

# **CLIENT'S CHARTER AUGUST 2017**



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# PENCAPAIAN PIAGAM PELANGGAN AADK AUGUST 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;   |   |              |   |              |                           |
| 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;                                | 324   | 100          |   |              | 324                       |
| 4.  | To give short term skills training to the CCRC clients at least once before released  | 336   | 93.85        | 22  | 6.15         | 358                       |

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|     |   | 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.  | 169,690   | 92           | 14,090  | 8            | 183,780                   |
| 6.  | Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;                                      |   |              |   |              |                           |
| 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 |   |              |   |              |                           |
| 8.  | 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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|     |   | 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.   |   |              |   |              |                           |
| 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   | 3   | 100          |   |              | 3                         |
| 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 |   |              |   |              |                           |
| 12. | Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received                              |   |              |   |              |                           |