



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 ZUBLAGA**, Filipino, of legal age, Officer-In-Charge 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 facts:

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 as information material.
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The agency has undertaken self-assessment and reporting of improvements in the existing Citizen's Charter.
7. The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

| Frontline Service   | Process Improvement  | Action Taken to Improve Process  | Results/Benefits   |
|---|--|--|--|
| <p>1. Issuance Of Identification Card For Persons With Disabilities (PWD) on the 20% Discount Relative to R.A. 9442 – Division in-charge Programs Management Division (PMD)</p> | <p>1. Fill-out the Philippine Registry Form</p> <p>2. Submit the documentary requirements</p> <p>3. Philippine Registration Form for Persons with Disabilities (PRFPWD) shall be verified/ processed</p> <p>4. ID shall be issued once processed</p> | <p>1. In compliance with Republic Act 10754 or the Act Expanding the Benefits and Privileges of Persons with Disabilities, new ID as one of the proofs of entitlement of persons with disabilities (PWDs) of the 20% discount and 12% VAT exemption and income tax.</p> <p>2. National Council on Disability Affairs (NCDA) shall monitor the implementation of these Implementing Rules and Regulations to ensure that persons with disability enjoy the additional benefits and privileges provided by the law. A monitoring scheme shall be developed by the NCDA to secure relevant and up-to-date information on the progress of its enforcement.</p> <p>3. 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.</p> <p>4. NCDA maintains a Registry of PWDs based on the ID issuance, which serves as back-up system</p> | <p>1. Persons with disability enjoy the additional benefits and privileges provided by the law with the issuance of the new PWD ID</p> |