

**CITIZEN CHARTER**  
**PASIG CITY ANTI-DRUG ABUSE OFFICE (PCADAO)**

**1. TREATMENT AND REHABILITATION PROGRAM**

The accredited physician recommended that severely drug-dependent individuals undergo a treatment and rehabilitation program to effectively manage physical and mental issues resulting from drug usage.

*Inirekomenda ng accredited physician na ang mga indibidwal na nakadepende ang pag gamit sa illegal na droga ay sumailalim sa isang programa sa paggamot at rehabilitasyon upang epektibong pamahalaan ang mga pisikal at mental na isyu na nagreresulta mula sa paggamit ng droga.*

<b>Office or Division:</b>	Pasig City Anti-Drug Abuse Office (PCADAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Families with severely drug-dependent members, such as their child, parents, husband/wife, or immediate relatives, should seek treatment and be admitted to a rehabilitation center.  <i>Inirekomenda ng accredited physician na ang mga indibidwal na nakadepende ang pag gamit sa illegal na droga ay sumailalim sa isang programa sa paggamot at rehabilitasyon upang epektibong pamahalaan ang mga pisikal at mental na isyu na nagreresulta mula sa paggamit ng droga.</i>

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Intake Interviews 2. Barangay Clearance 3. Barangay Indigency 4. VRR number (patient or petitioner) 5. Blotter on the case of the patient <b>NO PAYMENT</b> 6. 2x2 picture (patient)	Barangay Rehab Referral Desk where the family is a bona fide resident c/o Immediate Family Member  <i>Barangay Rehab Referral Desk kung saan ang pamilya ay isang bona fide resident c/o immediate na Miyembro ng Pamilya</i>
7. Court Clearance	Regional Trial Court (docket section) Php 90.00 with receipt
8. Birth Certificate (patient)	Philippine Statistic Authority (PSA) for submission to rehab referral desk Php155.00 + 85.00 with receipt
9. Endorse Patient to PCADAO <b>NO PAYMENT</b>	Pasig City Anti-Drug Abuse Office (PCADAO)
10. Conducted SBIRT (Screening Briefing Intervention & Referral Treatment) <b>NO PAYMENT</b>	Pasig City Anti-Drug Abuse Office (PCADAO)
11. Medical Evaluation and laboratories 12. Drug Dependency Examination (brgy. indigency, social case study) <b>NO PAYMENT</b> <b>except for blood chem. and 72 hours CBC</b>	City Health Office 5 <sup>th</sup> floor – Dr. Joseph Panaligan SATOP 5 <sup>th</sup> floor – Dr. Amelito V. Javier, FPCAM Dr. Francis Lucas  (blood chem – Php 1,200.00 / send out)
13. Endorsement Letter 14. DDB Application Form <b>NO PAYMENT</b>	Pasig City Anti-Drug Abuse Office (PCADAO) Signed by DDB representative, Zenaida Concepcion
15. Application of Court Order a. Raffle of patient Name – Assigned Court Branch b. Court Hearing c. Issuance of Court Order	Regional Trial Court (Clerk of Court; Court Branch assignment Regional Trial Court of which Branch Assigned Issuance of Court Order on the assigned branch Assists by Nelda Tolentino

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
16. Anti-gen test required to DOH Mega Rehab Center, Nueva Ecija within 72 hours before endorsing to rehab center	Out Patient Clinic Php700.00
17. Anti-gen test result is negative	Endorsed to DOH-TRC Bicutan
18. if resulted positive	7 days quarantine at PCADAO Bahay ng Bagong Buhay Temporary Shelter for Drug Abuser  <i>Barangay Rehab Referral Desk kung saan ang pamilya ay isang bona fide resident c/o Miyembro ng Pamilya</i>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Intake Interview	Conducted intake interview, at Barangay Rehab Referral Desk where the family is a bona fide resident	None	30 mins.	Petitioner: Family Member: Parents, Children, Husband, Wife <b>Focal Person Barangay Referral Desk</b>
2	The petitioner will send PCADAO a Xerox copy of the intake interview form as well as an original copy of the initial requirements.	Checking an initial requirement	None	30 mins.	<b>Ms. Rema Fernandez, PCADAOs House Parent</b>
3.	Application for court clearance for the patient	Applying at the Bulwagan ng katarungan (RTC Pasig)	P 100.00	½ day application in the morning	Petitioner: Family Member: Parents, Children, Husband, Wife <b>Assisted by Mr. William Tabbu, a PCADAO staff</b>
4.	Coordinate with the barangay to schedule the patient's pickup.	Pick up of patient	None	1 day depending upon if the patient is at the house	Mr: William Tabbu Mr Melencio Larion Mr John Rey Del Rosario Mr Rex Jesus Peralta Mr Adonis Apolo
5.	Admit the patient to PCADAO Bahay ng Bagong Buhay Temporary Shelter for Drug Abusers.	Admission to PCADAO BBBTSDA	c/o City Government of Pasig through PCADAO	Min. of 2 weeks, maximum of 1 month (Depending on which drug court, the patient will be raffled for the hearing of the court order, as well as the medical results if deemed fit for inclusion in a rehab program)	<b>PCADAO Staff</b> Mr William Tabbu Mr Melencio Larion Mr John Rey Del Rosario Mr Rex Jesus Peralta Mr Adonis Apolo Barangay Security Force
6.	Conduct Screening Brief Intervention for Referral to Treatment (SBIRT)	PCADAO will conduct the screening test (severity of drug use)	None	20-30 mins.	Ms. Rema Fernandez Mr Adonis Apolo Ms. Maylyn Autencio Ms. Rejine Joy Garcia Ms. Lilibeth Mendoza Ms. Nicia Marie Francisco Mr Johnrey Del Rosario Ms. Ma. Eleen Bueno
7.	Drug Dependency Examination of patient (If not qualified for Rehab it will be endorsed to NCMH)	Assist patient to City Health Office- SATOP	None	2 hours	Mr. William Tabbu Mr. Melencio Larion Mr John Rey Del Rosario Mr Rex Jesus Peralta

