

CLIENT'S CHARTER SEPT 2017



**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK SEPT 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;	815	>100			815
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;	274	100			274
4.	To give short term skills training to the CCRC clients at least once before released	403	91.8	36	8.2	439

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5.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	196,066	92	16,460	8	212,526
6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	690	100			690
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	52	100			52
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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9.	Prepare drug-related issues at the international level, within fourteen (14) working days from date of receipt.	2	100			2
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	103				103
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	56				56
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	13	100			13