



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER

2019 (1ST Edition)



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I. Mandate:

Republic Act 9165 or the Comprehensive Dangerous Drugs Act of 2002 mandates the DDB to be the policy making and strategy-formulating body in the planning and formulation of policies and programs on drug prevention and control. It shall develop and adopt a comprehensive, integrated, unified and balanced national drug abuse prevention and control strategy.

II. Vision:

The DDB envisions, “Drug-Free Communities by 2022”

III. Mission:

The Dangerous Drugs Board is committed to stamping out the illicit supply of and demand for dangerous drugs and precursor chemicals, and to promote regional and international cooperation in drug abuse prevention and control.

IV. Service Pledge:

The Dangerous Drugs Board Secretariat (DDBS) is committed to consistently, reliably and effectively assist the Dangerous Drugs Board in policy formulation, development and implementation.

To this end, the DDBS shall:

- 1) Assist and support in the development, review, dissemination, implementation, and monitoring of identified needed policies and board regulations;
- 2) Ensure the implementation of all services and programs on regulation, preventive education, advocacy and research/studies geared towards the reduction of supply and demand for drugs;
- 3) Monitor and ensure compliance with existing laws, international conventions and/or commitments, treaties, and agreements;
- 4) Regularly update its Divisions and Units on the required standards and processes, and enhance their level of competency for a more sustained and effective delivery of services;
- 5) Continually review and upgrade its process delivery relative to external customer satisfaction.

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Central/Head Office

External Services



1. Issuance of Petition for Voluntary Submission/Compulsory Confinement of Drug Dependents

This process pertains to the treatment and rehabilitation of a drug dependent pursuant to Sections 54 and 61, Article VIII (Program for Treatment and Rehabilitation of Drug Dependents) of Republic Act 9165. VOLUNTARY CONFINEMENT OF A DRUG DEPENDENT (Section 54 of RA No. 9165 in relation to Board Regulation No. 3, Series of 2007) and COMPULSORY CONFINEMENT OF A DRUG DEPENDENT (Section 61 of RA No. 9165)

Office or Division:	Legal Affairs Division			
Classification:	Simple			
Type of Transaction:	G2C (Government to Client)			
Who may avail:	Drug dependents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Voluntary Confinement:		DOH Accredited Physician. If a drug dependent resides outside Metro Manila, they may coordinate with the nearest Treatment and Rehabilitation Center or Anti-Drug Abuse Council in their place of residence.		
1. Drug Dependency Examination (DDE) Result				
2. Philippine National Police (PNP) Clearance				
3. Certificate of No Pending Case		Regional Trial Court (RTC) and /or Municipal Trial Court (MTC)		
Compulsory Confinement:		DOH Accredited Physician. If a drug dependent resides outside Metro Manila, they may coordinate with the nearest Treatment and Rehabilitation Center or Anti-Drug Abuse Council in their place of residence.		
1. Drug Dependency Examination (DDE) Result				
2. Philippine National Police (PNP) Clearance				
3. Certificate of No Pending Case				
4. Letter Request executing a statement /affidavit which provides information as to the drug taking habit of the alleged drug dependent and refuses to voluntarily submit himself for treatment		From the immediate family (the parent(s)/ spouse/ relative(s))		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure referral form and other requirements for Drug Dependency Examination (DDE).	DDE is conducted by a DOH-accredited physician only	None	N/A	N/A



1.1 Go to DDB; Get a queuing number at the kiosk near the guard	DDB entertains client on a first come first serve basis	None	1 minute	<i>Queuing System/Guard on duty</i>
	DDB receive and evaluate documents (only applications with complete requirements shall be processed)	None	within the day (10 minutes)	<i>Administrative Aide VI / Clerk</i>
	DDB Authorized Representative sign the petition Form	None	within the day (2 minutes)	<i>Attorney III</i>
	DDB releases the Petition either to the applicant and/or authorized representative		within the day (2 minutes)	<i>Administrative Aide VI / Clerk</i>

2. Issuance of Certification for Non-controlled chemicals and Certificate of Exemption / Board Resolution for Exemption for finished products /chemical mixtures containing Controlled Chemicals

This pertains to review and evaluation of requests for a Certification stating the absence of non – controlled chemicals or a Certificate of Exemption for finished products/chemical mixtures containing controlled chemicals pursuant to Board Regulation No. 1, S. 2014. All applications shall be made PRIOR to importation and arrival of shipment.

