



QUEZON CITY ANTI-DRUG ABUSE
ADVISORY COUNCIL

CITIZEN'S CHARTER
2024



I. Mandate:

QCADAAC is the lead agency in Quezon City tasked with the implementation of a total and integrated program designed to curb the drug abuse problem. It is the focal unit through which various sectors of the community work together to achieve the common objective of a drug-free Quezon City.

II. Vision:

We envision a drug free QC where everyone enjoys a safe, peaceful community and has a positive economic and mental wellbeing that enables them to maintain a healthy and productive life.

III. Mission:

1. Instill in the hearts and minds of the Quezon City residents the ill-effects of the use of illegal drugs;
2. Launch programs that encourages users to voluntarily surrender and submit to reformation;
3. Provide effective interventions that shall ensure the successful and continuous recovery of Persons Who Use Drugs (PWUDs);
4. Provide opportunities for PWUDs to become active members of the society;
5. Establish operational linkages with various stakeholders (including government and non-government organizations) to maximize use of resources and guarantee efficient cooperation.

IV. Service Pledge:

We commit to pursue holistic personal and community undertakings that shall develop positive citizen engagement towards achieving Drug-Free Quezon City through a socially transformed, responsible and productive citizenry.



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Main Office
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SERVICES

1. Request/Communications

Receive communications, answer queries, requests, and other information.

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	Walk-in clients, All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated entries of profiled surrenderers		Concerned barangays or agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients have the option of coming to the office or to call for their concerns	1. Receive communications/ answer queries, requests, and other information	None	5 Minutes	Admin Staff/Officer (QCADAAC Admin)
	2. Coordinate with the section/department concerned.		5 Minutes – 10 Minutes	
	3. Assist walk-in clients prior to their inquiries regarding the processes for treatment and rehabilitation.		5 Minutes – 10 Minutes	
TOTAL		None	25 Minutes	



2. Profiling of Person Who Use Drugs (PWUDs)

- a. Collection of verified data of Surrenderers from the Barangay and Quezon City Police District (QCPD) and efficient management of the database system.

Office or Division:	Integrated Drug Abuse Profiling System (IDAPS) Section			
Classification:	Complex and Highly Confidential			
Type of Transaction:	G2G			
Who may avail:	Barangays in Quezon City, Partner Agencies (PDEA, PNP)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated entries of profiled surrenderers		Concerned barangays or agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay transmits validated entries of profiled surrenders through the Integrated Drug Abuse Profiling System	1. Validates entries on the IDAPS 2. Informs concerned Barangay of status of entries 3. Informs concerned Special Drug Education Center for the receipt of surrenderers who shall require corresponding treatment and rehabilitation	None	15 Minutes 1-2 Days 1 Day	IDAPS Administrators (QCADAAC IDAPS)
TOTAL		None	3 Days and 15 Minutes	



c. Provision of reports to partner agencies

Office or Division:	Integrated Drug Abuse Profiling System (IDAPS) Section			
Classification:	Complex and Confidential			
Type of Transaction:	G2G			
Who may avail:	DILG, QCPD, PDEA, DDB, DOH			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Concerned agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Agency submits request for reports either to QCADAAC Office or thru official email addresses: qcadaac@quezoncity.gov.ph and idaps.qcadaac@quezoncity.gov.ph	1. Receipt of request 2. Review and approval of request 3. Preparation of reports	None	5 Minutes 1 Day 1 Day - 2 days	IDAPS Administrators (QCADAAC IDAPS)
TOTAL		None	3 Days and 5 Minutes	



3. Conduct of Drug Prevention Seminar

Provision of drug prevention education and raising awareness on the prevention of substance abuse.

Office or Division:	Drug Abuse Prevention Education (DAPE) Section			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Schools, Barangay, Youth Organization, TODA Officials and Members, NGOs, Private Organizations, National Government Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request indicating seminar topic and target participants		Provided by Requesting Party		
2. Availability of Schedule		QCADAAC - DAPE Team		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submission of request letter to the QCADAAC Office or thru electronic mail (qcadaac@quezoncity.gov.ph and dape.qcadaac@quezoncity.gov.ph) for the conduct of any of the following topics: 1. Barkada Kontra Droga (Youth in School) 2. Barkada Kontra Droga sa Komunidad (OSY and street children) 3. Solid Legit Dabarakads 4. Drug-free Workplace Seminar for business establishments, private institutions, communities, Barangay, public transport associations, etc). 6. Other preventive education seminars	1. Receipt of letter request for the conduct of training/seminar 2. Review and scheduling of the request 3. Conduct of the lecture seminar.	None	3-5 Minutes	Admin Section or DAPE Team for emails
			2-3 Hours	DAPE Team
			2 Hours – 1 day	DAPE Team
TOTAL		None	1 Day to 3 Hours	