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8.	Medical Assessment Laboratory <ul style="list-style-type: none"> <li>• Urine</li> <li>• Stool</li> <li>• CBC</li> <li>• X-ray</li> <li>• Blood Chem</li> </ul>	PCADAO will assist the patient  Pasig Laboratory – send out, for 35 years old and above	c/o City Government of Pasig - PCADAO  (P1,200.00)	1 day  1 day	Mr. William Tabbu Mr. Melencio Larion, John Mr. Rey Del Rosario Mr. Rex Jesus Peralta
9.	A photocopy of all medical requirements (4 pieces). Picture, 2x2 (4 pieces), Long white folder, four fasteners.	PCADAO reviews all of the requirements given by the petitioner.	P 150.00	Depends on the petitioner	Petitioner: Family Member: Parents, Children, Husband, Wife
10.	Apply Court Order  Photo Copy (receipt)	PCADAO evaluates all of the requirements provided by the petitioner before filing the case to the court.	P 5.00  P 2.00	1 day	Ms. Nelda Tolentino
11.	Hearing Schedule and Release of Court Order	Assist the patient and petitioner in the court hearing	None	2 days to 1 week depending on the raffled Branch for the schedule of hearing	Ms. Nelda Tolentino Mr. William Tabbu Mr. Melencio Larion Mr. John Rey Del Rosario Mr. Rex Jesus Peralta Rema Fernandez
12.	Coordination with DOH-TRC Bicutan and DOH Mega Rehab regarding the endorsement scheduling	Call and text the rehab center for the schedule of Pasig	None	15-30 mins.	Mr. William Tabbu Nelda Tolentino
13.	Schedule for antigen tests  (With the COVID-19 vaccine—quarantine for seven (7) days at PCADAO's temporary facility)	Assist the patient and transport them to the clinic	c/o City Government of Pasig	Conducting Swab Test: Maximum of 1 hour  Result: 1 day	Mr. William Tabbu Mr. Melencio Larion Mr. John Rey Del Rosario Mr. Rex Jesus Peralta
14	Transferring to DOH-TRC Bicutan  Submit to DOH-TRC Mega Rehab, Nueva Ecija	Transport patient to rehab center	None	6 hours  2:00 am to 6:00 pm depending on the traffic & process of patient	Mr. William Tabbu Mr. Melencio Larion Mr. John Rey Del Rosario  If female Nelda Tolentino & Rema Fernandez
TOTAL:			<b>P1,457.00 – with blood chem</b>  <b>P257.00 – w/o blood chem</b>		

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients and their families are advised to communicate any complaints to the office both verbally (by text or phone) and in writing.</p> <p>0993-456-1079/0969-312-1130, Facebook/Messenger PCADAO Pasig.</p>
How feedback is processed	<p>All data received from the complainant will be:</p> <ol style="list-style-type: none"> <li>1. Encoded</li> <li>2. Verify</li> <li>3. Address the concerned person.</li> <li>4. Send a memorandum of action to the appropriate person.</li> </ol>
How to file a complaint	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1. Submitted a written complaint report to the ADCOP Office</li> <li>2. Text to 0993-456-1079 / 0969-312-1130</li> <li>3. Email: <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> <li>4. Chat via Facebook or Messenger: PCADAO Pasig.</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Engage in a dialogue with the family and other concerned individuals to assist resolve the issue.</li> <li>2. Verify the report's veracity; if accurate, file an action based on the complaint.</li> </ol>
Contact Information	<p>PCADAO Pasig's Facebook:</p> <p><a href="https://www.facebook.com/adcop.pasig.official?mibextid=ZbWKwL">https://www.facebook.com/adcop.pasig.official?mibextid=ZbWKwL</a></p> <p>Email: <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></p> <p>Tagamasid ng Pasig Hotline 0993-456-1079 / 0969-312-1130</p>

## 2. 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. “Nagmamasid, Nagmamalasakit at Umaaksyon”

*Ordinansa Bldg 11 S2010, Ordinansa na nagtatatag ng proyektong "TAGAMASID NG PASIG" bilang mahalagang bahagi ng kampanya kontra iligal na droga ng lungsod, pagtukoy sa mga bahagi at sistema ng gantimpala, at pagbibigay ng pondo nito. "Nagmamasid, Nagmamalasakit at Umaaksyon"*

Office or Division: Opisina o Dibisyon	Pasig City Anti-Drug Abuse Office (PCADAO)
Classification: Klasipikasyon	Complex
Type of Transaction: Uri ng Transakyon	G2C – Government to Citizens G2G – Government to Government
Who may avail: Sino ang maaring makinabang	A concerned citizen of the community who knows about the illegal activities that occurred in place within the surrounding area.  <i>Isang concerned citizen ng komunidad na nakakaalam ng mga iligal na gawain na naganap sa loob ng paligid.</i>

MGA KAKAILANGANING DOKUMENTO	SAAN MAAARING MAKUHA
<p>Text on the hotline numbers 09934561079/ 09693121130 the names, and the particular places of residence of the proliferators, and if they have photos of targets and residences, provide a copy via email.</p> <p><i>Teks to sa mga hotline number 09934561079/ 09693121130 ang mga pangalan, at ang partikular na mga lugar ng tirahan ng mga proliferators, at kung mayroon silang mga larawan ng mga target at tirahan, magbigay ng kopya sa pamamagitan ng email.</i></p> <p>Surveillance and monitoring are used to verify the text's validity. If yes, please report and submit the following: Picture of the target. Picture of Houses Actual Sketch Test-buy with mandated drug operatives.</p> <p><i>Ang pagmamanman at pagsubaybay ay ginagamit upang i verify ang bisa ng teksto. Kung oo, mangyaring iulat at isumite ang mga sumusunod: Larawan ng target. Larawan ng mga Bahay Aktwal na Sketch Test-buy sa mga mandatory drug operatives.</i></p>	<p>Concern citizen</p> <p>PCADAO</p>

