



QUEZON CITY ANTI-DRUG ABUSE
ADVISORY COUNCIL

CITIZEN'S CHARTER
2025



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:

Quezon City is the leading LGU in the Philippines in rights-based drug abuse prevention and intervention geared towards building peaceful, healthy, and productive communities.

III. Mission:

To be a compassionate and people-centered institution delivering holistic, effective and sustainable drug abuse prevention and intervention programs and services.

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
Section 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. Letter of requests, Submission of BADAC Plan and Utilization,		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 and any request/concern they have.		5 Minutes – 10 Minutes	
TOTAL		None	25 Minutes	



2. Intake Interview 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	None	15 Minutes	IDAPS Administrators (QCADAAC IDAPS)
	2. Informs concerned Barangay of status of entries		1-2 Days	
	3. Informs concerned Special Drug Education Center for the receipt of surrenderers who shall require corresponding treatment and rehabilitation		1 Day	



TOTAL	None	3 Days and 15 Minutes	
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b. Provision of technical assistance to the Barangays for the maintenance and repair of the computer hardware and software

Office or Division:	Integrated Drug Abuse Profiling System (IDAPS) Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Barangays in Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request		Concerned barangays or agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay submits request for technical assistance for the repair of the computer hardware and software	1. Receipt of request	None	5 Minutes	IDAPS Administrators (QCADAAC IDAPS)
	2. Scheduling of request		1 Day	
	3. Conduct of visit and inspection of the unit	No service fee but cost of replacement of parts is shouldered by the Barangay	1 Day	
	4. Informs concerned Barangay on the status of the unit and the needed action the Barangay must take for the repair of the unit.			
TOTAL		None	2 Days and 5 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
1. 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,	1. Receipt of letter request for the conduct of training/seminar	None	3-5 Minutes	Admin Section or DAPE Team for emails
	2. Review and scheduling of the request		2-3 Hours	DAPE Team
	3. Conduct of the lecture seminar.		2 Hours – 1 day	DAPE Team



communities, Barangay, public transport associations, etc). 6. Other preventive education seminars				
TOTAL		None	1 Day to 3 Hours	

4. Drug Test Program

- a. Provision of drug testing for monitoring purposes for Community Based Drug Rehabilitation Program (CBDRP) clients and Barangay Officials and staff, TODA Officials and Members

Office or Division:	Drug Test Team			
Classification:	Simple			
Type of Transaction:	G2C, G2G			
Who may avail:	Barangays Officials and Staff, TODA Officials and Members, CBDRP Clients			
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: gcadaac@quezoncity.gov.ph for the conduct of drug testing indicating the list of individuals. 2.On the day of the scheduled drug testing, clients individually fills-out the "Pahintulot" Form.	1. Receipt of Request Letter	None	3-5 Minutes	Drug Test Team
	2.Review and scheduling of conduct of drug testing.		1 Day	Drug Test Team
	3.Acceptance of duly accomplished form.		5 Minutes	
	4.Collection of urine.		5 Minutes	Drug Test Team



3.Receipt of result	5.Testing of Urine (using DT kit)		10 Minutes	
	6. Release of result		3 Days	
TOTAL		None	4 Days and 25 Minutes	

b. Provision of drug testing in support of the drug-free workplace ordinance

Office or Division:	Drug Test Team			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Barangays, Quezon City Hall Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter on drug test schedule of barangay or Department/Office/Unit (DOU) 2.List of clients.		Provided by QCADAAC Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon receipt of the letter or schedule of drug test from QCADAAC, the barangay or QC Government DOU will provide or send their list of individuals/employees to the QCADAAC Office or thru electronic mail: qcadaac@quezoncity.gov.ph . 2. On the day of the scheduled drug testing, clients individually fills-	1. Receipt of list of employees 2. Conduct of drug testing with the National Reference Laboratory. 3. Acceptance of duly accomplished CCF form. 4. Collection of urine. 5. Labeling and sealing of urine.	None	3-5 Minutes 1 Day	Drug Test Team Drug Test Team Drug Test Team and National Reference Laboratory Team



<p>out a Control Collection Form (CCF).</p> <p>3. Receipt of result at QCADAAC Office.</p>	<p>6. Gathering of personal information/data including photograph, biometrics (IDTOMIS)</p> <p>7. Transmission of collected urine to NRL for final procedure.</p> <p>8. Receipt of result from NRL</p>		<p>30 Days</p>	
TOTAL		None	31 Days and 5 Minutes	

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 <p>Omnibus procedure requirements for application for a drug cleared barangay</p>		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 documentary requirements 	None	3 Days	Drug Clearing Team (QCADAAC Drug Clearing)
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 and 5 Minutes	

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	3 Days and 5 Minutes	

- 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 Anti-Drug Abuse Council (BADAC) Auxiliary Team and 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
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Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	QC Barangays, Barangay Auxiliary Team Cluster, 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: gcadaac@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 a letter to QCPD and concerned Police Station to request for a 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 and 5 Minutes	

6. Community Based Drug Rehabilitation Program

A consolidated model of treatment in the community with services ranging from general interventions to relapse prevention.



