

**CITIZEN CHARTER
ANTI-DRUG ABUSE COUNCIL OF PASIG (ADCOP)**

1. TREATMENT AND REHABILITATION PROGRAM

A program for drug dependent individual with that was recommend by the accredited physician to undergo treatment and rehabilitation program for effective management of physical and mental conditions arising from an individual's drug abuse.

Office or Division:	ANTI-DRUG ABUSE COUNCIL OF PASIG (ADCOP)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Families with members that needs help for their child/parents/husband/wife or immediate relatives who is a drug dependent that needs treatment and be admitted to Rehabilitation Center.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance } 2. Barangay Indigency } 3. Blotter } 4. Birth Certificate (patient) 5. Cedula 6. 2x2 picture (patient)	Barangay where the requesting party reside –Barangay Drug Rehabilitation Processing Desk Philippine Statistic Authority (PSA) Treasurer's Office (2 nd floor)
7. Court Clearance 8. Medical Evaluation } 9. Drug Dependency Examination } 10. Endorsement Letter } 11. DDB Application Form } 12. Court Order	Regional Trial Court (Docket Section) City Health Office-SATOP ADCOP Regional Trial Court Pasig (office of the Clerk of Court)

#	CLIENT STEPS	ADCOP ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	Intake Interview (Petitioner: Family Member: Parents, Children, Husband, Wife)	Family to go to Barangay Drug Rehabilitation Processing Desk for Intake interview and initial requirements for rehab.	none	30 mins.	Barangay Drug Rehab. processing desk focal person
2.	Petitioner will submit the xerox copy of the Intake Interview form and the original copy of the initial requirements to ADCOP	ADCOP received the initial original requirements and intake interview, coordinate with rehab processing desk focal perso	none	15 mins.	Rema Fernadez Lilibeth Mendoza ADCOP Staff
3.	Application for court clearance of the patient	Assist the petitioner to Regional Trial Court , Docket section: 1. Barangay Clearance	85.00	2 days	William Tabbu Melencio Larion ADCOP staff
4.	Pick-up of patient	ADCOP will coordinate with the barangay to pick-up the patient and bring them to the quarantine facility	none	30 mins.-1hr.	ADCOP Staff Barangay Security Force
5.	Patient will undergo Swab Test	ADCOP will coordinate with City Health Office – Quarantine Facility Rizal High School	none	2-3 days	Dr. Joseph Panaligan
6.	Patient quarantine for 10 days	Waiting for the result of SWAB test and the 10 days quarantine	None	10 days	Dr. Stuart Santos
7.	Temporary Shelter	After 10 days quarantine patient will transfer to ADCOP holding center to process all the requirement for rehab	None		Rema Fernandez
8.	Patient will undergo Drug Dependency Examination (DDE)	1. If the result of Swab Test is Negative , ADCOP will coordinate to SATOP for Drug Dependency Examination (DDE) to be held in ADCOP office and 2. If the result is Positive patient will immediately transfer to Rizal High Facility for 14 days quarantine supported by documents.	none	2-3 hours	Dr. Amelito Javier Dr. Fracis JeorgeLucas DOH- Accredited Physician, SATOP
3.	Patient will undergo medical examination Super Health Center Barangay Sumilang	1. Drug Dependency Examination 2. Chest X ray 3. Urinalysis 4. CBC 5. Fecalysis 6. Blood Chemistry (Mega Rehab) 7. ECG above 35 years Old 8. Cardio Clearance 9. Pregnancy test (If girl)	None 120.00 32.00 84.00 28.00 800.00 300.00 500.00 200.00	1 day pick up result in the afternoon	William Tabbu Melencio Larion
4.	Application for Court Order	Assist the petitioner to RTC at the office of the clerk of court to apply for court order	5.00	1 day pick up in the afternoon	RTC Drug Court in line with the assigned judge thru raffle of cases
5.	Admission to rehabilitation center	ADCOP will prepare all the needed requirements: Swab Test, 72 hours submit to DOH-TRC Drug Dependency Examination Also, will coordinate to rehab. center informing them about the admission	Memorandum of Agreement (shoulder by the city government of pasig) 3,500/month	1. DOH-TRC, Bicutan Taguig 4 hours, travel and waiting of admission	Driver Melencio Larion Johnrey Del Rosario Escort William Tabbu Rex Peralta

