



Republic of the Philippines

# NATIONAL COUNCIL ON DISABILITY AFFAIRS

## 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 Therefore

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/Division 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 only in English.
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 in NCDA Website 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.

NCDA Building, Isidora Street, Brgy. Holy Spirit, Quezon City 1127, Philippines

Telephone Numbers: (632) 9324342; (632) 9515013; (632) 9326422; (632) 9516129; (632) 9522809; (632) 9323389; (632) 9516033; (632) 9515925

website: <http://www.ncda.gov.ph> \* e-mail: [council@ncda.gov.ph](mailto:council@ncda.gov.ph)