

PIAGAM PELANGGAN AADK 2014



PENCAPAIAN PIAGAM PELANGGAN AADK SEPTEMBER 2014

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;	1,787	>100%	-	-	1,787
3.	Memaklumkan kemasukan klien CCRC kepada keluarga dalam tempoh tidak melebihi empat belas (14) hari daripada tarikh kemasukan;	486	98%	2	2%	488
4.	Memberi kemahiran vokasional kepada klien CCRC sepanjang tempoh pemulihan.	314	96.62	11	3.38	325

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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;	8	100%	-	-	8
6.	Memberi maklumbalas aduan penagihan dadah dalam tempoh tiga (3) hari bekerja dari tarikh aduan diterima	2154	100	-	-	2154
7.	Memberi keputusan permohonan Orang Kena Pengawasan (OKP) meninggalkan kawasan kediaman secara tetap dalam tempoh empat belas (14) hari bekerja dari tarikh permohonan diterima	454	94.98	24	5.02	478
8.	Memproses pencalonan pegawai bagi kursus / seminar / mesyuarat antarabangsa dan permohonan lawatan antarabangsa dalam tempoh (14) hari bekerja daripada tarikh diterima;	1 pencalonan kursus/seminar/ mesyuarat antarabangsa dan TIADA permohonan lawatan menepati tempoh empat belas hari bekerja	100%			1 (ASCAD 2014 – penyertaan 12 orang pegawai AADK)

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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;	Tiada penyediaan maklumbalas isu-isu berkaitan dadah diperingkat antarabangsa	-			-
10.	Memberi keputusan permohonan Geran Penyelidikan Ilmiah AADK dalam masa tiga (3) hari bekerja dari tarikh Mesyuarat Jawatankuasa Pemandu Geran Penyelidikan;					
11.	Memberi keputusan permohonan latihan praktikum dan kajian ilmiah yang lengkap daripada pemohon dalam tempoh tiga puluh (30) hari daripada tarikh terima;	54	100%	-	-	54
12.	Memberi maklumat berkaitan data dadah kepada pemohon dalam tempoh sepuluh (10) hari bekerja daripada tarikh terima;	8	100			8

PIAGAM PELANGGAN SEPTEMBER 2014



**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK SEPTEMBER 2014

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;	1,787	>100%	-	-	1,787
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;	486	98%	2	2%	488
4.	To provide vocational trainings to the CCRC clients throughout the rehabilitation period;	314	96.62	11	3.38	325

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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 process the application and approval of the establishment of Private Drug Rehabilitation Center under Drug Dependant's (Treatment and Rehabilitation) Act 1983 within thirty (30) days from the date the complete application is received;	8	100%	-	-	8
6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	2154	100	-	-	2154
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	454	94.98	24	5.02	478
8.	Processing of officers for the course / seminar / international meetings and international travel application within fourteen (14) working days from date of receipt.	1 nomination courses / seminars / international meetings and no visits applications to meet within fourteen (14) working days.	100%			1 (ASCAD 2014 – 12 NADA Officer)

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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.	No feedback on drug-related issues within fourteen (14) working days.	-			-
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					
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	54	100%	-	-	54
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	8	100			8