



DANGEROUS DRUGS BOARD

CITIZEN'S CHARTER **2021 1st Edition**



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I. Mandate:

Republic Act 9165 or the Comprehensive Dangerous Drugs Act of 2002 mandates the Dangerous Drugs Board (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 DDB 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 DDB 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 Citizen)
Who may avail:	Drug dependents
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements for Voluntary and Compulsory Confinement shall be in original copies	
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	Philippine National Police (PNP)
3. Regional Trial Court Clearance	Regional Trial Court (RTC)
Compulsory Confinement:	
1. Philippine National Police (PNP) Clearance	Philippine National Police (PNP)
2. Regional Trial Court Clearance	Regional Trial Court (RTC)
3. 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	N/A	Queuing System/Guard on duty
	DDB receives and evaluates the original copies of the requirements. Only applications with complete requirements shall be processed.	None	within the day (10 minutes per request / client)	Administrative Aide VI / Clerk
	DDB Authorized Representative signs the petition Form	None	within the day (2 minutes per request / client)	Attorney IV/ Attorney III
	DDB releases the Petition either to the applicant and/or authorized representative after scanning all submitted documents.		within the day (2 minutes per request / client))	Administrative Aide VI / Clerk

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 an application for 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.

Applications and supporting documents are received, evaluated, and processed using the Online Application for Certification and Exemption Information System (OACEIS) which can be accessed through <https://oaceis.ddb.gov.ph/>.

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 chemical mixtures, finished products, and preparations
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly notarized Application Form (Forms are downloadable after filling up).	DDB website 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 CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)	From the exporter or supplier
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
<p>1. Open DDB website, proceed to the welcome page and then click OACEIS. Register the company by filling out the Registration Form.</p> <p>Sign in using the default password</p>	<p>1.The system will generate a default password to be sent to the registered email address used by the authorized company representative.</p>	<p>P300.00 (limited to 10 items per application/request)</p>		<p>Consignee/company's representative</p>
<p>2. Fill-out the application form, download and have it notarized. Upload the notarized application form together with the required documents.</p>	<p>2.The application form, together with all required documents, shall be evaluated by the Legal Affairs Division. (Only applications with complete requirements are being processed).</p>		<p>Upon receipt of the application within one (1) working day</p>	<p>Pharmacist / Executive Assistant III (Pharmacist)</p>
<p>3. Pay the corresponding fee at the Cashier or through online payment using the Linkbiz Portal of the Landbank of</p>	<p>3.Once the documents have passed the evaluation, OACEIS will assign a transaction number. It will also notify the company to</p>			<p>Chief, Cashier Admin Asst II</p>

<p>the Philippines.</p>	<p>pay the Certification fee of P300 for every application.</p> <p>The application will then be processed for endorsement to the Chief, Legal Division, and approval by the Executive Director.</p>			<p>Executive Asst III (Pharmacist) Attorney IV Attorney III</p>
<p>4. The client print the signed Certification/Exemption released by the Records Section.</p>	<p>4. Once the Certificate / Exemption has been approved and signed by the Executive Director, it will be forwarded to the Records Section. OACEIS will notify the client that the requested document is ready for release.</p> <p>5. Records Section will send the signed requested document to the client through its registered email</p>		<p>From signing up to the release of the documents, one (1) to two (2) working days</p> <p>Upon receipt of the certificate within one (1) working day</p>	<p>Executive Director or DDB Officials designated as OIC</p> <p>Records Officer III Records Clerk</p>

NOTE: The system will notify the company the status of their application (step by step process) through the company authorized representative registered email

2(a). Board Resolution for Exemption for finished products /chemical mixtures containing Controlled Chemicals above the threshold limits. The client has the option whether to apply for the Special Permit from PDEA or Board Resolution for Exemption from DDB.

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 CAS) or Certificate of Analysis (complete assay for products with Controlled Chemicals)		From the exporter or supplier		
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 through the Online Application for Certification and Exemption Information System (OACEIS)	DDB Secretariat will schedule for the deliberation in coordination with TWG Members for Exemption (DDB, PDEA, NBI, PNP)	None	Twice A Month	Executive Asst III (Pharmacist) TWG Members: Representatives from DDBS, PDEA, NBI, PNP

