

# NADA CLIENT'S CHARTER ACHIEVEMENT

## JANUARY 2024

| 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:<br><br>i) To certify the approval of application within one (1) day<br><br>ii) To respond on the above application within seven (7) days | 396                                                   | 100%         | -                                                     | -            | 396                       |
| 2.  | To provide consultation services related to preventive education within 14 days from the date of application.                                                                                             | 322                                                   | 100%         | -                                                     | -            | 322                       |
| 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;                                                              | 518                                                   | 100%         | 0                                                     | 0            | 518                       |

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|     |                                                                                                                                                                                           | Total (Number Of Services)                            | Percentage % | Total (Number Of Services)                            | Percentage % |                           |
| 4.  | To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.                                                    | 85,594                                                | 98%          | 1,996                                                 | 2%           | 87,590                    |
| 5.. | Provide feedbacks of complaints regarding drug addictions to the complainant within two (2) working days from the date the complaint was received;                                        | 807                                                   | 99.3         | 6                                                     | 0.7          | 813                       |
| 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 | 247                                                   | 100          | -                                                     | -            | 247                       |

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|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|----------------------------------------------------------|--------------|---------------------------------|
|     |                                                                                                                                                                     | Total<br>(Number Of<br>Services)                         | Percentage<br>% | Total<br>(Number Of<br>Services)                         | Percentage % |                                 |
| 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. | -                                                        | -               | -                                                        | -            | -                               |
| 8.  | Provide details regarding the drug data to the applicant within fourteen (14) days from the application was received                                                | 24                                                       | 100             | 0                                                        | 0            | 100                             |