

PIAGAM PELANGGAN AADK 2017



PENCAPAIAN PIAGAM PELANGGAN AADK NOVEMBER 2017

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;	839	>100			839
3.	Memaklumkan kemasukan klien CCRC kepada keluarga dalam tempoh tidak melebihi empat belas (14) hari daripada tarikh kemasukan;	653	100%	-	-	653
4.	Memberi latihan kemahiran jangka pendek sekurang-kurangnya sekali kepada klien CCRC sebelum dibebaskan	314	90.49%	33	9.51%	347

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
5.	Memberi perkhidmatan rawatan dan pemulihan mengikut keperluan klien sekurang-kurangnya satu (1) program sebulan kepada klien komplan	239,701	92%	21,493	8%	261,194
6.	Memberi maklumbalas aduan penagihan dadah dalam tempoh tiga (3) hari bekerja dari tarikh aduan diterima	642	100			642
7.	Memberi keputusan permohonan Orang Kena Pengawasan (OKP) meninggalkan kawasan kediaman secara tetap dalam tempoh empat belas (14) hari bekerja dari tarikh permohonan diterima	-	-	36	100	36
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;	11	100			11
10.	Memberi keputusan permohonan Geran Penyelidikan Ilmiah AADK dalam masa tiga (3) hari bekerja dari tarikh Mesyuarat Jawatankuasa Pemandu Geran Penyelidikan;	0	100			0
11.	Memberi keputusan permohonan latihan praktikum dan kajian ilmiah yang lengkap daripada pemohon dalam tempoh tiga puluh (30) hari daripada tarikh terima;	184	100			184
12.	Memberi maklumat berkaitan data dadah kepada pemohon dalam tempoh sepuluh (10) hari bekerja daripada tarikh terima;	17	100			17

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**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK NOVEMBER 2017

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;	839	>100			839
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;	653	100%	-	-	653
4.	To give short term skills training to the CCRC clients at least once before released	314	90.49%	33	9.51%	347

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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 %	
5.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	239,701	92%	21,493	8%	261,194
6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	642	100			642
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	-	-	36	100	36
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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		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.	11	100			11
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	100			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	184	100			184
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	17	100			17