



**PERSONS WITH DISABILITY AFFAIRS OFFICE
OF QUEZON CITY (PDAO QC)**

CITIZEN'S CHARTER
2020 (1st Edition)



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I. Mandate:

1. Republic Act No. 7277 - Magna Carta for Persons with Disability;
2. Republic Act No. 10070 – Persons with Disability Affairs Office Act;
3. Republic Act No. 9442 – Amending RA 7277 “Other Privileges and Incentives”;
4. Republic Act No. 10754 – An Act expanding the benefits and privileges of PWD;
5. Republic Act No. 10366, 2012 – For COMELEC to establish accessible polling places exclusively for PWD and Senior Citizens;
6. Republic Act No. 10524, 2012 – An Act expanding the positions reserved for PWD;
7. City Ordinance No. 2085 – PDAO Quezon City Ordinance;
8. City Ordinance No. 2557, s-2016 – For City Government to set aside at least 1% of its general fund for programs, projects and activities of PWDs;
9. Resolution No. 5906 s-2014 – Urging barangays to designate PWD focal person as coordinator with PDAO;
10. City Ordinance No. SP-2940, s-2020 “An Ordinance Providing incentive to business entities employing Senior Citizens and/or Persons with disabilities (PWDs);
11. Memorandum Circular No. 16, Series of 2020 – Guidelines for Persons with Disability (PWD) IDs

II. Vision:

A City for every resident, including persons with disability where everyone is treated according to ability and not disability, and are viewed and valued not just as receiver of welfare services but as contributing partners, living freely and independently, benefiting from the fruits of the collective toils of the citizenry. A city where PWDs are rehabilitated developed and integrated into the social fabric of life.

III. Mission:

To implement programs and services that would introduce evidence-based and community-based approaches that will be more responsive to persons with disability residents of Quezon City in line with the inclusive development and good governance agenda of the city government.

IV. Service Pledge:

The Persons with Disability Affairs Office of Quezon City (PDAO QC) believes and supports the inclusive and good governance agenda of the Quezon City Government that paves the way for a society that leave no one in its pursuit for a dynamic, progressive and resilient QCitizens and families.



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PWD Registration and Issuance of PWD ID

External Service



I. REGISTRATION AND ISSUANCE OF PWD ID

The PWD Registration and Issuance of PWD ID are intended to the persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as amendment to Republic Act 7277, otherwise known as the Magna carta for person with disability.

Office or Division:	Management Information System (MIS) and Registration Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Persons with disability residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Disability		Qualified doctor		
Barangay clearance or any other government-issued ID		Barangay LGU or concerned government agency		
2 pcs. 2X2 I.D. picture / Signature		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR NEW APPLICANT APPARENT DISABILITY 1. Fill-Up the Philippine Registry Form for PWD (PRPWD) 2. Submit the required documents to front desk for initial evaluation 3. Wait the number to be called for processing and release of PWD ID	1.1. Provide the PWD (PRFPWD) Form 1.2 Review submitted documents 1.3 Give tracking Slip	None	15 minutes	Frontline Unit (Arlyn Carandang)
	2.1. Forward Complete documents to evaluator 2.2 Evaluate and verify submitted documents 2.3 Approved documents will endorse to registration to PRPWD and start processing the request		30 minutes	
	3.1. Check the information 3.2 Issue the PWD ID to the client		15 minutes	
FOR RENEWAL (APPARENT) 1. If Renewal Present old PWD ID	1.1. Provide form and review submitted documents 1.2. Endorse to Evaluator 1.3. Verify submitted documents	None	5 minutes 30 minutes	Frontline Unit (Arlyn Carandang)

