

PERSONS WITH DISABILITY AFFAIRS OFFICE

PWD Registration and Issuance of PWD ID External Service

1. 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 are correct. 1.1 Once, the application	None	1 week	ALMIRA T. ENGUERRA <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>is approved, the verifier will verify all the information of the client.</p> <p>1.2 QCID is ready for printing</p>			
<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. Registrants with lacking requirements will be assisted and advised.</p> <p>almira.enguerra@quezoncity.gov.ph</p> <p>8-359-2739</p>	<p>1. The PDAO Frontline staff will assess the submitted documents of the client.</p> <p>1.1 Encode the Personal Information of the clients to the QCID online platform.</p> <p>1.2 The approver will evaluate the submitted documents and personal details are correct.</p> <p>1.3 Once, the application is approved, the verifier will verify all the information 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>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

1. 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

1. 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
1. Submit a request letter for data request 2. Receive Hard copy of the requested data (if existing) (Subject to Data Privacy Act) For E-mails: PDAO@quezoncity.	1.1 Received letter from the requesting Offices / Department 1.2 Prepare the data being requested 2. Issue the copy of the data being requested and other relevant data	None	5 Days	RENATO B. CADA (OIC-Head, Data Management and Monitoring Unit)

gov.ph				
		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>

TASK FORCE FOOD SECURITY

1. FACILITATION OF CAPACITY BUILDING PROGRAMS RELATED TO URBAN AGRICULTURE, URBAN AQUACULTURE AND FOOD SYSTEMS

The Food Security Task Force partners with various National Government Agencies and organizations to provide capacity building programs related to urban agriculture, food security, and other topics related food systems to increase the knowledge and skills of the city.

OFFICE OR DIVISION:		TF Food Security		
CLASSIFICATION:		Complex, Highly Technical		
TYPE OF TRANSACTION:		G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)		
WHO MAY AVAIL:		Public and private sector		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proposal				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit proposal	Receive.	None	5 minutes	Assigned Staff
	Evaluate, coordinate with requesting party and with other concerned city dept.	None	7-20 days (depending on nature or complexity of proposed program/project)	Assigned Staff
Program/project implementation.	Facilitate necessary resources.	None	1 day	Assigned Staff
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	<p>Complaints can also be filed personal or via email at the office. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Letter request of the said complaint providing their contact information.
<p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p>	<p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p>

QUEZON CITY GENDER AND DEVELOPMENT COUNCIL OFFICE

1. PREPARATION, IMPLEMENTATION AND MONITORING OF GENDER AND DEVELOPMENT-RELATED PROGRAMS

Conduct capacity-building activities for GAD mainstreaming such as Gender Development and Sensitivity orientation, Gender-responsive Planning and Budgeting, Gender Diagnosis of programs/projects, and gender-based information systems. Monitor the implementation of GAD plans, programs and activities from the barangay to the city level.

OFFICE OR DIVISION:		GAD Council Office		
CLASSIFICATION:		Simple, Complex		
TYPE OF TRANSACTION:		G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)		
WHO MAY AVAIL:		QC residents, barangays, city departments/offices, different government agencies		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Letter Request	1.1. Evaluate request	None	30 minutes	Assigned Staff
	1.2. Contact requesting party and coordinate in the preparation of plans and budget.	None	5 days	Assigned Staff
2. Program implementation	2.1. Facilitate necessary activities.	None	1 day	Assigned Staff
END OF TRANSACTION				

FEEDBACK AND COMPLAINTS MECHANISM	
How to file a complaint	<p>Complaints can also be filed personal or via email at the office. Make sure to provide the following information:</p> <ul style="list-style-type: none"> • Letter request of the said complaint providing their contact information.
<p><u>Contact Information:</u></p> <p><i>Contact Center ng Bayan (CCB) Civil Service Commission</i></p> <p><i>Presidential Complaints Center (PCC), Office of the President</i></p> <p><i>Anti-Red Tape Authority (ARTA)</i></p>	<p>0908-881-6565 email@contactcenterngbayan.gov.ph 1-6565 www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p>

NOVALICHES DISTRICT CENTER

1. FRONTLINE SERVICES

Serves as a satellite office in providing public services of the city government in District V such as but not limited to engineering works, parks repair, social services, health services, traffic, obstruction, housing, DRRM, emergency, employment, GAD, PWD, taxes and feespayment, business permits, real property, senior citizen affairs.

