



PERSONS WITH DISABILITY AFFAIRS OFFICE

OF QUEZON CITY (PDAO QC)

CITIZEN'S CHARTER
2023 (3rd Edition)



I. **Mandate:**

- ❖ Republic Act No. 7277 - Magna Carta for Persons with Disability;
- ❖ Republic Act No. 10070 – Persons with Disability Affairs Office Act;
- ❖ 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.
- ❖ Republic Act No. 9442 – Amending RA 7277 “Other Privileges and Incentives”;
- ❖ Republic Act No. 10754 – An Act expanding the benefits and privileges of PWD;
- ❖ Republic Act No. 10366, 2012 – For COMELEC to establish accessible polling places exclusively for PWD and Senior Citizens;
- ❖ Republic Act No. 10524, 2012 – An Act expanding the positions reserved for PWD;
- ❖ 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;
- ❖ Resolution No. 5906 s-2014 – Urging barangays to designate PWD focal person as coordinator with PDAO;
- ❖ City Ordinance No. SP-2940, s-2020 “An Ordinance Providing incentive to business entities employing Senior Citizens and/or Persons with disabilities (PWDs);
- ❖ Memorandum Circular No. 16, Series of 2020 – Guidelines for Persons with Disability (PWD) IDs
- ❖ Ordinance No. Sp-2617, 2-2017 An Ordinance Institutionalizing a Comprehensive Program for Children with Special Needs (Kabahagi Ordinance), As Amended
- ❖ R.A. No. 11215 National Integrated Cancer Control Act
- ❖ BP 344 Accessibility Law
- ❖ Ordinance No. Sp-3115, S-2022 Social Welfare Assistance Program
- ❖ DOH Administrative Order No. 2013-0005-A, Amendment to Administrative Order No. 2013-0005 Dated February 7, 2013 Entitled “National Policy on The Unified Registry Systems of The Department of Health (Chronic Non-Communicable Diseases, Injury Related Cases, Persons with Disabilities And Violence Against Women And Children Registry System)”
- ❖ NCDA Administrative Order No. 001 Series Of 2021, Administrative Order on The Issuance of Persons with Disabilities Identification Card Relative to Republic Acts 9442, 10754, 11215, 10747
- ❖ DILG Memorandum Circular No. 017 Series Of 2022, Inclusion of Cancer and Rare Disease Under Type of Disability
- ❖ DILG Memorandum Circular No. 2021-041 Strengthening the Functionality of Persons with Disability Affairs Offices (PDAO) And Persons With Disabilities Focal Person

II. 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.

III. 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.

For the year 2021 to present various programs and services were delivered in fulfillment of its mandate as stipulated in different legal bases such as Republic Act 7277 otherwise known as the “Magna Carta for Persons with Disability” and the City Ordinance No. 2085, series of 2011, that “organize and establish the Quezon City Persons with Disability Affairs Office”.

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.



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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 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
FOR ONLINE APPLICATION (NEW, RENEWAL, LOST) 1. Register at QC E-Services using personal email 1.1 Log in using the registered account and choose QCitizen ID eApplication icon. 1.2 Complete and confirm details of personal information and make sure to tick "Yes" for the PWD Sector.	1. The approver will evaluate the submitted documents and personal details of the client. 1.1 Once, the application was reviewed and approved, the verifier will verify all the information including the signature and ID photo of the client. 1.2 QCID is ready for printing	None	1 week	JEREMY D. SUNGA <i>(Head, Operations Unit)</i>



<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>jeremy.sunga@quezoncity.gov.ph</p> <p>8988-4242 loc 7809</p>	<ol style="list-style-type: none"> 1. The evaluator 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 QC-eservices. 1.2 The approver will assess the submitted documents and personal details to check if they are correct. 1.3 Once, the application was approved, the verifier will verify all the information the signature, and the ID photo 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>10 minutes</p> <p>15 minutes</p> <p>5 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>JEREMY D. SUÑA</p> <p><i>(Head, Operations Unit)</i></p>
<p>ONLINE APPLICATION TOTAL :</p>			<p>1 Week</p>	
<p>WALK-IN APPLICATION TOTAL :</p>			<p>45 minutes</p>	