#	CLIENT STEPS	ADCOP ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
			5,800 for 18mos. Aftercare program	2. DOH-TRC, Mega Rehab, Nueva Ecija 2am -6:00pm depend on the traffic Travel and waiting of admission	
TOTAL:				45 mins./ transaction 2-3 days for patient assigned in the court branch with many cases handled	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client and family are inform to submit to the office of any complaint through verbal (txt/call) and written report: 09151653865
How feedback is processed	All gathered feedback from the complainant will be: <ol style="list-style-type: none">1. Encoded2. Verify3. Address to the concern person4. Make a memorandum for action
How to file a complaint	Submit/send <ol style="list-style-type: none">1. Written complaint report to ADCOP Office2. Txt to cellphone no. 091516538653. email address adcop.pasig.official2000@gmail.com/ Ugnayan
How complaints are processed	<ol style="list-style-type: none">1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem2. Verify the authenticity of the report, if true, file an action depend on the complaint
Contact Information	Send your feedback/complaints to 09151653865 or email address adcop.pasig.official2000@gmail.com

2. KASUNDUAN PROGRAM

A tripartite agreement among student offenders and parents, school officials and city government representing. ADCOP as response to the number of students being reach out for drug related activities during school hours. And undergo several intervention for 3 months as they report in the office ones a week as part of the program.

Office or Division:	ANTI-DRUG ABUSE COUNCIL OF PASIG (ADCOP)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Schools through guidance counselor/ Students who caught inside the school premises that involved in using and selling illegal drugs.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Birth Certificate 2. 2x2 picture 3. Folder (long) 4. Notebook 5. Pen 6. Medical Assessment 7. Barangay Clearance 	<p>For client</p> <p>City Health Office -SATOP Barangay where the requesting party reside</p>

#	CLIENT STEPS	ADCOP ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Indorsed by the Guidance Counselor/Glad Coordinators to ADCOP the students together with their parents (compulsory)	ADCOP will accommodate them together with the endorsement letter from the school.	None	30 mins.	Guidance counselor/ Teacher
2	Intake interview	ADCOP staff will do the intake interview to the students and their parents and inform them the needed requirements and about Kasunduan program	None	30 mins.	Eleen Bueno Registered Social Worker facilitate the process and assisted by : Rema Fernandez Nicia Francisco Rejine Joy Garcia ADCOP staff
3	Medical Assessment	ADCOP will assist students and parent to SATOP office, student to undergo medical assessment and drug test	None	30 mins.	Dr. Amelito Javier Dr. Francis George Lucas Accredited Physician
4	Brief Orientation	Brief orientation to the family regarding the program its obj. and goal, Schedule of reporting, Do's and Don'ts's, Awareness on RA 9165	None	45 mins.	Ma. Eleen Bueno Registered Social Worker, ADCOP
5	Signing of Kasunduan Form: Student & Parent; School Principal and ADCOP	A tripartite agreement, ADCOP will discuss and explain the signing of KP	none	15 mins.	Ma. Eleen Bueno Registered Social Worker, ADCOP
6	Submit requirements	ADCOP will took the requirements and file it properly for future reference	None	10 mins.	Ma. Eleen Bueno Registered Social Worker, ADCOP
TOTAL:				2 hours and 40 mins./ transaction 3 months program	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client and family are inform to submit to the office of any complaint through verbal (txt/call) and written report: 09151653865
How feedback is processed	All gathered feedback from the complainant will be: <ol style="list-style-type: none">1. Encoded2. Verify3. Address to the concern person4. Make a memorandum for action
How to file a complaint	Submit/send <ol style="list-style-type: none">4. Written complaint report to ADCOP Office1. Txt to cellphone no. 091516538652. email address adcop.pasig.official2000@gmail.com
How complaints are processed	<ol style="list-style-type: none">1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem2. Verify the authenticity of the report if true file an action depend on the complaint
Contact Information	Send your feedback/complaints to 09151653865 or email address adcop.pasig.official2000@gmail.com

3. TAGAMASID NG PASIG

Ordinance establishing the “TAGAMASID NG PASIG” project as an important part of the anti-illegal drugs campaign of the city, defining the components and rewards system and providing funds thereof.

