

PIAGAM PELANGGAN AADK 2016



PENCAPAIAN PIAGAM PELANGGAN AADK MAC 2016

Bil.	Elemen Piagam Pelanggan / Janji	Menepati Tempoh Masa / Standard Piagam Pelanggan		Melebihi Tempoh Masa / Standard Piagam Pelanggan		Jumlah Perkhidmatan
		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
1.	Memastikan semua urusan berkaitan pengurusan sumber manusia, kewangan, pembangunan dan pentadbiran diambil tindakan dalam tempoh tujuh(7) hari bekerja;					
2.	Memastikan setiap program pendidikan pencegahan, kesedaran awam dan kesukarelaan dilaksanakan sekurang-kurangnya tiga (3) kali sebulan bagi 103 daerah;	1186	> 100 %	-	-	1186
3.	Memaklumkan kemasukan klien CCRC kepada keluarga dalam tempoh tidak melebihi empat belas (14) hari daripada tarikh kemasukan;	531	98%	9	2%	540
4.	Klien yang dibebaskan hendaklah mengikuti latihan kemahiran jangka pendek sekurang-kurangnya sekali sepanjang tempoh pemulihan.	354	83.30	71	16.70	425

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
5.	Memproses permohonan dan kelulusan pendaftaran penubuhan Pusat Pemulihan Dadah Persendirian (PPDP) di bawah Akta Penagih Dadah (Rawatan dan Pemulihan) 1983 dalam tempoh tiga puluh (30) hari daripada tarikh penerimaan permohonan yang lengkap;	0	0%	0	0%	0
6.	Memberi maklumbalas aduan penagihan dadah dalam tempoh tiga (3) hari bekerja dari tarikh aduan diterima	471	100%	-	-	471
7.	Memberi keputusan permohonan Orang Kena Pengawasan (OKP) meninggalkan kawasan kediaman secara tetap dalam tempoh empat belas (14) hari bekerja dari tarikh permohonan diterima	45	100%	-	-	45
8.	Memproses pencalonan pegawai bagi kursus / seminar / mesyuarat antarabangsa dan permohonan lawatan antarabangsa dalam tempoh (14) hari bekerja daripada tarikh diterima;	2	100%	-	-	2

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
9.	Menyediakan maklumbalas isu-isu berkaitan dadah di peringkat antarabangsa dalam tempoh empat belas (14) hari bekerja dari tarikh diterima;	0	0%	0	0%	0
10.	Memberi keputusan permohonan Geran Penyelidikan Ilmiah AADK dalam masa tiga (3) hari bekerja dari tarikh Mesyuarat Jawatankuasa Pemandu Geran Penyelidikan;	0	0%	0	0%	0
11.	Memberi keputusan permohonan latihan praktikum dan kajian ilmiah yang lengkap daripada pemohon dalam tempoh tiga puluh (30) hari daripada tarikh terima;	143	100%	-	-	143
12.	Memberi maklumat berkaitan statistik penyalahgunaan dadah kepada pemohon dalam tempoh sepuluh (10) hari bekerja daripada tarikh terima.	10	100%	-	-	10

PIAGAM PELANGGAN MARCH 2016



**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK MARCH 2016

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.	To ensure appropriate actions are taken towards every business that are related to human resource, finance, development and administration within seven (7) working days;					
2.	To ensure programs comprising of prevention education, public awareness and volunteerism conducted at least three (3) times in a month in the respective 103 districts;	1186	> 100 %	-	-	1186
3.	To inform the admission of the CCRC clients to their families in a period not more than fourteen (14) days from the date of the admission;	531	98%	9	2%	540
4.	To provide vocational trainings to the CCRC clients throughout the rehabilitation period;	354	83.30	71	16.70	425

PENCAPAIAN PIAGAM PELANGGAN AADK MARCH 2016

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 %	
5.	To process the application and approval of the establishment of Private Drug Rehabilitation Center under Drug Dependants (Treatment and Rehabilitation) Act 1983 within thirty (30) days from the date the complete application is received;	0	0%	0	0%	0
6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	471	100%	-	-	471
7.	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	45	100%	-	-	45
8.	Processing of officers for the course / seminar / international meetings and international travel application within fourteen (14) working days from date of receipt.	2	100%	-	-	2

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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 %	
9.	Prepare drug-related issues at the international level, within fourteen (14) working days from date of receipt.	0	0%	0	0%	0
10.	Provide the result of application of NADA Research Grant within three (3) working days from the date the Research Grant Steering Committee Meeting was held	0	0%	0	0%	0
11.	Provide the result of the application of internship training and scholar research within thirty (30) days from the date the complete application was received	143	100%	-	-	143
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	10	100%	-	-	10