



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

CITIZEN'S CHARTER
2025 (4th 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
- ❖ City Ordinance 3164- S-2022 (Assistive Devices)
- ❖ City Ordinance no. 2557 for City Government to set aside at least 1% of its general fund for programs, Projects and Activities of PWDS 2016 Resolution no. 5906 Urging barangay to designate PWD Focal Person as coordinator with PDAO 2014



- ❖ City Ordinance no. SP-2940 an Ordinance providing incentive to business entities Employing, Senior Citizens and/or Persons with Disabilities (PWDS) 2020
- ❖ City Ordinance no. 3115 an ordinance providing Social Welfare Assistance for. Indigent Senior Citizens, Solo Parents and Persons with Disabilities 2022
- ❖ City Ordinance no. 3164 an ordinance institutionalizing the mandate of the Quezon City Persons with Disability Affairs Office (QC-PDAO) on providing Assistive Devices to Persons with Hearing, Physical and Visual Disability, pursuant to section 4 (A), (B), and (C) of Ordinance no. SP-2085, S-2011, Creating QC-PDAO and providing funds therefor. 2022



II. Mission:

To champion the rights and welfare of Persons with Disability through advocacy, relevant and sustainable programs, and services centered on their overall needs as productive members of the society.

“Isang maasahang tanggapan na katuwang sa pagsusulong ng aktibo at mapanglahok na pamayanan, masaya at maunlad na pamumuhay ng mga taong may kapansanan.”

III. Vision:

A reliable organization and a partner of the Persons with disability in promoting an inclusive society and uplifting quality of life.

“Isulong ang mga karapatan at kaginhawahan ng mga taong may kapansanan sa pamamagitan ng adbokasiya, angkop at tuloy-tuloy na mga programa at serbisyong tumutugon sa kanilang mga pangangailangan upang makalahok sa pagpapaunlad ng sarili at pamayanan.”

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.



LIST OF SERVICES

Central/Head Office

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Internal Services

1. Request for Data Related Persons with Disabilities

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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:	ID 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 /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	3 days (2-3 days For approval of non- apparent disability: validation of submitted medical certificate and/or certificate of disability.)	



<p>1.3 Upload all requirements. such as: Proof of residency. Proof of disability. - Apparent: Whole body picture Non- apparent: Medical certificate for Cancer and Rare Diseases and Certificate of Disability for other non-apparent disabilities - ID Photo - Signature/ Thumbmark</p> <p>Upon submission, the virtual ID will show. If the information is correct, agree and submit.</p> <p>Note: For client/s who are applying for renewal of their White Persons with Disability ID, the process will be considered as new applications. Necessary requirements including Certificate of Disability for non-apparent clients in compliance with NCDA Administrative Order 001, series of 2021 must be submitted to continue with the application.</p> <p>For Clients who are applying for renewal of their expired QC Persons with Disability ID, Certifications will be re-evaluated. The applicants are encouraged to provide updated Certificate of Disability and/or Medical Certificate.</p>			5 minutes	
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<p>FOR WALK-IN APPLICANTS</p> <p>1. Bring copies of requirements to Persons with Disability Affairs Office for evaluation.</p> <p>2. Qualified PWDs will be encoded, approved, verified, and given a printed ID.</p> <p>3. Requirements such as:</p> <ul style="list-style-type: none"> • Proof of residency. • Proof of disability <p>Apparent: Whole body picture</p> <p>non- apparent: Medical certificate for Cancer and Rare Diseases and Certificate of</p>	<p>1. The evaluator staff will assess the submitted documents of the client.</p> <p>1.1 Encode the Personal Information of the clients to the QC- eservices.</p> <p>1.2 The approver will assess the submitted documents and personal details to check if they are correct.</p> <p>1.3 Once, the application was approved, the verifier will verify all the information the signature, and the ID photo of the client.</p> <p>1.4 QCID is ready for printing.</p> <p>1.5 Printed ID will be distributed and tagged.</p>	<p>None</p>	<p>5 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>SHARINA HIPOLITO</p> <p><i>(Project Development Officer III)</i></p>
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Disability for other non-apparent disabilities

- ID Photo
- Signature/Thumbmark

Upon submission, the virtual ID will show.