Office or Division:	Legal Affairs Division
Classification:	Complex
Type of Transaction:	G2B (Government to Business Entity)
Who may avail:	Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and distribution of finished products, preparations and chemical mixtures
CHECKLIST OF REQUIREMENTS	
1.Duly notarized Application Form (for both Certification and Exemption)	DDB website (downloadable files) www.ddb.gov.ph
2.Company Profile (For New Applicant Only)	From the Company/applicant
3.Material Safety Data Sheet / or Safety Data Sheet (with complete CAS Number) and/ or Certification from Supplier/s (for incomplete	From the exporter or supplier



CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)				
4.Updated PDEA License as required (For Exemption Only)		Philippine Drug Enforcement Agency (PDEA) or in any PDEA Regional Offices		
5.Formulation of the product (for manufacturers /compounders ONLY)		Company /Applicant/Testing laboratories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Open DDB website then click Legal Division and : proceed to Certification and Exemption and download the forms	All application form and Affidavit/sworn statement are uploaded at the DDB website	None	N/A	<i>Management Information System Unit (MISU)</i>
2. Go to DDB; Get a queuing number at the kiosk near the guard	DDB entertains client on a first come first serve basis (FIFO)	None	1 minute	<i>Queuing System/Guard on duty</i>
	DDB receive and evaluate documents Only Applications in CD or USB with complete requirements and in correct format (Pdf or MS Word) will be accepted and processed.	None	within the day of application (3 to 10 minutes depending on the number of items per request; maximum of 10 items per request)	<i>Executive Asst III (Pharmacist)</i>
	Processing the application using the Application for Certification and Exemption Data Based System (ACEDS)	None	within the day of application (2 minutes)	<i>Executive Asst III (Pharmacist)</i>
	The Chief Legal counter check the documents processed by the pharmacists	None	within the day of application (2 minutes)	<i>Attorney V Attorney III</i>
	Staff of the Office of the Director notify the Cashier and Records regarding the approved	None	One (1) to two (2) days depending on the availability of the Executive	<i>Undersecretary Earl P. Saavedra or DDB Officials designated as OIC</i>



	Certificates by changing the status of the application using ACEDS		Director or Officer-in-Charge (2 minutes)	
3. Payment of Fee	Client pay the Certification fee to the Cashier upon presentation of the claim stub (NO CLAIM STUB NO CERTIFICATION POLICY) . Once paid, the cashier will notify the Record Section by changing the status of the application using ACEDS	(P300.00) per request (maximum of 10 items/ request) pursuant to B. R. No.1, S.2014	2 minutes	Chief, Cashier Admin Asst II
4. Release of the approved Certificate(s)	DDB releases the Certificates upon presentation of the official Receipt and change the status of the application using ACEDS	None	2 minutes	Records Officer III Records Clerk

2. (a) Board Resolution for Exemption for finished products /chemical mixtures containing Controlled Chemicals (products containing above the maximum threshold level)

OFFICE OR DIVISION:	LEGAL AFFAIRS DIVISION
Classification:	Highly Technical
Type of Transaction:	G2B (Government to Business Entity)
Who may avail:	Pharmaceutical and Chemical companies involve in the importation, exportation, manufacture/compounding and distribution of finished products, preparations and chemical mixtures
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1.Duly notarized Application Form (for both Certification and Exemption)	DDB website (downloadable files) www.ddb.gov.ph
2. Company Profile (For New Applicant Only)	From the Company/applicant
3.Material Safety Data Sheet / or Safety Data Sheet (with complete CAS Number) and/ or Certification from Supplier/s (for incomplete	From the exporter or supplier



CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)				
4.Updated PDEA License as required (For Exemption Only)		Philippine Drug Enforcement Agency (PDEA) Central Office or in any PDEA Regional Offices		
5.Formulation of the product (For manufacturers /compounders ONLY)		Company /Applicant/Testing laboratories		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements as stated in the checklist	DDB Secretariat will schedule for the deliberation in coordination with TWG Members for Exemption (DDB, PDEA, NBI, PNP)	None	Twice A Month	<i>Executive Asst III (Pharmacist)</i> <i>TWG Members: Representatives from DDBS, PDEA, NBI, PNP</i>
	Legal prepare draft Board Resolution as recommended for approval by the	None	one (1) day (3 to 10 minutes depending on the number of items)	<i>Executive Asst III (Pharmacist)</i>
	Conference Secretariat assist the members of the Board	None	On the scheduled Board Meeting	<i>DDB Chairman and Members of the Board</i>
	Printing of the Exemption using ACEDS	None	one (1) day (2 minutes per company)	<i>Executive Asst III (Pharmacist)</i>
	Consec assist in the signing of the Board Resolution	None	2 minutes for each signatory	<i>DDB Chairman and Executive Director</i>
2. Payment of Fee	Client pay the fee to the Cashier Once paid, the cashier will notify the Consec and Record Section by changing the	(P300.00) per request (maximum of 10 items/ request) pursuant to B. R.	2 minutes	<i>Chief, Cashier Admin Asst II</i>



	status of the application using ACEDS	No.1, S.2014		
3. Claim Certification at the Records Section	DDB releases the Resolution for Exemption upon presentation of the official Receipt and then change the status of the application using ACEDS	None	2 minutes	<i>Records Officer III Records Clerk</i>
	Conduct of Random Inspection by the DDB-TWG Members in at least two (2) companies per month	None	As scheduled by the DDB-TWG Secretariat (regular monthly basis)	<i>DDB-TWG Members: Representatives from DDBS, PDEA, NBI, PNP</i>

3. Media Request for Interview, Data and Information

Office or Division:	MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)			
Classification:	G2C (Government to Client)			
Type of Transaction:	Simple			
Who may avail:	Members of the media, student publications			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make a request via text message, phone call, electronic mail, or snail mail		N/A	5 to 10 minutes	<i>Requesting Party</i>
	Record request in Media Request Form	N/A	5 to 10 minutes	<i>Head, MAPRU PRO I Special Assistant</i>



	Review request and recommend appropriate response	N/A	5 to 10 minutes	<i>Head, MAPRU</i>
	Submit recommendations to the Executive Director	N/A	5 to 10 minutes	<i>Head, MAPRU PRO I Special Assistant</i>
	Prepare requested material or secure the schedule of officials upon approval of the Executive Director	N/A	1 hour to 3 hours	<i>Head, MAPRU PRO I Special Assistant</i>
	Relay response to requesting party	N/A	5 to 10 minutes	<i>Head, MAPRU</i>
Conduct the interview or receive the requested information		N/A	5 minutes to 1 hour depending on the interview duration	<i>Requesting Party</i>

NOTE:

If the responsible Division/Unit fails to approved/disapproved an application within the prescribed processing time, said application shall be deemed approved: Provided, that all required documents have been submitted and all required fees and charges have been paid. The claim stub together with the Official Receipt for payment of all required fees issued to the applicant shall be enough proof or has the same force and effect of a certification under this automatic approval mechanism.



Central/Head Office

Internal Services



1. Processing of Disbursement Vouchers

To ensure that all disbursement vouchers are thoroughly reviewed for legitimacy and accuracy, and all payables are processed and documented for timely and accurate disbursement. This process covers activities from the preparation of Disbursement Vouchers (DV); submission of DV; review of DV and supporting documents; processing of DV; approval of DV; preparation of List of Due and Demandable Accounts Payable – Advice to Debit Accounts (LDDAP-ADA) or Modified Disbursement Scheme (MDS) Checks, Advice Check Issued and Cancelled (ACIC), and Summary of LDDAP-ADAs Issued and Invalidated ADA Entries (SLIIE); and transmittal to servicing bank

Office or Division:	Administrative and Financial Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DDBS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher DDBS-FM-ACT-01		www.grounds.ddb.gov.ph/forms-and-templates		
2. Disbursement Voucher Checklist DDBS-FM-ACT-11-01 to 50		www.grounds.ddb.gov.ph/forms-and-templates		
3. Supporting Documents (Refer to appropriate DV Checklist - depending on the purpose of payment)		Concerned officer/staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Prepare DV by accomplishing DV Form – DDBS-FM-ACT-01	1. DV Form can be downloaded from the DDB Grounds Portal	None	N/A	<i>DV Originator</i>
II. Secure the needed supporting documents as attachments	2. DV Checklist can be downloaded from the DDB Grounds Portal	None	N/A	<i>DV Originator</i>
III. Submit Disbursement Vouchers for processing and payment	3. Budget Section 3.1. Receiving, recording and initial screening of Disbursement Vouchers (DV)with	None	30 minutes	<i>Budget Clerk</i>

