbands failing to pay wife maintenance and unregistered polygamy, both at 65 cases (8.3%). Unfair rotation of turns recorded 49 cases (6.3%), and failure to pay child maintenance recorded 38 cases (4.9%).



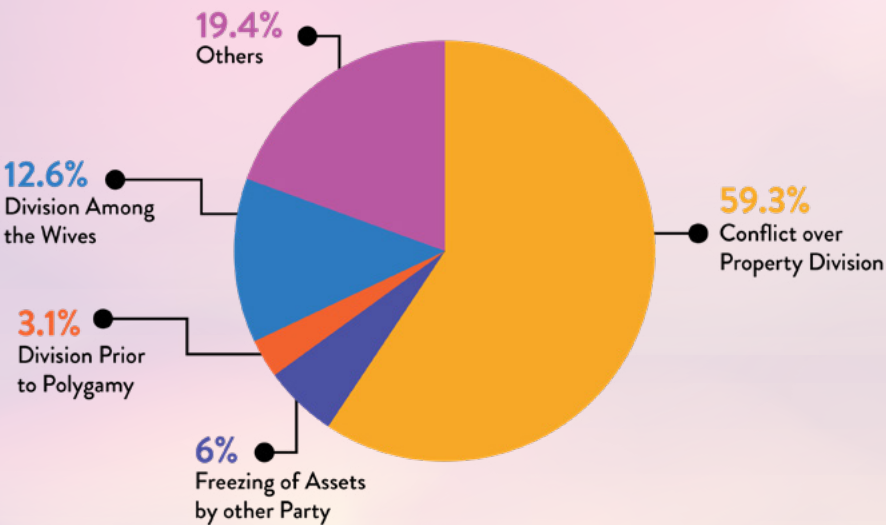
Figure 22: Distribution of Polygamy Issues by Year (2016-2025)



Matrimonial Property

Cases of matrimonial assets over the 10-year period show that conflicts over property division were the most frequently reported issue, with 226 cases (59.3%) out of a total of 381. The division of property between wives and husbands recorded 48 cases (12.6%), peaking in 2021 with 19 cases. Freezing of assets by other parties recorded 21 records (5.5%), while property division prior to polygamy recorded only 12 records (3.1%). This illustrates that protecting the first wife's property before the husband enters a polygamous marriage still receives insufficient attention.

Figure 23: Distribution of Matrimonial Property Cases by Year (2016-2025)



Other cases here are not specifically stated by the client.

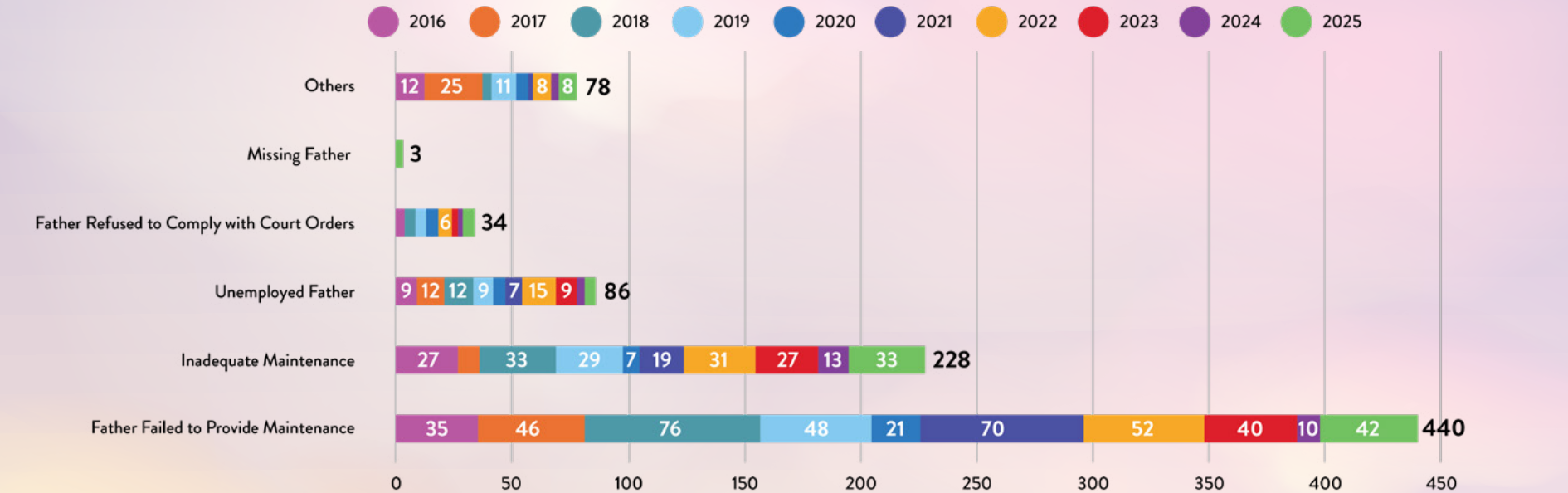


Issues Concerning Children

Child's Maintenance

There were 869 child maintenance cases recorded, with fathers failing to pay maintenance accounting for the highest total at 426 cases (50.6%). Inadequate maintenance recorded 228 cases (26.2%). Unemployed fathers accounted for 86 cases (9.9%), while refusal to comply with court orders accounted for 34 cases (3.9%). The combination of three categories; fathers not paying, insufficient maintenance, and fathers not working contributed to 740 cases (86.7%). This shows that the failure of husbands to fulfil financial responsibilities towards children is the main reason that drives clients to seek assistance from Telenisa.

Figure 24: Distribution of Child's Maintenance by Year (2016-2025)

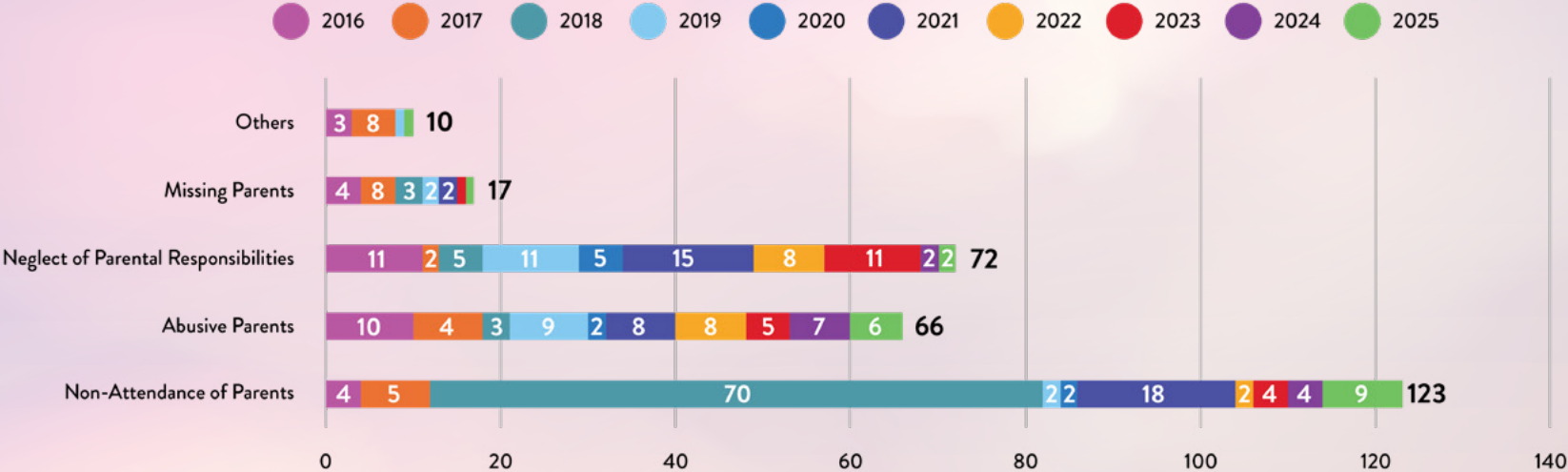


Other issues here explain the existence of cases where the father amend an order, the father is in a polygamous marriage, the father neglects responsibilities, and the father is unable to provide maintenance.

Parental Responsibilities

Total of 288 cases of parental responsibility were recorded over a 10-year period, covering five categories. Parents not attending accounted for the highest number with 123 cases (42.7%). Parents being indifferent recorded 72 cases (25.0%), with a consistent number of cases from 2016 to 2023. Continuous neglect of parental responsibilities also became one of the issues frequently reported to Telenisa. Parents who abused children recorded 66 cases (22.9%), while missing parents recorded 17 cases (5.9%). Other cases recorded 10 (3.5%). The negligence of parents in carrying out their responsibilities shows that children in problematic families are not only exposed to the risk of insufficient maintenance but also face situations where their parents are absent or do not care at all about their welfare.

Figure 25: Distribution of Parental Responsibilities Cases by Year (2016-2025)

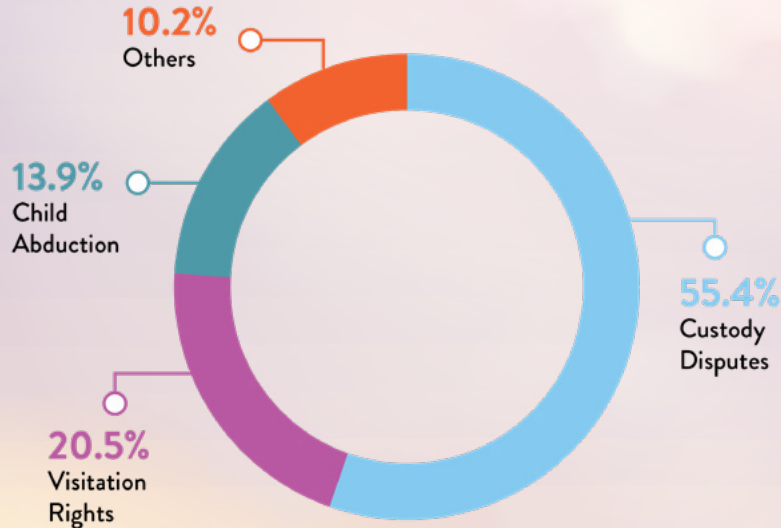


Other issues here explain the existence of cases where children have been deliberately abandoned as well as threats concerning safety made by parents.

Custody

There were 847 custody cases over a 10-year period covering four categories. Custody disputes contributed more than half of the total cases with 469 (55.4%). Visitation rights recorded 174 cases (20.5%). Although the number is lower compared to custody disputes, visitation rights remain an important issue. Almost every year, fathers or mothers quarrel to gain access to the child, leading to conflict between former spouses. Child abduction recorded 118 cases (13.9%), a figure that cannot be taken lightly as it directly involves the safety and well-being of children. Other cases recorded 86 (10.2%) over the 10-year period.

Figure 26: Distribution of Custody Cases by Year (2016-2025)

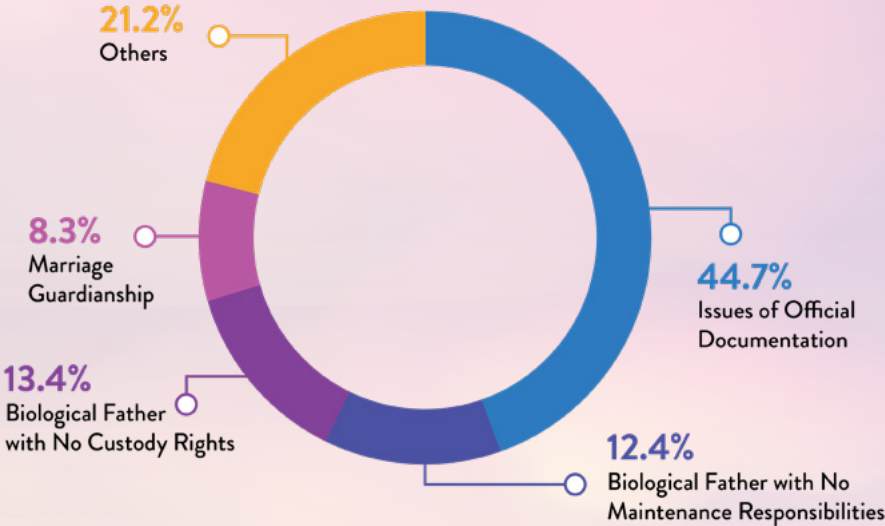


Other cases here explain situations where welfare homes do not allow the child to be handed over to the parents, changes to custody orders, and neglect of custody orders.

