



# QUEZON CITY DRUG TREATMENT AND REHABILITATION CENTER "TAHANAN"

CITIZEN'S CHARTER

2025



## **I. Mandate**

Ordinance No. NC-146, S-1990

Takes charge of the treatment and rehabilitation of drug dependents, whether on voluntary or compulsory confinement.

## **II. Vision**

QCDTRC-Tahanan, a home and a school of life for people in drug dependency and rehabilitation of drug dependents as ordered by the court.

## **III. Mission**

TAHANAN envisions a dynamic and responsive client-centered drug treatment and rehabilitation facility with dedicated and caring professionals as change-agents geared towards healing and shaping maladaptive behaviors of drug dependents to be responsible and productive members of the community.

## **IV. Service Pledge**

We commit to:

- To help drug dependents receive effective treatment and rehabilitation techniques towards sobriety and recovery, guiding them to be productive members of the society.
- To tailor fit a treatment program suited to each client's need.
- To educate and empower families in co-dependency in order for them to get themselves out of the co-occurring disease of addiction in the family.
- To ensure the continuing care of the discharged and former residents to monitor their gradual re-entry in their families and community and to prepare them to become responsible members of the society.
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



## **LIST OF SERVICES**

### **QCDTRC “TAHANAN” under the OFFICE OF THE VICE MAYOR, QC**

<b>External Services</b>	<b>Page Number</b>
Admission for Treatment and Rehabilitation for Voluntary Submission of Person Who Use Drugs (PWUDs) - for Residential / In-Patient Treatment and Rehabilitation	5 - 9
Admission for Treatment and Rehabilitation of Person Who Use Drugs (PWUDs) with Drug cases / Court Order and Child In Conflict with the Law (CICL)	10 - 11
Admission for Treatment and Rehabilitation for Voluntary Submission of Recovering Person Who Use Drugs (RPUWDs) / Relapse for Residential / In-Patient Treatment and Rehabilitation	12 - 16
Recommitment process for Relapse Case with Court Order	17 - 21



**Quezon City**  
**Drug Treatment and Rehabilitation Center**  
**Frontline Services**



**Service Name:** Admission for Treatment and Rehabilitation for Voluntary Submission of Person Who Use Drugs (PWUDs) - for Residential / In-Patient Treatment and Rehabilitation

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates evaluation and admission of Person Who Use Drugs (PWUDs) who are residents of Quezon City who voluntarily submit themselves or through their relatives for treatment and rehabilitation.

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Quezon City Anti-Drug Abuse Advisory Council ,Social Services Development Department ,Department of Justice - Office of the City Prosecutor Quezon City, Quezon City Regional Trial Court	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	<ul style="list-style-type: none"><li>• Persons Who Use Drugs who are residents of Quezon City</li><li>• Physically and Mentally Fit for the program</li></ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For Standard Requirement		
1. Government Issued ID Present any of the following:		
<ul style="list-style-type: none"><li>• QCitizen ID</li><li>• UMID, SSS</li><li>• Driver's License</li><li>• PRC ID</li><li>• Voter's ID</li><li>• Passport</li><li>• Persons with Disability (PWD) ID</li></ul>		Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office
2. Barangay Certificate of Residency (1) Original Copy		Barangay Hall / Office
For Minor		
<ul style="list-style-type: none"><li>• Birth Certificate (1) Original Copy</li><li>• Case Summary Report and Endorsement Letter (1) Original Copy</li></ul>		Philippine Statistics Authority Social Services Development Department
If the client / Person Who Use Drugs (PWUDs) is recommended for treatment and rehabilitation after the Drug Dependency Evaluation		
<ul style="list-style-type: none"><li>• Prosecutors Clearance (1) Original Copy</li></ul>		Department of Justice - Office of the City Prosecutor Quezon City



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed / walk-in to Quezon City Drug Treatment and Rehabilitation Center for submission of all requirements and screening interview.</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>	Receive the requirements and check for validity and completeness	None	30 minutes	<ul style="list-style-type: none"> <li>Chief Health Program Officer; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Undergo Intake interview	Do the Intake Interview	None	45 minute/s	<ul style="list-style-type: none"> <li>Chief Health Program Officer ; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>
<p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center-TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p> <p>Notes/Instruction: Drug Dependency Evaluation is being conducted by a DOH-Accredited Physician</p>	<p>Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>3.1.a. If Person Who Use Drugs (PWUDs) is for Community Based Drug Rehabilitation Program under the supervision of Quezon City Anti-Drug Abuse Advisory Council (QCADAAC) Out-Patient Section, a referral letter will be provided.</p> <p>3.1.b. If Person Who Use Drugs (PWUDs) is not physically nor psychiatrically fit for the residential / in-patient treatment and rehabilitation program, a referral letter to a Medical / Psychiatric Facility will be provided.</p>	None	45 minute/s	<ul style="list-style-type: none"> <li>In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Comply with the required laboratory examination prior to admission Location: At any DOH-Accredited Medical Laboratory</p> <p>Notes/Instruction: Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory)</p> <ul style="list-style-type: none"> <li>• Complete Blood Count (CBC)</li> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> <p>Additional Laboratory examination results for:</p> <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• Diabetic Client (Fasting Blood Sugar Serum Creatinine)</li> </ul> <p><b>*Fees will be paid at the corresponding Medical Laboratory*</b></p> <p><b>*Submit Laboratory Examination Results once available*</b></p>	<p>Provide laboratory examination requests to be complied by the client / Person Who Use Drugs (PWUDs)</p>	<p>None</p>	<p>15 minute/s</p>	<ul style="list-style-type: none"> <li>• Medical Officer III; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>





