

# **AADK CLIENT'S CHARTER 2020**



**ENGLISH VERSION**

# AADK CLIENT'S CHARTER ACHIEVEMENT OCTOBER 2020

| 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; | 484                                                   | >100%        | 0                                                     | 0%           | 484                       |
| 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;                              | 442                                                   | 94.2%        | 27                                                    | 5.8%         | 469                       |
| 3.  | To give short term skills training to the CCRC clients at least once before released                                                                                    | 349                                                   | 97.76%       | 8                                                     | 2.24         | 357                       |
| 4.  | To provide treatment and rehabilitation services in accordance with client needs at least one (1) program a month to compliant client.                                  | 304,349                                               | 86%          | 50,965                                                | 14%          | 355,314                   |

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|     |                                                                                                                                                                                           | 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;                                      | 625                                                   | 83.4         | 120                                                   | 16.6         | 745                       |
| 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 | 186                                                   | 100          | -                                                     | -            | 186                       |

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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.                                                                | 1                                                     | 100%         | -                                                     | -            | 1                         |
| 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. | 1                                                     | 100%         | -                                                     | -            | 1                         |

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|-----|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|-----------------|----------------------------------------------------------|-----------------|---------------------------------|
|     |                                                                                                                                                               | Total<br>(Number Of<br>Services)                         | Percentage<br>% | Total<br>(Number Of<br>Services)                         | Percentage<br>% |                                 |
| 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                                                        | 100             |                                                          |                 | 100                             |
| 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 | 39                                                       | 100             |                                                          |                 | 100                             |
| 12. | Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received                              | 32                                                       | 100             |                                                          |                 | 100                             |