

# **AADK CLIENT'S CHARTER 2020**



# AADK CLIENT'S CHARTER ACHIEVEMENT JULY 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; | 132   | <100%        | 5280  | >100%        | 132                       |
| 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;                              | 510   | 100          | 0   | 0%           | 510                       |
| 3.  | To give short term skills training to the CCRC clients at least once before released  | 368   | 98.93%       | 4   | 1.07%        | 372                       |
| 4.  | To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.                                  | 203,241   | 80%          | 50,441  | 20%          | 253,682                   |

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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;                                      | 741   | 85.5         | 123   | 14.5         | 864                       |
| 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 | 219   | 100          | -   | -            | 219                       |

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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.  | 2   | 100%         | -   | -            | 2                         |
| 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.  | 2   | 100%         | --  | -            | 2                         |
| 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   | 0   | 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 | 73  | 100          |   |              | 100                       |
| 12. | Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received                              | 26  | 100          | 0   | 0            | 100                       |