Illegitimate Children

A total of 217 illegitimate child cases were recorded throughout Telenisa's decade. Issues of official documentation accounted for 97 cases (44.7%), followed by other cases with 46 (21.2%). Issues relating to biological fathers having no custody rights and biological fathers having no maintenance responsibilities recorded 29 cases (13.4%) and 27 cases (12.4%) respectively. These two categories show that illegitimate children are not only exposed to documentation problems but also face issues of financial support and legal protection. Problems concerning guardianship for marriage recorded 18 cases (8.3%) over the 10-year period. Other cases here explain situations where welfare homes do not permit the child to be handed over to the parents, changes to custody orders, and neglect of custody orders.

Figure 27: Distribution of Illegitimate Children Cases by Year (2016-2025)



Other cases here explain situations such as termination of pregnancy, children being taken away by biological fathers, inquiries regarding custody rights, registration of a child's name, children's rights, lineage issues, and children being reclaimed after the completion of the adoption process.

Telenisa 10-Year Report (2016–2025): Empowering Women and Family Rights

An analysis of 4,761 clients shows Telenisa as a lifeline for low-income women facing domestic crises, focusing on Syarie legal advice.



Focus on Low-Income Groups

75.8% of clients have a household income of less than RM1,000 per month.



90.9% of Clients are Women

The vast majority of clients seeking Shari'ah legal assistance are women.



71.5% Require Legal Advice

The primary need of clients is professional guidance regarding Islamic family law procedures.



CLIENT PROFILE AND ACCESS TRENDS

Most Critical Issues: Ta'liq Divorce And Maintenance

Ta'liq divorce and child maintenance arrears are the highest reported cases.



Ta'liq Divorce
(15.5%)



Child Maintenance
Arrears (14.2%)

Main Causes: Communication and Violence

27%

Communication Problems



Communication problems and domestic violence are the dominant factors in marital breakdown

16.9%

Domestic Violence



15.7%

Third-Party Involvement



Rise in Non-Physical Violence

Social and psychological violence are more frequently experienced by clients compared to physical violence.



Publication Analysis Of 10 Years And 2025 Telenisa Statistics And Findings



Introduction

Over the ten years of Telenisa's service (2016–2025), several key patterns have been identified. This decade-long analysis will be divided into three main clusters, namely Client Demographics, Causes of Divorce and Issues of Spousal and Child Maintenance.

1. Women and Telenisa : 10 Years Together

Findings throughout the ten-year period show that the majority of those seeking Telenisa's services were women, amounting to 90.9%. We can understand that women are the group most affected when marital breakdown occurs. At the same time, this figure also shows that the Telenisa platform functions as a support space that is more easily accessed and trusted by women to obtain advice and assistance relating to Syariah legal issues.

Based on client backgrounds, the vast majority of Telenisa's clients from 2016 to 2025 were Malaysian citizens (92.6%) and Muslims (93.4%), in line with the jurisdiction of Islamic family law in Malaysia. In addition, there was a high percentage of clients working in the government sector (93.1%) as well as those who did not state their occupation (93.7%). This demonstrates that Telenisa's services are accessed by women from various socio-economic backgrounds, including those with stable employment and those not formally employed. This reflects that the need for legal advisory services is not limited to low-income groups but cuts across different layers of society.

The duration of marriage of clients exceeding one year, namely 92.9%, indicates that most of the issues faced were not temporary or early marital conflicts but rather problems that had persisted and may have become more complex when not addressed promptly. This shows that many women only sought help after experiencing prolonged difficulties, whether due to limited access to information, institutional barriers or social and cultural factors.

Overall, these patterns emphasise that women remain the main group facing challenges within the Islamic family law system and at the same time rely on services such as Telenisa for support. These findings also carry important implications for public policy, particularly in designing interventions that are more responsive to women's needs and in strengthening access to justice within the Syariah legal framework.

2. Trust and Quality of Services in Syariah Legal Institutions

The findings show that the issues raised by clients are not merely isolated but reflect broader dimensions relating to the level of trust and quality of services in Syariah legal institutions. Although the total number of complaints (275 cases over ten years) is relatively low compared to the number of clients, the consistent pattern of complaints against courts, judges, lawyers, and related agencies indicates the existence of a gap between clients' expectations of justice and their actual experiences within the system.

The highest complaints were directed at the court system and judges, particularly concerning delays, efficiency in case management, and perceptions of injustice. This signals that procedural and qualitative issues in delivering justice remain a major challenge. At the same time, complaints against syarie lawyers and legal aid institutions reflect concerns about the level of professionalism and effectiveness of the legal support received by clients, especially in cases involving women's rights.

Although there was a decline in complaints between 2022–2025, which may suggest certain improvements, these findings still emphasise that clients' negative experiences, even if not widespread, have significant implications for public confidence in Syariah legal institutions. In this context, Telenisa has functioned as an important alternative channel in highlighting women's voices and experiences, while at the same time providing an empirical basis to assess the effectiveness of the system and to design policy interventions for institutional reforms that are more responsive and justice-focused.

3. Patterns in the Structure of Family Law Issues and Implications for Access to Justice

The overall analysis of Telenisa's data from 2016 to 2025 shows that the issues faced by clients are not isolated but instead form an interconnected structural pattern within the cycle of marital conflict, divorce, and post-divorce. The causes of marital breakdown were dominated by communication problems, domestic violence, and the involvement of third parties, which collectively accounted for more than 59.6% of all cases. These findings indicate that marital conflict usually begins with personal issues but develops into more serious situations including violence and neglect of responsibilities.

The effects of marital breakdown extend into the post-divorce stage, particularly in financial and family responsibilities. Cases of spousal and child maintenance recorded high numbers, with husbands or fathers failing to fulfil financial obligations. In addition, delayed cases such as maintenance claims and matrimonial property disputes show that the real challenge is not only obtaining court orders but more importantly enforcing and complying with those orders. Factors such as non-cooperation by husbands, incomplete documentation, and issues of professionalism among lawyers and court management further reinforce claims of weaknesses at the implementation stage of the system.

At the same time, issues of polygamy and matrimonial property complicate family conflicts, where violations of wives' rights such as marriages without knowledge or consent and disputes over property division become major causes of injustice. The link between the rise in polygamy cases and property disputes shows that the existing legal framework is still unable to comprehensively address the socio-economic implications of polygamy, particularly from the perspective of protecting women's rights.

More concerning is that conflicts between parents also have a direct impact on children's welfare. Issues such as failure to pay child maintenance, neglect of parental responsibilities, and high custody disputes show that children are also affected parties in family conflicts. Cases of child abduction and parental neglect indicate that these issues are not only legal in nature but also involve aspects of social protection and safety.

Overall, these findings show that the main challenges in the Islamic family law system lie not only in the substantive legal framework but also in the effectiveness of implementation, the level of compliance by the parties involved, and the capacity of institutions to provide swift and fair resolutions. The recurring patterns in maintenance issues, delayed cases, and custody conflicts emphasise the need for more comprehensive reforms, particularly in enforcement, client support, and coordination among institutions involved. In this context, Telenisa's data not only records clients' experiences but also provides an empirical basis for considering institutional reforms to achieve justice, especially for women.

4. Causes of Marital Breakdown

Analysis of 3,438 records of marital breakdown causes over a ten-year period shows that the main contributing factors are interpersonal, structural, and consistently recurring. Communication problems emerged as the highest contributor (27%), with a significant increase reaching its peak in 2018 and remaining high in subsequent years. These findings indicate that communication failure is not merely a common marital conflict but has the potential to develop into more serious issues if not addressed effectively.

Domestic violence (16.9%) and the involvement of third parties (15.7%) ranked second and third respectively, with a notable increase in 2021. This pattern illustrates that marital conflict often involves elements of emotional instability, betrayal, and power imbalance within the relationship, ultimately leading to separation. The combination of these three main factors accounts for more than 59.6% of all cases, signifying that marital breakdown among Telenisa's clients is largely driven by unhealthy and prolonged relationships.

In addition, factors such as health problems, substance abuse, and sexual violence also contributed to marital breakdown, albeit at lower rates. The increase in cases of sexual violence and substance abuse in 2025 signals increasingly complex risks in marital relationships linked to social, economic, or family pressures. Meanwhile, cases of husbands absconding and failure to provide maintenance reflect elements of neglect of responsibility that also contribute to the collapse of family institutions.

Interestingly, issues of polygamy, religious conversion, and financial problems recorded lower percentages. However, this does not mean that these issues are less important; they may exist as secondary or layered factors within larger conflicts such as third-party involvement and communication failure.

Overall, these findings show that marital breakdown among Telenisa's clients stems from multiple interconnected factors. Clients require protection from domestic violence as well as more effective conflict prevention mechanisms within the legal system and family support structures.

Short Term Plan (1 Year To 3 Years)

NO	PROPOSALS TO THE GOVERNMENT	STAKEHOLDERS
1	The government is advised to take immediate steps by introducing mandatory and continuous training for Syariah judges and judicial officers. This training should cover issues of domestic violence, gender bias in judgments, as well as justice and human rights-based approaches, to ensure that the Syariah judiciary system is more responsive, fair, and inclusive towards the needs of women.	Academy of Syariah Judiciary Malaysia Human Rights Commission of Malaysia (SUHAKAM)
2	The proposals outlined aim to strengthen justice delivery and ensure women are not disproportionately burdened by systemic weaknesses. Key recommendations include: • Establish Syariah Maintenance Court. Create a dedicated Syariah (Nafkah) Court to handle spousal and child maintenance applications via a fast-track mechanism. • Mandatory timelines. Set compulsory maximum timelines for case resolution, supported by widespread use of e-filing and e-hearing systems. • Judicial audits. Conduct regular audits of judgments that contradict justice principles, with SUHAKAM permitted to attend as “observer lawyers.” • Periodic case reviews. Implement three-monthly reviews for all unresolved cases to prevent prolonged delays. • Digital case management. Make digital case management and online attendance verification (E-litigation Syariah) mandatory, alongside a digital case tracking system for monitoring delays. • Review discriminatory procedures. Re-examine Syariah court rules or procedures that burden or discriminate against women. • Standard timelines for maintenance and custody. Introduce fixed timelines for resolving spousal maintenance and child custody cases.	Department of Islamic Development Malaysia (JAKIM) Syariah Court SUHAKAM

3	Strengthening Access to Legal Aid & Early Advice According to Telenisa's statistics (2016–2025), there were 4,517 women who could not afford to appoint a lawyer. To address this gap, several policy recommendations are proposed: • Free legal aid for women. The government should provide free legal aid specifically for eligible women, in collaboration with NGOs. • Women-friendly Syariah legal aid centres. Establish Syariah legal aid centres in every state that are accessible and supportive to women. • Support NGOs like Telenisa. Recognise and strengthen NGOs as frontline support systems for women in need of legal advice. • Mandatory legal counselling. Provide compulsory legal counselling services for divorce and maintenance cases. • Subsidised Syariah legal aid scheme. Introduce subsidised Syariah legal aid schemes in every state for the B40 income group.	
4	Enhancing Legal and Financial Literacy • Financial and Syariah rights modules. Integrate financial literacy and Syariah rights modules into both pre-marriage and post-marriage courses, ensuring couples are equipped with essential knowledge before and after entering marriage. • Infographics and short videos. Produce official infographics and short videos on women's rights after divorce, divorce procedures, and maintenance claims, disseminated through official departmental channels for wider public awareness.	Religious Authority Department
5	Establishing a database between states to share information, particularly relating to divorce cases, spousal maintenance, child maintenance, and so on.	Syariah Court
6	Mediation ¹ approach between husband and wife to resolve applications related to spousal and child maintenance. This is enforced by the syariah court after obtaining mutual consent.	Syariah Court

¹A process where a third party helps disputing parties reach an agreement without going through court proceedingsstate laws to ensure uniform justice nationwide.

Long Term Plan (Three Years Onwards)

NO	PROPOSALS TO THE GOVERNMENT	STAKEHOLDERS
1	- The government establishes a special Federal agency in relation to Spousal and Child Maintenance. - This agency will manage and monitor maintenance payments, including an automatic salary deduction system, access to a maintenance order database, and legal action against non-compliance.	Ministry of Women, Family and Community Development Department of Islamic Development Malaysia (JAKIM) Human Rights Commission of Malaysia (SUHAKAM) Civil Courts and Syariah Courts
2	- Introduce Amendments to Relevant Legal Provisions, particularly those relating to women’s rights to obtain justice. This includes the Islamic Family Law Act (Federal Territories) 1984 as well as pari materia² enactments at the state level. - Draft the Spousal and Child Maintenance Agency Bill at the Federal level to strengthen the mechanisms for implementation and enforcement of maintenance rights more effectively, in an integrated and comprehensive manner for both Muslim and non-Muslim women.	Legal Affairs Division (BHEUU), Prime Minister’s Department Department of Islamic Development Malaysia (JAKIM) Syariah Courts Drafting Division, Attorney General’s Chambers

²Pari Materia means “on the same subject matter”, that translates it as the same enactment which mirrors the federal law level. Any amendment to protect women’s rights must be harmonised across both federal and state laws to ensure uniform justice nationwide.