<p>2. Wait the number to be called for processing and release of PWD ID</p>	<p>1.4. Endorse to Approving Officer</p> <p>2.1. Check the information</p> <p>2.2. Issue the PWD ID to the client</p>		<p>5 minutes</p>	<p>MIS and Registration Unit (Joven Guerrero)</p>
<p>FOR NON-APPARENT DISABILITY</p> <p>1. Fill-up / submit PRPWD form and requirements</p> <p>2. Wait for the Schedule of Medical Evaluation on the following partner hospitals:</p> <p><i>(Quezon City General Hospital, Maclang Hospital, Novaliches District Hospital)</i></p> <p><u>For E-mails:</u></p> <p><i>pdaoidapplication@gmail.com</i></p>	<p>1.1. Provide PRPWD form and orient the applicant</p> <p>1.2. Provide Applicants Transaction Slip</p> <p>1.3. Endorse to the Quezon City Hospitals for medical evaluation</p> <p>2.1 Encode Applicants information and upload scanned documents to the Hospital's Online Platform</p> <p>2.2 Coordinate with the applicants for follow up and concerns</p> <p>2.3 Issue PWD ID after the applicant is certified by Quezonc City Hospitals</p> <p>2.4 Encode data to PRPWD and qceservices.</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>7 working Days</p>	<p>Frontline Unit (Arlyn Carandang)</p> <p><i>MIS and Registration Section</i></p>
<p>NEW APPLICANT(APPARENT) TOTAL :</p>			<p>1 Hour</p>	
<p>RENEWAL (APPARENT) TOTAL :</p>			<p>40 minutes</p>	
<p>NON-APPARENT TOTAL :</p>			<p>7 Days, 1 Hour</p>	

(Registration and Issuance of PWD ID) qualified for multi-stage processing



REFERRALS FOR EMPLOYMENT AND LIVELIHOOD, SCHOLARSHIP, MEDICAL AND ASSISTIVE DEVICE

External Service



II. REFERRALS FOR EMPLOYMENT AND LIVELIHOOD, SCHOLARSHIP, MEDICAL, AND ASSISTIVE DEVICE

The QCPDAO maintains the continuous referrals and endorsement of PWD client in either government & private agencies for livelihood employment, training, skills training, medical assistance, and provision of assistive devices.

Office or Division:	Capacity Development Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government G2B – Government to Business			
Who may avail:	Persons with disability residents of Quezon City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Quezon City issued PWD ID			Resume	
Certificate of employment, trainings, Academic certificates			Concerned government agency and private companies	
Resume			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit requirements to the front desk and wait for instruction</p> <p>2. If already issued with referral, proceed to concerned agency</p> <p>3. Wait for further instruction and attend audio-visual orientation</p> <p><u>For E-mails:</u> <i>pdaoreferrals@gmail.com</i></p>	<p>1.1. Provide orientation regarding the referral program</p> <p>1.2 Evaluate and match the applicant with appropriate action</p> <p>1.3 Issue referral form to appropriate entity</p> <p>2. Provide address and map of concerned agency</p> <p>3. Issue the referral letter and other attachments</p>	None	15 Days	<p>Frontline Unit</p> <p>Capacity Development Section</p> <p>(Jim Sy)</p>
	TOTAL		15 Days	



COORDINATION WITH PUNONG BARANGAYS AND BARANGAY-BASED PWD FOCAL PERSONS AND CAPACITY DEVELOPMENT PROGRAMS FOR PWDS

External Service



III. COORDINATION WITH PUNONG BARANGAYS AND BARANGAY-BASED PWD FOCAL PERSONS AND CAPACITY DEVELOPMENT PROGRAMS FOR PWDs

This program is intended to improve the reliability and comparability of data on PWDs including socio-economic data on PWDs.

Office or Division:	Management Information System (MIS) Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen and G2G - Government to Government			
Who may avail:	Punong Barangays and Barangay-based PWD Focal Persons			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Quezon City issued PWD ID			PDAO QC	
Authorizations			Punong Barangay	
			Barangay-based PWD Focal Persons	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit PWD data via email or thru the PDAO Office</p> <p>2. Consult PDAO on matters concerning PWDs and their families</p> <p><u>For E-mails:</u> <i>pdaocoordination@gmail.com</i></p>	<p>1.1. Evaluate/process data</p> <p>1.2 Encode data to the qc-eservices platform</p> <p>1.3 Update PWD Focal Person and Punong Barangay on the data</p> <p>1.4 Prepare and Regularly update PWD data and socio-economic programs.</p> <p>2. Answer all the client concerns</p>	None	5 Days	<p><i>MIS and Registration Unit</i></p> <p><i>(Joven Guerrero)</i></p>
	TOTAL		5 Days	



REQUEST FOR RESOURCE PERSON AND INFORMATION RELATED PWDs

External Service



IV. REQUEST FOR RESOURCE PERSON AND INFORMATION RELATED PWDs

Request a resource persons and materials to conduct an orientation on the rights and privileges of PWDs.