If the information is correct, agree and submit.

Note:

For client/s who are applying for renewal of their White Persons with Disability ID, the process will be considered as new applications.

Necessary requirements including Certificate of Disability for non-apparent clients in compliance with NCDA

Administrative Order 001, series of 2021 must be submitted to continue with the application.

For Clients who are applying for renewal of their expired QC Persons with Disability ID, Certifications will be re- evaluated. The applicants are encouraged to provide updated Certificate of Disability and/or Medical Certificate

<p>4. Registrants with lacking requirements will be assisted and advised.</p> <p>pdao@quezoncity.gov.ph</p> <p>8988-4242 loc 7809</p>			5 minutes	
ONLINE APPLICATION TOTAL :			3 Days	
WALK-IN APPLICATION TOTAL :			40 minutes	

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



Social Welfare Assistance

External Service



II. 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 (₱500.00) 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:	Community-Based Inclusive Development Section			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government G2N – Government			
Who may avail:	Persons with disability indigent 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)		Applicant		
Original Barangay Indigency		Respective Barangay Office		
Medical Certificate (for checking of Diagnosis)		Applicant		
2x2 Picture or Whole-Body picture with Calendar		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out an online form and upload pertinent requirements on QC E-Services portal.	1. Assist the client on filling-up online form and uploading requirements		20-30 minutes	SHARINA HIPOLITO (Project Development Officer III)

<p>2. Choosing of time and date for an interview</p> <p>2.1 Waiting for the confirmation on the chosen date and time of interview</p> <p>3. Attend the actual appointment at their respective district offices and bring the original requirements that they submitted online.</p> <p>3.1 Answer the general intake sheet.</p> <p>4. Check the application result on their provided email address and QC E-Services portal.</p>	<p>2. The SWA appointment setter shall review and approve the client's selected date and time of interview.</p> <p>3. The SWA Staff shall distribute a general intake sheet to the applicant.</p> <p>3.1 The SWA Staff shall receive the accomplished general intake sheet and original requirements</p> <p>3.2 The SWA Staff shall interview and assess the applicant's socio-economic background.</p> <p>3.3 The SWA Staff shall prepare and accomplish Case Summary Report.</p> <p>3.4 The SWA Staff shall organize and safekeep the applicants submitted requirements and print a case summary</p> <p>4. The SWA Focal Person shall follow-up the applicant's validation results to QC SSDD.</p>	<p>None</p>	<p>5 minutes</p> <p>3 minutes</p> <p>1 minute</p> <p>15-20 minutes</p> <p>15-20 minutes</p> <p>1 hour</p> <p>1 Week</p>	
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<p>4.1 If the application is approved, follow the PDAO Facebook page and wait for the announcement of the pay-out schedule.</p> <p>4.2 If denied, the applicant may try to apply again and revisit their previously provided information.</p> <p>4.3 If the approver remarks are still</p> <p>"For evaluation" after two weeks, the applicant may raise their concern at PDAO official email or SWA email or follow up to their respective district offices.</p> <p>5. Approved beneficiaries shall attend their schedule of pay-out accordingly and ensure the availability of original and photocopies of pay-out requirements as per City Treasury Office. They are also encouraged to bring recyclable plastic materials in participation on the QC Green Environment Project</p> <p>5.1 Approved beneficiaries who failed to attend their two schedules of pay-out will be</p>	<p>5. The SWA Focal Person shall coordinate with the Human Resource, Finance & Admin, and General Services Section for the payroll.</p> <p>5.1 Human Resource, Finance & Admin, and General Services Section shall accomplish</p>		<p>1 Month</p> <p>1 Month</p> <p>2 Weeks before the actual payout</p>	
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<p>removed on the master list.</p>	<p>the payroll and inform the SWA staff for payout scheduling.</p> <p>5.2 The SWA staff shall coordinate with MIS for posting payout schedule via PDAO Facebook Page</p> <p>5.3 The SWA Staff shall notify approved applicants through messenger group chat.</p> <p>5.4 The SWA Staff shall send out the list of approved beneficiaries to Focal Persons and Barangay through official letter.</p> <p>6. QC PDAO will facilitate the actual payout.</p> <p>6.1 The SWA Staff shall contact the beneficiaries who failed to attend their actual schedule to inform them that they need to attend the last schedule of payout.</p>		<p>1 Week before the actual payout.</p> <p>1 Week before the actual payout</p> <p>Half Day</p> <p>2 Weeks</p>	
<p>TOTAL :</p>			<p>3 Months</p>	



