

CLIENT'S CHARTER AADK 2018



CLIENT'S CHARTER ACHIEVEMENT

APRIL 2018

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 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;	390	100%	0	0%	390
2.	To give short term skills training to the CCRC clients at least once before released	213	93.42%	20	8.77%	228
3.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	114,655	65%	61,031	35%	175,686

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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.					
5.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	775	100	-	-	775
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	45	94	3	6	48
7.	Processing of officers for the course / seminar / international meetings and international travel application within fourteen (14) working days from date of receipt.					

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8.	Prepare drug-related issues at the international level, within fourteen (14) working days from date of receipt.					
9.	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	10	100	0	0	10
10.	Provide the result of the application of internship training and scholar research within thirty (30) days from the date the complete application was received	43	100	0	0	43
11.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	16	100	0	0	16

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12.	To ensure appropriate actions are taken towards every business that are related to human resource, finance, development and administration within seven (7) working days;					
13.	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;	1231	>100%			
14.	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;					
15.	To give short term skills training to the CCRC clients at least once before released					

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16.	Provide overview notes and conversation notes for international affairs within three (3) working days from the date of application.	3	100%	-	-	3
17.	Disseminate information and distribute invitation letters regarding meetings or foreign programs to third parties within five (5) working days after the information or letter is received.	-	-	-	-	-
18.	Distribute decision results as well as documents issued by regional and international bodies to AADK officers and departments / agencies within two (2) weeks after receipt of documents for further information and actions.	1	100%	-	-	1