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SUMMARY OF INTERESTING FACTS FROM TELENISA 2025 STATISTICS

561

Total Clients
in 2025

428 (76.3%)
New Clients

133 (23.7%)
Returning Clients



91.26%
of Telenisa service
users were women



96%
of Telenisa clients
resided in Malaysia



27.63%
had been married for
more than 10 years



89.8%
of cases were received
through phone calls



68.7%
The highest requested
assistance was legal
advice



88.59%
received advisory
services without legal
representation



65 cases
of domestic violence
were the main factor in
marital breakdown



56 cases
of maintenance/ali-
mony were the biggest
issue affecting wives



7 from 68 cases
involving children were
related to child
abduction



SECTION A : OUR CLIENTS

SECTION A : OUR CLIENTS

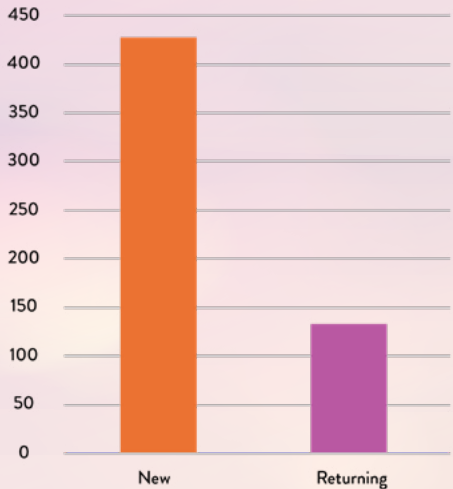
This section presents the recorded information covering client categories and client demographics, including gender, location, marital status, duration of marriage, occupation, household income, communication methods, and the types of assistance required by TELENISA clients when contacting Telenisa services for the year 2025.

CLIENT CATEGORIES

In 2025, Telenisa recorded a total of 561 clients, consisting of 428 new clients (76.3%) and 133 returning clients (23.7%).

2023	2024	2025
459 new clients 101 returning clients	188 new clients 43 returning clients	428 new clients 133 returning clients
459	188	561

Figure 1: Client Categories

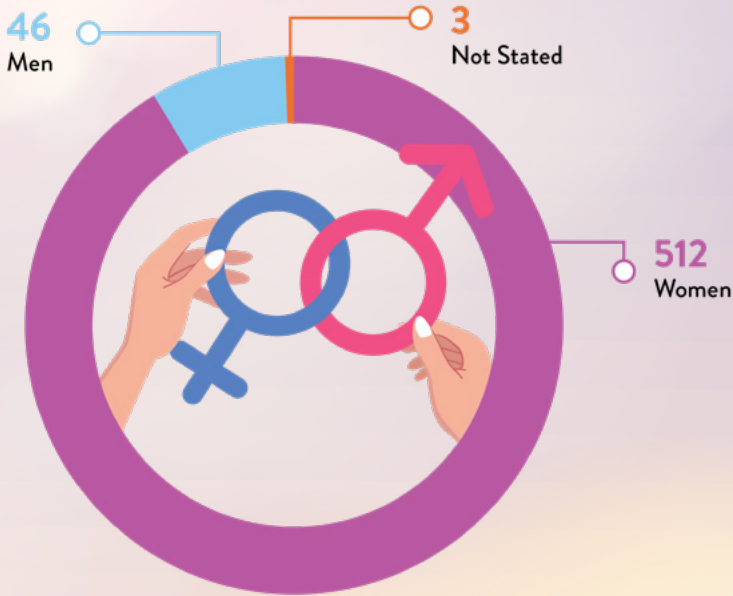


CLIENT DEMOGRAPHICS

Gender

Telenisa service consists of 91.26% female clients, 8.2% male clients, and 0.54% clients who did not disclose their gender.

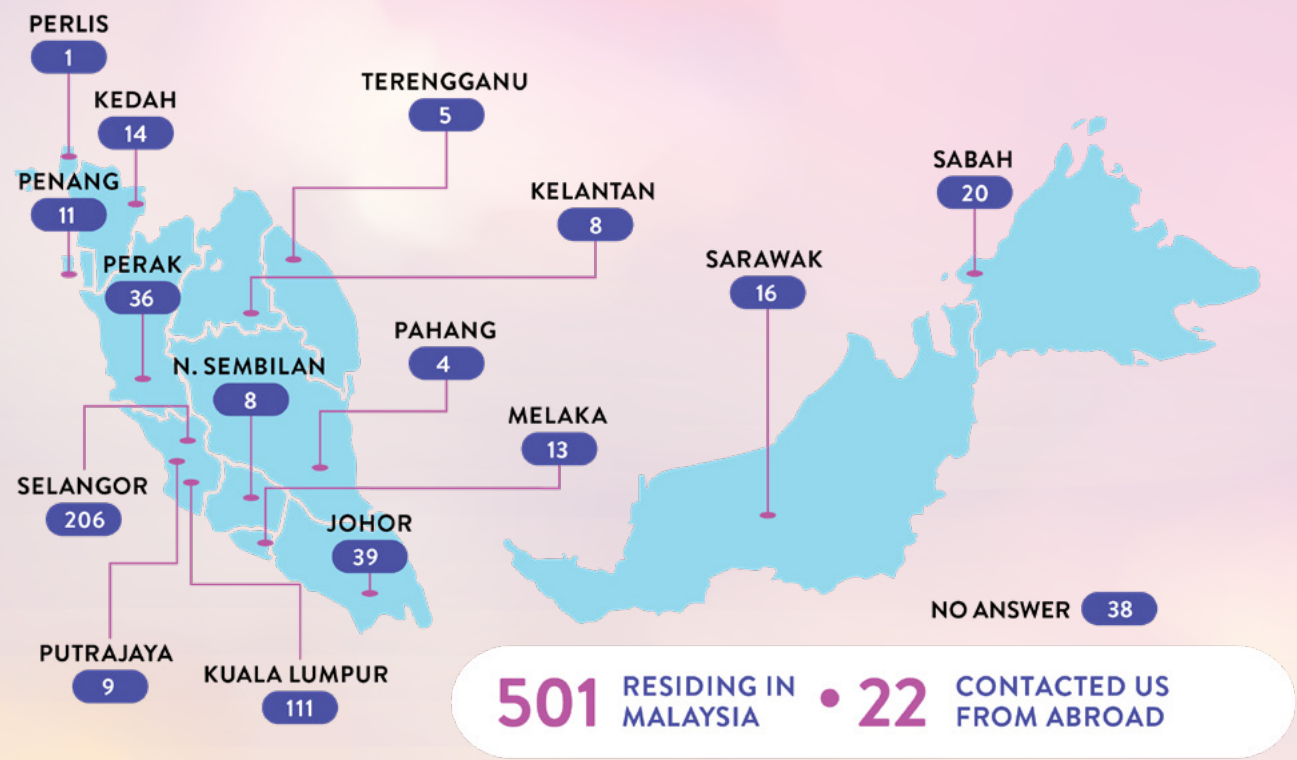
Figure 2: Gender



Location

- 96% of Telenisa clients reside in Malaysia
- Selangor recorded the highest number with 206 clients, followed by Kuala Lumpur with 111 clients.
- 4% (22 clients) are from outside Malaysia who have contacted and used Telenisa services.

Figure 3: Location



Marital Status

Telenisa data for 2025 also takes into account clients' marital status. A total of 315 clients are divorced, followed by 92 clients (16.6%) who are currently in the process of divorce. There are 48 clients (8.6%) who are still married and 45 clients (8.1%) who are separated. Clients who did not provide a response account for 49 (8.8%), while 6 clients (1.1%) are single.

Based on Telenisa client data for 2025, 27.63% of clients have been married for more than 10 years, followed by 15% who have been married for 4 to 7 years. A total of 32.4% of clients preferred not to disclose their duration of marriage, while 11.94% have been married for 1 to 3 years. Clients who have been married for 8 to 10 years account for 8.38%, and those who have been married for less than one year make up 4.1%.

Figure 4: Marital Status

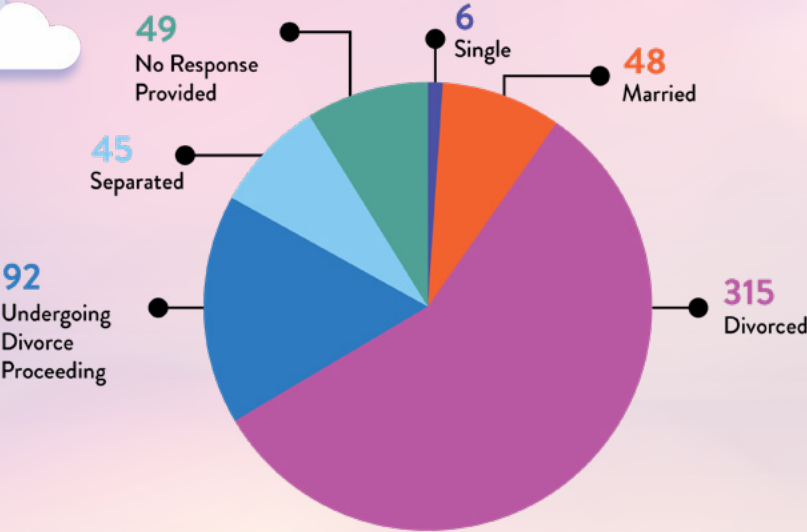
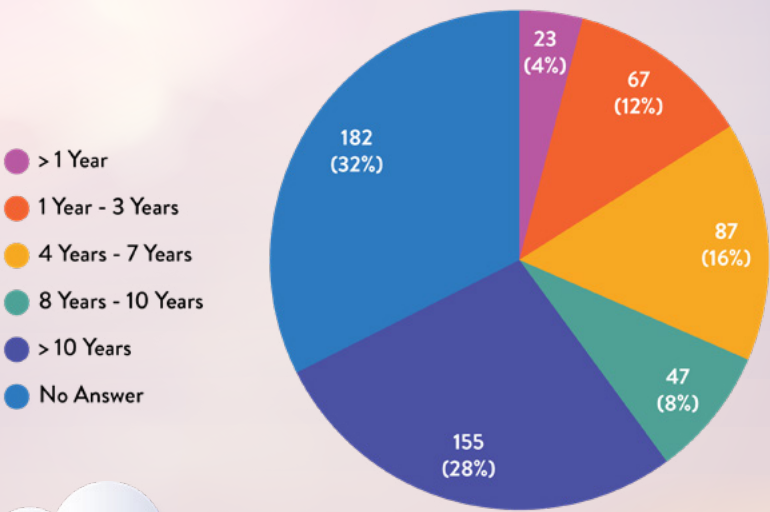


Figure 5: Duration of Marriage



Occupation

The homemaker category recorded the highest percentage among clients who stated their occupation, accounting for 19.3% (108 clients), followed by the professional group at 13.9% (78 clients) and the unemployed group at 13.7% (77 clients). However, a significant proportion of clients, 27.3% (153 clients), did not disclose their employment status. This data indicates that Telenisa services remain relevant across various economic backgrounds, particularly in supporting women without a fixed income.

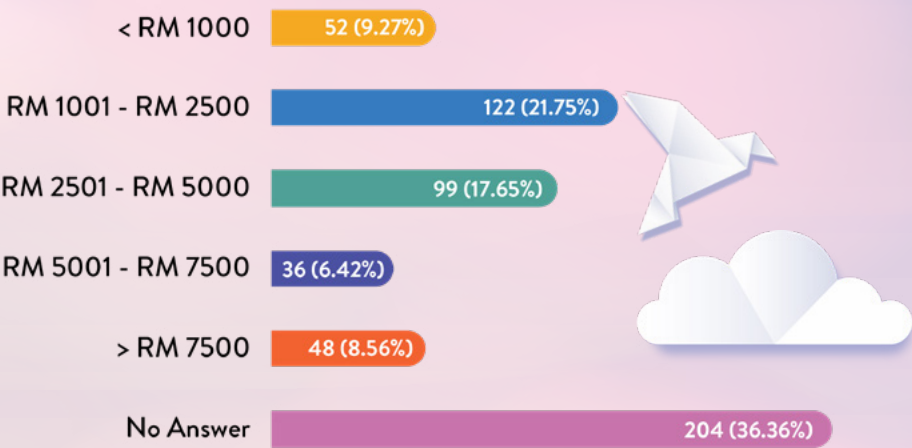
Figure 6: Occupation



Household Income

48.7% of our clients fall under the B40 group (low-income group), defined as households earning not more than RM4,850 per month. A total of 122 clients fall within the RM1,001 to RM2,500 income range, followed by 99 clients reporting an income between RM2,501 and RM5,000. Meanwhile, 52 clients reported earning less than RM1,000, indicating that Telenisa serves as a key reference point for individuals facing financial constraints in accessing free Syariah legal advice.

