

PIAGAM PELANGGAN AADK 2017



**LAPORAN PENCAPAIAN
PIAGAM PELANGGAN
APRIL 2017**

PENCAPAIAN PIAGAM PELANGGAN AADK APRIL 2017

Bil.	Elemen Piagam Pelanggan / Janji	Menepati Tempoh Masa / Standard Piagam Pelanggan		Melebihi Tempoh Masa / Standard Piagam Pelanggan		Jumlah Perkhidmatan
		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
1.	Memastikan semua urusan berkaitan pengurusan sumber manusia, kewangan, pembangunan dan pentadbiran diambil tindakan dalam tempoh tujuh (7) hari bekerja;					
2.	Memastikan setiap program pendidikan pencegahan, kesedaran awam dan kesukarelaan dilaksanakan sekurang-kurangnya tiga (3) kali sebulan bagi 103 daerah;	1350	100	0	0	1350
3.	Memaklumkan kemasukan klien CCRC kepada keluarga dalam tempoh tidak melebihi empat belas (14) hari daripada tarikh kemasukan;	361	98.6	5	1.4	366
4.	Memberi latihan kemahiran jangka pendek sekurang-kurangnya sekali kepada klien CCRC sebelum dibebaskan	380	87.76	53	12.24	433

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
5.	Memberi perkhidmatan rawatan dan pemulihan mengikut keperluan klien sekurang-kurangnya satu (1) program sebulan kepada klien komplan	77,593	92	6,725	8	84,318
6.	Memberi maklumbalas aduan penagihan dadah dalam tempoh tiga (3) hari bekerja dari tarikh aduan diterima	735	100	0	0	735
7.	Memberi keputusan permohonan Orang Kena Pengawasan (OKP) meninggalkan kawasan kediaman secara tetap dalam tempoh empat belas (14) hari bekerja dari tarikh permohonan diterima	50	100	0	0	50
8.	Memproses pencalonan pegawai bagi kursus / seminar / mesyuarat antarabangsa dan permohonan lawatan antarabangsa dalam tempoh (14) hari bekerja daripada tarikh diterima;	2	100	0	0	2

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
9.	Menyediakan maklumbalas isu-isu berkaitan dadah di peringkat antarabangsa dalam tempoh empat belas (14) hari bekerja dari tarikh diterima;	4	100	0	0	4
10.	Memberi keputusan permohonan Geran Penyelidikan Ilmiah AADK dalam masa tiga (3) hari bekerja dari tarikh Mesyuarat Jawatankuasa Pemandu Geran Penyelidikan;	0	0	6	100	6
11.	Memberi keputusan permohonan latihan praktikum dan kajian ilmiah yang lengkap daripada pemohon dalam tempoh tiga puluh (30) hari daripada tarikh terima;	245	100	0	0	245
12.	Memberi maklumat berkaitan data dadah kepada pemohon dalam tempoh sepuluh (10) hari bekerja daripada tarikh terima;	5	100	0	0	5

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**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK

APRIL 2017

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 appropriate actions are taken towards every business that are related to human resource, finance, development and administration within seven (7) working days;					
2.	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;	1350	100	0	0	1350
3.	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;	361	98.6	5	1.4	366
4.	To give short term skills training to the CCRC clients at least once before released	380	87.76	53	12.24	433

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APRIL 2017

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 %	
5.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	77,593	92	6,725	8	84,318
6.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	735	100	0	0	735
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	50	100	0	0	50
8.	Processing of officers for the course / seminar / international meetings and international travel application within fourteen (14) working days from date of receipt.	2	100	0	0	2

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		Total (Number Of Services)	Percentage %	Total (Number Of Services)	Percentage %	
9.	Prepare drug-related issues at the international level, within fourteen (14) working days from date of receipt.	4	100	0	0	4
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	0	6	100	6
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	245	100	0	0	245
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received	5	100	0	0	5