



# QUEZON CITY ANTI-DRUG ABUSE ADVISORY COUNCIL

## CITIZEN'S CHARTER

2019 (1<sup>st</sup> Edition)



## **I. Mandate:**

The 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 point through which various sectors of the community work together to achieve the common objective of a drug-free Quezon City.

## **II. Vision:**

A policy making council tasked with leading efforts to establish and maintain a Drug-Free QC.

## **III. Mission:**

Preventing drug abuse through education and advocacy; treatment and rehabilitation of drug dependents; and establish linkage with stake holders (law enforcers, judiciary, academe, health sector, CSOS, policy makers, national government agencies, and the community in general).



## 1. Request of Office Supplies

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees under QCADAAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Office Supplies Request Form		Admin Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished office supplies request form.	1. Accept and to be submitted for approval of the OVM.	None	1 – 2 days	Admin Staff/Officer
<b>Total</b>		None	2 days	

## 2. Request for vehicle for various barangay activities

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All employees under QCADAAC			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vehicle Request Form		Admin Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Vehicle Request Form 1 day prior to the schedule	1. Accept and to be submitted for approval of the OVM.	None	5 mins	Admin Staff/Officer
	2. Once approved, OVM will provide gas money for the vehicle.	None	1 day	Admin Staff/Officer
<b>Total</b>		None	1 day	

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

<b>Office or Division:</b>	Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Walk-in clients, All Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Documents required for a certain service, if any.		None.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all necessary documents for a certain service to avail.	1. Coordinate with the section/department concerned.	None	1 day	Admin Staff/Officer
	2. Assist walk-in clients prior to their inquiries regarding the processes for treatment and rehabilitation.	None	5 mins	Receiving clerk
<b>Total</b>		None	1 day	

1. Conduct seminars, training and workshops pertaining to drug education and awareness

<b>Office or Division:</b>	Drug Abuse Preventive Education Section (DAPE)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G, Private sectors			
<b>Who may avail:</b>	All Government Agencies under QC jurisdiction, private companies, barangay,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit letter of request for the conduct of Drug Education seminar.		1. Organization, barangay, or school concerned.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for the conduct of Drug Education seminar.	1. Accept and schedule seminar program. 2. Facilitate or conduct seminars, workshops, trainings for a	None	1 – 2 hrs.	DAPE Staff

	dialogues and assemblies on illegal drugs.			
<b>Total</b>		None	2 hrs.	

### 1. Profiling of the drug surrenderers

<b>Office or Division:</b>	Integrated Drug Abuse Profiling System Section (IDAPS)			
<b>Classification:</b>	Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Government Agencies, PDEA, PNP,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Provide list of drug surrenders from Barangay		1. Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with barangay for barangay profiling or for QCADAAC profiling	1. Encoding, data gathering and compilation of information.	None	15 mins	IDAPS Administrators
	2. Once done, scheduling of Drug Dependency Evaluation (DDE).	None	1 day	SDEC Personnel
	3. Once results are received, prepare letter for recommendati on addressed to the barangay.		2-3 days	IDAPS Administrators
	4. Scheduling of interventions (CBDRP, IOP, G.I.)		1 day	SDEC Personnel
<b>Total</b>		None	2 days	

**1. Conduct Drug Testing in different organizations**

<b>Office or Division:</b>	Drug Testing Section			
<b>Classification:</b>	Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Government Agencies, Barangay, TODA, PWUDs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Submit letter of request 2. Masterlist of employees/clients		1. All government agencies, barangays, TODA 2. All government agencies, barangays, TODA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter of request for the conduct of drug testing.	1. Confirm and schedule drug testing prior to the number of clients.	None	1 day	Drug Testing Team
2. Provide masterlist of employees/clients who will undergo drug testing.	2. Accept duly accomplished CCF form.	None	1 day	Drug Testing Team
3. Fill-out of (Control collection form) CCF.	3. Collection of urine.	None	During the activity	Drug Testing Team / NRL
4.	4. Sealing of urine.	None	During the activity	Drug Testing Team / NRL
	5. Gathering of personal information/data including photograph, biometrics (Idtomis)	None	After the activity	Drug Testing Team / NRL
	6. Transmit the collected urine to NRL for final procedure.			
<b>Total</b>		None	2 days	

**2. Conduct of drug testing in different organizations**

<b>Office or Division:</b>	Drug Clearing Section		
<b>Classification:</b>	Confidential		
<b>Type of Transaction:</b>	G2G		
<b>Who may avail:</b>	All barangays under QC Jurisdiction		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Letter of request for one stop shop 2. Request letter for certified PDEA/PNP Drug watchlist		1. Barangay, DILG, QCPD, PDEA	

3. Present a barangay color coded watchlist				
4. Omnibus procedure requirement for applying drug cleared barangay				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate with QCADAAC Drug Clearing Section for further information.	1. Documents advisory applying for drug cleared barangay.	None	3 days	Drug Clearing Team
<b>Total</b>		None	30 mins	

### 1. Records of drug surrenders

<b>Office or Division:</b>	Plea Bargaining Section			
<b>Classification:</b>	Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Drug offenders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present Court Order		1. RTC		
2. Court order indicated to undergo DDE.		2. RTC		
3. Submit the result of DDE to the court concerned.		3. Plea bargaining section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate to Plea Bargaining Section for the counselling.	1. Submit the PDL (person deprived liberty) list for counselling to SDEC.	None	10 mins	Plea Bargaining Team
	2. SDEC will provide report to Plea Bargaining for the result of the counselling status of PDL.	None	2 months	SDEC Personnel
	3. Prepare report to be submitted to the RTC.	None	5 days	Plea Bargaining Team
<b>Total</b>		None	30 mins	

### 1. Facilitate programs, interventions for drug surrenders

<b>Office or Division:</b>	SDEC			
<b>Classification:</b>	Confidential			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All Government Agencies, barangays,			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. IDAPS List 2. PWUDs updated masterlist of barangay 3. Intake forms 4. DDE result 5. Recommendation letter from IDAPS		1. QC-IDAPS Administrators		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Barangay will coordinate to the SDEC Personnel.	1. Scheduling of recommended intervention.	None	1 day	SDEC Personnel
2. Barangay will facilitate or assist the PWUDs for the recommendation of intervention.	2. Perform counselling session for the PWUDs.	None	Depends on the intervention programs	SDEC Personnel
3. PWUDs/client are required to report to the SDEC assigned.	3. SDEC Personnel will schedule the PWUDs for the aftercare program (QC-CARES).	None	6 months	SDEC Personnel
4. Attend to the orientation.	4. Once completed, QCADAAC will issue certificate of completion.	None	1 day	SDEC Personnel
	5. Recommendation to the barangay for monitoring.	None	Continuous	SDEC Personnel / Barangay personnel
<b>Total</b>		None	6 months	