Office or Division:	Administrative Section and Management Information System (MIS)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Request / Invitation (1 Original copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>For Walk-ins:</u> 1. Send a formal request complete with detailed information	1.1. Receive the request letter from requesting section 1.2 Record request letter in logbook and assign document tracking slip 1.3 Forward the letter to the assigned Officer 1.4 Review the request for further instruction	None	3 days	<u>For Walk-ins:</u> Administrative Section
<u>For E-mails:</u> 2. Response to the acknowledgement via email <i>pdaoqchall@gmail.com</i> <i>PDAO@quezoncity.gov.ph</i>	2.1 Record request letter in logbook and assign document tracking slip 2.2 Review the request for further instruction	None	7 days	<u>For E-mails:</u> Capacity Development Section and Management Information System (MIS)
	TOTAL		10 Days	

(Request for resource person and information related PWDs) qualified for multi-stage processing.



RESPONSE INQUIRY AND CLARIFICATION VIA ELECTRONIC MAILS

External Service



V. RESPONSE INQUIRY AND CLARIFICATION VIA ELECTRONIC MAILS

All the inquiry and clarification from e-mails will be monitor and acknowledge by MIS officer.

Office or Division:	Management Information System (MIS)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email Letter (1 Electronic Copy)			Citizen or Client	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an e-mail at <i>pdaosuggestions@gmail.com</i>	1. Acknowledge the email of the client	None	2 Days	Management Information System (MIS)
2. Receive email from the assigned personnel	2. Response to the inquiry of the client	None	30 Minutes	
<u>For E-mails:</u>				
<i>pdaosuggestions@gmail.com</i>				
	TOTAL		2 Days, 30 Minutes	



REQUEST FOR DATA RELATED PERSONS WITH DISABILITIES (PWDs)

Internal Service



I. REQUEST FOR DATA RELATED PERSONS WITH DISABILITIES (PWDs)

MIS officer share available data regarding PWDs upon request of the different Offices/Department

Office or Division:	Administrative Section and Management Information System (MIS)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices / Department			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Copy)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit request letter for data request</p> <p>2. Receive Hard copy of the requested data (if existing)</p> <p><i>(Subject to Data Privacy Act)</i></p> <p><u>For E-mails:</u></p> <p><i>pdaoqchall@gmail.com</i> <i>PDAO@quezoncity.gov.ph</i></p>	<p>1.1 Received letter from the requesting Offices / Department</p> <p>1.2 Prepare the data being requested</p> <p>2. Issue the copy of the data being requested and other relevant data</p>	None	5 Days	<p>Administrative Section</p> <p>Management Information System (MIS)</p>
	TOTAL		5 Days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedbacks and/or complaints maybe sent via e-mail to:</p> <p>pdaosuggestions@gmail.com</p> <p>Or Contact Us: 9884242 local 8123 8734-0045</p>
How feedbacks are processed	<p>Feedbacks are replied via e-mail explaining the process, action taken, and disposition to the relevant offices.</p>
How to file a complaint	<p>Complaints may also be sent to</p> <p>pdaosuggestions@gmail.com</p>
How complaints are processed	<p>Complaints are processed and taken action, and communicated to the complainant via e-mail or calls</p>
Contact Information of CCB, PCC, ARTA	<p>PDAO@quezoncity.gov.ph ; pdaoqchall@gmail.com</p> <p>Or Contact Us: 9884242 local 8123; 8734-0045</p>



Office	Address	Contact Information
<p>Persons with Disability Affairs Office of Quezon City</p>	<p>Ground Floor High Rise Building, Quezon City Hall Compound, Diliman Quezon City</p>	<p>Hotlines:</p> <p>988-4242 local 8123 8734-0045</p> <p>E-mails:</p> <p>PDAO@quezoncity.gov.ph pdaoqchall@gmail.com</p> <p>pdaoidapplication@gmail.com pdaoreferrals@gmail.com pdaocoordination@gmail.com pdaosuggestions@gmail.com</p>