



### CERTIFICATE OF COMPLIANCE


Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **CARMEN REYES ZUBIAGA**, Filipino, of legal age, Acting Executive Director of the **NATIONAL COUNCIL ON DISABILITY AFFAIRS**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declares and certifies the following truths:

1. The **NATIONAL COUNCIL ON DISABILITY AFFAIRS** has established its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-Step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of the **NATIONAL COUNCIL ON DISABILITY AFFAIRS** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous places of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on April 2009 and underwent review and revision on December 2012 as required under Section 4 Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements (minimum of three) that resulted from the process review of frontline service delivery, specifically:
  - In compliance with RA 9442, the issuance of the IDs for Persons with Disabilities (PWDs) as proof of entitlement to 20% discount is being issued by Local Government Units (LGUs) to facilitate access of PWDs for the availing of IDs.
  - NCDA issues also IDs to those PWDs whose LGUs are not yet issuing IDs. This is to ensure that all Persons with Disabilities can enjoy the privilege.
  - There is now a Registry of PWDs with issued IDs to ensure monitoring of the compliance to the law.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

**IN WITNESS WHEREOF**, I have hereunto set hand this 26<sup>th</sup> day of November 2013 in Quezon City, Philippines.

  
**CARMEN REYES-ZUBIAGA**  
 Acting Executive Director III  
 National Council on Disability Affairs

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SUBSCRIBED AND SWORN to before me this \_\_\_\_\_ day of 10 JAN 2014 in Quezon City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on \_\_\_\_\_ at \_\_\_\_\_

(Place of Issuance)

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**ATTY. NESTOR C. FERNANDEZ**  
 NOTARY PUBLIC  
 Until December 31, 2014  
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 PTR. No. 00796014 - 1-2-2014  
 Quezon City  
 TIN 120-802-013  
 ROLL NO. 33831  
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