OFFICE OR DIVISION:	Novaliches District Center			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)			
WHO MAY AVAIL:	Barangay Officials, HomeownersAssociations, Organizations andConstituents of District V			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to the Action Officer Walk-in Phone call assistance service				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit their letter of request	1.1. Received and record the documentary requirements	None	3 minutes	Receiving Clerk
	1.2. Review the documents by the Action Officer	None	1 day	Action Officer
	1.3. Transmit reviewed documents to concerned units.	None	1 day	Liaison Officer
COMPLETED STAFF WORK				

QUEZON CITY DISTRICT ACTION OFFICES

1. FRONTLINE SERVICES

Serves as a satellite office in providing public services of the city government in Districts 1 to 6 in affairs such as but not limited to social services, health services, PWD, tricycle unit affairs, scholarship and youth development, MSMEs, employment, market, engineering works, parks repair, civil registry, solid waste collection and management, streetlights, senior citizen.

OFFICE OR DIVISION:	District Action Office			
CLASSIFICATION:	Simple			
TYPE OF TRANSACTION:	G2C(Government to Citizen) G2B(Government to Business) G2G(Government to Government)			
WHO MAY AVAIL:	Barangay Officials, Homeowners Associations, Organizations and QC Constituents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to the Action Officer Walk-in Phone call assistance service				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit their letter of request	1.1. Receive and record the document.	None	3 minutes	Assigned Staff
	1.2. Review the documents by the Action Officer	None	1 hour	Action Officer
	1.3. Coordinate and/or transmit documents to concerned units.	None	30 minutes	Assigned Staff
2. Follow-up.	2.1. Inform requesting party.	None	5 minutes	Assigned Staff
3. For walk-in transactions, proceed to concerned unit	3.1. Evaluate and process	If applicable	1 day	Assigned Staff/Unit
COMPLETED STAFF WORK				

QUEZON CITY ANTI-DRUG ABUSE ADVISORY COUNCIL

1. Request of Office Supplies

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees under QCADAAC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Supplies Request Form		Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished office supplies request form.	1. Accept and to be submitted for approval of the OVM.	None	1 – 2 days	Admin Staff/Officer
Total		None	2 days	

2. Request for vehicle for various barangay activities

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All employees under QCADAAC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Request Form		Admin Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit duly accomplished Vehicle Request Form 1 day prior to the schedule	1. Accept and to be submitted for approval of the OVM.	None	5 mins	Admin Staff/Officer
	2. Once approved, OVM will provide gas money for the vehicle.	None	1 day	Admin Staff/Officer
Total		None	1 day	

3. Receive communications, answer queries, requests, and other information

Office or Division:	Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Walk-in clients, All Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Documents required for a certain service, if any.		None.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present all necessary documents for a certain service to avail.	1. Coordinate with the section/department concerned.	None	1 day	Admin Staff/Officer
	2. Assist walk-in clients prior to their inquiries regarding the processes for treatment and rehabilitation.	None	5 mins	Receiving clerk
Total		None	1 day	

4. Conduct seminars, training and workshops pertaining to drug education and awareness

Office or Division:	Drug Abuse Preventive Education Section (DAPE)			
Classification:	Simple			
Type of Transaction:	G2G, Private sectors			
Who may avail:	All Government Agencies under QC jurisdiction, private companies, barangay,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit letter of request for the conduct of Drug Education seminar.		1. Organization, barangay, or school concerned.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for the conduct of Drug Education seminar.	1. Accept and schedule seminar program. 2. Facilitate or conduct seminars, workshops, trainings for a dialogues and assemblies on illegal drugs.	None	1 – 2 hrs.	DAPE Staff
Total		None	2 hrs.	

