

PIAGAM PELANGGAN AADK 2018



PENCAPAIAN PIAGAM PELANGGAN AADK JULAI 2018

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 setiap program pendidikan pencegahan, kesedaran awam dan kesukarelaan dilaksanakan sekurang-kurangnya tiga (3) kali sebulan bagi 103 daerah;	498	>100%			
2.	Memaklumkan kemasukan klien CCRC kepada keluarga dalam tempoh tidak melebihi empat belas (14) hari daripada tarikh kemasukan;	356	100%	0	0%	356
3.	Memberi latihan kemahiran jangka pendek sekurang-kurangnya sekali kepada klien CCRC sebelum dibebaskan	219	91.25%	21	8.75%	240
4.	Memberi perkhidmatan rawatan dan pemulihan mengikut keperluan klien sekurang-kurangnya satu (1) program sebulan kepada klien komplan	201,970	77%	60,269	23%	262,239

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
5.	Memberi maklumbalas aduan penagihan dadah dalam tempoh tiga (3) hari bekerja dari tarikh aduan diterima	887	100	-	-	887
6.	Memberi keputusan permohonan Orang Kena Pengawasan (OKP) meninggalkan kawasan kediaman secara tetap dalam tempoh empat belas (14) hari bekerja dari tarikh permohonan diterima	19	86	3	14	22

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
7.	Menyediakan nota ikhtisar dan nota percakapan untuk urusan antarabangsa dalam tempoh tiga (3) hari bekerja dari tarikh permohonan dibuat.	3	100%	-	-	3
8.	Menyebarkan maklumat dan mengedarkan surat jemputan berkaitan mesyuarat atau program luar negara kepada pihak ketiga dalam tempoh lima (5) hari bekerja setelah maklumat atau surat diterima.	3	100%	-	-	3
9.	Mengedarkan keputusan mesyuarat serta dokumen-dokumen yang dikeluarkan oleh badan-badan serantau dan antarabangsa kepada pegawai-pegawai AADK dan jabatan / agensi berkenaan dalam tempoh dua (2) minggu selepas dokumen diterima untuk makluman dan tindakan selanjutnya.	-	-	-	-	-

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		Jumlah (Bilangan)	Peratusan %	Jumlah (Bilangan)	Peratusan %	
10.	Memberi keputusan permohonan Geran Penyelidikan Ilmiah AADK dalam masa tiga (3) hari bekerja dari tarikh Mesyuarat Jawatankuasa Pemandu Geran Penyelidikan;					
11.	Memberi keputusan permohonan latihan praktikum dan kajian ilmiah yang lengkap daripada pemohon dalam tempoh tiga puluh (30) hari daripada tarikh terima;	29	100	0	0	29
12.	Memberi maklumat berkaitan data dadah kepada pemohon dalam tempoh sepuluh (10) hari bekerja daripada tarikh terima;					

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**VERSI BAHASA
INGGERIS**

PENCAPAIAN PIAGAM PELANGGAN AADK JULAI 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 ensure programs comprising of prevention education, public awareness and volunteerism conducted at least three (3) times in a month in the respective 103 districts;	498	>100%			
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;	356	100%	0	0%	356
3.	To give short term skills training to the CCRC clients at least once before released	219	91.25%	21	8.75%	240
4.	To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.	201,970	77%	60,269	23%	262,239

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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.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	887	100	-	-	887
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	19	86	3	14	22

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		Total (Number Of Services)	Percentage %	Total (Number Of Services)	Percentage %	
7.	To provide brief and talking points for the purpose of international affairs within three (3) working days from the date of application.	3	100%	-	-	3
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.	3	100%	-	-	3
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.	-	-	-	-	-

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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 %	
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					
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	29	100	0	0	29
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received					