Clinical Assessment

External Service



III. 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:	Community-Based Inclusive Development 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		
QC ID (PWD Sector)		Quezon City Persons with Disability Affairs Office		
Barangay Indigency (Purpose: For Medical/ Clinical Assessment)		Applicant		
Parent's/guardian's QC ID/1 any valid government issued ID		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>PCMC (Walk-in clients)</p> <p>1. Answer questions of CBID CDAP staff during initial interview.</p> <p>1.1 Medical Certificates, history, clinical records, etc.</p> <p>2. Provide the parent/s guardian's messenger account where the CBID CDAP staff can send the online Disability Intake Form.</p>	<p>1. The CBID CDAP Focal Person shall interview the parent and check medical records if available.</p> <p>2. The CBID CDAP Staff shall get the guardian`s messenger account and then send the link of online Disability Intake Form.</p>		<p>5 minutes</p> <p>5 minutes</p>	<p>RINLIZ JULLYNNE S. RANA (Community-Based Inclusive Development Section Head)</p>

<p>3. Answer the provided online Disability Intake Form.</p> <p>4. Notify the CBID CDAP staff about the accomplished online Disability Intake Form.</p> <p>5. Follow-up CBID CDAP staff on the schedule of the child for neurodevelopmental evaluation through messenger or CDAP email.</p>	<p>2.1 The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses</p> <p>3. The CBID CDAP Staff shall assist the parent/ guardian on filling up the online Disability Intake Form.</p> <p>3.1 Follow-up the client online disability intake form.</p> <p>4. The CBID CDAP Staff shall send the 25 applicants' details to PDAO & Philippine Children Medical Center (PCMC) - Child Neurosciences every month.</p> <p>4.1 The CBID CDAP Staff shall add the applicants on messenger group chat.</p> <p>4.2 Follow-up Philippine Children Medical Center (PCMC) - Child Neurosciences on the schedule of neurodevelopmental evaluation of the applicants.</p> <p>5. The CBID CDAP Staff shall contact the parent if there is a provided schedule from PCMC.</p> <p>5.1 Prepare the guarantee letters of the children.</p> <p>5.2 Notify the parent/guardian</p>		<p>5 minutes</p> <p>10 minutes</p> <p>1 day</p> <p>3 weeks</p> <p>2 minutes</p> <p>1 week</p> <p>1 day</p> <p>Half Day</p> <p>5 minutes</p>	
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	<p>on the availability of the guarantee letters and also remind them to bring the requirements</p>		
<p>6. Upon receiving the notice of schedule from the CBID CDAP staff, the parent/guardian shall submit the original and photocopy of the requirements.</p>	<p>6. The CBID CDAP Staff shall distribute the waiver and instruct the parent/guardian on what to do before, during, and after the assessment.</p>		3 minutes
<p>6.1 The parent/guardian shall submit the requirements to CBID staff and accomplish the waiver</p>	<p>6.1 Collect the requirements and safely keep them.</p>		3 minutes
<p>6.2 Wait for the release of the Guarantee Letter.</p>	<p>6.2 Issuance of guarantee letter.</p>		3 mins
<p>6.3 The parent /guardian shall follow the instructions of the CBID staff on what to do during and after the evaluation</p>	<p>6.3 The CBID CDAP Staff shall instruct the parent about the process of PCMC.</p>		
<p>7. The parent shall attend the given schedule provided by PCMC</p>	<p>7. The CBID CDAP Staff shall contact the parent about their actual schedule</p> <p>7.1 The CBID Staff shall ensure that the client is there 2 hours before the actual time of assessment</p>		1 hour before the actual schedule
<p>8. The parent /guardian shall follow-up on the summary of results after one month of evaluation through the messenger or CDAP email.</p>	<p>8. The CBID CDAP Staff shall follow up the result to PCMC</p> <p>8.1 The CBID CDAP Staff shall contact the parent if the assessment is readily available</p>		3-weeks