4. Drug Test Program

Drug testing Program for CBDRP clients and in support of the drug-free workplace ordinance

Office or Division:	Drug Test Team			
Classification:	Complex			
Type of Transaction:	G2C, G2G			
Who may avail:	Barangays Officials and Staff, TODA Officials and Members, Quezon City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request and list of clients		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the QCADAAC Office or thru electronic mail: qcadaac@quezoncity.gov.ph for the conduct of drug testing indicating the list of individuals.	1.Receipt of Request	None	3-5 Minutes	Drug Test Team
	2.Review and scheduling of conduct of drug testing.		1 Day	Drug Test Team
1. Clients individually fills-out a Control Collection Form (CCF).	3.Acceptance of duly accomplished CCF form. 4.Collection of urine. 5.Labeling and sealing of urine. 6.Gathering of personal information/data including photograph, biometrics (IDTOMIS) 7.Transmission of collected urine to NRL for final procedure.		3 Days	Drug Test Team and National Reference Laboratory Team
TOTAL		None	4 Days	



5. Drug Clearing Program

A coordinated and collaborative effort with DILG, DOH, QCPD, PDEA and LGU for the verification of drug affectation and declaration of a Barangay as drug cleared.

a. Application for issuance of status as a drug cleared Barangay

Office or Division:	Drug Clearing Section			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of request for the conduct of one stop shop 2. Request letter for certified PDEA/PNP Drug watchlist 3. Presentation of a barangay color coded watchlist Omnibus procedure requirements for application for a drug cleared barangay 		1. Concerned Barangay, DILG, QCPD, PDEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submission of request letter for certified PDEA/PNP Drug watch list which shall be received and transmitted by QCADAAC 2. Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop. 	<ol style="list-style-type: none"> 1. Receipt of letter request 2. Verification of color-coded watch list 3. Coordination with the team and scheduling of the activity 4. Conduct house to house visitation and conduct series of BADAC meeting with partner agencies and concerned barangay 5. Review submitted 	None	3 Days	Drug Clearing Team (QCADAAC Drug Clearing)



	documentary requirements			
TOTAL		None	3 Days	

b. Conduct of House-to-House Visitation

Office or Division:	Drug Clearing Section			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for the conduct of House-to-House Visitation		1. Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter for the conduct of House-to-House Visitation	1. Receipt of letter request 2. Review and approval of request 3. Scheduling and coordination with the team 4. Conduct house to house visitation.	None	5 Minutes 1 Day 1 Day 1 Day	Drug Clearing Team (QCADAAC Drug Clearing) QCADAAC, Barangay, QCPD, PDEA
TOTAL		None	3 Days	



c. Conduct of One Stop Shop

A One-Stop-Shop is an activity organized by QCADAAC in coordination QCPD and PDEA. The activity involves the conduct of House-to House Visitation in the Barangay to promote a drug-free lifestyle, screening of PWUDs through various tools (Alcohol, Smoking and Substance Involvement Screening Test (ASSIST), Drug Dependency Evaluation (DDE), etc.), orientation on the corresponding intervention and drug testing.

Office or Division:	Drug Clearing Section			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for QCADAAC, PNP and PDEA		1. Concerned Barangay, DILG, QCPD, PDEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of separate request letter to QCADAAC, PNP and PDEA	1. Receipt of letter request	None	5 Minutes	Drug Clearing Team (QCADAAC Drug Clearing)
2. Submission of request letter for the conduct of House-to-House Visitation or One Stop Shop.	2. Review and Approval of the request		1 Day	
	3. Coordination with the team and scheduling of the activity		1 Day	
	4. Conduct of One-Stop-Shop		1 Day	
TOTAL		None		



d. Conduct of Training/Seminar Workshop for the Barangay Auxiliary Team (BAT) and BADAC Committee on Operations (Program Title: BIDA ang BAT sa QC)

The QCADAAC and QCPD aims to orient and reorient the Barangay Auxiliary Team of the BADAC Committee on Operations of their roles and functions pursuant to DDB Regulation No. 3, S-2017, to help contribute in the advocacy for a Drug-Free QC.