	Legal prepares the draft Board Resolution to be acted upon by the Board in the next Regular Meeting	None	one (1) day (10 minutes per company)	Executive Asst III (Pharmacist)
	Conference Secretariat assists the members of the Board	None	On the scheduled Board Meeting	DDB Chairman and Members of the Board
	Printing of the Board Resolution for Exemption	None	one (1) day (2 minutes per company)	Executive Asst III (Pharmacist)
	Conference Secretariat shall assist in the signing of the Board Resolution	None	2 minutes for each signatory	DDB Chairman and Executive Director
2. Payment of the corresponding fee at the Cashier.	Payment may be made through online	(Certification Fee of P300.00 pursuant to B. R. No.1, S.2014 (Limited to 10 items per request only)	2 minutes	Chief, Cashier Admin Asst II
3. Printing of the signed documents by the company	Record Section will send back the signed document to the company through their registered email	None	2 minutes	Records Officer III Records Clerk
	Members of the DDB-TWG will conduct Random Monitoring and Inspection to companies granted Exemption.	None	As scheduled by the DDB-TWG Secretariat (regular monthly basis)	DDB-TWG Members: Representatives from DDBS, PDEA, NBI, PNP

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	Accept request from the requesting party	N/A	10 minutes	Requesting Party
	Record request in Media Request Form	N/A	10 minutes	Head, MAPRU PRO I Special Assistant
	Review request and recommend appropriate response	N/A	10 minutes	Head, MAPRU
	Submit recommendations to the Executive Director	N/A	10 minutes	Head, MAPRU PRO I Special Assistant
	Prepare requested material or secure the schedule of officials upon approval of the Executive Director	N/A	3 hours	Head, MAPRU PRO I Special Assistant

	Relay response to requesting party	N/A	10 minutes	Head, MAPRU
Conduct the interview or receive the requested information		N/A	1 hour depending on the interview duration	Requesting Party



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		
Disbursement Voucher DDBS-FM-ACT-01		https://dangerousdrugsboard.sharepoint.com/sites/Test/Shared%20Documents/Forms/AllItems.aspx		
Disbursement Voucher Checklist DDBS-FM-ACT-11-01 to 50		https://dangerousdrugsboard.sharepoint.com/sites/Test/Shared%20Documents/Forms/AllItems.aspx		
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	DV Originator
II. Secure the needed supporting documents as attachments	2. DV Checklist can be downloaded from the DDB Grounds Portal	None	N/A	DV Originator
III. Submit Disbursement Vouchers for processing and payment	3. Budget Section			

3.1. Receiving, recording and initial screening of Disbursement Vouchers (DV) with attachments (Refer to checklist)	None	30 minutes	Budget Clerk
3.2. Review and processing of DV	None	40 minutes/2 hours if with payroll	Admin Aide IV
3.3. Preparation of Obligation Request	None	15 minutes	Admin Aide IV
3.4. Signs Obligation Request certifying that funds are available	None	15 minutes	Budget Officer I
3.5. Recording in the Obligation Registry	None	15 minutes	Budget Clerk
3.6. Forward to Accounting Section	None	10 minutes	Budget Clerk
4. Accounting Section			
4.1. Receive DV with complete and Propriety Supporting Documents (SDs) and Record	None	10 minutes	Admin Aide IV
4.2. Review DVs with SDs and input	None	1 hour	Admin Asst II

	Accounting Entry			
	4.3. Review and Certify to the correctness of the Accounting Entries	None	20 minutes	Admin Officer IV
	4.4. Record and forward the DV with SDs to Chief, AFMD for approval	None	30 minutes	Admin Aide IV
	4.5. Review and countersign	None	5 minutes	Acting Chief, AFMD
	4.6. DV forwarded to DEDA for approval of payment	None	5 minutes	Dep. Exec. Dir. For Admin
	4.7. DV forwarded to Cashier for LDDAP-ADA or MDS Check & ACIC preparation	None	5 minutes	Sociologist I
	5. Cashier Section			
	5.1. Receive DV and Check Requirements	None	10 minutes	Receiving Clerk
	5.2. Prepare and sort LDDAP-ADA and SLIIE	None	1 hour	Admin Aide II
	5.3. Preparation of MDS Checks and ACIC	None	1 hour	Admin Assistant II

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

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 DDBS-FM-PRN-06		https://dangerousdrugsboard.sharepoint.com/sites/Test/Shared%20Documents/Forms/AllItems.aspx		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Leave Application for Approval	1. Check/review the submitted Application for Leave (CSC Form No.6) if all boxes are filled-up and whether the type of leave applied is: <ul style="list-style-type: none"> 1.1. Force/Vacation leave (5 days in advance) 1.2. Privilege Leave (advance or late filing) 1.3. Sick Leave (immediately upon return for work) 1.4. Emergency Leave (due to fortuitous events) 1.5. Study Leave 	None	5 minutes	Clerk I Clerk II

	There should be recommendation of the supervisor for the approval or disapproval of the application.			
	2. Receive the filed duly accomplished Application for Leave in two (2) copies and record in the logbook.	None	5 minutes	Clerk I Clerk II
	3. Process the Application by computing the available leave credits for both Vacation and Sick Leave.	None	20 minutes	Administrative Assistant II
	4. Certify Correctness of the leave balances.	None	3 minutes	HRMO III
	5. For approval.			
	5.1. Approval/ Signature of the Chief, AFMD if application for vacation and sick leave is filed by Employees other than Division Chiefs and	None	2 minutes	Chief, AFMD