<p>NCH (WALK-IN Client)</p> <ol style="list-style-type: none"> 1. Answer questions of CBID staff during initial interview. 1.1 Medical Certificates, history, clinical records, etc. 2. Provide the parent/s guardian's messenger account where the CBID staff can send the online disability intake form 3. Answer the provided online disability intake form 4. Notify the CBID staff about the accomplished online disability intake form. 	<p>to PDAO Main</p> <p>8.2 Refer clients according to their needs:</p> <ol style="list-style-type: none"> a. Laboratory - QC SSDD b. Therapy - QC Kabahagi c. Assistive Device Program of PDAO <ol style="list-style-type: none"> 1. The CBID CDAP Focal Person shall interview the parent and check medical records if available. 2. The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses 2.1 The CBID CDAP Focal Person shall check if the applicant's details were recorded to the google sheet responses 3. The CBID CDAP Staff shall assist the parent /guardian on filling up the online Disability Intake Form. 4. The CBID CDAP Staff shall check if the applicant accomplished the online disability intake form. 4.1 The CBID CDAP Staff shall add the applicants on messenger 		<p>2-3 days going back to PDAO for referral</p> <p>Total: 1 month</p> <p>5 minutes</p> <p>3 minutes</p> <p>5 minutes</p> <p>10 minutes</p> <p>3 minutes</p> <p>3 minutes</p>	
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<p>5. Submit the original requirements to QC PDAO Main and look for CBID CDAP Staff.</p> <p>5.1 Accomplish the waiver</p> <p>6. Go to QC SSDD for Guarantee Letter Interview and submit the pertinent requirements and waiver</p> <p>7. The applicant will wait for confirmation of QC SSDD regarding the Guarantee Letter.</p> <p>7.1 Claim the Guarantee Letter to QC SSDD</p> <p>8. Attend the actual appointment sent by the CDAP staff to groupchat and follow the instructions</p>	<p>group chat</p> <p>4.2 The CBID Staff shall schedule the applicant depending on the available slot.</p> <p>5. The CBID CDAP Staff shall receive the requirements and attach a waiver</p> <p>5.1 Get the accomplished waiver and instruct the applicant to go to QC SSDD for an interview.</p> <p>6. The CBID CDAP Staff shall refer the applicant to QC SSDD.</p> <p>8. The CBID CDAP Staff shall follow-up results of the children to NCH</p> <p>8.1 Release results to parents/guardian via email</p>		<p>1 Week</p> <p>3 minutes</p> <p>3 minutes</p> <p>10-20 minutes</p> <p>2 weeks</p> <p>2 weeks-3 months</p>	
TOTAL :			3 Months	