Figure 7: Household Income



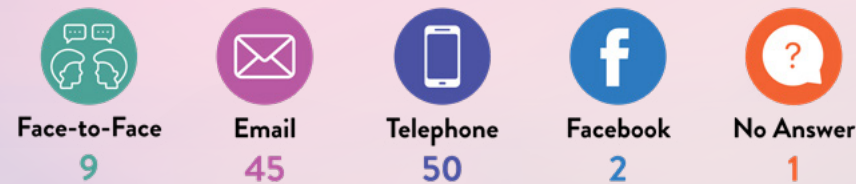
COMMUNICATIONS

Communication Method

There are four communication methods used by Telenisa clients to submit their complaints, namely face-to-face meetings, email, telephone, and Facebook applications. In 2025, a total of 504 clients (89.8%) contacted Telenisa via telephone, particularly through phone calls and WhatsApp messages, followed by email with 45 clients (8.02%).



Figure 8: Communication Methods



A total of **504 cases (89.8%)** received by Telenisa were through telephone calls.

How Clients Learn About Telenisa Services

Digital platforms, particularly social media and websites, play a key role in disseminating information about Telenisa services in 2025, accounting for 50.5%. Information shared through social connections, including friends and family, contributes 11.4%.

The data shows that digital media is becoming increasingly significant as a tool for delivering information about Telenisa services to the public, compared to traditional media. Other sources account for 27.1%, where clients obtained information through participation in workshops, legal clinics, and activities organised by SIS in various locations.

Figure 9: Info Telenisa



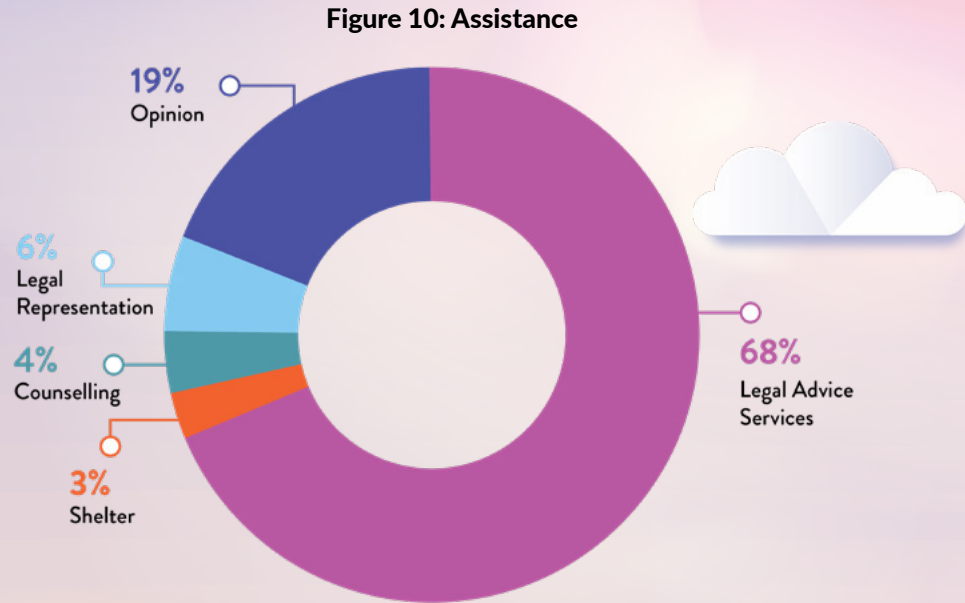
27.1% obtained information through participation in workshops, legal clinics, and activities organised by SIS at various locations.

222 (39.6) obtained information on Telenisa services from social media

Assistance Required & Legal Representation

The most needed form of assistance was legal advice services, with 441 cases (68.7%). This is followed by requests for opinions, with 121 cases (18.8%).

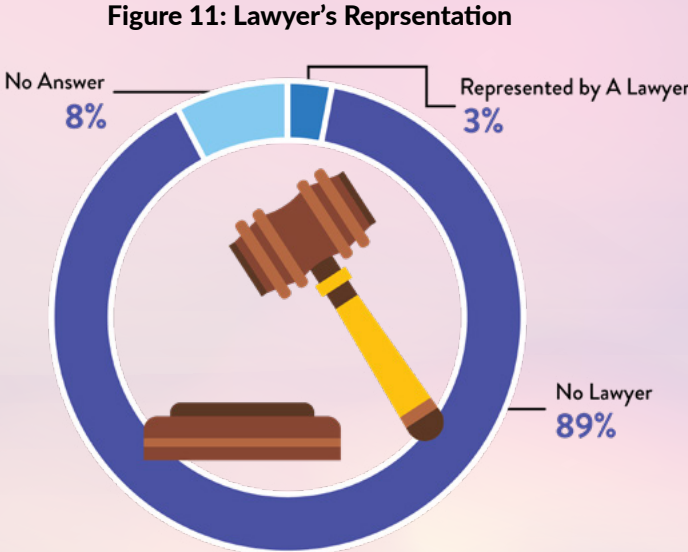
Based on Figure 10, although Telenisa recorded 561 clients in 2025, the total number of assistance provided was 642. This indicates that some clients received more than one type of assistance from Telenisa.



Access to Court Proceedings – Legal Representation

The majority of Telenisa clients who sought legal advice were not represented by a lawyer, comprising 497 clients (88.59%). Only 17 clients were represented by legal counsel, while 43 clients did not provide an answer. The decision not to be represented by a lawyer was most likely influenced by financial constraints, particularly as the majority of clients fall within the low- and middle-income categories.

This demonstrates that Telenisa has successfully reached individuals who require legal support but are unable to afford high legal fees. At the same time, it reflects the public’s confidence in Telenisa’s ability to provide effective guidance without the need for legal representation. The service is clearly inclusive and responsive to the actual needs of the community.



A total of 497 clients (88.59%), representing the majority of Telenisa clients, were not represented by a lawyer.

Information Seeking

Based on Figure 12, the data presents statistics on the primary purposes for which clients sought information from Telenisa throughout 2025. Overall, the category of divorce procedures recorded the highest number of cases, with 127 instances. This indicates that a significant proportion of clients require guidance and a clear understanding of legal processes before they are prepared to file for divorce in court.

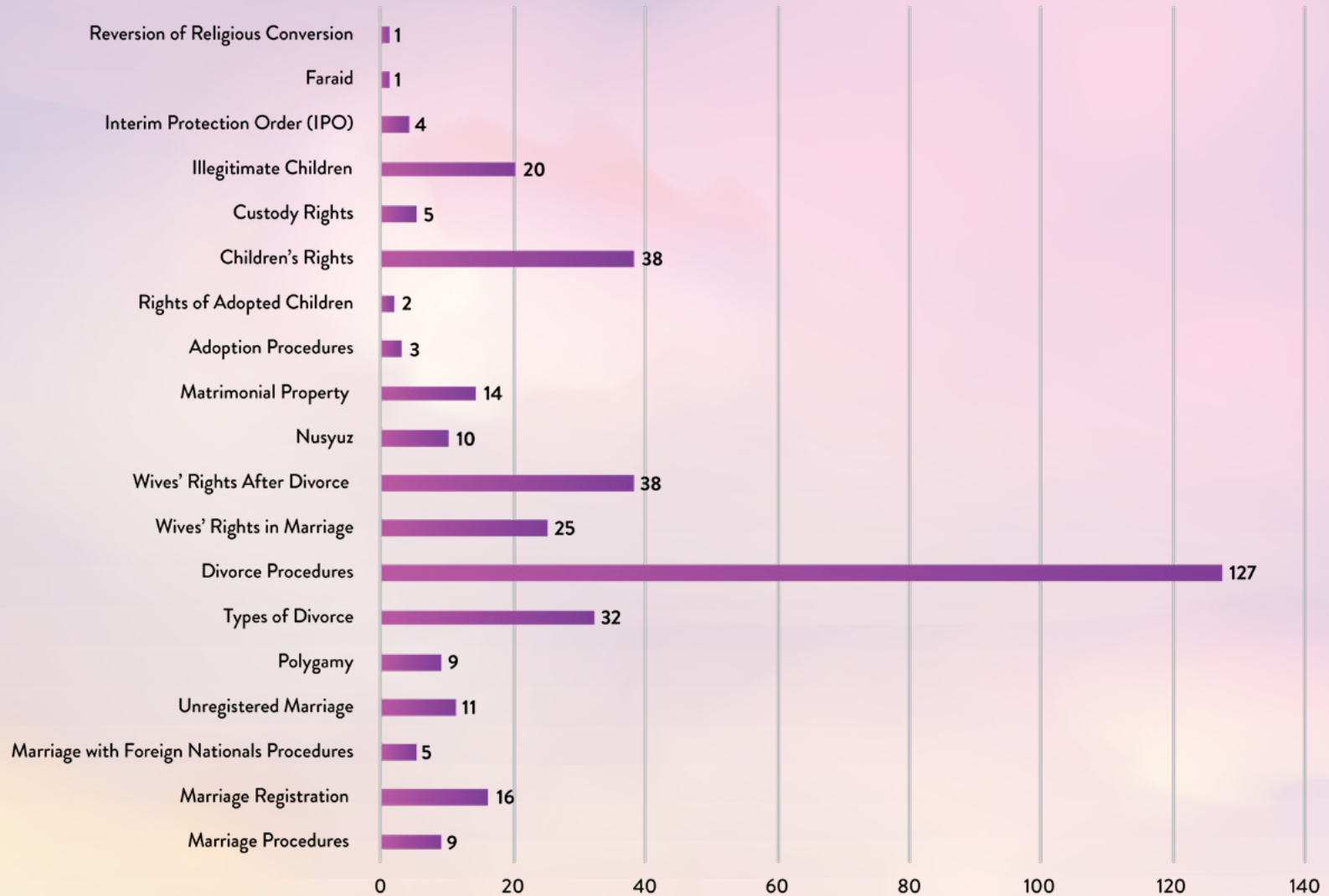
In addition, clients' information-seeking was also largely focused on issues of rights and welfare, particularly regarding children's rights and wives' rights after divorce, each recording 38 cases. Other categories such as types of divorce and wives' rights within marriage were also frequently raised, with 32 and 25 cases respectively. There were also 92 cases recorded under the "others" category, reflecting a wide range of additional issues raised by clients.

For administrative and marital status-related matters such as illegitimate children, marriage registration, matrimonial property, and unregistered marriages, the number of enquiries was at a moderate level, ranging between 11 and 20 cases. In contrast, some categories recorded very minimal enquiries, including faraid and reversion of religious conversion, each with only one case. No records were reported for the Dr. Nik Noriani Legal Aid Fund.

Overall, these findings reinforce the important role of Telenisa as an early reference platform for women, particularly in enhancing legal literacy related to divorce procedures and preparation for claiming rights following marital dissolution.

Other information-seeking matters include verification of pronouncement of talaq and ruju' outside the court, registration of child births, renewal of spousal visas, civil and criminal disputes, enforcement of court orders, as well as procedures related to hakam.