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG ADCOP	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
1	Text to TAGAMASID Hotline at 09934561079 or 09693121130 with information about illegal activity and proliferators in the area.  <i>Text sa TAGAMASID Hotline sa 09934561079 o 09693121130 ng impormasyon tungkol sa iligal na aktibidad at mga proliferators sa lugar</i>	PCADAO will provide feedback on the information gathered from the individual of concern and will request any pertinent documentation.  <i>Magbibigay ng feedback ang PCADAO sa mga impormasyong nakalap mula sa indibidwal na may malasakit at hihilingin ang anumang kaukulang dokumentasyon.</i>	None  wala	30 minutes  30 minuto	PCADAO Operation Team, Station Drug Enforcement Unit, Drug Enforcement Unit
2	Verification  Aalamin ang kalidad ng report	PCADAO will verify the sent SMS messages.  <i>Beberipikahin ng PCADAO ang mga ipinadala na SMS messages.</i>	None  wala	2-3 days  2-3 araw	Concern Citizen
3	Surveillance and monitoring  Pagsubaybay at pagmamatyag	PCADAO will recruit three informants: (1) a Pasig Tagamasid texter, (2) an informant who monitors the subject in the surrounding area, and (3) an informant who is going to carry out the test-buy operation.  <i>Ang PCADAO ay mag-recruit ng tatlong informant: (1) isang Pasig Tagamasid texter, (2) isang informant na nag-monitor ng subject sa paligid, at (3) isang informante na magsagawa ng test-buy operation.</i>	None  wala	2-3 hours  2-3 oras	ADCOP Staff
4.	Information gathering  Pangangalap ng mga impormasyon	PCADAO completed gathering information, such as Pictures of the subject, Pictures of houses, The location where the proliferators distribute illegal drugs, Actual Sketch, Mapping the entire area, Court Order (Search Warrant)  <i>Ang PCADAO ay kumpletuhin ang pagkolekta ng impormasyon, tulad ng mga larawan ng subject, larawan ng mga bahay, lokasyon kung saan nagbebenta ng mga illegal na droga, Actual Sketch, pagmapping ng buong lugar, Court Order (Search Warrant)</i>	None  wala	Minimum of 2 months if all information is completed, maximum of 3 mos. Or more  Pinaka mababa sa 2 buwan kung ang lahat ng impormasyon ay kompleto, pinaka mataas ng 3 buwan o higit pa	ADCOP Operation team, DDEU, and SDEU
4	Fill-up Information Report Form (IRF)  Punan ng sagot ang IRF	The signing of the IRF report form of Tagamasid ng Pasig  Kapag napunan na ang mga impormasyon sa IRF, ito ay lalagdaan ng impormante	none  wala	30 mins.  30 minutos	ADCOP Staff

5	Test buy operation	<p>The PCADAO provided a copy of the completed information to the PNP (DDEU and SDEU) and PDEA. Before the drug operation, drug operatives will conduct a test-buy operation to see whether the individual reported is selling illegal substances.</p> <p><i>Ang PCADAO ay nagbibigay ng isang kopya ng mga kumpletong impormasyon sa PNP (DDEU at SDEU) at PDEA. Bago ang operasyon sa droga, magsagawa ng test buy operation upang makita kung ang indibidwal ay nagbebenta ng mga ilegal na droga.</i></p>	none  Wala	10 days  10 araw	<p>PNP/PDEA assisted ADCOP operation Team</p> <p><i>PNP / PDEA katuwang and ADCOP operation team</i></p>
6	<p>Buy Bust Operation or Search Warrant Operation of the statutory agency that conducts drug operations</p> <p><i>Buy Bust Operation o Search Warrant Operation ng legal na ahensya na may mandato para sa mga operasyon sa droga</i></p>	<p>Meeting with PNP (SDEU, DDEU) &amp; PDEA for the conduct of drug operation</p> <p><i>Meeting of PCADAO, Informant, Drug Operatives before the conduct of drug operation</i></p>	none  wala	1-2 month's  1-2 buwan	<p>PNP/PDEA assisted ADCOP Operation Team</p> <p>PNP / PDEA katuwang and ADCOP operation team</p>
TOTAL:				1-2 months	

## Puna at Reklamo

MEKANISMONG PAGBIBIGAY PUNA AT REKLAMO	
How to send feedback	<p>Concern individuals will send the report through verbal (text) and written form to the PCADAO office and all information will be confidential and secured in an envelope/folder</p> <p><i>Mamayang may malasakit sa komunidad o tinatawag na tagamasid ng pasig ay mag susumite ng pasulat, berbal (text/tawag) na sumbong sa tanggapan ng ADCOP upang mapag bigay alam ng kanilang nais ibahagi. bawat impormasyon ay sinisiguradong kompidensiyal, ligtas at maingat na I tataala sa isang selyadong folder.</i></p>
How feedback is processed	<p>All gathered feedback from the complainant will be:</p> <p>Encoded</p> <ol style="list-style-type: none"> <li>1. Verify</li> <li>2. Address to the concerned person</li> <li>3. Make a memorandum for action</li> </ol> <p><i>Ang lahat ng nakalap na puna mula sa nag-reklamo ay:</i></p> <ol style="list-style-type: none"> <li>1. Itala</li> <li>2. Beripikahin</li> <li>3. Pagtukoy sa taong may kaugnayan sa iniulat na reklamo</li> <li>4. Gumawa ng Kasulatan batay sa aksyong ginawa patungkol sa naitalang ulat.</li> </ol>
How to file a complaint	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1. Written complaint report to ADCOP Office</li> <li>2. Txt to cellphone no. 0993-456-1079 / 0969-312-1130</li> <li>3. email address <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol> <p><i>Isumite/Ipadala</i></p> <ol style="list-style-type: none"> <li>1. Magsulat ng puna o reklamo sa tanggapan ng ADCOP</li> <li>2. Mag text sa ADCOP Hotline 0993-456-1079 / 0969-312-1130</li> <li>3. Mag padala ng email sa <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem</li> <li>2. Verify the authenticity of the report if true file an action depend on the complaint</li> </ol> <ol style="list-style-type: none"> <li>1. Mag karoon ng dayalogo sa pamilya o sinumang may kaugnayan sa problema na makakatulong upang itoy maresolba.</li> <li>2. Beripikahin ang pagiging totoo ng mga naiulat na Puna o reklamo sa pamamagitan ng mga nakalap na inpormasyon batay sa naitalang ulat.</li> </ol>



Contact Information

Send your feedback/complaints to 0993-456-1079 / 0969-312-1130 or email address [adcop@pasigcity.gov.ph](mailto:adcop@pasigcity.gov.ph)

*Mag-padala ng inyong puna, opinion o reklamo sa ADCOP Hotline 0967-337-7425 / 0969-312-1130 maari rin mag padala g e-mail sa [adcop@pasigcity.gov.ph](mailto:adcop@pasigcity.gov.ph)*

### 3. KASUNDUAN PROGRAM

A tripartite agreement among student offenders and parents, school officials, and the city government, represented by PCADAO, was created as a response to the number of students reaching out for drug-related activities during school hours. And undergo several interventions for 3 months as they report to the office once a week as part of the program.