Assistive Devices

External Service



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

PDAO provides assistive devices 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:	Community-Based Inclusive Development Section			
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		
QC-Persons With Disability Identification Card		Quezon City Persons with Disability Affairs Office		
Request letter addressed to Mayor thru Head of QC-Persons with Disability Affairs Office		Applicant		
Brgy. Indigency (Purpose: Assistive Devices Request)		Applicant		
Cedula		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit pertinent requirements to Community Based-Inclusive Development Staff for preliminary verification and evaluation;</p> <p>Additional requirements</p> <p>1.1. Whole Body Picture & Medical Record if requested is (Mobility Assistive Devices)</p> <p>1.2. Hearing Assessment/ Audiogram if requested is (Hearing Assistive Devices)</p> <p>Undergo an initial interview;</p> <p>2. Applicant will fill up an intake interview to be assisted by Community Based-Inclusive Development staff;</p> <p>3. The application shall be further evaluated and the applicant will be advised through call and/or text for</p>	<p>1. Check the validity of all the requirements submitted;</p> <p>1.1. Received the request letter and other documents;</p> <p>2. Community Based-Inclusive Development staff will determine the purpose and the qualification of the recipient;</p> <p>2.1. Community Based-Inclusive Development staff will forward the application to Division Chief subject for approval;</p> <p>3. Community Based-Inclusive Development staff will inform the applicant regarding the approval of</p>	<p>1. None</p> <p>2. None</p> <p>3. None</p>	<p>5 minutes</p> <p>1. Initial interview 20 minutes</p> <p>10 minutes</p>	<p>SHARINA HIPOLITO <i>(Project Development Officer III)</i></p> <p>John Carlo Tapit <i>(Assistive Devices Coordinator/Wheelchair Assessor)</i></p>
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<p>the release of the requested assistive device;</p> <p>4. Sign of deed of donation and granting of Assistive Device;</p>	<p>his/her application, through any means, and instruct to proceed before the office;</p> <p>4. Community -Based Inclusive Development staff shall assist the client with the release of the assistive device;</p>	<p>4. None</p>	<p>4. For request of: Canes, Crutches, Walker, Ordinary wheelchair, and other assistive devices on-hand; (10 minutes)</p> <p>4.1. For prostheses, orthoses, hearing aids, and other devices that require initial screening, adjustment, and fabrication process; (1 month)</p>	
		<p>TOTAL:</p>	<p>For the availability of assistive device; (45 minutes)</p> <p>For the assistive devices that require for processing; (1 month)</p>	



EMPLOYMENT

EXTERNAL SERVICE



V. INCLUSIVE EMPLOYMENT OPPORTUNITIES FOR PERSONS WITH DISABILITIES (CWDs & PWDs)

The PDAO, in collaboration with the Quezon City Government and private companies like Jollibee Food Corporation and Cabalen Group of Companies, provides temporary employment opportunities for Persons with Disabilities (CWD & PWD). Through the “Kasama Ka Sa Kyusi: Ang Taong May Kapansanan ay May Karapatan at Kakayahan” initiative, it ensures a work environment that is both supportive and inclusive. 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:	Community-Based Inclusive Development Section			
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		
MEDICAL CERTIFICATE/CLEARANCE		Quezon City Persons with Disability Affairs Office Quezon City Health Department		
ENDORSEMENT FROM PESO <i>(for applicants of Private Companies)</i>		Public Employment Service Office		
QCID		Quezon City Persons with Disability Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent requirements to CBID Staff for preliminary verification and evaluation; 1.1. Duly signed Application Form 1.2. QCID	1. Check the validity of all the requirements submitted;	NONE	1 week	Wilma Cortez Ronaly Veloso <i>(Applicant Assessor)</i>
2. Undergo an orientation	2. CBID staff will inform the applicants for the	NONE	1 day	

	employment opportunities available and the processes that they need to undergo before their deployment			
3. Applicant will undergo Psychological Screening	3. CBID staff will endorse the interested and qualified applicants to the In-House Psychiatrist for screening to determine their emotional and mental condition and limitations.	NONE	1 week	
4. Applicants will undergo Physical and Medical Assessments	4. CBID staff will assist the applicants to get a Medical Certificate indicating their physical condition to determine their physical limitations.	NONE	1 week	
5. Applicants will be assessed by PESO Social Worker <i>(requirement for private companies)</i>	5. CBID staff will endorse the applicants who passed the screenings and assessment to PESO for final validation.	NONE	1 day	
6. Applicants will undergo Pre-Employment Trainings	6. CBID Staff will give the applicants Pre-employment training to prepare them for the workplace environment and culture where they will be assigned.	NONE	1 day	
7. Applicants will submit other documents required	7. CBID Staff will compile all the	NBI/ POLICE CLEARAN CE	3 days	