Figure 12: Information Seeking





SECTION B : TYPES OF CASES



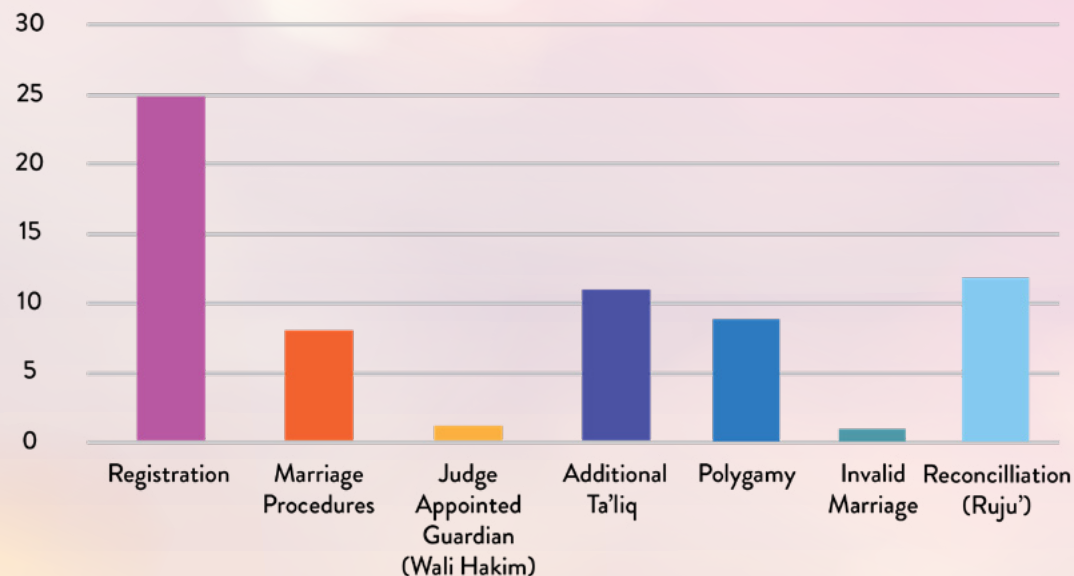
SECTION B: TYPES OF CASES

Technical Issues in Marriage

Based on Figure 13, the records show the types of marriage-related cases referred by clients to Telenisa throughout 2025. The category of marriage registration recorded the highest number of cases, with 25 instances, followed by ruju' procedures with 12 cases, and applications for additional ta'liq with 11 cases. Issues related to polygamy also recorded a moderate number of cases, totaling 9, while enquiries regarding marriage procedures accounted for 8 cases. There were also categories with very low numbers, such as applications for a marriage guardian and invalid marriage, each recording only 1 case.

Overall, the data indicates that the legal advisory services provided by Telenisa are not solely focused on marital dissolution issues, but also serve as an important reference for matters related to the administrative aspects of marital status. The attention given to additional ta'liq reflects a growing awareness among women of the importance of safeguarding their rights through specific contractual conditions during marriage solemnisation.

Figure 13: Types of Marriage Cases



Technical Issues in Divorce

Based on Figure 14, the data records the breakdown of divorce-related cases referred by clients to Telenisa throughout 2025. The category of fasakh recorded the highest number of cases, with 82 instances. This majority indicates that many female clients take the initiative to dissolve their marriages through a court order, often due to the husband's failure to fulfil marital responsibilities or the absence of mutual consent for an amicable divorce.

Next, divorce by talaq with mutual consent recorded the second highest number of cases, with 55 instances. This is followed by talaq pronounced outside court and cerai ta'liq, each recording 14 cases. Cases involving confirmation of talaq pronouncement recorded 13 cases, while tebus talaq or khul' accounted for 5 cases. The category of li'an recorded the lowest number of cases, with only 2 instances.

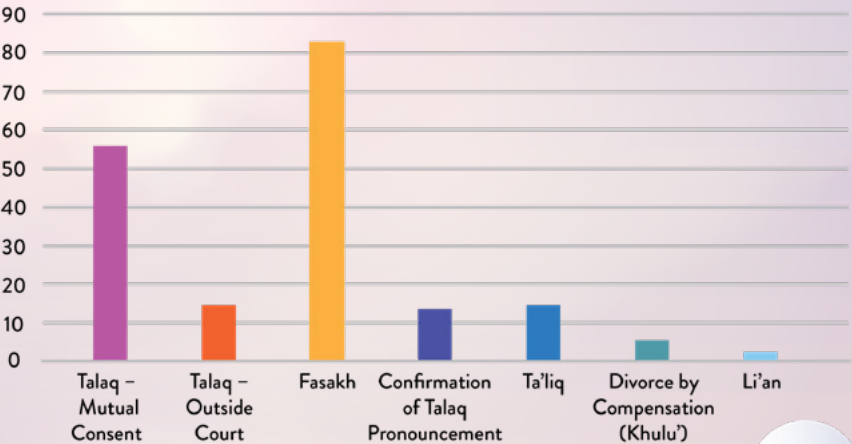
Overall, the data shows that fasakh is the primary legal mechanism chosen by clients of Telenisa to resolve marital breakdowns. It also highlights the organisation's important role in guiding women to understand their rights and the correct procedures for filing fasakh cases in the Syariah court.

Section 52 of the Islamic Family Law (Federal Territories) Act 1984 states that

“Fasakh refers to the dissolution of a marriage through an order of the Syariah Court on specific grounds recognised under Hukum Syarak, such as failure to provide maintenance, abuse, the absence of a spouse, or defects in the marriage. This dissolution is final and does not grant the right of reconciliation (ruju’), except through a new marriage contract.”



Figure 14: Divorce Cases



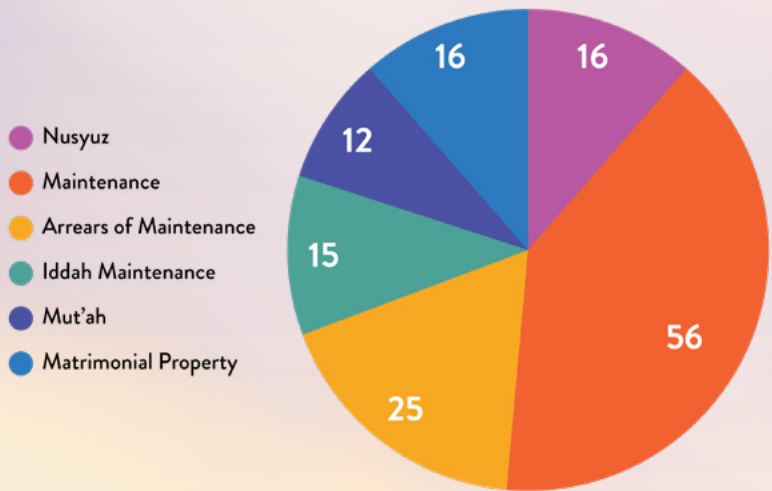
Issues Involving Wives

Issues Affecting Wives

Figure 15 outlines six main categories of cases referred by wives to Telenisa throughout the year. Based on the data, issues related to financial rights recorded the highest number of cases, particularly those involving maintenance (nafkah), with 56 cases. This is followed by claims for arrears of maintenance, which recorded 25 cases. In addition, cases related to nusyuz and claims for matrimonial property (harta sepencarian) each recorded 16 cases. Meanwhile, applications for iddah maintenance and mut'ah claims recorded lower numbers, at 15 and 12 cases respectively.

These statistics indicate that financial sustainability issues, whether arising from allegations of nusyuz or the failure of husbands to fulfil maintenance obligations, are the main concerns affecting wives. Claims relating to matrimonial property also remain a significant focus among women seeking assistance from the organisation.

Figure 15: Wives



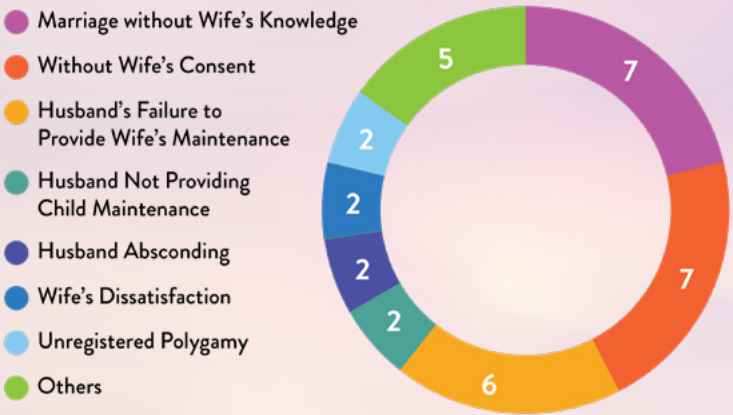
Polygamy

Based on Figure 16, the main issues raised in relation to polygamous practices are marriages conducted without the knowledge and consent of the first wife, each recording 7 cases. Issues concerning the husband's failure to provide maintenance also constitute a significant source of dispute, with 6 cases recorded. Other issues such as failure to provide child maintenance, husband absconding, dissatisfaction from the wife, and unregistered polygamous marriages each recorded a small number of cases, with 2 cases respectively. The "others" category recorded 5 cases.

To obtain a clearer profile of clients facing these issues, cross-referencing was made with Table 13. The data shows that the group most frequently seeking advice were second wives, with 16 cases, closely followed by first wives with 13 cases. Third wives recorded 2 cases, while referrals from husbands were very minimal, with only 1 case.

In summary, the data reveals that polygamy-related issues often stem from a lack of transparency by husbands during the process of entering into polygamous marriages, as well as failure to fulfil maintenance obligations, the effects of which are most significantly felt by first and second wives.

Figure 16: Polygamy



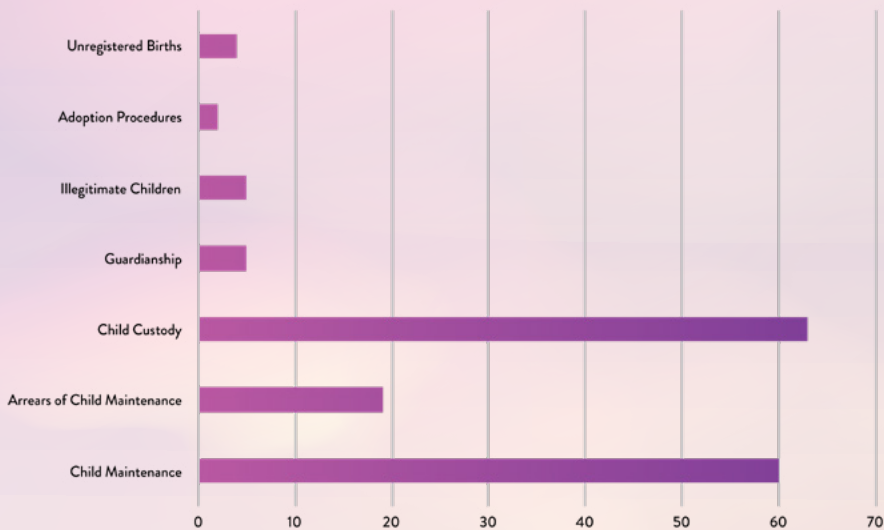
The "others" category refers to complaints that were not specifically stated or clearly classified by the clients.

Issues Involving Children

Based on Figure 17, the recorded cases reflect a variety of issues related to children's rights and welfare. Child custody cases recorded the highest number, with 63 cases, followed by child maintenance cases with 60 cases. For arrears of child maintenance, 19 clients sought legal advice. Other issues raised include protection cases and cases involving illegitimate children, each recording 5 cases. In addition, there were 4 cases related to unregistered births, while adoption procedures recorded the lowest number, with only 2 cases.

Overall, the data indicates that determining child custody and ensuring consistent child maintenance are the two main challenges faced by clients following the breakdown of the family institution. Although the number of cases involving birth registration and illegitimate children is relatively small, they still highlight the need for legal guidance in resolving children's documentation and legal status issues.

Figure 17: Children



Parental Responsibility

Based on Figure 18, the records reflect clients' complaints regarding the breakdown in the fulfilment of parental responsibilities. From the data recorded, cases of parental abuse recorded the highest number, with 12 cases. This is followed by complaints involving parents who are negligent or indifferent, which accounted for 7 cases.

For other categories, cases involving parents who are absent or failing to fulfil their roles recorded 3 cases. Meanwhile, cases of missing parents and those classified under "others" recorded the lowest numbers, with only 1 case each. In terms of monthly distribution, these cases occurred sporadically and did not show any significant increase in any particular month. Overall, the data indicates that physical and emotional abuse by parents is the most prominent issue affecting the effectiveness and safety of parental responsibilities among clients, compared to other forms of neglect.

Figure 18: Parental Responsibility



The "others" category explains situations in which the child has been deliberately abandoned by the parents.