*Ang tripartite agreement ng mga student offenders at parents, school officials, at city government, na kinakatawan ng PCADAO, ay nilikha bilang tugon sa bilang ng mga estudyanteng umaabot sa mga aktibidad na may kinalaman sa droga sa oras ng pag aaral. At sumailalim sa ilang interbensyon sa loob ng 3 buwan habang nag uulat sila sa opisina minsan sa isang linggo bilang bahagi ng programa.*

<b>Office or Division:</b>	Pasig City Anti-Drug Abuse Office (PCADAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Students, parents, and school administrators are responsible for students reaching out using and selling illegal drugs inside and outside perimeters of the school during school hours.  <i>Ang mga mag aaral, magulang, at tagapangasiwa ng paaralan ay responsable para sa mga mag aaral na umaabot sa paggamit at pagbebenta ng iligal na droga sa loob at labas ng mga perimeter ng paaralan.</i>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> <li>1. Birth Certificate</li> <li>2. 2x2 picture</li> <li>3. CRAFFT+N (CAR, RELAX, ALONE, FORGET, FAMILY, FRIENDS, TROUBLE)</li> <li>4. Barangay Clearance</li> </ol>	<p>For client <i>Para sa kliyente</i></p> <p>PCADAO Social Worker</p> <p>Barangay where the requesting party resides</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<p>Guidance counselors, adviser teachers, and NDEP coordinators recommend that students and their parents to PCADAO if they discover that they are using and selling illegal substances inside or near the premises of the school.</p> <p><i>Inendorso ng guidance counselors, Adviser Teacher, at NDEP coordinators sa PCADAO ang mga estudyante kasama ang kanilang mga magulang kung sila ay nahuli sa akto na gumagamit at nagbebenta ng</i></p>	<p>PCADAO will accommodate them, along with the school's endorsement letter.</p> <p><i>PCADAO ang mag a accommodate sa kanila, kasama ang endorsement letter ng paaralan.</i></p>	<p>None</p> <p><i>Walang Bayad</i></p>	<p>30 mins.</p> <p><i>30 minuto</i></p>	<p>Guidance Counsellor/Adviser Teacher/NDEP Coordinator</p> <p><i>tagapayo ng patnubay/ Guro</i></p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>iligal na droga sa loob at labas na malapit sa paaralan</i>				
2	Intake interview  <i>Inisyal na panayam</i>	PCADAO will conduct an intake interview with their parents, informing them of the requirements and the goal and objective of Kasunduan program.  <i>Ang tanggapan ng PCADAO ang mag iinisyal na panayam kasama ng magulang at estudyante upang mabigay ang mga kinakailangan at maipaliwanag kung ano ang programa ng KASUNDUAN.</i>	None  Wala	30 mins.  30 minuto	Eleen Bueno, Registered social workers facilitate the process, and they are supported by Rema Fernandez Rema Fernández Nicia Francisco Rejine Joy Garcia PCADAO Staff  Eleen Bueno Rehistradong Social Worker ang mga proposeso katulong o ginagabayan nila: Rema Fernandez Nicia Francisco Rejine Joy Garcia PCADAO Staff
	CRAFFT+N (CAR, RELAX, ALONE, FORGET, FAMILY, FRIENDS, TROUBLE)	PCADAO conducted the CRAFFT to assess the severity of the use of illegal drugs, cigarette smoking, and alcohol	None	30 mins.	Ms. Eleen Bueno, RSW, PCADAO Ms. Nicia Francisco, PCADAO
3	Medical Assessment  <i>Pagtatasa sa Medikal</i>	PCADAO will accompany students and parents to the SATOP office, where pupils will undergo a medical evaluation and drug test.  <i>Tutulungan ng ADCOP ang mga mag-aaral at magulang sa tanggapan ng SATOP, mag-aaral na sumailalim sa medikal na pagsusuri at pagsusuri sa gamo</i>	None  Walang Babayaran	30 mins.  30 minuto	Dr. Amelito Javier Dr. Francis George Lucas Accredited Physician SATOP  Dr. Amelito Javier Dr. Francis George Lucas Accredited Physician SATOP
4	Brief Orientation  <i>Maikling Oryentasyon</i>	A brief orientation of the program's aims for the family; reporting schedule; do's and don'ts; and RA 9165 awareness.  <i>Maikling oryentasyon ng mga layunin ng programa para sa pamilya; iskedyul ng pag-uulat; mga dapat at hindi dapat gawin; at RA 9165 awareness.</i>	None  Walang Babayaran	45 mins  45 minuto.	Ma. Eleen Bueno  Registered Social Worker, ADCOP  Ma. Eleen Bueno Registered Social Worker, ADCOP

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Signing the Kasunduan Form: Student and Parent; School Principal and PCADAO.  <i>Paglagda sa Kasunduan Form: Estudyante at Magulang; School Principal at PCADAO.</i>	In a tripartite agreement, PCADAO will discuss and explain the signing of the KP.  <i>Ang pinagtatlong kasunduan ay ipapaliwanag ng PCADAO para sa pag pirma ng programa na kasunduan.</i>	None  <i>Walang babayaran</i>	15 mins.  <i>15 minuto</i>	Ma. Eleen Bueno Registered Social Worker, ADCOP  Ma. Eleen Bueno Registered Social Worker, ADCOP
6	Submit requirements  <i>Magsumite ng kinakailangan</i>	PCADAO will take the requirements and file them properly for future reference  <i>Kukunin ng ADCOP ang mga kinakailangan at i-file ito nang maayos para sa sanggunian sa hinaharap</i>	None  <i>Walang babayaran</i>	10 mins.  <i>10 minuto</i>	Ma. Eleen Bueno Registered Social Worker, ADCOP  <i>Ma. Eleen Bueno Registered Social Worker, ADCOP</i>
	Endorse student with parents to the school guidance counselor for the update on the Kasunduan Program of the student	PCADO furnished the school the copy of kasunduan program form, endorsement letter, CRAFFT and schedule of activity of the student	None	45 mins	Ma. Eleen Bueno Registered Social Worker, ADCOP
TOTAL:				2 hours and 40 mins./ transaction Sa loob ng dalawang oras at apatnapong minutong transaksyon 3 months program Tatlong bwanng programa	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients and their families are advised to communicate any complaints to the office both verbally (by text or phone) and in writing.</p> <p>0993-4561079/0969-312-1130, Facebook/Messenger PCADAO Pasig.</p>
How feedback is processed	<p>All data received from the complainant will be:</p> <ol style="list-style-type: none"> <li>1. Encoded</li> <li>2. Verify</li> <li>3. Address the concerned person.</li> <li>4. Send a memorandum of action to the appropriate person.</li> </ol>
How to file a complaint	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1. Submitted a written complaint report to the ADCOP Office</li> <li>2. Text to 0993-456107/0969-312-1130</li> <li>3. Email: <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> <li>4. Chat via Facebook or Messenger: PCADAO Pasig.</li> </ol>
How complaints are processed	<ol style="list-style-type: none"> <li>1. Engage in a dialogue with the family and other concerned individuals to assist resolve the issue.</li> <li>2. Verify the report's veracity; if accurate, file an action based on the complaint.</li> </ol>
Contact Information	<p>PCADAO Pasig's Facebook:</p> <p><a href="https://www.facebook.com/adcop.pasig.official?mibextid=ZbWKwL">https://www.facebook.com/adcop.pasig.official?mibextid=ZbWKwL</a></p> <p>Email: <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></p> <p>Tagamasid ng Pasig Hotline 0993-456-1079/0969-312-1130</p>