<p>(requirement for private companies)</p> <p>7.1 SSS 7.2 PAG-IBIG 7.3 PHILHEALTH 7.4 TIN 7.5 NBI/POLICE CLEARANCE 7.6 OCCUPATIONAL PERMIT 7.7 HEALTH CARD</p> <p>8. Endorsement and Deployment of applicants to their place of assignment.</p>	<p>necessary requirements of the applicants.</p> <p>8. CBID Staff will endorse and deploy all the qualified applicants to their place of assignment.</p>	<p>OCCUPATIONAL PERMIT</p>	<p>1 day</p>	
		<p>TOTAL</p>	<p>1 Month</p>	



FACILITATION SERVICES

External Service



VI. FACILITATION SERVICES

PDAO has a pool of resource persons available to meet the facilitation needs of the Capability Development Programs for QCG Frontliners, barangays, organizations serving persons with disabilities, and other stakeholders. These groups may request the necessary resource persons (speakers/facilitators) for training sessions and seminars. Currently, the PDAO is doing Disability Awareness & Sensitivity Training, Filipino Sign Language Training, and Disability Inclusive Disaster Risk Reduction Management.

Office or Division:	Learning and Capacity Development Section			
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
1. The requesting party may submit a formal request letter of training with detailed information either walk-in or through email	1.1. Receive the request letter if it is received via walk-in while acknowledging receipt if it is received via email	None	5 minutes	Receiving-Admin Section
	1.2 Record request letter in the logbook and assign document tracking slip, then transmit to the head of the office for intrusion	None	5 minutes	Receiving-Admin Section
	1.3 Forward the letter to the division chief	None	5 minutes	Receiving-Admin Section
	1.4 Review the request for further instruction from the head of the office	None	5 minutes	Division Chief

<p>For E-mails:</p> <p>PDAO@quezoncity.gov.ph</p> <p>marlyn.castro@quezoncity.gov.ph</p> <p>jeffrey.alipio@quezoncity.gov.ph</p>	<p>1.5 Transmit to the Section Head for action taken (i.e., coordination with the requesting party, scheduling of the training)</p>	<p>None</p>	<p>2 Days, 23Hrs. & 40 mins</p>	<p>Section Head</p>
	<p>TOTAL</p>		<p>3 Days</p>	

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



BUSINESS INCENTIVE

External Service



VII. TAX INCENTIVES TO EMPLOYERS WHO HIRE PERSONS WITH DISABILITIES (PWDs)

To promote employment among persons with disabilities within Quezon City, the **Ordinance No. SP-2940, S-2020** grants tax incentives to employers who hire Persons with Disabilities (PWDs) registered in the city. This aims to promote inclusive employment while providing financial relief to businesses that support workplace diversity.

Office or Division:	Policy Research and Planning Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business Entity			
Who may avail:	Business owners doing business in Quezon City and employing persons with disabilities (and senior citizen) duly registered as such in QC PDAO			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Form			Requesting Party (Applicant)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit documentary requirements</p> <p>a. Duly accomplished Application Form (Issued by PDAO – MIS Section)</p> <p>b. Tabulated list of all qualified PWD employees with corresponding QCID - PWD ID number</p> <p>c. Photocopy of QCID – PWD ID of all qualified employees</p> <p>d. Any competent proof of salary given to the employees concerned</p> <p>2. Approval and Issuance of Certification</p> <p>a. This certification serves as proof that the employer is entitled to claim the 50% allowable deduction on the total salary of the PWD employees</p>	<p>A receiving officer will check the completeness of the documents and issue an acknowledgment receipt.</p> <p>Once verified and approved, a Certificate of Tax Incentive Eligibility is issued to the employer or his/her duly authorized representative</p>	None	<p>5 mins</p> <p>20 mins</p>	<p>SHARINA HIPOLITO</p> <p>(Project Development Officer III)</p>

