



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 NCD A 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.

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


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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 availment of IDs.
 - NCDA also does ID issuance to those Persons with Disabilities whose Local Government Units are not yet issuing IDs and soldiers with disabilities due to not having permanent address as part of their area assignments. This is to ensure that all Persons with Disabilities can enjoy the privilege.
 - NCDA maintains a Registry of PWDs based on the ID issuance which serves as back-up system for the Registry maintain by the Department of Health as the mandated agency.

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

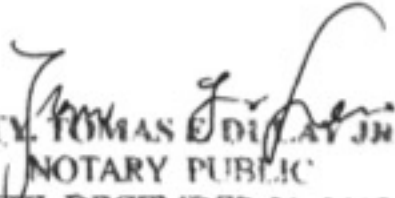
IN WITNESS WHEREOF, I have hereunto set hand this 11th day of December 2015 in Quezon City, Philippines.


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



SUBSCRIBED AND SWORN to before me this DEC 23 2015 day of _____ 2015 in Quezon City, Philippines, with affiant exhibiting to me his/her (government-issued ID) issued on _____ at _____
 (Date of Issuance) (Place of Issuance)

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ATTY. TOMAS E. DU LAY JR.
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 2015
 PTO NO. 0561161 / 01-05-2015 / Q.C.
 IBP NO. 967495 / 01-05-2015 / Q.C.
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