#### 4. COMMUNITY-BASED DRUG REHABILITATION PROGRAM (CBDRP) REPORTING

Is an integrated paradigm for drug users with modest levels of addiction. It offers a continuum of care from outreach to low-threshold services by actively coordinating various health, social, and other non-specialist services required to satisfy clients' needs.

*Ito ay ang pinagsama samang modelong programa para sa mga taong gumagamit ng droga namay katamtamang antas ng pag kaka lulung sa droga. Ito nay nagbibigay ng pagpapatuloy na pag mamalasakit at pag abot sa mga mababang mamayan upang mabigyan ng serbisyo sa pamamagitan ng aktibong pakikipag ugnayan sa ibat ibang tanggapan pang kalusugan, sosyal at iba pang tanggapang makapag bibigay ng angkop na serbisyong kinakailangan ng mga kliyente.*

<b>Office or Division:</b>	<b>Pasig City Anti-Drug Abuse Office</b>
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Persons Who Used Drugs (PWUDs)

<b>MGA KAKAILANGANING DOKUMENTO</b>	<b>SAAN MAARING MAKAKUHA</b>
<b>PWUDs Released from Jail</b> Endorsement Letter Court Order Certificate of Discharge from Jail Drug Dependency Examination Certificate Medical Certificate	Bureau of Jail Management and Penology (BJMP)
<b>(Aftercare) Released from Rehabilitation Center</b> Endorsement Letter Court Release Order Certificate of Completion Progress Report Aftercare Relapse Prevention Plan  Certificate of Temporary Discharge Court Release Order	Mega Drug Abuse Treatment and Rehabilitation Center (MEGA DATRC)  DOH-TRC Bicutan

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADAO	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
1	Submit an Endorsement letter and Court Release Order  <i>Magpasa ng endorse na surat galing sa rehab. at kautusan galing sa korte ng kanyang paglaya</i>	<b>PCADAO</b> will ask for the endorsement letter and court release order and properly file it in the folder for future reference  <i>Hihingi ang PCADAO ng kopya ng surat ng endorso at kautusan galing sa korte ng kanyang paglaya upang maitala ito ng maayos sa isang folder para sa mga susunod na batayan</i>	none  <i>Wala</i>	5mins.  <i>5 minuto</i>	<b>PCADAO Staff</b>  <i>Kawani ng PCADAO</i>
2	Intake Interview  <i>Inisyal na panayam</i>	<b>PCADAO</b> staff will do the intake interview to gather the basic and essential information from them and explain to them about their reporting  <i>Empleyado ng PCADAO ang magsasagawa ng inisyal na panayam upang makalap ang pangunahing personal na impormasyon ng kliyente at ipapaliwanag ang kanilang pagdalo sa tanggapan ng PCADAO para sa programa</i>	none  <i>wala</i>	20 mins.  <i>20 minuto</i>	<b>PCADAO Staff</b>  <i>Kawani ng PCADAO</i>
3	The patient will undergo SBIRT  <i>Ang pasyente ay sasailalim sa gagawing pagsusuri na tinatawag na SBIRT</i>	PCADAO staff trained SBIRT will facilitate the SBIRT interview screening  <i>Kawani ng PCADAO na nasanay dito ang magsasagawa ng SBIRT screening</i>	None  <i>wala</i>	30 minutes  <i>30 minuto</i>	Rema Fernandez Rejine Joy Garcia Nicia Francisco Maylin Autencio Johnrey Del Rosario Eleen Bueno Adonis Apollo Lilibeth Mendoza
4	Submit the needed requirements stated above to PCADAO office  <i>Magpasa ng mga kinakailangang dokumento na naitala sa itaas sa tanggapan ng PCADAO</i>	They will submit a Xerox/original copy of all the needed requirements to the office and filed it properly to their respective folder  <i>Sila ay mag papasa ng xerox at orihinal na kopya ng mga kinakailangang dokumento sa tanggapan ng PCADAO upang maitala ito ng maayos sa kanilang folder</i>	none  <i>wala</i>	10 mins.  <i>10 minuto</i>	<b>PCADAO Staff</b>  <i>Kawani ng PCADAO</i>
5	Schedule of reporting for 6 months to PDL and	PCADAO will give the schedule of their reporting and	none	15 mins.	<b>PCADAO Staff</b>