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



Social Welfare Assistance

External Service



I. PROVIDING SOCIAL WELFARE ASSISTANCE FOR INDIGENT PERSONS WITH DISABILITIES (PWD's)

City Ordinance No. SP-3115,S-2022, this ordinance authorizes the City Government to provide a monthly financial assistance of five hundred pesos (P500.00) to the target Beneficiaries for a maximum of twelve (12) months. After the lapse of twelve months, the beneficiary may re-apply for inclusion in the program. Only one (1) individual per household shall be the recipient of the assistance, they may choose one (1) government office to apply (SSDD,PDAO,OSCA). The target beneficiaries shall be specific categories of extremely poor Quezon City PWD residents who are living at or below the poverty line, as follows:{A. Bedridden, B. Severe health condition that seriously impairs normal life (e.g., unable to engage in regular work or study), C. Solo parent, D. Jobless and has two or more minor dependents, E. Lives alone, F. Living with a Senior Citizen parent}. A beneficiary must apply under only one (1) category. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru Quezon City Government Official Website (<https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/>).

Office or Division:	Learning and Capacity Development Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government G2N – Government			
Who may avail:	Persons with disability residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Case Summary Report and Intake Form		Quezon City Persons with Disability Affairs Office		
Photocopy of QC ID (PWD Sector)		Quezon City Persons with Disability Affairs Office		
Barangay Indigency		Respective Barangay Office		
Authorization Letter or proof if applied by a relative/carer		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent requirements to L&CD Staff for preliminary verification and evaluation; 1.1. For Apparent Disability - Photocopy of QC ID (PWD Sector) and Barangay Indigency; 1.2. For Non-apparent Disability -	1. Check the validity of all the requirements submitted;			

<p>Photocopy of QC ID (PWD Sector) and Barangay Indigency;</p> <p>1.3. If applied by a relative/carer - In addition to 1.1 and 1.2, a whole body picture of the pwd with reasonable certainty as to the time of application;</p> <p>1.4. Duly accomplished intake form.</p> <p>2. If eligible, relevant information shall be encoded in the MIS Database for the record, otherwise, denied;</p> <p>2.1. For conditional applicants, comply with all recommended requirements within a reasonable time, otherwise, the denial will be permanent.</p> <p>3. Preparation of Case Summary Report based on submitted information by the L&CD Staff;</p> <p>4. Submit all eligible recipients to SSDD;</p> <p>5. Upon conform by the SSDD, coordinate with the recipients for the time, date, and venue of the payout;</p> <p>6. During pay-out, bring the QC ID (PWD Sector) as proof of entitlement. For relative/carer, bring a photocopy of QC ID of his/her pwd relative and a photo of the latter with reasonable certainty as to its legitimacy.</p>	<p>2. MIS shall be used all information gathered for further reference subject to Data Privacy Act;</p> <p>3. L&CD will authenticate the information based on the interview vis-a-vis documents submitted;</p> <p>4. L&CD will forward the names of recipients;</p> <p>5. QC PDAO will communicate with all the recipients about the time, date, and venue.</p> <p>6. QC PDAO will facilitate the actual payout.</p>	<p>None</p>	<p>At least one (1) month before payout date</p>	<p>Anthony J. Quinagon <i>(Project Development Officer II)</i></p>
		<p>TOTAL</p>	<p>At least one (1) month before payout date</p>	



Clinical Assessment

External Service



II. CLINICAL ASSESSMENT

City Ordinance No. SP-2463,S-2015 covers children under the age of eighteen (18) years who belong to families with no visible means of income, or whose income is insufficient for the subsistence of their family. Each child may only avail of one (1) assessment to an accredited licensed professional or medical institution. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru Quezon City Government Official Website (<https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/>).

Office or Division:	Learning and Capacity Development 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		
QC ID (PWD Sector)		Quezon City Persons with Disability Affairs Office		
Authorization Letter (if represented)		Applicant		
Online intake interview		Quezon City Persons with Disability Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent requirements to L&CD Staff for preliminary verification and evaluation; <ul style="list-style-type: none"> 1.1. Medical Certificates, history, clinical records, etc.; 1.2. Birth Certificate duly issued by Philippine Statistics Authority; 1.3. Other documents as deemed required. 	1. Check the validity of all the requirements submitted;			