Custody Rights

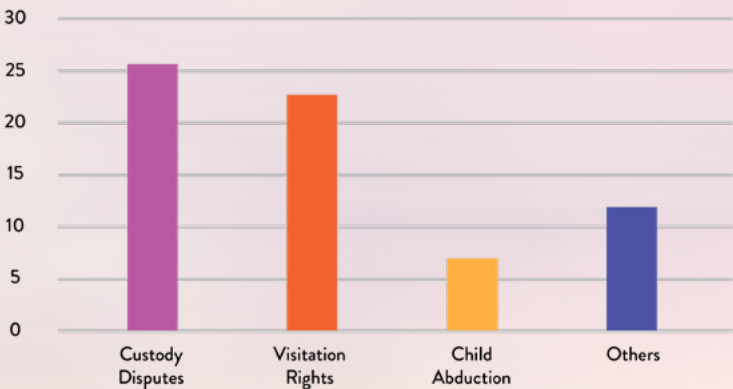
Based on Figure19, the data outlines the breakdown of complaints recorded under child custody issues. The findings show that disputes over custody rights recorded the highest number of cases, with 26 instances. This is closely followed by visitation rights claims, which recorded a substantial number of 23 cases.

For other categories, complaints classified under “others” accounted for 12 cases. Meanwhile, cases involving child abduction recorded the lowest number, with 7 complaints in total.

Custody disputes showed a noticeable increase in the third quarter of the year, particularly in September with 7 cases and October with 5 cases. In contrast, visitation-related complaints were more frequently reported in the early part of the year, peaking in April with 6 cases, while February and March each recorded 5 cases.

Overall, the statistics confirm that conflicts over determining primary custody and access to visitation are the most common forms of disputes. This highlights the need for more effective mediation and communication between parents, as well as strict compliance with court orders to ensure that children’s emotional stability and welfare are not compromised by ongoing disputes.

Figure 19: Custody Rights



The “others” category refers to complaints that were not specifically stated or clearly detailed by the clients.

Illegitimate Children

Based on the table below, referrals related to illegitimate children recorded a very small total number of cases, with only 3 cases recorded throughout the year, all of which were classified under the “others” category. There were no specific complaints recorded regarding official documentation issues, maintenance by the biological father, custody rights, or guardianship matters.

However, this low number does not necessarily indicate the absence of cases. Instead, it may be influenced by social stigma and the tendency of clients to seek direct assistance from government agencies.

Illegitimate Children	Total
Official Documentation Issues	-
Biological Father Not Providing Maintenance	-
Biological Father Has No Custody Rights	-
Marriage Guardianship (Wali)	-
Others	3

The “others” category involves issues related to the determination of lineage (nasab) for births occurring less than six months after marriage, as well as custody rights for mothers who gave birth while underage.

SECTION C : DETAILED ISSUES THROUGHOUT 2025



SECTION C: DETAILED ISSUES THROUGHOUT 2025

Factors Contributing to the Breakdown of Marriage Institutions

Throughout 2025, the data shows that domestic violence was the primary factor contributing to the breakdown of marriages, with 65 cases recorded. This was closely followed by communication problems, which accounted for 54 cases, and maintenance (nafkah) issues, with 47 cases. These three factors constitute the majority of conflicts leading to marital breakdown.

In addition, third-party involvement or infidelity also had a significant impact, with 42 cases recorded, followed by financial stress at 35 cases. Substance abuse accounted for 20 cases, while cases involving husbands absconding were recorded at 12 cases. There were also 11 cases classified under the “others” category. For smaller categories, health-related issues and sexual violence each recorded 9 cases, while polygamy accounted for 8 cases.

This analysis concludes that marital breakdown is rarely caused by a single factor; rather, it results from a chain of interconnected conflicts.

Given that issues such as abuse, communication breakdown, and failure to provide maintenance are the dominant factors contributing to marital dissolution, the limitations of existing pre- and post-marital support modules should not be overlooked. These structured interventions should be expanded comprehensively, with particular emphasis on financial literacy in family management, the development of healthy communication skills, and crisis management strategies that prioritise reconciliation without violence. Without such critical measures, marriage institutions will continue to weaken and fail to function as a foundation of societal well-being.

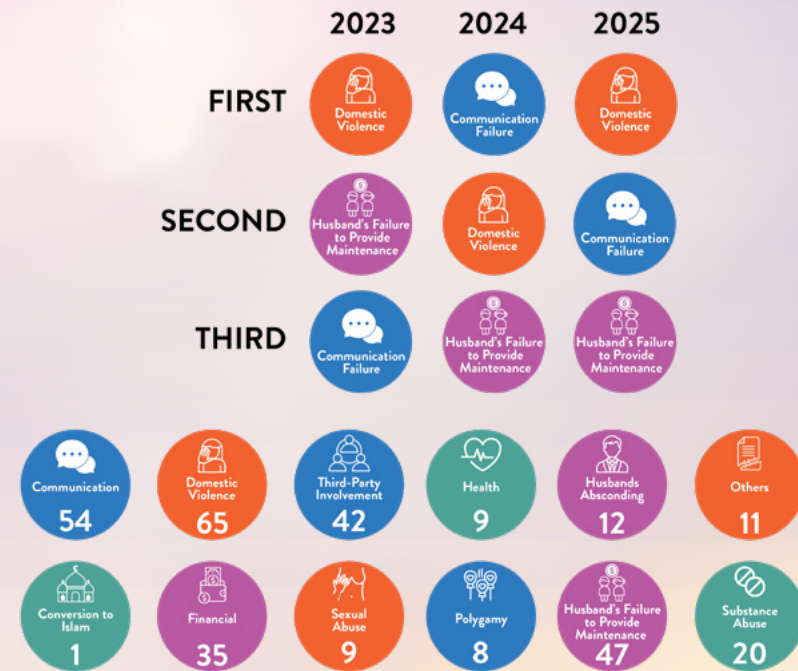
Based on the distribution of cases, psychological violence recorded the highest number of complaints, with 87 cases. This was closely followed by physical violence, which also accounted for a significant number of cases at 70.

In addition, clients reported other forms of abuse, including financial abuse (23 cases) and social abuse (14 cases). Sexual violence recorded 11 cases.

Meanwhile, marital rape and child abuse recorded the lowest numbers, with only 3 cases each.

Based on this data, it can be concluded that mental and emotional abuse represent the most dominant forms of harm experienced by clients, in addition to physical violence. This highlights the importance of comprehensive support services and counselling interventions to restore the well-being of victims of domestic violence.

Figure 20: Cause of Marital Breakdown



The “others” category includes issues involving gambling, marital rape, substance abuse, excessive alcohol consumption, and partners who are unable to control their emotions.

Delayed Cases

Figure 22 shows that the highest number of delayed cases involved children's rights, particularly child maintenance and custody matters, each recording 6 cases. In addition, there were 3 cases under the "others" category, 2 cases involving wife maintenance, 2 cases involving iddah maintenance, and 1 case involving mut'ah. No delayed cases were recorded for matrimonial property claims.

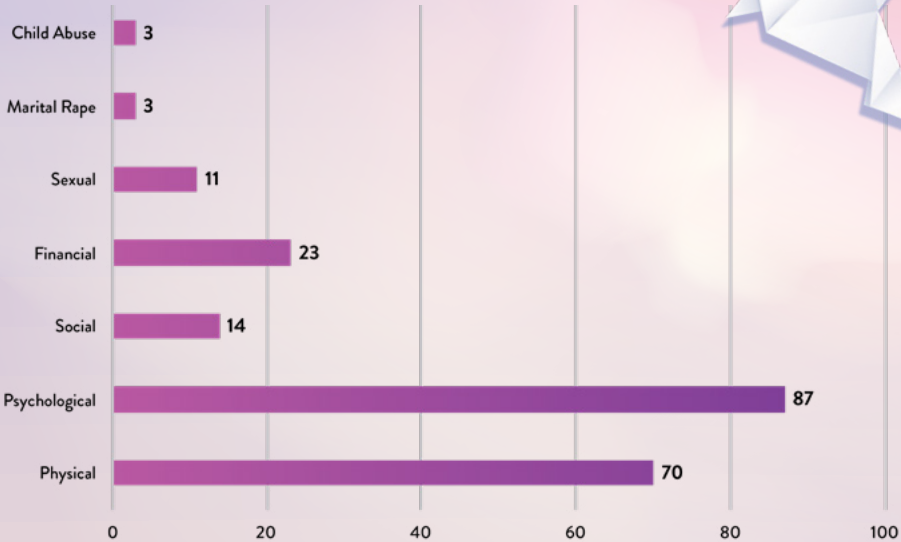
Next, Figure 23 presents the duration of case delays, where the majority of cases (12 cases) took between 1 to 5 years to resolve. A total of 9 cases were delayed for less than one year, while 5 cases extended between 6 to 10 years. No cases were recorded as exceeding 10 years.

Meanwhile, Figure 24 outlines the factors contributing to delays in case resolution. The "others" category recorded 9 cases, making it the highest. This was followed by unethical lawyers contributing to 8 cases, lack of cooperation from husbands with 4 cases, and incomplete documentation with 2 cases. No delays were recorded due to the absence of lawyers or judges.

The combined analysis of these three tables reveals that procedural delays significantly affect the rights and welfare of children. Prolonged case durations, some spanning several years, are partly caused by issues related to legal practitioners' integrity and the non-cooperation of husbands, both of which require serious attention.

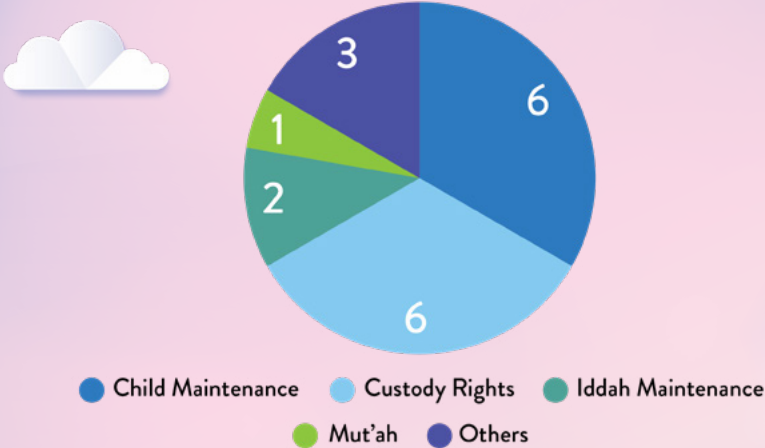
This situation highlights the need to strengthen the professional conduct of Syariah lawyers and improve court case management systems. Such measures are essential to ensure that the rights of women and children are not further compromised due to prolonged bureaucratic delays, thereby enhancing the transparency, efficiency, and effectiveness of the Syariah justice system.

Figure 21: Violence



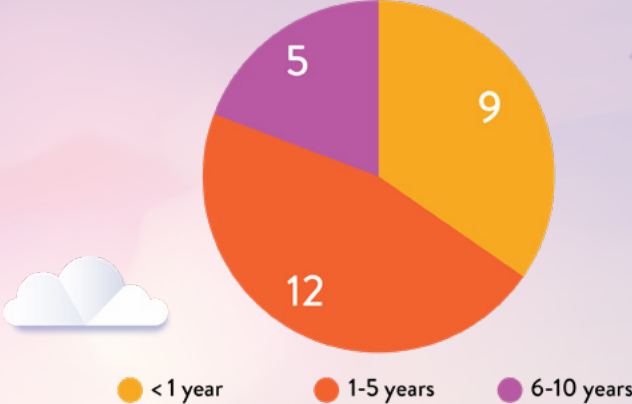
Social violence here refers to social isolation within the marriage, where a partner is not allowed to meet or interact with friends, neighbours, and/or relatives. It also includes preventing the spouse from leaving the house for any purpose or errands.

Figure 22: Delayed Cases



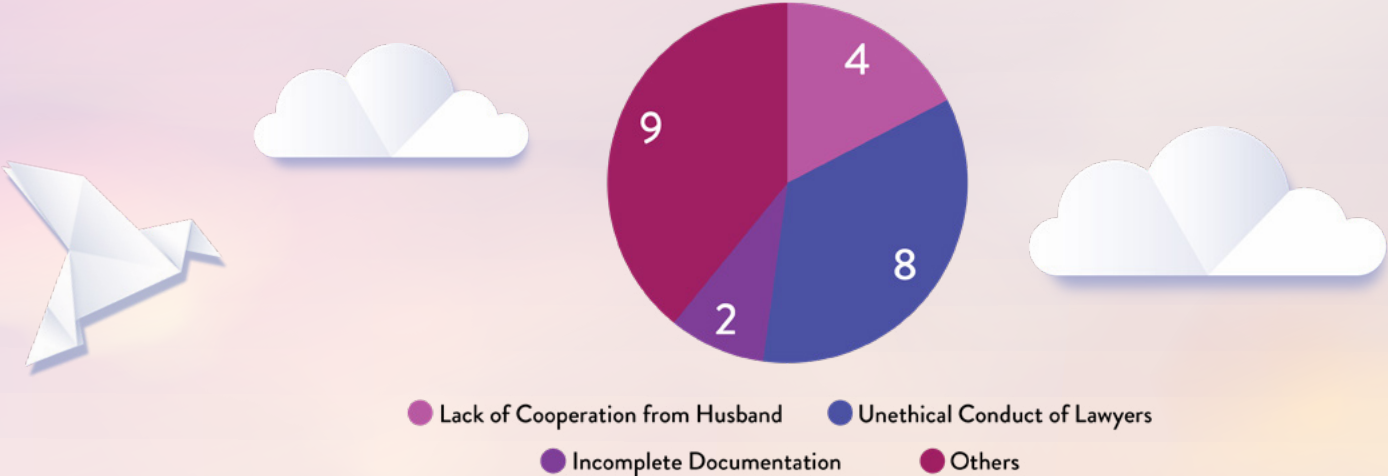
The "others" category refers to complaints that were not specifically stated or clearly detailed by the clients.