<p>5. If physically fit for Residential / In-Patient Rehabilitation Person Who Use Drugs (PWUDs) / Relative will sign a Waiver for temporary confinement Location: Quezon City Drug Treatment and Rehabilitation Center- TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>	<p>Final evaluation, medical certification and subsequent admission of Person Who Use Drugs (PWUDs)</p>	<p>None</p>	<p>15 minute/s</p>	<ul style="list-style-type: none"> <li>• Chief Health Program Officer; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>
<p>6. Filing of Court Petition for Voluntary Submission for Treatment and Rehabilitation to the Respective Courts Location: Quezon City Regional Trial Court, Office of the Clerk of Court 4th floor</p> <p>Notes/Instruction: Court Petition filing fee worth 315 pesos shall be paid at Quezon City Regional Trial Court Window 2</p>	<p>Filling out of the Court Petition Forms, checking of the attachments and facilitation of filing of Court Petition</p>	<p>None</p>	<p>15 minute/s</p>	<ul style="list-style-type: none"> <li>• Legal Assistant II; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• Liaison Officer ; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>



**Service Name:** Admission for Treatment and Rehabilitation for Person Who Use Drugs (PWUDs) with criminal case/ Drug case/ Court Orders and Child in Conflict with the Law (CICLs)

Service Information: Quezon City Drug Treatment and Rehabilitation Center admits PWUDs and CICLs with court order for their treatment and rehabilitation

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Quezon City Anti-Drug Abuse Advisory Council ,Social Services Development Department, Respective Regional Trial Court , Philippine National Police , Bureau of Corrections , Bureau of Jail Management and Penology			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Person Who Use Drugs (PWUDs) with drug cases / court order and Child In Conflict with the Law (CICL)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Standard Requirement				
1. Copy of Court Orders		Court, BJMP, Police Statements Bureau of Corrections, SSDD		
2. Results of laboratory examination		Respective laboratories		
3. Case summary report for CICLs referred by Social Services and Development Department		SSDD		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Transfer/Proceed to Quezon City Drug Treatment and Rehabilitation Center for screening and intake interview	Receive the requirements and check for validity and completeness	None	15 minutes	Chief Health Program Officer
2. Undergo Intake Interview.	Intake interview	None	30 minutes	Chief Health Program Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Undergo medical history taking and physical examination	Do medical history taking and physical examination	None	30 minutes	<ul style="list-style-type: none"> <li>• Chief Health Program Officer</li> <li>• Medical Officer III</li> </ul>
4. Subsequent admission	Admit the patient and endorse the patient to the Program Section for his/her treatment and rehabilitation program	None	30 minutes	<ul style="list-style-type: none"> <li>• Chief Health Program Officer</li> <li>• Medical Officer III</li> </ul>



**Service Name:** Admission for Treatment and Rehabilitation for Voluntary Submission of Recovering Person Who Use Drugs (RPWUDs) / Relapse for Residential / In-Patient Treatment and Rehabilitation

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission of Recovering Person Who Use Drugs (RPWUDs).