	attachment s (Refer to checklist)			
	3.2. Review and processing of DV	None	40 minutes/2 hours if with payroll	<i>Admin Aide IV</i>
	3.3. Preparation of Obligation Request	None	15 minutes	<i>Admin Aide IV</i>
	3.4. Signs Obligation Request certifying that funds are available	None	15 minutes	<i>Budget Officer I</i>
	3.5. Recording in the Obligation Registry	None	15 minutes	<i>Budget Clerk</i>
	3.6. Forward to Accounting Section	None	10 minutes	<i>Budget Clerk</i>
	4. Accounting Section			
	4.1. Receive DV with complete and Propriety Supporting Documents (SDs) and Record	None	10 minutes	<i>Admin Aide IV</i>
	4.2. Review DVs with SDs and input Accounting Entry	None	1 hour	<i>Admin Asst II</i>
	4.3. Review and Certify to the correctness of the Accounting Entries	None	20 minutes	<i>Admin Offr IV</i>
		None		



	4.4. Record and forward the DV with SDs to Chief, AFMD for approval	None	30 minutes	<i>Admin Aide IV</i>
	4.5. Review and counter sign	None	5 minutes	<i>Actg Chief, AFMD</i>
	4.6. DV forwarded to DEDA for approval of payment	None	5 minutes	<i>Dep. Exec. Dir. For Admin</i>
	4.7. DV forwarded to Cashier for LDDAP-ADA or MDS Check & ACIC preparation	None	5 minutes	<i>Sociologist I</i>
	5. Cashier Section			
	5.1. Receive DV and Check Requirements	None	10 minutes	<i>Receiving Clerk</i>
	5.2. Prepare and sort LDDAP-ADA and SLIIE	None	1 hour	<i>Admin Aide II</i>
	5.3. Preparation of MDS Checks and ACIC	None	1 hour	<i>Admin Asst II</i>
	5.4. Record transmittal of DV with LDDAP-ADA & SLIIE	None	10 minutes	<i>Admin Aide II</i>
				<i>Admin Asst II</i>



	5.5. Record transmittal of DV MDS Checks & ACIC	None	10 minutes	Chief, Cashier
	5.6. Review, verify and sign	None	20 minutes	Receiving Clerk
	5.7. Record/Forward to Accounting for review and signature	None	10 minutes	Admin Offr IV Executive Director
	5.8. Approval of Accountant	None	15 minutes	Receiving Clerk/Admin Aide II/Admin Asst II
	5.9. Approval of Head of Agency			
	5.10. Record and transmittal to servicing bank	None	1 hour	

2. Processing of Leave Applications

Submission of Leave Applications for Approval

Office or Division:	Administrative and Financial Management Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	DDBS Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave DDDBS-FM-PRN-06		www.grounds.ddb.gov.ph/forms-and-templates		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave Application for Approval	1. Receiving of applied leave application by the HRMS	None	5 minutes	Admin Clerk
	1.1. Checking if all required boxes are filled-up 1.2. Attach additional	None		Admin Clerk



	requirements, if needed	None	20 minutes	<i>HRMO III Actg C, AFMD</i>
	2. Processing of leave application			
	2.1. Computation of leave credits	None	5 minutes	
	2.2. Certifying of available leave credits	None	5 minutes	
	3. Transmitting processed leave application to Head of Agency or his representative			
	3.1. Approval/disapproval of applied leave application	None		<i>Executive Director</i>
	4. Returned to HRMS for appropriate action	None	5 minutes	<i>Admin Clerk</i>
	4.1. Releasing of approved/disapproved leave application	None		
	4.2. Releasing one(1) copy of the leave application to HRMS for file	None		

