

AADK CLIENT'S CHARTER 2020



ENGLISH VERSION

AADK CLIENT'S CHARTER ACHIEVEMENT APRIL 2020

| 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 programs comprising of prevention education, public awareness and volunteerism conducted at least three (3) times in a month in the respective 103 districts; | 16 | <100% | | | |
| 2. | 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 | 100% | 0 | 0% | 15 |
| 3. | To give short term skills training to the CCRC clients at least once before released | 232 | 92.8% | 18 | 7.2% | 250 |
| 4. | To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client. | 125,176 | 71% | 51,085 | 29% | 176,261 |

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| | | Total (Number Of Services) | Percentage % | Total (Number Of Services) | Percentage % | |
| 5. | Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received; | 260 | 100 | - | - | 260 |
| 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 | 89 | 100 | - | - | 89 |

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| 7. | To provide brief and talking points for the purpose of international affairs within three (3) working days from the date of application. | - | - | - | - | - |
| 8. | To disseminate information and distribute invitation letters regarding meetings or international programmes to third parties within five (5) working days after the information or letter is received. | - | - | - | - | - |
| 9. | To distribute summary reports as well as documents issued by regional and international bodies to NADA officers and other agencies within two (2) weeks after receipt of documents for further actions. | 1 | 100% | - | - | 1 |

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| | | Total (Number Of Services) | Percentage % | Total (Number Of Services) | Percentage % | |
| 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 | 1 | 100 | | | 100 |
| 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 | 0 | 100 | | | 100 |
| 12. | Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received | 8 | 100 | 0 | 0 | 100 |