

NADA'S CLIENT CHARTER 2018



CLIENT CHARTER ACHIEVEMENT

AUGUST 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;	423	>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;	525	100%	0	0%	525
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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5.	Provide feedbacks of complaints regarding drug addictions to the complainant within three (3) working days from the date the complaint was received;	779	100	-	-	779
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	15	87	2	13	15

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7.	To provide brief and talking points for the purpose of international affairs within three (3) working days from the date of application.	2	100%	-	-	2
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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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					
12.	Provide details regarding the drug data to the applicant within ten (10) working days from the date the application was received					