Office or Division:	ANTI-DRUG ABUSE COUNCIL OF PASIG (ADCOP)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Concern individual in the community who has an information on the illegal activities occurred in the area.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Text on the hotline nos. the reported anti-illegal drugs in the area. Name of pusher exact location of the area</p> <p>Verify the authenticity of the text thru Surveillance and monitoring If positive report:</p> <ol style="list-style-type: none"> 1. Picture of target 2. Picture of Houses 3. Actual Sketch 4. Test Buy Operation with mandated operatives 	<p>Concern citizen</p> <p>ADCOP</p>

#	CLIENT STEPS	ADCOP ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Send information to TAGAMASID Hotline thru text 09055962553	ADCOP will feedback to the received information from the concern citizen and we will ask for any documents regarding the information	none	30 mins.	ADCOP Operation Team
2	Verification	ADCOP will conduct the verification of the send text messages.	none	2-3 days	Concern Citizen
3	Surveillance and monitoring	Monitoring and surveillance for the veracity of report. New informant to balance the report and spotter in the area	none	2-3 hours	ADCOP Staff
4.	Information gathering	ADCOP completed the information gathering: 1. Pictures of subject 2. Pictures of Houses 3. Area where the illegal drugs place 4. Actual Sketch 5. Mapping of the whole area 6. Court order (Search Warrant)	None	1-3 months	ADCOP Operation team
4	Fill-up Information Report Form (IRF)	Signing of IRF report form Tagamasid ng Pasig Reward Form	none	30 mins.	ADCOP Staff
5	Test buy operation	ADCOP furnish the PNP and PDEA the copy of the completed information gathered	none	10 days	PNP/PDEA assisted ADCOP operation Team
6	Buy Bust Operation or Search Warrant operation of the mandated agency to operate	Meeting with PNP, PDEA for the conduct of test buy operation	none	1-2 month's	PNP/PDEA assisted ADCOP Operation Team
TOTAL:				1-2 months	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Concern individual will send report through verbal (txt/call) and written form to ADCOP office and all information will be confidential and secure it in an envelope/folder
How feedback is processed	All gathered feedback from the complainant will be: 5. Encoded 1. Verify 2. Address to the concern person 3. Make a memorandum for action
How to file a complaint	Submit/send 1. Written complaint report to ADCOP Office 3. Txt to cellphone no. 09151653865 4. email address adcop.pasig.official2000@gmail.com
How complaints are processed	1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem 2. Verify the authenticity of the report if true file an action depend on the complaint
Contact Information	Send your feedback/complaints to 09151653865 or email address adcop.pasig.official2000@gmail.com

5. Community Based Drug Rehabilitation Program (CBDRP) Reporting

Is an integrated model for drug users with mild severity of addiction. It provides a continuum of care from outreach and low threshold services through active coordination among a number of health, social and other non-specialist services needed to meet client's needs.

Office or Division:	ANTI-DRUG ABUSE COUNCIL OF PASIG (ADCOP)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	Persons Who Used Drugs (Surrenderee) Person Deprived of Liberty (PDL) After Care (Completed the Treatment and Rehabilitation)

C H E C K L I S T O F R E Q U I R E M E N T S	WHERE TO SECURE
(P D L) E n d o r s e m e n t L e t t e r C o u r t O r d e r C e r t i f i	Bureau of Jail Management and Penology (BJMP)



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
category of Discharge from Jail Detainees Booking Sheet Drug Certificate Notebook Folder long Pen 2X 2 picture	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Aftercare) Endorsement Letter Court Release Order Certificate of Completion Progress Report Aftercare Release Pre	<p>Mega Drug Abuse Treatment and Rehabilitation Center (MEGA DATRC)</p> <p>DOH-TRC Bicutan</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
vention Plan Certificate of Temporary Discharge Court Release Order Not Book Pen	
Persons Who Used	Barangay where the requesting party reside

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Drugs (Surrenderer) Certificate from Barangay as surrenderer Barangay Clearance Notebook Pen

