



NATIONAL COUNCIL ON DISABILITY AFFAIRS

CITIZEN'S CHARTER

2024 (1st edition)



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NCTD PROFILE



I. **Mandate:**

Created by virtue of E.O. 709 under the Office of the President (OP) and by virtue of E.O. 33 attached to the Department of Social Welfare and Development (DSWD).

The NCTD is mandated to be the lead government agency in policy formulation, program development, monitoring and evaluation, research and data banking and advocacy and maintain networks to generate resources and convergence with all stakeholders to ensure the full enjoyment of the rights of persons with disabilities.

II. **Vision:**

All persons with disabilities are able to attain their fullest potential and to become active contributors and participants in nation building.

III. **Mission:**

Provide direction to all stakeholders through policy formulation, coordination, monitoring and evaluation of all activities to “MAKE THE RIGHTS REAL” for all.

IV. **Service Pledge:**

- We are committed to provide quality, quick and courteous delivery of service at all times.
- We will inform you promptly of our actions taken so far and clearly explain to you the reason/s should we be unable to complete the delivery of service you need.
- We shall ensure availability of staff to attend to your concerns at all times.
- We shall strengthen our advocacy efforts towards the development of sensible policies and practices for Persons with Disability with the help of today’s technology and knowledge based research.
- We are dedicated to a strong partnerships with our stakeholders, applying universally accepted principles of effective communication, efficient networking, and deep cross-cultural sensitivity.
- We highly appreciate any positive or negative feedback regarding our services, facilities and personnel.



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SERVICE HEADER

Service Office: NCDA

Service Category: External Services
Internal Services



SERVICE SPECIFICATIONS

I. External Services

1. Service Name: Issuance of Persons with Disability Identification Card

Service Information:

Persons with Disability Identification Card is being issued to qualified persons with disabilities upon submission of complete documentary requirements. The ID is a pre-requisite to avail of the 20% discount and VAT exemption benefit provided under Republic Act 9442 and RA 10754 or the Magna Carta for Persons with Disabilities.

Office or Division:	Programs Management Division (PMD)			
Classification:	Complex			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	Persons with Disability (PWD)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Filled-up Philippine Registry Form for Persons with Disability (PRFPWD)			1. National Council on Disability Affairs	
2. Certificate of Disability (for non-apparent disability)			2. Public/Private physician	
3. Barangay Certificate/Government issued ID			3. Barangay for the Barangay Certificate or any government office for the ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the Philippine Registry Form for Persons with Disability (PRFPWD)	Receive and check completeness of filled-up PRFPWD	None	5 – 10 minutes within 8 hours	PMD Staff
2. Submit documentary requirements	Receive and check completeness of submitted requirements	None		PMD Staff
	Verify if the applicant is not yet registered in the Philippine Registry for Persons with Disability	None		PMD Staff
	Process the Person with Disability ID card and check its correctness	None		PMD Staff
3. Receive the Person with Disability ID card in the logbook	Release the Person with Disability ID card	None		PMD Staff



2. Service Name: Referral and/or Augmentative Services for Persons with Disabilities

Service Information:

The NCDA shall provide referral and/or appropriate augmentative assistance to eligible persons with disabilities to any of the following:

- a. Assistive Devices
- b. Medical/Health Services
- c. Employment
- d. Educational Services
- e. Other services to address disability related concern

Office or Division:	Office of the Executive Director – Regional Programs Coordinator (RPC)			
Classification:	Complex			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	Persons with Disability (PWD)			
24. CHECKLIST OF REQUIREMENTS		25. WHERE TO SECURE		
1. Accomplished intake form/ interview/Letter of request		1. National Council on Disability Affairs/Requesting party (letter of request)		
2. Supporting documents (Social Case Study Report/Certificate of Indigence, Person with Disability Identification Card and other documents needed, depending on the nature of assistance being requested)		2. Client (Individual/Organizations)/Social Welfare Development Office and other relevant institutions (Hospitals, Barangay, etc.)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of letter of request with supporting documents /fill up the Intake/Referral Form through interview. Counseling is conducted if deemed necessary.	Receive and check completeness of letter and documents/ filled up intake form.	None	5 – 10 minutes within 8 hours	NCDA-Office of the Executive Director-Regional Programs Coordinators (OED/RPCS)
	Provide counseling if deemed necessary.	None		RPC
2. Coordinate to agencies, institutions and organizations re:	Coordination/facilitation to prospective/appropriate agencies, institutions and organizations.	None		RPC

referral of persons with disabilities. NCDARPC reviews proposed actions to determine feasibility/determine where to refer	Determines final actions and where to refer.	None		RPC
3. NCDARPC prepares and sends referral letter to concerned institutions/hands out to requesting parties for facilitation.	Inform client/beneficiaries of approval of request/s and where it was referred.	None		RPC