Office or Division:	Special Drug Education Center (SDEC) and Outpatient Counseling			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Drug Offenders, Plea Bargainers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. IDAPS or Intake Forms 2. Certificate of Mental and DDE Form 3. Recommendation letter from IDAPS 4. Court Order for Plea Bargainers		QCADAAC RTC		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PWUDs who voluntarily surrendered to the barangay and clients from drug-free workplace businesses will undergo Intake Interview at their respective barangays an/or in QCADAAC 2. PWUDs must sign an Affidavit of Understanding and Waiver (Kasunduan) for the screening 3. Upon receipt of the letter from QCADAAC, the barangay or the concerned office shall inform the clients of their result. The clients will then coordinate their schedule of intervention with SDEC.	1. Receipt of Affidavit of Understanding and Waiver 2. Conduct of drug testing and screening using the ASSIST tool. Results may vary from Low Risk, Medium Risk or High Risk. The following interventions may be prescribed: Low Risk shall be required to undergo General Intervention (GI)-3 modules. Mild or Moderate Risk shall be required to undergo Rehabilitation Counseling Program (15 modules). High Risk results shall be	None	1 Day Screening and DDE 1 Day GI 15 Days to 1 Month Mild or Moderate Risk 2 to 3 Months with 6 Months Aftercare	DOH Accredited Physician or Medical Doctor (QCADAAC Main Office or SDEC Masambong)



<p>4. For Plea clients, they shall report to QCADAAC with their copy of court order, for their schedule of DDE or intervention program.</p> <p>5. Plea clients will inquire on DDE schedule.</p>	<p>further evaluated using Drug Dependency Evaluation (DDE) being carried out by a DOH Accredited Physician.</p> <p>3.The result of the DDE will be communicated with the barangays through a letter.</p> <p>3. Scheduling and implementation of Intervention Program, in accordance with the result of the screening and assessment.</p> <p>4. Conduct of intervention program.</p> <p>5. Instruct clients to proceed to SDEC Masambong for the conduct of DDE.</p> <p>6. Provides a piece of paper to fill-out contact information and list of treatment centers where they will report for their rehabilitation or treatment program based on court order.</p> <p>7. Inform clients on schedule of orientation and</p>		<p>IOP 6 Months with 6 Months Aftercare</p> <p>Or</p> <p>Inpatient Program Rehabilitation</p> <p>DDE 1 Day</p> <p>IOP 6 Months</p>	
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	intervention, then conduct of intervention (KKDK Framework for Intensive Outpatient--for those who have existing drug cases)		or Inpatient Program Rehabilitation	
	TOTAL	NONE	Depending on Recommended Intervention from DDE	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Client can send letter of feedback directly to the receiving section of the Main Office or through any of its satellite offices or SDEC.</p> <p>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.</p>
How feedbacks are processed	<ol style="list-style-type: none"> 1.QCADAAC personnel will record the information for the feedbacks received. 2.Feedback letters will then be given to the Office of the Executive Director for action. 3.Evaluation of feedback by the Executive Director. 4.Feedback requiring answers will be responded within three (3) to five (5) working days.
How to file a complaint	<p>Clients can file a complaint by writing an official letter addressed to the Executive Director and shall be received at the Main Office or at any of its satellite offices or SDEC.</p>
How complaints are processed	<ol style="list-style-type: none"> 1.QCADAAC personnel will record the information of the complaints received. 2.Complaints will then be given to the Office of the Executive Director for action. 3.Complaints will be addressed and responded within three (3) to five (5) working days.
Contact Information of CCB, PCC, ARTA	<p>CCB: email@contactcenterngbayan.gov.ph SMS: 0908-881-6565</p> <p>ARTA: complaints@arta.gov.ph Tel. 8246-7940</p>



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 Email: qcadaac@quezoncity.gov.ph Facebook page: www.facebook.com/qcantidrugabuseadvisorycouncil
SDEC Masambong	#4 Capoas St. Brgy. Masambong, Quezon City	7000-3453
SDEC Batasan	SB Park IBP Road Barangay Batasan Hills, Quezon City	0947-983-9392
SDEC Milagrosa	District 3 5K Park Lakandula St. Brgy. Milagrosa, District 3	7001-6759
SDEC District 4	District Action Office #65 Scout Reyes Archival Building, Barangay Paligsahan, Quezon City	0991-807-1927
SDEC Lagro	Blk. 47 Lot 1 Ascencion Ave. Brgy. Greater Lagro, Quezon City	0909-880-8144