Figure 23: Duration of Delayed Cases



The "others" category explains situations where one of the parties fails to appear in court.

Figure 24: Factors Contributing to Case Delays



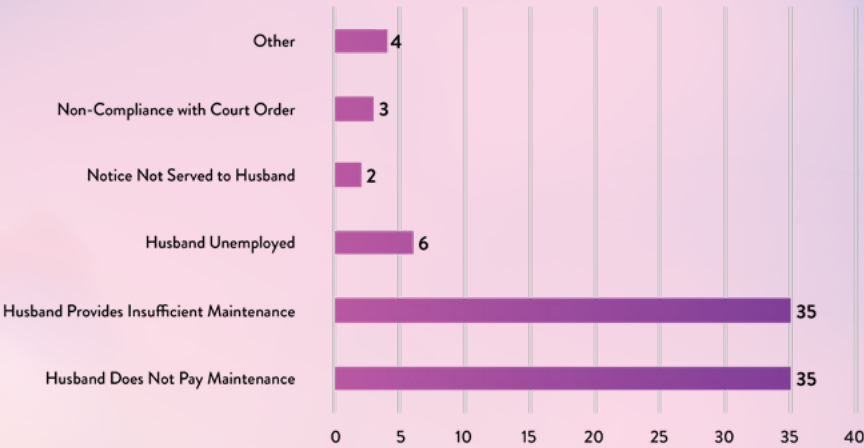
Maintenance for Wife and Children

In the Telenisa 2025 Report, the analysis of wife maintenance cases reveals a concerning pattern. The two main contributing factors are the husband's failure to provide maintenance and insufficient maintenance provided by the husband, each recording 35 cases. The equal number of cases in both categories highlights the seriousness of neglect and financial incapacity among husbands in fulfilling their basic financial responsibilities towards their wives. Other contributing factors such as unemployment of the husband, non-compliance with court orders, and technical issues such as failure of service of notice, although recorded in smaller numbers, still reflect the complexity of the existing maintenance support system. Cases of insufficient maintenance were also found to be more consistent throughout the year, indicating a persistent and systemic issue. Overall, the data suggests that maintenance neglect is not merely an individual issue, but a structural problem that requires stricter legal enforcement to safeguard wives' financial rights.

For child maintenance, findings from Figure 26 show a similar pattern. The failure to fully provide child maintenance recorded the highest number of cases at 42, followed by insufficient maintenance with 33 cases. Other complaints include unemployed fathers, non-compliance with court orders, and missing fathers, reflecting various forms of irresponsibility that ultimately affect children's well-being.

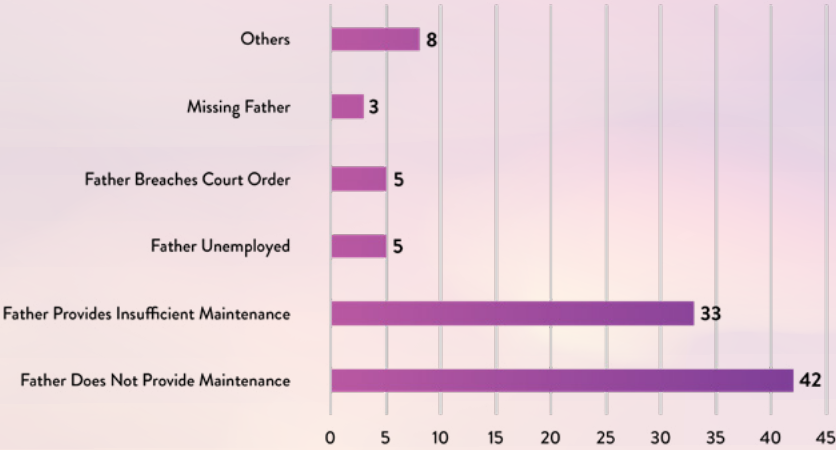
The increase in non-payment cases suggests that delays or neglect in maintenance payments often occur at certain periods, possibly influenced by family economic conditions or weak monitoring mechanisms. In contrast, insufficient maintenance cases were more frequently reported in the first and second quarters, indicating recurring issues from the beginning of the year. These statistics demonstrate that fathers' lack of consistency and responsibility in providing financial support remains a major obstacle for wives and children after divorce. This situation calls for not only stronger legal enforcement but also continuous monitoring mechanisms to ensure the welfare of families is adequately protected.

Figure 25: Wife Maintenance



The "others" category includes situations where the husband is incarcerated, cases where the husband reduces the amount of maintenance payments, and instances where no proof of maintenance payment is provided.

Figure 26: Child Maintenance



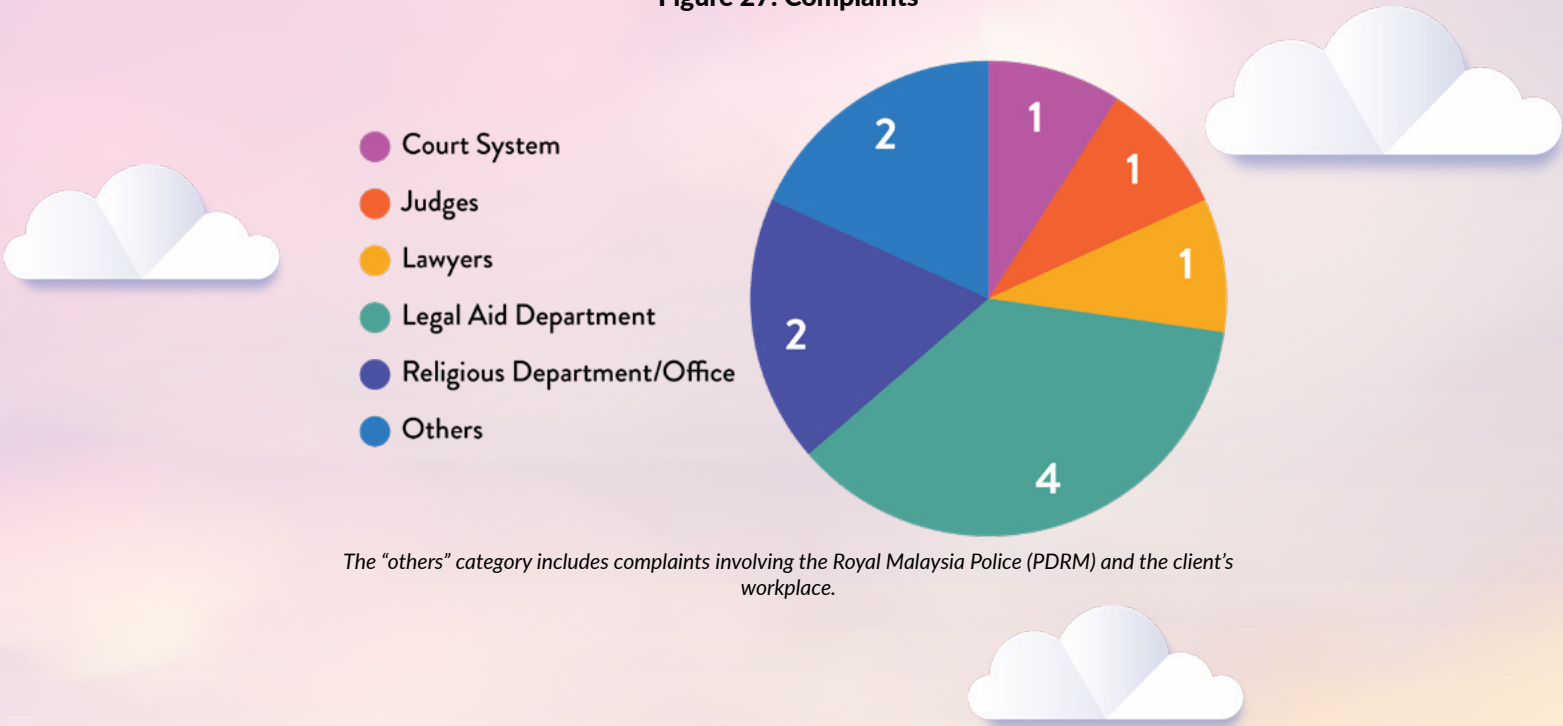
The "others" category refers to complaints that were not specifically stated or clearly identified by the clients.

Complaints

Based on Figure 27, the data presents a relatively low number of complaints raised by clients against various parties and institutions throughout 2025. From the records, complaints against the Legal Aid Department recorded the highest number, although it only accounted for 4 cases in total. This is followed by complaints involving the Religious Department and the “others” category, each recording 2 cases.

For complaints against the Court System, Judges, and Lawyers, all three categories recorded the lowest number of cases, with only 1 case each. These low figures do not necessarily indicate a high level of satisfaction among clients with religious authorities or legal practitioners, but rather suggest that such issues were not major concerns among Telenisa respondents in 2025.

Figure 27: Complaints



SUMMARY OF ANALYSIS: Telenisa Statistics & Findings 2025



The Telenisa platform recorded a total of 561 cases throughout 2025. This figure reflects the realities faced by women, particularly those experiencing marital breakdown and post-divorce challenges.

Several key patterns have been identified, among others:

1. Predominance of Female Clients

The analysis of data shows that the Telenisa services continue to be predominantly accessed by female clients, with 91.26% of the total 561 clients being women, compared to 8.2% men and 0.54% who did not specify their gender. This pattern indicates that women consistently seek legal advice and support related to Islamic family law issues, reflecting their position as the group most affected by marital conflicts and post-divorce challenges.

In terms of service usage patterns, the majority of clients were new clients, totalling 428 individuals (76.3%), while 133 individuals (23.7%) were repeat clients. This proportion of repeat clients suggests that some cases are complex in nature and require continuous support, either due to prolonged legal processes or difficulties in achieving effective resolution through existing mechanisms.

The socio-economic background analysis shows that the service is accessed by a diverse range of groups. Housewives recorded the highest number of clients (108), followed by professionals (78) and unemployed individuals (77). This distribution indicates that the need for legal advisory services is not limited to a specific group, but spans across different occupational and economic backgrounds.

However, the dominance of housewives and unemployed clients suggests that these groups may be more vulnerable to financial instability and dependency within marital relationships, thereby increasing their reliance on external support when facing conflicts. At the same time, the presence of professional clients demonstrates that family law issues also affect individuals with stable careers. This indicates that the impact of divorce on women within the Syariah legal system cuts across social classes.

Overall, these findings reinforce the role of Telenisa as an inclusive and relevant support platform for various groups, particularly women. The dominance of female clients not only reflects service usage patterns but also highlights the urgent need to strengthen access to justice and provide more comprehensive protection for women within the Islamic family law system.

2. Limited Access to Legal Representation

The data shows that the majority of clients, totalling 497 individuals, sought assistance without being represented by a Syariah lawyer. This indicates that the Telenisa functions as an important reference centre for the public, particularly for those who may face financial constraints in appointing legal counsel or who choose to handle their cases independently. This situation also reflects the high demand for basic legal procedural guidance before clients are prepared to file cases in court.

In contrast, only a small number of clients were recorded as already having legal representation, comprising 17 individuals. The presence of this group suggests that even with appointed lawyers, clients still seek second opinions or additional support from non-governmental organisations (NGOs) to better understand their rights in greater depth.

3. Issues of Wives' Financial Rights, Child Welfare, and Post-Marital Survival

The data analysis shows that the primary issues affecting wives who sought services from Telenisa are concentrated on financial rights and post-marital survival following family breakdown. These issues arise primarily when husbands fail to provide maintenance, which is closely linked to subsequent disputes over child custody and welfare. Based on the data, maintenance-related cases recorded the highest number, with 56 cases, followed by arrears of maintenance claims with 25 cases. This indicates that husbands' failure to fulfil financial responsibilities remains the most dominant challenge faced by women.