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Department of Justice - Office of the City Prosecutor Quezon City	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Recovering Person Who Use Drugs (RPWUDs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For Standard Requirement		
1. Government Issued ID Present any of the following:		
<ul style="list-style-type: none"> <li>• QCitizen ID</li> <li>• UMID, SSS</li> <li>• Driver's License</li> <li>• PRC ID</li> <li>• Voter's ID</li> <li>• Passport</li> <li>• Persons with Disability (PWD) ID</li> </ul>		Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office
<b>Remarks:</b> Identification Card to be presented must not be expired.		
2. Prosecutor's Clearance (1) Original Copy		Office of the City Prosecutor Quezon City - Department of Justice
3. Barangay Certificate of Residency (1) Original Copy		Respective Barangay Hall / Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Proceed / walk-in to Quezon City Drug Treatment and Rehabilitation Center for submission of all requirements and screening interview</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>	Received the requirements and check for validity and completeness	None	30 minute/s	•
<p>2. Undergo Intake Interview</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>	Do the Intake interview	None	45 minute/s	• Chief Health Program Officer ; Quezon City Drug Treatment and Rehabilitation Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Undergo Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (Ground Floor)</p>	<p>Do the Drug Dependency Evaluation, Mental Status Evaluation and Physical Examination</p> <p>3.1.a. If Recovering Person Who Use Drugs (RPWUDs) is for Community Based Drug Rehabilitation Program under the supervision of Quezon City Anti-Drug Abuse Council (QCADAAC) Out-Patient, a referral letter will be provided.</p> <p>3.1.b. If Recovering Person Who Use Drugs (RPWUDs) is not physically nor psychiatrically fit for the residential / in-patient treatment and rehabilitation program, a referral letter to a Medical / Psychiatric Facility will be provided.</p>	None	45 minute/s	<ul style="list-style-type: none"> <li>Chief Health Program Officer ; Quezon City Drug Treatment and Rehabilitation Center</li> <li>In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Comply with the required laboratory examination prior to admission</p> <p>Location: At any DOH-Accredited Medical Laboratory</p> <p>Notes/Instruction: Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory)</p> <ul style="list-style-type: none"> <li>• Complete Blood Count (CBC)</li> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> <p>Additional Laboratory examination results for:</p> <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• <i>Diabetic Client (Fasting Blood Sugar, Serum Creatinine)</i></li> </ul> <p><i>*Fees will be paid at the corresponding Medical Laboratory*</i></p> <p><i>*Submit Laboratory Examination Results once available*</i></p>	<p>Provide laboratory examination requests to be complied by the client / Recovering Person Who Use Drugs (RPWUDs)</p>	<p>None</p>	<p>15 minute/s</p>	<ul style="list-style-type: none"> <li>• Chief Health Program Officer ; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• Medical Officer III; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Filing of Court Petition for Voluntary Submission for Treatment and Rehabilitation to the Respective Courts</p> <p>Location: Quezon City Regional Trial Court, Office of the Clerk of Court 4th floor</p> <p>Notes/Instruction: Court Petition filing fee worth 315 pesos shall be paid at Quezon City Regional Trial Court Window 2</p>	Filling out the Court Petition Forms, checking of the attachments and facilitation of filing Court Petition	None	15 minute/s	<ul style="list-style-type: none"> <li>• Legal Assistant II; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• Liaison Officer; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>





**Service Name:** Re-Admission process for Relapse Case with Court Order of Recommitment

Service Information: Quezon City Drug Treatment and Rehabilitation Center facilitates re-admission process of relapse case clients for treatment and rehabilitation.

<b>Office or Division:</b>	Quezon City Drug Treatment and Rehabilitation Center, Department of Justice - Office of the City Prosecutor Quezon City, Quezon City Regional Trial Court	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Recovering Person Who Use Drugs (RPWUDs)	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
For Standard Requirement		
1. Court Order for Recommitment		Quezon City Regional Trial Court Respective Barangay Hall
2. Barangay Certificate of Residency (1) Original Copy		
3. Government Issued ID Present any of the following: <ul style="list-style-type: none"><li>• QCitizen ID</li><li>• UMID, SSS</li><li>• Driver's License</li><li>• PRC ID</li><li>• Voter's ID</li><li>• Passport</li><li>• Persons with Disability (PWD) ID</li></ul>		Quezon City Citizen Services Department Social Security System Land Transportation Office Philippine Regulatory Commission COMELEC Office Department of Foreign Affairs Persons with Disabilities Affairs Office PDAO or City Social Welfare and Development Office
<b>Remarks:</b> Identification Card to be presented must not be expired.		
If the client / Recovering Person Who Use Drugs (RPWUDs) is recommended for treatment and rehabilitation after the Drug Dependency Evaluation		
1. Prosecutor's Clearance (1) Original Copy		Office of the City Prosecutor Quezon City - Department of Justice



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>2. Basic Medical Laboratory Examination (1) Original Copy</p> <p><b>Remarks:</b> Basic laboratory examination requirements (Any DOH-Accredited Medical Laboratory)</p> <ul style="list-style-type: none"> <li>• Complete Blood Count (CBC)</li> <li>• Urinalysis</li> <li>• Fecalalysis</li> <li>• Chest X-Ray PA view</li> <li>• Electrocardiogram (ECG) for 35 years old and above</li> <li>• Pregnancy Test (for Female)</li> </ul> <p>Additional Laboratory examination results for:</p> <ul style="list-style-type: none"> <li>• Hypertensive / Cardiac Client (Lipid Profile, Serum Creatinine)</li> <li>• Diabetic Client (Fasting Blood Sugar, Serum Creatinine)</li> </ul> <p><b>*Fees will be paid at the corresponding Medical Laboratory*</b></p> <p><b>*Submit Laboratory Examination Results once available*</b></p>		Any DOH-Accredited Medical Laboratory		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Undergo drug testing (testing positive twice on a narco-urine test will lead to an evaluation by a DOH-Accredited Physician)</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills</p>	Administer drug test	None	30 minute/s	<ul style="list-style-type: none"> <li>• Social Worker Officer II; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>