	<p>Unit/ Section Heads.</p> <p>5.2. For initial, for the following conditions:</p> <ul style="list-style-type: none"> - If the Application is filed by Division Chiefs/ Section Chiefs/ Section/Unit Heads - If personal travel abroad - Vacation Leave of one (1) month and above. - Study Leave 	None	2 minutes	Chief, AFMD
	<p>6. Transmit the Application for Leave to the Office of the Executive Director for approval of application under conditions stated in 5.2.</p>	None	5 minutes	Clerk I Clerk II
	<p>7. Return application with approval/signature of the Executive Director from Office of the Executive Director to Human Resource Management System (HRMS).</p>	None	5 minutes	Clerk I

	8. Release a copy of the processed application to the employee concerned every end of the month.	None	2 minutes	Clerk I Clerk II
	9. Retain one (1) copy at the HRMS for file.	None		HRMS

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		https://dangerousdrugsboard.sharepoint.com/sites/Test/Shared%20Documents/Forms/AllItems.aspx		
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	10 minutes	Computer Programmer Computer Maintenance Technologist
	1.1. Identify and diagnose the cause of the problem	None	20 minutes	
	1.2. Identify if its recurring problem	None	10 minutes	
	1.3. If parts replacement is needed	None	30 minutes	
	1.4. Proposed recommendation	None	30 minutes	DDB Employees
	2. Create Purchase Request			Computer Programmer Computer Maintenance Technologist
	2.1. Accepts and Install part replacement	None	2 days	
	2.2. Maintain and Update Record	None	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		https://dangerousdrugsboard.sharepoint.com/sites/Test/Shared%20Documents/Forms/AllItems.aspx		
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	PRO I Special Assistant
	Review and prioritize requests based on its level of urgency	N/A	5 minutes	Head, MAPRU
	Assign to staff member	N/A	2 minutes	Head, MAPRU
	Draft Requested material	N/A	15 days depending on the type of material	Head, MAPRU PRO I Special Assistant
	Review and edit draft material	N/A	3 days depending on the type of material	Head, MAPRU
	Revise Draft	N/A	1 day	PRO I Special Assistant

	Review revised draft	N/A	3 hours	Head, MAPRU
	Finalize material	N/A	1 hour	PRO I Special Assistant
	Submit to requesting party with Customer Satisfaction Feedback Form	N/A	10 minutes	PRO I Special Assistant
Assess output and fill up Customer Satisfaction Feedback Form		N/A	1 day	DDB Officials/ Employees



Central / Head Office

**Feedback and
Complaints**

FEEDBACK AND COMPLAINTS MECHANISMS

<p>How to send feedback</p>	<p>There are two (2) options to choose from by the respondents: 1. Paper and pen, 2. Online survey (Link or QR Code).</p> <p>Filled-up survey forms are dropped in the designated boxes for hard copies. As for electronic mode, access the link provided or scan the QR Code.</p>
<p>How feedback is processed</p>	<p>Responses are collected, consolidated, tabulated, classified as internal or external customers, analysed and measured on a monthly basis.</p> <p>Customer Satisfaction Reports are submitted to the concerned Division Chief / Unit Head and the Customer Satisfaction Lead.</p> <p>Reports are submitted to CSM Lead based on agreed frequency of reporting by Customer Satisfaction Representative (CSR). Division Chiefs/Unit Heads to ensure that all actions taken fully to address complaints and weaknesses. This includes status of CSM Average Rating, CA/PA plans and status of implementation.</p> <p>Prepare summary of CSM Report for submission to the Executive Director and attested by Quality Management Representative.</p> <p>Clients are informed of actions taken if necessary or when clients return to DDBS for transactions by the concerned Division Chief/Unit Heads/CSM Representative.</p>
<p>How to file a complaint</p>	<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:</p> <p style="text-align: center;">89296639 – OED; 89296405 – Admin</p>
<p>How complaints are processed</p>	<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 NCCAR Form will be forwarded to the concerned division/unit for investigation.</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 the previous meeting and other documents are sent to Board members/ Committee members by courier/ e-mail, 3 days before the next meeting.</p> <p>Prepare Memorandum of Resolution and Recommendation.</p> <p>Indicate recommendation and corrective action in the accomplished NCCAR form.</p> <p>Review correction plan for approval of the Executive Director and implementation.</p> <p>For external it will be endorsed to records and for internal issues, a copy will be given to the complainant. The original document will be filed by the responsible division/unit. A third copy will be given to the Office of the Executive Director.</p>

	<p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>89296639 – OED; 89296405 – Admin</p>
Contact information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



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