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#	CLIENT STEPS	ADCOP ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit an Endorsement letter and Court Release Order	ADCOP will ask for the endorsement letter and court release order and properly file it in the folder for future reference	none	5mins.	ADCOP Staff
2	Intake Interview	ADCOP staff will do the intake interview to gather the basic and essential information from them	none	20 mins.	ADCOP Staff

		and explain to them about their reporting			
3	Submit the needed requirements stated above to ADCOP office	They will submit a Xerox/original copy of all the needed requirements to the office and filed it properly to their respective folder	none	10 mins.	ADCOP Staff
4	Schedule of reporting for 6 months to PDL and surrenderee while 18 months for Aftercare clients (twice a month)	ADCOP will give the schedule of their reporting and inform them to bring notebook and pen every time they attend the program and of course pandemic wear face mask/shield	none	15 mins.	ADCOP Staff
5	Endorsed to partner CSO for other intervention/program that can support their needs	ADCOP will coordinate to partner agency/office/churches that can provide any help to them	none	30 mins	
TOTAL :				1 hour and 20 mins./ transaction 15 mins./Twice a month reporting	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Client are inform regarding for any concern and complaints to the office through written and verbal report
How feedback is processed	Feedback is gathered and process by the assign staff and it will be prepared for documentation and monitoring
How to file a complaint	All gathered information/report will be filed and secured
How complaints are processed	ADCOP will coordinate to concern individual, agency/office that can response to his/her problem and needs
Contact Information	Send your feedback/complaits to 09556922524 or email address adcop.pasig.official2000@gmail.com

6. Barangay Drug Clearing Program Process

- a. Mandated by Comprehensive Dangerous Drug Act of 2002, Republic Act 9165, Declaring Drug Cleared Barangay and a Drug Free City.
- a. Barangay Dug Clearing Program is in line with the given parameters of PDEA

#	CLIENT STEPS	ADCOP ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	BOOK 1 Application Letter	Address to the Regional Director of PDEA, Adrian Alvarino	None	1 mins	Barangayt
	Resolutions/Executive Order <ul style="list-style-type: none"> • Reactivation of Annual Budget Plan/ Investment plan • Revitalization Monitoring Mechanism Attachments <ul style="list-style-type: none"> ✓ EO's Resolutions House Cluster and Rehab referral desk Photograph of Rehab referral desk ✓ BADAC action Plan 	Barangay will submit the Resolutions/ Executive Order signed by Barangay Council to the ADCOP Office	None	2 weeks	Barangay
	PDEA-PNP Certified Watch list	Barangay will request the Certified Watch list of PDEA through ADCOP	None	2 weeks	PDEA
	DOH Training Certificates	Xerox Copy of Certificate as Accredited Physician to be submitted to ADCOP	None	1 mins	CHO-SATOP
	House Visitation 2016 2017 2018 2019 2020	PNP sub-station to submit the compilation on the CBDRP	None	2 weeks	PNP Sub station
	Implementation of Intervention Program Attachments:		None	5 mins.	

#	CLIENT STEPS	ADCOP ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>a. Activity Design Modules</p> <p>b. Summary of Drug test Results(3 Times)</p> <p>c. List of Surrendered (DDE)</p> <p>d. AAR of Implementation</p>	<p>✓ Intervention Program design by ADCOP & Barangay for Clientele</p> <p>✓ Brgy. Requested for drug test of PWUDs/PDL & Aftercare to ADCOP</p> <p>✓ CHO-SATOP medical assessment to Client</p> <p>✓ Seminars, intervention of Clients</p>			
	Color Coded PDEA_PNP Confidential Barangay Watch List	<p>✓ Barangay Submitted color coded watch list to ADCOP (assisted by ADCOP)</p>			
	BOOK 2 PDEA- PNP Certified BADAC Watch list	<p>✓ Xerox copy of certified watch list submitted to ADCOP</p>			
	Color Coded PDEA-PNP CBWL	<p>✓ Color coded certified by ADCOP, PDEA, and PNP</p>			
	Monitoring Tool	<p>✓ Submit to ADCOP spot report, death certificate, certification of current status of Client, certificate completion intervention,</p>			

#	CLIENT STEPS	ADCOP ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		rehabilitation program			
	Profiling of Identified Individuals	✓ Submit to ADCOP list of PWUDS, PDL & Aftercare			
	BADAC Summary of Identified Individuals (Under White Tabbing/List of Non-Residence)	✓ Submit to ADCOP			
TOTAL :				1 hour and 20 mins./ transaction 15 mins./Twice a month reporting	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
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How feedback is processed	Feedback is gathered and process by the assign staff and it will be prepared for documentation and monitoring
How to file a complaint	All gathered information/report will be filed and secured
How complaints are processed	ADCOP will coordinate to concern individual, agency/office that can response to his/her problem and needs

Contact Information

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email address adcop.pasig.official2000@gmail.com