<p>2. Undergo an initial interview;</p> <p>3. Applicant will fill up an online intake interview to be assisted by L&CD staff;</p> <p>4. Application will be submitted to Philippine Children's Medical Center (PCMC) for further evaluation and approval;</p> <p>5. Upon approval, the applicant shall report before the L&CD for the signing of waiver, issuance of a Guarantee Letter, and for further instructions</p> <p>6. Proceed to PCMC for the actual assessment sought for.</p>	<p>2. L&CD staff will determine the purpose and the qualification of the applicant;</p> <p>3. L&CD staff will forward the application to PCMC for approval;</p> <p>4. L&CD staff will inform the applicant regarding the approval of his/her application, through any means, and instruct to proceed before the office;</p> <p>5. Provide further instructions.</p>	<p>None</p>	<p>1 week to 2 weeks</p>	<p>Anthony J. Quinagon <i>(Project Development Officer II)</i></p>
		<p>TOTAL</p>	<p>1 week to 2 weeks</p>	



Assistive Devices

External Service



I. ASSISTIVE DEVICE FOR PERSONS WITH DISABILITIES (CWDs/PWDs)

PDAO provides assistive device to the Quezon City indigent Persons with disabilities (CWD/PWD) like crutches, wheelchair, hearing aid etc.. In compliance with the Data Privacy Act, all clients and other agencies requesting for available data will be required to submit needed requirements to avail programs and services from PDAO. You can check the available programs and services of PDAO thru Quezon City Government Official Website (<https://quezoncity.gov.ph/departments/persons-with-disability-affairs-office/>).

Office or Division:	Learning and Capacity Development Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Persons with disability residents of Quezon City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCID		Quezon City Persons with Disability Affairs Office		
Request Letter addressed to the City Mayor thru QC PDAO		Applicant		
Whole Body Picture		Applicant		
Authorization Letter (if represented)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit pertinent requirements to L&CD Staff for preliminary verification and evaluation;</p> <p> 1.1. Duly signed Request Letter;</p> <p> 1.2. Whole body picture;</p> <p> 1.3. QCID.</p> <p>2. Undergo an initial interview;</p> <p>3. Applicant will fill up an online intake interview to be assisted by L&CD staff;</p> <p>4. The application shall be further</p>	<p>1. Check the validity of all the requirements submitted;</p> <p>2. L&CD staff will determine the purpose and the qualification of the recipient;</p> <p>3. L&CD staff will forward the application to QC PDAO Head for approval;</p> <p>4. L&CD staff will inform the applicant</p>	None	<p>For requests of cane, wheelchair, hearing aid, and other assistive devices on-hand: 2 hours</p> <p>For Prosthesis and Orthosis: 1 week</p>	<p>Anthony J. Quinagon (Project Development Officer II)</p>

<p>evaluated and the applicant will be advised through call and/or text for the release of the requested assistive device;</p> <p>5. Sign of deed of donation</p>	<p>regarding the approval of his/her application, through any means, and instruct to proceed before the office.</p>			
		<p>TOTAL</p>	<p>1 week</p>	



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>SHARINA F. HIPOLITO</p> <p>(Head, Data Management and Monitoring Unit)</p>
<p><u>For E-mails:</u></p> <p>2. Response to the acknowledgment via email</p> <p>PDAO@quezoncity.gov.ph</p> <p>sharina.hipolito@quezoncity.gov.ph</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 a 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>SHARINA F. HIPOLITO</p> <p><i>(Head, Data Management and Monitoring Unit)</i></p>
<p><u>For E-mails:</u></p> <p><i>PDAO@quezoncity.gov.ph</i></p> <p><i>sharina.hipolito@quezoncity.gov.ph</i></p>				
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>PDAO@quezoncity.gov.ph</p> <p>Or Contact Us: (8)988-4242 Loc. 8123</p>
How feedbacks are processed	Feedbacks are replied via e-mail explaining the process, action taken, and disposition to the relevant offices.
How to file a complaint	<p>Complaints may also be sent to</p> <p>PDAO@quezoncity.gov.ph</p>
How complaints are processed	Complaints are processed and taken action, and communicated to the complainant via e-mail or calls
Contact Information of CCB, PCC, ARTA	<p>PDAO@quezoncity.gov.ph ;</p> <p>Or Contact Us:(8) 988-4242 Loc. 8123</p>

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 - 7809</p> <p>E-mails:</p> <p>PDAO@quezoncity.gov.ph</p> <p>debbie.dacanay@quezoncity.gov.ph</p> <p>jeremy.sunga@quezoncity.gov.ph</p> <p>sharina.hipolito@quezoncity.gov.ph</p> <p>anthony.quinaqon@quezoncity.gov.ph</p>