

# **CLIENT CHARTER AADK 2018**



**CLIENT CHARTER  
ACHIEVEMENT REPORT  
MARCH 2018**

# CLIENT'S CHARTER ACHIEVEMENT MARCH 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;	444	100%	-	-	444
2.	To give short term skills training to the CCRC clients at least once before released	173	72.38%	66	27.62%	239
3.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	94,411	61%	60,591	39%	155,002

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6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	391	100	-	-	391
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	43	100	-	-	43
8.	Processing of officers for the course / seminar / international meetings and international travel application within fourteen (14) working days from date of receipt.					
	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;	1624	>100%			