	<p>surrenderee while 18 months for Aftercare clients (twice a month)</p> <p><i>Pagtatakda ng araw ng reporting sa tanggapan ng PCADAO sa loob ng anim (6) na buwan para sa PDL at PWUDs at labingwalong (18) buwan sa mga kliyenteng nasa programa ng Aftercare (dalawang beses kada buwan)</i></p>	<p>inform them to bring notebook and pen every time they attend the program and of course pandemic wear face mask/shield</p> <p><i>Ang tanggapan ng PCADAO ay magbibigay ng araw ng reporting ng kliyente at paguubligahin silang magdala ng notebook at ballpen tuwing sila ay mag re-report upang maging talaan ng kailang mga programa na ginagawa sa PCADAO. At pinapaalala ang pag susuot ng facemask at faceshield tuwing sila ay mag re-report upang mapag ingat ang bawat isa sa pandemia</i></p>	wala	15 minuto	Kawani ng PCADAO
6	<p>Endorsed to partner agency like livelihood, PCIST, PESO for intervention/program that can support their needs</p> <p><i>I-endorso sa mga katuwang na ahensya tulad ng livelihood, PCIST, PESO upang mabigyan ng interbensyon/programang makasusuporta sa pangangailangan ng mga kliyente.</i></p>	<p>PCADAO will coordinate to partner agency/office/churches that can provide any help to them</p> <p><i>Makikipag ugnayan ang PCADAO sa mga katuwang na tanggapan, opisina at simbahan na maaring makapag bigay tulong sa mga kliyente.</i></p>	none	20 minutes	PCADAO Staff
7	<p>Once they comply in the program and had a negative drug test result, they will receive a certificate of completion from PCADAO</p> <p><i>Kapag sila ay nakatapos sa binigay na prorama at negatibo sa mga isinagawang drug test, sila ay makaka tanggap ng sertipiko galling sa PCADAO</i></p>	<p>PCADAO will provide a Certificate of completion for PWUDs who completed the program and has negative drug test result.</p> <p><i>Ang PCADAO ay magbibigay ng sertipiko sa mga nag komplay sa programa at negatibo sa drug test.</i></p>	wala		PCADAO Staff
<b>TOTAL :</b>				1 oras at 40 minutong transaksyon	
				Buong Taon	

## Feedback and Complaints



Puna at Reklamo

MEKANISMONG PAGBIBIGAY PUNA AT REKLMO	
<p>How to send feedback</p> <p><i>Paano Magbigay ng Puna</i></p>	<p>Client are inform regarding for any concern and complaints to the office through written and verbal report</p> <p><i>Ipinapaalam sa kliyente na magbigay ng mga inpormasyon na tumutukoy sa mga reklamo sa opisina sa paaraang pasulat o berbal</i></p>
<p>How feedback is processed</p> <p><i>Paano ang pag proseso ng mga Puna</i></p>	<p>All gathered feedback from the complainant will be:</p> <p>Encoded</p> <ol style="list-style-type: none"> <li>1. Verify</li> <li>2. Address to the concern person</li> <li>3. Make a memorandum for action</li> </ol> <p><i>Ang lahat ng nakalap na puna o reklamo ay i-encode sa talaan ng PCADAO</i></p> <ol style="list-style-type: none"> <li>1. <i>Berbal</i></li> <li>2. <i>Pagsulat na naka atensyon sa taong</i></li> <li>3. <i>Gumawa ng kasulatan ng nagawang aksyon</i></li> </ol>
<p>How to file a complaint</p> <p><i>Paano makakapag reklamo</i></p>	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1. Written complaint report to PCADAO Office</li> <li>2. Txt to cellphone no. <b>0993-456-1079/0969-312-1130</b></li> <li>3. email address <b>adcop@pasigcity.gov.ph</b></li> <li>4. Send a Message through Facebook Account: <b>Pasig City Anti Drug Abuse Office</b></li> </ol> <p><i>Isumite</i></p> <ol style="list-style-type: none"> <li>1. <i>Pasulat na reklamo i-report sa tanggapan ng PCADAO</i></li> <li>2. <i>I text sa cellphone numero <b>0993-456-1079/0969-312-1130</b></i></li> <li>3. <i>Mag email sa <b>adcop@pasigcity.gov.ph</b></i></li> <li>4. <i>Magbigay ng mensahe sa Facebook Account: <b>Pasig City Anti Drug Abuse Office</b></i></li> </ol>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem</li> <li>2. Verify the authenticity of the report if true file an action depend on the complaint</li> </ol>

<p><i>Paano pinoproseso ang mga reklamo</i></p>	<ol style="list-style-type: none"><li>1. <i>Magkaroon ng dayalogo sa pamilya at mga taong may kaugnayan o kasangkot sa reklamo upang ma resolba ang problema.</i></li><li>2. <i>Beripikahin na totoo ang mga ulat</i> <i>, kung napatunayang ito ay totoo ay mag gawa ng talaan ng proseso ng aksyon sa reklamo.</i></li></ol>
<p>Contact Information</p>  <p><i>Pakikipag-Ugnayang Impormasyon</i></p>	<p>Send your feedback/complaints to <b>0993-456-1079/0969-312-1130</b> or email address <b>adcop@pasigcity.gov.ph</b></p> <p><i>Ipadala ang mga puna/reklamo sa numero <b>0993-456-1079/0969-312-1130</b> o di kaya sa email address: <b>adcop@pasigcity.gov.ph</b></i></p>

## 5. BARANGAY DRUG CLEARING PROGRAM PROCESS

- a. Mandated by the Comprehensive Dangerous Drug Act of 2002, Republic Act 9165, Declaring Drug Cleared Barangay, and a Drug-Free City.

*Ang Barangay Drug Clearing Program ay naayon sa mandato ng batas mula sa Komprehensibong Batas ng Mapanganib na Droga ng 2002, Batas Pambansa 9165, Pagdedeklara ng isang Barangay na Drug Cleared*

- b. Barangay Drug Clearing Program is in line with the given parameters of PDEA.

*Ang Barangay Drug Clearing Program ay nakagabay mula sa binuong sukatan ng PDEA na sinusundan upang maideklara na ang isang Barangay ay nalinis na ang mga gawaing illegal sa komunidad, nabigyan na ng tamang interbensiyon ang mga sumuko sa paggamit ng pinagbabawal na droga.*

<b>Office or Division:</b>	<b>PASIG ANTI-DRUG ABUSE OFFICE (PCADAO)</b>
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C – Government to Citizens G2G – Government to Government
<b>Who may avail:</b>	Barangays

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADAO	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
	BOOK 1 Application Letter  <i>Liham ng aplikasyon</i>	Address to the Regional Director of PDEA, Adrian Alvarino  <i>Address sa director ng rehiyon ng PDEA, Adrian Alvarino</i>	None  <i>Wala</i>	10 mins.  <i>10 minuto</i>	Barangay
	Resolutions/Executive Order  <ul style="list-style-type: none"> <li>• Reactivation of Annual Budget Plan/ Investment plan</li> <li>• Revitalization Monitoring Mechanism Attachments <ul style="list-style-type: none"> <li>✓ EO's Resolutions House Cluster and Rehab referral desk</li> <li>Photograph of Rehab referral desk</li> <li>✓ BADAC action Plan</li> </ul> </li> </ul> <i>Resolusyon/Utos ehekutibo</i>	Barangay will submit a copy of Resolutions/ Executive Order signed by Barangay Council to the PCADAO  <i>Isusumite ng barangay ang kopya ng resolusyon/utos ng</i>	None  <i>Wala</i>	2 weeks  <i>2 Linggo</i>	Barangay