<p>3. Filing with the City Treasurer's Office (CTO)</p> <p><u>For E-mails:</u> PDAO@quezoncity.gov.ph arnold.cabral@quezoncity.gov.ph</p>	<p>The employer attaches the Certificate of Tax Incentive Eligibility to their annual tax filing with the CTO, along with relevant tax documents, to claim the deduction.</p>			
	<p>TOTAL</p>		<p>25 minutes</p>	



COMPLAINTS

External Service



VIII. COMPLAINTS

Policy Research and Planning Section ensures that all persons with disabilities receive fair, accessible, and efficient services. Complaints related to accessibility, discrimination, service quality, or procedural concerns are handled with confidentiality, urgency, and sensitivity.

Office or Division:	Policy Research and Planning Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B – Government to Business Entity			
Who may avail:	All citizens and business entities			
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. Submission of complaint</p> <p>a. For complaint received walk-in: through a Complaint Form duly issued by PDAO – MIS Section</p> <p>b. For complaints received through on-line: Acknowledgment receipt of the email</p> <p>Every complaint shall be supported with necessary evidence showing the act complained of</p> <p>2. Once the person or entity complained of received the notification letter from PDAO that he/she/it is being complained, the complainant will be notified of any response or feedback from the former and</p>	<p>Receiving staff shall issue a Complaint Form for walk-in complaints. Otherwise, he/she will acknowledge the complaint received via official email of PDAO.</p> <p>Upon receive or acknowledgment of the complaint, the receiving staff shall immediately record the details of the complaint and submit the same to the Section Head for review and prompt response thereto. If necessary, the latter will instruct the receiving staff to send a letter to the person being complained of, requesting an explanation regarding the alleged complaint.</p>	None	<p>5 mins</p> <p>20 mins</p>	<p>ARNOLD F. CABRAL</p> <p><i>(Head, Policy Research and Planning Section)</i></p>

<p>the latter shall be advice of any action taken by the PDAO.</p> <p>3. If the complaint is deemed resolved, or the dispute ceased to exist, it will be tagged as such.</p> <p>4. If necessary, the complainant, together with the person complained of, shall be advice to attend a mediation proceeding to be conducted in PDAO office or as designated in the letter created for that purpose. The parties shall exhaust all the remedies available to resolve their dispute, otherwise, they shall be advice to file a proper complaint before the Prosecution's Office.</p>	<p>For complaints which will be required to undergo mediation process, the Section Head shall preside the proceeding and expedite the disposition of the case.</p>			
<p><u>For E-mails:</u> PDAO@quezoncity.gov.ph Arnold.cabral@quezoncity.gov.ph</p>				
TOTAL:			25 minutes	



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/schools/barangay. 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:	Management Information System Section			
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><u>For E-mails:</u></p> <p><i>PDAO@quezoncity.gov.ph</i></p> <p><i>sharina.hipolito@quezoncity.gov.ph</i></p> <p><i>angelo.saavedra@quezoncity.gov.ph</i></p>	<p>1.1 Received letter from the requesting Offices / Department / Barangays / Schools</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	3 Days	<p>ANGELO SAAVEDRA</p> <p><i>(Head, Management Information System Section)</i></p>
	TOTAL		3 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 , 7809 and 442</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: 988-4242 local 8123, 7809 and 442</p> <p>E-mails:</p> <p>PDAO@quezoncity.gov.ph</p> <p>debbie.dacanay@quezoncity.gov.ph</p> <p>sharina.hipolito@quezoncity.gov.ph</p> <p>marlyn.castro@quezoncity.gov.ph</p> <p>arnold.cabral@quezoncity.gov.ph</p>