

NADA CLIENT'S CHARTER ACHIEVEMENT

JANUARY 2026

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.	Application of Exhibition and Preventive Drug Education Program: i)To certify the approval of application within one (1) day i)To respond on the above application within seven (7) days	370	100%	0	0	701
2.	To provide consultation services related to preventive education within 14 days from the date of application.	305	100%	0	0	547
3.	To inform the admission of the PUSPEN clients to their families in a period not more than fourteen (14) days from the date of the admission;	402	100%	0	0	402

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4.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	92,115	94%	5,380	6%	97,495
5.	Provide feedbacks of complaints regarding drug addictions to the complainant within two (2) working days from the date the complaint was received;	730	95	38	5	768
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	225	100	-	-	225

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7.	To distribute summary reports as well as documents issued by regional and international bodies to NADA officers and other agencies within two (2) weeks of receipt.	547	100%	-	-	547
8.	Provide details regarding the drug data to the applicant within fourteen (14) days from the application was received	52	100	0	0	46