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADAO	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
	<ul style="list-style-type: none"> <li>Muling pagsasaaktibo ng taunang badyet/ plano sa pamumuhunan</li> <li>Muling Pagbuhay</li> </ul> <p>Maga kalakip ng mekanismo ng monitoring</p> <ul style="list-style-type: none"> <li>✓ Utos ehekutibo/resolusyon ng cluster ng bahay at Rehab referral desk at litrato ng referral desk</li> <li>✓ BADAC plano ng pagkilos</li> </ul>	<p>ehekutibo na pirmado ng koseho ng barangay sa tanggapan ng PCADAO</p>			
	<p>PDEA-PNP Certified Watch list</p> <p>PDEA-PNP Sertipikadong Batayan</p>	<p>Barangay will request the Certified Watch list of PDEA through PCADAO</p> <p>Hihiling ang Barangay ng sertipikadong listahan ng batayan ng PDEA sa pamamagitan ng PCADAO</p>	<p>None</p> <p>Wala</p>	<p>2 weeks</p> <p>2 Linggo</p>	<p>PDEA</p> <p>PCADAO</p>
	<p>DOH Training Certificates</p> <p>DOH sertipiko ng pagsasanay</p>	<p>Xerox Copy of Certificate as Accredited Physician and Certificate of Training to be submitted to PCADAO</p> <p>Kopya ng sertipiko bilang kinikilalang manggagamot at mga sertipiko ng training ay ipapasa sa PCADAO</p>	<p>None</p> <p>Wala</p>	<p>5 mins</p> <p>5 minuto</p>	<p>CHO-SATOP</p>
	<p>House Visitation</p> <p>2016</p> <p>2017</p> <p>2018</p> <p>2019</p> <p>2020</p> <p>2021</p> <p>2022</p> <p>2023</p> <p>Pagbisita sa Bahay</p>	<p>PNP sub-station to submit the compilation of After Activity Report (AAR) every year</p> <p>Ang PNP Sun- station ay magsumite ng</p>	<p>None</p> <p>Wala</p>	<p>2 weeks</p> <p>2 Linggo</p>	<p>PNP Sub station</p>

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADAO	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
	2016 to 2023	<i>Compilation Accomplishment taon-taon</i>			
	<p>Implementation of Intervention Program Attachments:</p> <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><i>Pagpapatupad ng Programa sa Pamamagitan ng:</i></p> <p>a. <i>Disenyo ng mga aktibidad(modules)</i></p> <p>b. <i>Buid ng mga resulta sa Drugtest (3 beses)</i></p> <p>c. <i>Listahan ng mga sumuko(DDE)</i></p> <p>d. <i>AAR ng pagpapatupad</i></p>	<p>✓ Intervention Program Signed by PCADAO, CHO-SATOP &amp; program Facilitator</p> <p>✓ Brgy. Requested for drug test result of PWUDs/PDL &amp; Aftercare to CHO-SATOP signed by accredited Physician</p> <p>✓ CHO-SATOP medical assessment to Client</p> <p>✓ Barangay will submit photo documentation, Attendance and After Activity Report per Session Implementation</p> <p>✓ <i>Disenyo ng programa ng interbensyon na may pirma ng PCADAO, SATOP at ng Facilitator</i></p> <p>✓ <i>Humiling ang barangay ng resulta ng drugtest para sa PWUDs/PDL at Aftercare sa PCADAO na may pirma kinikilalang manggagamot</i></p> <p>✓ <i>Pagtatasa ng medikalo sa kliyente ng CHO – SATOP</i></p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>Wala</p>	<p>5 mins.</p> <p>2 weeks</p> <p>1 week</p> <p>2 Linggo</p>	<p>PCADAO/CHO-SATOP</p> <p>CHO-SATOP</p> <p>CHO - SATOP</p> <p>Barangay/PCADAO</p>

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADAO	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
		✓ <i>Pag sumite ng attendance, mga aktwal na larawan at ng pagtatapos na ulat.</i>			
	Color Coded PDEA_PNP Confidential Barangay Watch List  <i>Kulay nanaka –code sa PDEA –PNP kumpidensiyal na listahan ng barangay</i>	✓ Barangay Submitted color coded watch list (assisted by PCADAO)  ✓ <i>Magsumite ang barangay ng Color coded na batayan ng listahan</i>	None  Wala	3 weeks  3 linggo	Barangay/PCADAO  PNP
	<b>BOOK 2</b>  PDEA- PNP Certified BADAC Watch list  <i>PDEA – PNP Sertipikadong listahan ng BADAC.</i>	✓ Xerox copy of certified watch list with signature og Brgy Chairman and Chief of Police submitted to PCADAO  ✓ <i>Kopya ng certified watch list na may pirma at Brgy Chairman at Chief of Police na isinumite sa PCADAO</i>	None  Wala	3 days  3 araw	Barangay
	Color Coded PDEA-PNP CBWL  <i>Kulay nanaka code na sertipikadong listahan ng BADAC</i>	✓ Color coded certified by Barangay, PDEA, and PNP  ✓ <i>Kulay na naka – code na sertipikado ng PCADAO, PDEA at PNP.</i>	None  Wala	1 week  1 Linggo	Barangay
	Monitoring Tool  <i>Gamit sa pagsubaybay</i>	✓ Submit to PCADAO the list of CBWL with the remarks of intervention and Attachment white tagging (Medical certificate, Certificate of oneness, cannot be located, Did not Exist)  ✓ <i>Isumite sa PCADAO ang listahan ng CBWL na may mga pahayag ng</i>	None  Wala	3 weeks  3 Linggo	Barangay/PCADAO