Office or Division:	Drug Clearing Section, Quezon City Police District (QCPD), PNP QC Police Stations			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QC Barangays, Barangay Auxiliary Team Cluste, BADAC Committee on Operations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request indicating seminar and target date and participants		Provided by Requesting Party/barangay		
2. Availability of Schedule		Drug Clearing Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter to the QCADAAC Office or thru electronic mail: qcadaac@quezoncity.gov.ph for the conduct of seminar/training.	1. Receipt of letter request 2. Review and scheduling of the request 3. Write and send letter to QCPD and concerned Police Station, requesting for resource speaker. 4. QCADAAC, QCPD and concerned Police Station will conduct the training/seminar.	None	3-5 Minutes 1 Day 1 Day 1 Day	Drug Clearing Team (QCADAAC Drug Clearing)
TOTAL		None	3 Days	



6. Oplan Sagip Anghel

Campaign for Out of School Youth and street children

Office or Division:	Special Operations Section			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Barangays in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Upon Request of 142 barangays in Quezon City, BCRD, and other concerned agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter for the conduct of Oplan Sagip Anghel (Reach Out) Operation to QCADAAC or BCRD.	1. Receipt of letter or endorsement from BCRD for the conduct of Oplan Sagip Anghel (Reach Out) Operation.	None	3-5 minutes	Special Operations Section Point Person (QCADAAC Admin)
	2. Assembly of Task Force Sagip Anghel Team and conduct of briefing on the proper handling of minors during the actual operation.		5-6 hours	
	3. Coordination with TAHANAN and SSDD for proper disposition and indorsement of minors assessed to have risk and involved with illegal substance use.		1-2 hours	
		None	8 Hours	



<p>3. In support of the drug-free workplace program, QC business establishments may refer employees for assessment/evaluation after having been tested positive in their drug test (provided by company).</p>	<p>be prescribed: Low Risk shall be required to undergo General Intervention (GI)-10 modules. Mild or Moderate Risk (15 modules) shall be required to undergo Rehabilitation Counseling Program. High Risk result shall be further evaluated using Drug Dependency Evaluation (DDE) being carried out by a DOH Accredited Physician. KKDK Framework for Intensive Outpatient for those who have existing drug cases.</p> <p>Process or procedure is the same as the above (refer to number 3)</p>		<p>Mild or Moderate Risk 2 to 3 Months</p> <p>DDE 1 Day</p> <p>IOP 3 to 4 Months</p> <p>Mild or Moderate Risk 2 to 3 Months</p> <p>DDE 1 Day</p> <p>IOP 3 to 4 Months</p>	
TOTAL	NONE	Depending on Recommended Intervention from DDE		



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client can send letter of feedback directly to the receiving section of the Main Office or through any of its satellite offices or SDEC. Clients can also send an email to qcadaac@quezoncity.gov.ph or leave a comment to QCADAAC's official FB page at Quezon City Anti-Drug Abuse Advisory Council.
How feedbacks are processed	Feedback letters shall be directly given to the Office of the Executive Director for action.
How to file a complaint	Clients can file a complaint by writing an official letter addressed to the Executive Director.
How complaints are processed	Letter of complaints shall be received at the Main Office or at any of its satellite offices or SDEC and shall be given to the Office of the Executive Director for action.
Contact Information of CCB, PCC, ARTA	



LIST OF OFFICES

Office	Address	Contact Information
Main Office	G/F Left Wing Legislative Building, Quezon City Hall Compound, Elliptical Road, Quezon City	(02) 8988 4242 Loc. 8196/8272
SDEC Masambong	#4 Capoas St. Brgy. Masambong, Quezon City	982888892
SDEC Batasan	SB Park IBP Road Baranagay Batasan Hills, Quezon City	0947-9839392
SDEC Milagrosa	District 3 & District 4 5K Park Lakandula St. Brgy. Milagrosa, District 3	870016759 0927-5542626 or 0938-6017386
SDEC Lagro	Blk. 47 Lot 1 Ascencion Ave. Brgy. Greater Lagro, Quezon City	864922631 or 09098808144