



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

CITIZEN'S CHARTER
2022 (2nd Edition)



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. City Ordinance No. 2085, S.2011, An Ordinance Organizing And Establishing The Quezon City Persons With Disability Affairs Office (QC-PDAO) In Accordance With Section 40(B)(1) Of Republic Act No. 7277, Otherwise Known As The Magna Carta For Persons With Disability, As Amended By Republic Act No. 10070 And Republic Act No. 9442.
4. Republic Act No. 9442 – Amending RA 7277 “Other Privileges and Incentives”;
5. Republic Act No. 10754 – An Act expanding the benefits and privileges of PWD;
6. Republic Act No. 10366, 2012 – For COMELEC to establish accessible polling places exclusively for PWD and Senior Citizens;
7. Republic Act No. 10524, 2012 – An Act expanding the positions reserved for PWD;
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 reliable organization that deepens the understanding of disability and uplifts the quality of life within an inclusive society with empowered persons with disabilities, valued as contributing partners, living freely and independently.

III. Mission:

To implement sustainable programs and services centered on the overall needs of PWDs residing in Quezon City in line with the principles of inclusive growth and good governance.

IV. Service Pledge:

We believe and support the inclusive and good governance agenda of the Quezon City Government that paves the way for a society that leaves no one in its pursuit for dynamic, progressive, and resilient citizens and families.



LIST OF SERVICES

Central/Head Office	Page 1
External Services	Page 5
1. PWD Registration and Issuance of PWD ID	Page 6
2. Facilitation Services	Page 9
Internal Services	Page 10
1. Request for Data Related PWDs	Page 11



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 for persons with disabilities who are certified residents of Quezon City. Pursuant to Republic Act No. 9442 as an amendment to Republic Act 7277, otherwise known as the Magna Carta for the Persons with Disability.

Office or Division:	Operation Unit			
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 /City Issuer		
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

<p>FOR ONLINE APPLICATION (NEW, RENEWAL, LOST)</p> <p>1. Register at QC E-Services using personal email</p> <p>1.1 Log in using the registered account and choose QCitizen ID eApplication icon</p> <p>1.2 Complete and confirm details of personal information and make sure to tick "Yes" for the PWD Sector.</p>	<p>1. The approver will evaluate the submitted documents and personal details are correct.</p> <p>1.1 Once, the application is approved, the verifier will verify all the information of the client.</p> <p>1.2 QCID is ready for printing</p>	None	1 week	<p>ALMIRA T. ENGUERRA</p> <p><i>(Head, Operations Unit)</i></p>
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<p>1.3 Upload all requirements. Upon submission, the virtual ID will show. If the information is correct, agree and submit.</p>				
<p>FOR WALK-IN APPLICANTS</p> <ol style="list-style-type: none"> 1. Bring copies of requirements to Persons with Disability Affairs Office for evaluation. 2. Qualified PWDs will be encoded, approved, verified, and given a printed ID. 3. Registrants with lacking requirements will be assisted and advised. <p>almira.enguerra@quezoncity.gov.ph</p> <p>8-359-2739</p>	<ol style="list-style-type: none"> 1. The PDAO Frontline staff will assess the submitted documents of the client. <ol style="list-style-type: none"> 1.1 Encode the Personal Information of the clients to the QCID online platform. 1.2 The approver will evaluate the submitted documents and personal details are correct. 1.3 Once, the application is approved, the verifier will verify all the information of the client. 1.4 QCID is ready for printing. 1.5 Printed ID will be distributed and tagged. 	<p>None</p>	<p>5 minutes</p> <p>15 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>ALMIRA T. ENGUERRA</p> <p><i>(Head, Operations Unit)</i></p>
ONLINE APPLICATION TOTAL :			1 Week	
WALK-IN APPLICATION TOTAL :			50 minutes	

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



FACILITATION SERVICES

External Service



II. FACILITATION SERVICES

PDAO has a pool of resource persons that can be provided for the facilitation requirement of the Capability Development Programs of barangays and PWD organizations. Barangays and PWD organizations may request for their required resource persons (speakers/facilitators) for Training and seminars.

Office or Division:	Data Management and Monitoring Unit			
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
<p><u>For Walk-ins:</u></p> <p>1. Send a formal request complete with detailed information</p>	<p>1.1. Receive the request letter from requesting section</p> <p>1.2 Record request letter in logbook and assign document tracking slip</p> <p>1.3 Forward the letter to the assigned Officer</p> <p>1.4 Review the request for further instruction</p>	None	3 days	<p>RENATO B. CADA</p> <p><i>(OIC-Head, Data Management and Monitoring Unit)</i></p>
<p><u>For E-mails:</u></p> <p>2. Response to the acknowledgment via email</p> <p><i>PDAO@quezoncity.gov.ph</i></p>	<p>2.1 Record request letter in logbook and assign document tracking slip</p> <p>2.2 Review the request for further instruction</p>	None	7 days	

	TOTAL		10 Days	

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



REQUEST FOR DATA RELATED PERSONS WITH DISABILITIES (PWDs)

Internal Service



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

MIS officers share available data regarding PWDs upon request of the different offices/departments. In compliance with the Data Privacy Act, all barangays and other agencies requesting for available data will be required to submit a request letter with details of persons securing the information and for what purposes the data will be used.

Office or Division:	Data Management and Monitoring Unit			
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 a 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>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>RENATO B. CADA</p> <p><i>(OIC-Head, Data Management and Monitoring Unit)</i></p>

<u>For E-mails:</u> <i>PDAO@quezoncity.gov.ph</i>				
	TOTAL		5 Days	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Feedbacks and/or complaints may be sent via e-mail to:</p> <p><i>pdao@quezoncity.gov.ph</i></p> <p>Or Contact Us: (8)734-0045</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><i>pdao@quezoncity.gov.ph</i></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 ; Renato.Cada@quezoncity.gov.ph</p> <p>Or Contact Us: (8) 734-0045</p>

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Office	Address	Contact Information
Persons with Disability Affairs Office of Quezon City	Ground Floor, Community Center Building, Gate 3, Kalayaan Ave., QC Hall Compound	<p>Hotlines:</p> <p>988-4242 local 8123 (8)734-0045, (8) 359-2739</p> <p>E-mails:</p> <p>PDAO@quezoncity.gov.ph renato.cada@quezoncity.gov.ph almira.enguerra@quezoncity.gov.ph anthony.quinagon@quezoncity.gov.ph</p>