#	HAKBANG/PROSESO NG KLIYENTE	AKSYON NG TANGGAPAN NG PCADA	BAYARIN	ORAS NG PROSESO	KAWANI NA MAY PANANAGUTAN
		<i>interbensyon at Attachment white tagging (Medical certificate, Sertipiko ng lisang tao, Hindi na mahanap, Hindi kaylanman Nakita sa Barangay)</i>			
	Profiling of Identified Individuals  <i>Pagtatala sa Profile ng mga indibidwal</i>	<input checked="" type="checkbox"/> Submit the copy of Profiling of PWUDs with Picture of individuals  <input checked="" type="checkbox"/> <i>Isumite ang kopya ng Profiling of PWUDs na may Larawan ng mga indibidwal</i>	None  Wala	3 weeks  3 buwan	Barangay
TOTAL :				3 buwan na transaksyon  Isang buong taon	

**MEKANISMONG PAGBIBIGAY PUNA AT REKLMO**

<p>How to give Feedback</p> <p>Paano Magbigay ng Puna</p>	<p>Client are inform regarding for any concern and complaints to the office through written and verbal report</p> <p>Ipinapaalam sa kliyente na magbugay ng mga inpormasyon na tumutukoy sa mga reklamo sa opisina sa paaraang pasulat o berbal</p>
<p>How are comments handled</p> <p>Paano ang pag proseso ng mga Puna</p>	<p>All gathered feedback from the complainant will be:</p> <p>Encoded</p> <ol style="list-style-type: none"> <li>1 Verify</li> <li>2 Address to the concern person</li> <li>3 Make a memorandum for action</li> </ol> <p>Ang lahat ng nakalap na puna o reklamo ay i-encode sa talaan ng PCADAO</p> <ol style="list-style-type: none"> <li>1 Berbal</li> <li>2 Pagsulat na naka atensyon sa taong</li> <li>3 Gumawa ng kasulatan ng nagawang aksyon</li> </ol>
<p>How to make a complaint</p> <p>Paano makakapag reklamo</p>	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1 Written complaint report to PCADAO Office</li> <li>2 Txt to cellphone no. 0993-456-1079 / 0969-3121130</li> <li>3 email address <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol> <p>Isumite</p> <ol style="list-style-type: none"> <li>1 Pasulat na reklamo i-report sa tanggapan ng PCADAO</li> <li>2 I text sa PCADAO Hotline 0993-456-1079 / 0969-3121130</li> <li>3 Mag email sa <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol>
<p>How complaints are processed</p> <p>Paano pinoproseso ang mga reklamo</p>	<ol style="list-style-type: none"> <li>1. Send your feedback/complaints to 0993-456-1079 / 0969-3121130 or email address <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> <li>2. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem</li> <li>3. Verify the authenticity of the report if true file an action depend on the complaint</li> </ol> <ol style="list-style-type: none"> <li>1. Magkaroon ng dayalogo sa pamilya at mga taong may kaugnayan o kasangkot sa reklamo upang ma resolba ang problema.</li> <li>2. Beripikahin na totoo ang mga ulat kung napatunayang ito ay totoo ay mag gawa ng talaan ng proseso ng aksyon sa reklamo.</li> </ol>



Pakikipag-Ugnayang Impormasyon	<ol style="list-style-type: none"> <li>1 Ipadala ang mga puna/reklamo sa PCADAO Hotline 0993-456-1079 / 0969-3121130</li> <li>2 sa pamamagitan ng email: <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a> o sa fb/messenger acc: PCADO Pasig/ Pasig City Anti-Drug Abuse Office</li> </ol>
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## Feedback and Complaints

MEKANISMONG PAGBIBIGAY PUNA AT REKLAMO	
<p>How to give feedback</p> <p>Paano Magbigay ng Puna</p>	<p>Barangay are inform regarding for any concern and complaints to the office through written and verbal report</p> <p>Ipinapaalam sa Barangay ang mga inpormasyon o ulat na patungkol sa mga mungkahi o reklamong inuulat sa tanggapan ng ADCOP namay kaugnayan sa kanilang barangay.</p>
<p>How are comments processed</p> <p>Paano ang pag proseso ng mga Puna</p>	<p>All gathered feedback from the complainant will be:</p> <ol style="list-style-type: none"> <li>1. Encoded</li> <li>2. Verify</li> <li>3. Address to the concern person</li> <li>4. Make a memorandum for action</li> </ol> <p>Ang lahat ng nakalap na puna mula sa nag-reklamo ay:</p> <ol style="list-style-type: none"> <li>1. Itala</li> <li>2. Beripikahin</li> <li>3. Pagtukoy sa taong may kaugnayan sa iniulat na reklamo</li> <li>4. Gumawa ng Kasulatan batay sa aksyong ginawa patungkol sa na-italang ulat.</li> </ol>
<p>How to make complaint</p> <p>Paano makakapag reklamo</p>	<p>Submit/send</p> <ol style="list-style-type: none"> <li>1. Written complaint report to PCADAO Office</li> <li>2. Txt to cellphone no. 0993-456-1079 / 0969-3121130</li> <li>3. Send your complaints to email address <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol> <p>Isumite/Ipadala</p> <ol style="list-style-type: none"> <li>1. Magsulat ng puna o reklamo sa tanggapan ng PCADAO</li> <li>2. Mag text sa ADCOP Hotline 0993-456-1079 / 0969-3121130</li> <li>3. Mag padala ng email sa <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li> </ol>
<p>How complaints are processed</p>	<ol style="list-style-type: none"> <li>1. Have a dialog with the family and other concern personalities involve that can be helpful to resolve the problem</li> <li>2. Verify the authenticity of the report if true file an action depend on the complaint</li> </ol>

Paano pinoproseso ang mga reklamo	<ol style="list-style-type: none"><li>1. Mag karoon ng dayalogo sa pamilya o sinumang may kaugnayan sa problema na makakatulong upang itoy maresolba.</li><li>2. Beripikahin ang pagiging totoo ng mga naiulat na Puna o reklamo sa pamamagitan ng mga nakalap na inpormasyon batay sa naitalang ulat.</li></ol>
Information Communication  Pakikipag-Ugnayang Impormasyon	<ol style="list-style-type: none"><li>1. Send your feedback/complaints to 0993-456-1079 / 0969-3121130 or email address <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li><li>1. Mag-padala ng inyong puna, opinion o reklamo sa ADCOP Hotline 0993-456-1079 / 0969-3121130 maari rin mag padala sa g-mail sa <a href="mailto:adcop@pasigcity.gov.ph">adcop@pasigcity.gov.ph</a></li></ol>