

# AADK CLIENT'S CHARTER ACHIEVEMENT AUGUST 2022

No.	PROMISES MADE	Within The Allocated Time / Client's Charter Standard		Exceed The Allocated Time / Client's Charter Standard		Total Of Services Offered
		Total (Number Of Services)	Percentage %	Total (Number Of Services)	Percentage %	
1.	Application of Exhibition and Preventive Drug Education Program:  i) To certify the approval of application within one (1) day  ii) To respond on the above application within seven (7) days	<b>814</b>	<b>100%</b>	-	-	<b>814</b>
2.	To provide consultation services related to preventive education within 14 days from the date of application	<b>541</b>	<b>100%</b>	-	-	<b>541</b>
3.	To inform the admission of the PUSPEN clients to their families in a period not more than fourteen (14) days from the date of the admission;	<b>760</b>	<b>100%</b>	<b>0</b>	<b>0%</b>	<b>760</b>

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4.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	<b>470,565</b>	<b>99%</b>	<b>3,335</b>	<b>1%</b>	<b>473,900</b>
5..	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	<b>834</b>	<b>91.5</b>	<b>77</b>	<b>8.5</b>	<b>911</b>
6.	Provide the result of the application of People Under Surveillance to leave the residential area permanently within fourteen (14) working days from the date the application was received	<b>252</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>252</b>

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7.	To distribute summary reports as well as documents issued by regional and international bodies to NADA officers and other agencies within two (2) weeks of receipt.	1	100%	-	-	-
8.	Provide details regarding the drug data to the applicant within fourteen (14) days from the application was received	31	100	0	0	100