3. Processing of ICT Resolution

Submission of ICT Resolution for Approval

Office or Division:	MANAGEMENT INFORMATION SYSTEM UNIT (MISU)			
Classification:	Government to Government			
Type of Transaction:	Simple			
Who may avail:	ALL DDB EMPLOYEE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT RESOLUTION FORM		grounds.ddb.gov.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit ICT Resolution Form	1. Accept, identify and prioritize reports based on its level of urgency	None	5 to 10 minutes	<i>Computer Programmer</i> <i>Computer Maintenance Technologist</i> <i>DDB Employees</i> <i>Computer Programmer</i> <i>Computer Maintenance Technologist</i>
	1.1. Identify and diagnose the cause of the problem	None	15 to 20 minutes	
	1.2. Identify if its recurring problem	None	5 to 10 minutes	
	1.3. If parts replacement is needed	None	15 to 30 minutes	
	1.4. Proposed recommendation	None	15 to 30 minutes	
	2. Create Purchase Request	None	1 to 2 days	
	2.1. Accepts and Install part replacement	None	1 to 2 days	
	2.2. Maintain and Update Record	None	5 to 10 minutes	

4. Issuance of Communication Materials

Submission of Communication Requests for Approval

Office or Division:	MEDIA AFFAIRS AND PUBLIC RELATIONS UNIT (MAPRU)			
Classification:	G2G (Government to Government)			
Type of Transaction:	Simple			
Who may avail:	All DDB Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Request Form		grounds.ddb.gov.ph		
Details of the Activity		Approved CSW, Project Concept or Program		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill up and submit Communications Request Form	Accept request	N/A	1 minute	<i>PRO I</i> <i>Special Assistant</i>



	Review and prioritize requests based on its level of urgency	N/A	3 to 5 minutes	<i>Head, MAPRU</i>
	Assign to staff member	N/A	1 - 2 minutes	<i>Head, MAPRU</i>
	Draft Requested material	N/A	1 - 15 days depending on the type of material	<i>Head, MAPRU PRO I Special Assistant</i>
	Review and edit draft material	N/A	1-3 days depending on the type of material	<i>Head, MAPRU</i>
	Revise Draft	N/A	1 day	<i>PRO I Special Assistant</i>
	Review revised draft	N/A	1 -3 hours	<i>Head, MAPRU</i>
	Finalize material	N/A	30 minutes - 1 hour	<i>PRO I Special Assistant</i>
	Submit to requesting party with Customer Satisfaction Feedback Form	N/A	5 to 10 minutes	<i>PRO I Special Assistant</i>
Assess output and fill up Customer Satisfaction Feedback Form		N/A	1 day	<i>DDB Officials/ Employees</i>



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	<p>Answer the Customer Satisfaction Survey Form at designated areas (for feedback using manual form) then drop at sealed drop box located near the transaction area.</p> <p>For computerized feedback, the Customer Satisfaction Representative (CSR) will give a number to the client for encoding in the computer/queuing machine for his/her rating in the survey located at the guard station.</p>
How feedback is processed	<p>Every month the CSR consolidates the answers/ratings written in the survey form. CSR will make a summary of the ratings together with the online customer satisfaction survey.</p> <p>Final ratings is submitted to the head of each Divisions/Units copy furnished the CSM Lead.</p>
How to file a complaint	<p>If complaint is not written recipient will transcribe to written form to be received by the Records Section. If the complaint is internal in nature and comes from a concerned DDBS employee, the complaint shall be received by the concerned Unit Head and will still be received by the Records Section for documentation</p> <p>Contact information for queries and follow-up: 89296639 – OED; 89296405 - Admin</p>
How complaints are processed	<p>Receive complaints and forward it to the Office of the Executive Director for immediate action.</p> <p>Complaint will be referred to the concerned Divisions / Units to investigate.</p> <p>The concerned division / units will communicate with the complainant that the complaint was received and acted upon within 3 days.</p> <p>The concerned Divisions / Units will validate, investigate and resolve the complaint. They will also identify the extent of the complaint. Complete the investigative report using the NCCAR form.</p> <p>If complaint is internal, indorse to the Grievance Committee chaired by the Deputy Executive Director for Administration.</p>



	<p>Accomplish NCCAR to note all details and investigate the root cause.</p> <p>Agenda for the next meeting, minutes of previous meeting and other documents are sent to Board members/ Committee members by courier/ e-mail, 3 days before the next meeting.</p> <p>Review correction plan for approval of the Executive Director and implementation.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p>
Contact information of CCB, PCC, ARTA	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)



VII. List of Offices

Office	Address	Contact Information
Head Office	3 rd Floor, DDB-PDEA Building, NIA Road, National Government Center, East Triangle, Diliman, Quezon City, Philippines P.O. Box No. 3682 Manila www.ddb.gov.ph	929-1753 E-mail – info@ddb.gov.ph