Subdivision Barangay Payatas, Quezon City				
Aftercare and Follow-Up Section (Second Floor)				
<p>2. Proceed with initial assessment with the assigned case manager</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Aftercare and Follow-up Section (Second Floor)</p>	<p>Psychosocial interview with the client and guardian.</p> <p>2.1.a. The case manager will refer the client and guardian to the Intake Section for screening interview</p>	None	30 minute/s	<ul style="list-style-type: none"> <li>• Social Worker Officer II; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>
<p>3. Proceed to Drug Dependency Evaluation (DDE) and Mental Status Evaluation (MSE) and wait for the result.</p> <p>Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First Floor)</p>	<p>Conduct of DDE and MSE with the center's DOH-Accredited Physician.</p> <p>3.1.a. If for rehabilitation intake officer will furnish the guardian with the list of requirements for recommitment of the client.</p> <p>3.1.b. If for continuation of aftercare program, aftercare case manager will schedule the extended program of the client.</p> <p>3.1.c. If for psychiatric management, the DOH-Accredited Physician will issue a referral to the preferred psychiatric facility.</p>	None	45 minute/s	<ul style="list-style-type: none"> <li>• Chief Health Program Officer; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>4. Securing and submission of necessary documents for recommitment of Recovering Person Who Use Drugs (RPWUDs) Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Aftercare and Follow-Up Section (Second Floor)</p> <p>Notes/Instruction: Documents to be submitted:</p> <ul style="list-style-type: none"> <li>• Laboratory Examination Results</li> <li>• Prosecutor's Clearance</li> </ul> <p>*Laboratory fee and Prosecutor's Clearance fee will be shouldered by the Recovering Person Who Use Drugs (RPWUDs) / Client*</p>	<p>Reviewing the necessary documents 4.1.a. Preparation and filing of Request for Recommitment to the court and informing the family thereafter of the court's decision.</p>	<p>None</p>	<p>3 day/s, 30 minute/s</p>	<ul style="list-style-type: none"> <li>• Social Worker Officer II ; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. If physically fit for Residential / In-Patient Rehabilitation Recovering Person Who Use Drugs (RPWUDs) will be subsequently admitted Location: Quezon City Drug Treatment and Rehabilitation Center - TAHANAN</p> <p>Molave Extension Diamond Hills Subdivision Barangay Payatas, Quezon City</p> <p>Screening and Intake Section (First floor)</p>	<p>Final evaluation, medical certification and subsequent admission of Recovering Person Who Use Drugs (RPWUDs)</p>	<p>None</p>	<p>15 minute/s</p>	<ul style="list-style-type: none"> <li>• Chief Health Program Officer ; Quezon City Drug Treatment and Rehabilitation Center</li> <li>• In-House DOH-Accredited Physician; Quezon City Drug Treatment and Rehabilitation Center</li> </ul>

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback?	<p>Answer the client Feedback Form and drop it at the designated drop box located at the Intake Admission Office of the Quezon City Drug Treatment and Rehabilitation Center "Tahanan".</p> <p>Contact info: 8400-5025 / 8288-5877 or complaints at QCDTRC@quezon city.gov.ph</p>
How feedbacks are processed?	<p>Every Friday, the Complaints Officer opens the drop box, compiles and records all feedbacks submitted.</p> <p>Feedbacks requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 8400-5025 / 8288-5877.</p>
How to file a complaint?	<p>Make a written complaint and drop it at the designated drop box located at the Intake Admission Office of the Quezon City Drug Treatment and Rehabilitation Center "Tahanan".</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025 / 8288-5877.</p>



How complaints are processed?	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer will create a report after the investigation and shall submit it to the Chief Program Health Officer, Administrative Division Head and Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the telephone number: 8400-5025 / 8288-5877</p>	
Contact Information of CCB, PCC, ARTA	<p>CCB: 0908-881-6565 (SMS)</p> <p>PCC: 8888</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p>	
Office	Address	Contact Information
Quezon City Drug Treatment and Rehabilitation Center “Tahanan”	Molave Extension Diamond Hills, Barangay Payatas (Area B), Quezon City	84005025 Intake Section 82885877 Admin Section 86461187 Program Section