5. Profiling of the drug surrenderers

Office or Division:	Integrated Drug Abuse Profiling System Section (IDAPS)			
Classification:	Confidential			
Type of Transaction:	G2G			
Who may avail:	All Government Agencies, PDEA, PNP,			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Provide list of drug surrenderers from Barangay		1. Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Coordinate with barangay for barangay profiling or for QCADAAC profiling	1. Encoding, data gathering and compilation of information.	None	15 mins	IDAPS Administrators
	2. Once done, scheduling of Drug Dependency Evaluation (DDE).	None	1 day	SDEC Personnel
	3. Once results are received, prepare letter for recommendation addressed to the barangay.			
	4. Scheduling of interventions (CBDRP, IOP, G.I.)		2-3 days	IDAPS Administrators
			1 day	SDEC Personnel
Total		None	2 days	

6. Conduct Drug Testing in different organizations

Office or Division:	Drug Testing Section			
Classification:	Confidential			
Type of Transaction:	G2G			
Who may avail:	All Government Agencies, Barangay, TODA, PWUDs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Submit letter of request 2. Masterlist of employees/clients 		<ol style="list-style-type: none"> 1. All government agencies, barangays, TODA 2. All government agencies, barangays, TODA 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

<p>1. Submit letter of request for the conduct of drug testing.</p> <p>2. Provide masterlist of employees/clients who will undergo drug testing.</p> <p>3. Fill-out of (Control collection form) CCF.</p> <p>4.</p>	<p>1. Confirm and schedule drug testing prior to the number of clients.</p> <p>2. Accept duly accomplished CCF form.</p> <p>3. Collection of urine.</p> <p>4. Sealing of urine.</p> <p>5. Gathering of personal information/data including photograph, biometrics (Idtomis)</p> <p>6. Transmit the collected urine to NRL for final procedure.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>1 day</p> <p>During the activity</p> <p>During the activity</p> <p>After the activity</p>	<p>Drug Testing Team</p> <p>Drug Testing Team</p> <p>Drug Testing Team / NRL</p> <p>Drug Testing Team / NRL</p> <p>Drug Testing Team / NRL</p>
Total		None	2 days	

7. Conduct of drug testing in different organizations

Office or Division:	Drug Clearing Section			
Classification:	Confidential			
Type of Transaction:	G2G			
Who may avail:	All barangays under QC Jurisdiction			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Letter of request for one stop shop 2. Request letter for certified PDEA/PNP Drug watchlist 3. Present a barangay color coded watchlist 4. Omnibus procedure requirement for applying drug cleared barangay 		1. Barangay, DILG, QCPD, PDEA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with QCADAAC Drug Clearing Section for further information.	1. Documents advisory applying for drug cleared barangay.	None	3 days	Drug Clearing Team
Total		None	30 mins	

8. Records of drug surrenders

Office or Division:	Plea Bargaining Section			
Classification:	Confidential			
Type of Transaction:	G2G			
Who may avail:	Drug offenders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Present Court Order 2. Court order indicated to undergo DDE. 3. Submit the result of DDE to the court concerned. 		<ol style="list-style-type: none"> 1. RTC 2. RTC 3. Plea bargaining section 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Coordinate to Plea Bargaining Section for the counselling.	1. Submit the PDL (person deprived liberty) list for counselling to SDEC.	None	10 mins	Plea Bargaining Team
	2. SDEC will provide report to Plea Bargaining for the result of the counselling status of PDL.	None	2 months	SDEC Personnel
	3. Prepare report to be submitted to the RTC.	None	5 days	Plea Bargaining Team
Total		None	30 mins	

9. Facilitate programs, interventions for drug surrenders

Office or Division:	SDEC	
Classification:	Confidential	
Type of Transaction:	G2G	
Who may avail:	All Government Agencies, barangays,	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. IDAPS List 2. PWUDs updated masterlist of barangay 3. Intake forms 4. DDE result 5. Recommendation letter from IDAPS		1. QC-IDAPS Administrators

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Barangay will coordinate to the SDEC Personnel.	1. Scheduling of recommended intervention.	None	1 day	SDEC Personnel
2. Barangay will facilitate or assist the PWUDs for the recommendation of intervention.	2. Perform counselling session for the PWUDs.	None	Depends on the intervention programs	SDEC Personnel
3. PWUDs/client are required to report to the SDEC assigned.	3. SDEC Personnel will schedule the PWUDs for the aftercare program (QC-CARES).		6 months	
4. Attend to the orientation.	4. Once completed, QCADAAC will issue certificate of completion.	None		SDEC Personnel
	5. Recommendation to the barangay for monitoring.			
		None	1 day	SDEC Personnel
		None	Continuous	SDEC Personnel / Barangay personnel
Total		None	6 months	