In addition, cases involving nusyuz and claims for matrimonial property each recorded 16 cases, suggesting that issues related to marital status and property rights also constitute significant areas of dispute. Applications for iddah maintenance (15 cases) and mut'ah claims (12 cases), although lower in number, still reflect women's need for adequate financial protection following divorce. Overall, this pattern demonstrates that economic instability and non-compliance with financial obligations are key factors placing significant burdens on wives within the Islamic family law system.

At the same time, findings related to children show that child welfare is also a key priority among clients. Custody cases recorded the highest number at 63 cases, closely followed by child maintenance cases at 60 cases. This indicates that following marital breakdown, the two most critical issues faced by mothers are determining custody arrangements and ensuring the financial well-being of their children.

Furthermore, cases involving arrears of child maintenance (19 cases) reinforce the finding that enforcement issues not only affect wives but also have a direct impact on children's welfare. Other issues such as guardianship and illegitimate children (5 cases each), as well as unregistered births (4 cases), although smaller in number, highlight ongoing challenges related to legal status and documentation of children. Adoption procedures recorded the lowest number of cases, with only 2, yet still reflect the need for clear legal guidance in specific circumstances.

Overall, these findings show that the issues faced by wives are not limited to marital disputes alone but extend to livelihood sustainability, financial rights, and child welfare. This pattern highlights that women, particularly mothers, often bear a double burden following marital breakdown. Therefore, strengthening protection mechanisms especially in the enforcement of maintenance, custody rights, and legal and social support is crucial to ensure a more comprehensive sense of justice within the Islamic family law system.

4. Case Delays Hinder the Process of Obtaining Justice in the Syariah Court

Delays in case resolution reported by clients of Telenisa are not merely administrative issues, but reflect deeper structural and implementation challenges within the Syariah legal system. The data shows that delayed cases, particularly those involving maintenance, matrimonial property, and child custody, remain among the main issues faced by clients. These delays not only affect access to justice but also have a direct impact on the economic and emotional well-being of women and children involved.

Among the main contributing factors to these delays are the lack of cooperation from respondents, incomplete documentation, and inefficiencies in case management by relevant institutions. In addition, the level of professionalism among Syariah lawyers and the heavy caseload in courts further slow down the resolution process. This situation indicates that the challenges are not solely rooted in substantive law, but more significantly in weaknesses in implementation and enforcement mechanisms.

Prolonged delays also have serious implications for clients' confidence in the Syariah legal system. When justice processes take an excessively long time, it not only creates perceptions of inefficiency but may also be perceived as a form of injustice to affected parties. In this context, women who rely on court decisions to obtain maintenance or custody rights are placed in a more vulnerable position, facing continued instability in their lives.

Overall, delays in case resolution should be viewed as a systemic crisis requiring comprehensive intervention, including improvements in case management, strengthening enforcement mechanisms, and enhancing institutional efficiency. Without significant reform, such delays will continue to undermine the effectiveness of the Syariah legal system in delivering timely, fair, and effective justice to those in need.

5. Causes of Divorce

The 2025 data shows that clients of Telenisa reported various forms of violence experienced within marital and family relationships. Psychological violence recorded the highest number of cases, with 87 complaints, followed by physical violence with 70 cases. This finding indicates that non-physical forms of violence are also among the primary experiences faced by clients and often occur continuously within relationships.

In addition, clients also reported other forms of abuse, including financial violence (23 cases) and social violence (14 cases). Sexual violence was recorded at 11 cases. Meanwhile, marital rape and child abuse recorded lower numbers, with 3 cases each.

Overall, these findings show that violence among clients occurs in multiple, interrelated forms and is not limited to physical abuse alone. Although some categories record lower figures, this does not necessarily reflect the actual prevalence of such incidents. Instead, it may be influenced by factors such as social stigma, underreporting, and victims' difficulties in seeking assistance.

In this regard, the findings highlight the need to strengthen protection mechanisms for victims of violence, including expanding access to shelters, trauma support services, and responsive and accessible legal aid services.



The failure of husbands and/or fathers to fulfil their maintenance obligations towards wives and children reflects not only individual irresponsibility but also exposes the inefficiency of court enforcement mechanisms in ensuring compliance with maintenance orders.

Findings from the 2025 data of Telenisa show a recurring pattern over the years, where maintenance is either not provided at all or is provided in insufficient amounts. The fact that maintenance orders are issued by the court as binding directives raises serious questions regarding the integrity of enforcement, as non-compliance directly undermines the financial stability of wives, former wives, and children who depend on such support.

More concerningly, official records from parliamentary oral questions during the Third Session of the Fourth Term in 2025, as answered by the Minister in the Prime Minister's Department (Religious Affairs), revealed significant numbers of violations, namely 241 cases involving wife maintenance and 4,886 cases involving child maintenance between 2020 and 2025. These figures are not merely statistical data but concrete evidence that maintenance neglect has become a systemic phenomenon, weakening the family structure in Malaysia and generating serious social implications.

In addition, Telenisa data covering the period from 2016 to 2025 shows that arrears in maintenance remain consistently high. A total of 212 cases of wife maintenance were recorded, compared to 466 cases of arrears, while for children, 367 cases of maintenance were recorded compared to 633 cases of arrears. This gap clearly indicates that the core issue does not lie in the issuance of maintenance orders, but rather in the failure to ensure compliance with those orders.

Section 73 of the Islamic Family Law (Selangor) Enactment 2003 explicitly provides that a man is obliged to maintain his children even if they are not in his custody. Such maintenance includes food, accommodation, clothing, medical care, and education. However, in practice, this legal provision is often disregarded, as if it lacks binding force.

Furthermore, there remains a misconception among some husbands that maintenance obligations only apply after divorce. In fact, the law clearly stipulates otherwise, where the court may order maintenance during marriage and for former wives after divorce. Although maintenance for former wives ceases upon remarriage, arrears remain recoverable. Under Section 70 of the same Enactment, maintenance arrears are treated as debt and remain enforceable, including through the deceased's estate. This confirms that maintenance obligations are not merely moral duties but legally binding financial responsibilities with long-term implications.

Although legal mechanisms such as committal proceedings, salary deductions, and asset seizure exist, their practical enforcement is often weak and inconsistent. In many cases, women are required to repeatedly file applications and endure prolonged court processes. This situation not only imposes financial and time burdens but also causes continuous emotional stress for those seeking their rightful claims.

In comparison, several jurisdictions have implemented specialised agencies such as the Child Support Agency (CSA), which is responsible for managing, monitoring, and enforcing child maintenance payments. Such agencies act as intermediaries between parents, with powers to trace income, enforce automatic salary deductions, and impose penalties for non-compliance.

The existence of such mechanisms demonstrates that maintenance enforcement should not rely solely on courts without continuous institutional support. Given the high number of violations in Malaysia, it is therefore timely for the government to consider establishing a similar body to ensure that children's rights are not compromised due to parental neglect.

In conclusion, the failure of husbands and/or fathers to fulfil maintenance obligations is not merely an individual weakness but reflects a systemic failure in the enforcement of family law. Drawing lessons from the CSA model, Malaysia should reassess its monitoring and enforcement mechanisms to ensure that the rights of wives and children are fully protected in practice, and not merely guaranteed in law.

GLOSSARY



No	Terms	Meaning
1	Fasakh	Dissolution of marriage through a Syariah Court order on specific grounds such as failure of maintenance, abuse, or absence of spouse.
2	Ta'liq (Ceraï Ta'liq)	Divorce that takes effect when the husband breaches conditions stipulated in the ta'liq pronouncement after marriage solemnisation.
3	Khul'	Divorce initiated by the wife in exchange for compensation (tebus talak) paid to the husband.
4	Mutual Cursing (Li'an)	A legal process involving mutual oaths between husband and wife relating to accusations of adultery or denial of paternity.
5	Ruju'	The act of a husband returning to his wife during the iddah period after a revocable divorce without a new marriage contract.
6	Marriage Guardian	A guardian appointed by religious authorities when the rightful guardian is absent or refuses consent.
7	Polygamy	A practice where a man marries more than one wife at the same time with approval from the Syariah Court.



8	Nusyuz	A wife's disobedience or refusal to fulfil marital obligations under Islamic law.
9	Mut'ah	A form of financial compensation paid by a husband to his wife upon divorce as a gesture of appreciation.
10	Maintenance	The husband's obligation to provide basic needs such as food, clothing, and shelter for wife and children.
11	Iddah Maintenance	Maintenance provided to a wife during the waiting period (iddah) after divorce.
12	Child Maintenance	Financial support provided by a parent (usually the father) for the child's basic needs.
13	Arrears of Maintenance	Unpaid maintenance amounts as ordered by the court.
14	Matrimonial Property	Property acquired during marriage that may be claimed by either party upon divorce.
15	Custody	The right to care for and raise a child, usually granted based on the child's welfare.

16	Guardianship	Authority to make important decisions regarding a child's welfare such as education and healthcare.
17	Illegitimate Child	A child born outside a valid marriage under Islamic law.
18	Adopted Child	A child raised by individuals or couples without a legal biological relationship.
19	Faraid	Islamic inheritance distribution rules determining fixed shares of estate among heirs.
20	Out-of-Court Divorce	Divorce that occurs without prior approval or confirmation by the Syariah Court.
21	Validity of Divorce	Court determination on whether a divorce pronouncement is legally valid.
22	Marriage Procedures	Legal steps required to solemnise a marriage.
23	Divorce Procedures	Legal processes required to legally dissolve a marriage.

24	Interim Protection Order (IPO)	A temporary court order to protect victims, especially in domestic violence cases.
25	Delayed Cases	Cases that have not been resolved within a reasonable timeframe in court.
26	Domestic Violence	Any form of abuse within a family relationship, including physical, emotional, sexual, and financial abuse.
27	Physical Violence	Acts that cause physical injury or harm.
28	Psychological Violence	Emotional abuse such as threats, humiliation, or psychological control.
29	Sexual Violence	Forced or non-consensual sexual acts.
30	Financial Violence	Control or restriction of a victim's access to financial resources.
31	Marital Rape	Non-consensual sexual intercourse between spouses.

32	Child Abuse	Any form of abuse or neglect towards a child.
33	New Client	An individual accessing Telenisa services for the first time.
34	Repeat Client	An individual who returns for services more than once.
35	Legal Advice	Guidance on legal rights and procedures provided to clients.
36	Legal Representation	Services provided by a lawyer to represent a client in court.
37	Counselling	Emotional support and guidance related to family issues.
38	Shelter (Safe Home)	Temporary accommodation for victims of violence.
39	Information Seeking	General inquiries regarding rights, procedures, or legal matters.

40	Causes of Marital Breakdown	Factors contributing to divorce such as conflict, violence, and financial issues.
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HOW CAN YOU HELP?

Your contribution can be channelled to:

SIS FORUM (MALAYSIA)
5641 8240 5457 (MAYBANK)

CONTACT US AT:
TELENISA HELPLINE - 012-812 3424
(Available via WhatsApp text or voice call)

Free legal advice on Islamic family law and Syariah criminal offences

OTHER ORGANISATIONS THAT SUPPORT AND EMPOWER WOMEN:

WAO (WOMEN'S AID ORGANISATION)

03 3000 8858

Nasihat percuma, kaunseling & rumah perlindungan

ALL WOMEN'S ACTION SOCIETY (AWAM)

03 7877 4221

Kaunseling, gangguan seksual & kes rogol

TALIAN NUR

15999

*Keganasan rumah tangga, penderaan
kanak-kanak*

PERAK WOMEN FOR WOMEN (PWW)

05 546 9715

Kaunseling

LEGAL AID DEPARTMENT MALAYSIA CIVIL

03 88851827

SYARIAH

03 8851094

Nasihat guaman dan bantuan guaman percuma

LEGAL AID CENTRE SELANGOR

03 5510 7007

Perwakilan guaman percuma

LEGAL AID CENTRE KUALA LUMPUR

03 2691 1121

Perwakilan guaman percuma

SARAWAK WOMEN FOR WOMEN SOCIETY (SWWS)

082 368 853

Kaunseling dan nasihat guaman percuma

SABAH WOMEN'S ACTION RESOURCE GROUP (SAWO)

088 269 291

Kaunseling dan nasihat guaman percuma

WOMEN CENTRE FOR CHANGE (WCC) SEBERANG PRAI

04 398 8340

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