II. Internal Services

1. Accounting Section

Service Name: Processing of Claims of Employees and Other Parties

Service Information:

This service shall encompass the processing of claims of employees and other parties such as suppliers or creditors and other qualified fund beneficiaries. The standard processing time is three (3) working days upon complete submission of supporting documents attached to the Disbursement Vouchers to the Accounting.

Office or Division:	Accounting Section – Finance and Administrative Division			
Classification:	Simple to Complex			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	All NCDA Employees All Persons with Disability (PWD) All Transacting Outside Creditors or Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Three (3) copies of Disbursement Voucher		Origination Office or Division		
2. Three (3) Obligation Request and Status				
3. Two (2) copies of Document Requirements as outlined in the COA Circular (one original copy for COA and one photocopy for Accounting Section)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gather all the supporting documents needed to process the Disbursement Voucher	Receive the documents and check the completeness of supporting documents	None	1 day	Accounting Assistant
2. Prepare the Disbursement Voucher (DV) and Obligation Request and Status (ORS)	Assign a control number Record in the logbook of Disbursement Voucher	None	1 day	Accounting Assistant

3. Have the DV and ORS signed by the Division Chief	For to the Budget Section for funding	None	1 day	Accounting Assistant
4. Submit all the documents to the Accounting Section for control or numbering thereof	Budger Section assigns object code to the payments. Forward to the Accountant for pre-audit and approval	None	1 day	Budget Officer Accountant



2. Personnel Section

Service Name: Recruitment and Hiring Process

Service Information:

To ensure the implementation of policies, standards and procedures on personnel selection and promotion system, the NCDA Human Resource Merit Promotion And Selection Board (**HRMPSB**) covers both the requirement and selection of the best qualified persons whether in hiring or in the promotion of qualified next-in-rank employees.

Office or Division:	Personnel Section – Finance and Administrative Division			
Classification:	Simple to Complex			
Type of Transaction:	Government to Government and Government to Citizen			
Who may avail:	All qualified applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application letter indicate the position applied		Applicant		
2. Fully accomplished Personal Data Sheet (PDS) including WORK EXPERIENCE SHEET Attachment to CS Form No. 212 with recent passport-sized picture (CS Form No. 212, Revised 2017) which can be downloaded at www.csc.gov.ph ;		Civil Service Commission Website downloadable forms		
3. Performance rating in the last rating period (if applicable);		Applicant's employer or company		
4. Authenticated/Certified Photocopy of certificate of eligibility/rating/license;		Civil Service Commission		
5. Photocopy of Transcript of Records, Diploma and Certificate of Experience and Trainings		Applicant's school or employer or company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME (WITHIN the CSC ORAOHRA)	PERSON RESPONSIBLE
1. Applicants submit to FAD	HR reviews all documents and check the	None	2 day	HRMO

Personnel Section all required documents published in the Notice of Vacant Position/s in the CSC, NCDA Website & (3) conspicuous places in NCDA	completeness of the submitted documents by the applicants as per Qualification Standards minimum requirements of the vacant position and submit names of applicants to the HRMPSB Chairperson for deliberation applicants.			
2. Applicants receive notice for scheduled deliberation	HRMPSB inform applicants the schedule of the deliberation and evaluation	None	1 day	HRMO
3. The qualified applicant receives a notice from the HR who pass the deliberation	The Appointing Authority shall assess the merits of the PSB's recommendation for appointment and in the exercise of sound discretion, select, in so far as practicable, from among the top five ranking applicants deemed most qualified for appointment to the vacant position.	None	1 day	HRMO
4. The selected applicant shall submit all the required documents needed for his appointment as per CSC requirements	The selected applicant will be informed & the appointment papers will be prepared for approval of the NCDA Appointing Authority	None	2 day	HRMO
5. The selected applicant signs the appointment papers as	HR submits to CSC Field Office the appointment papers for approval and once approved	None	1 day	HRMO

newly hired employee of NCDA	the new hired employee will be given an orientation regarding the NCDA guidelines and policies.			
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3. Budget Section

Service Name: Processing of Payments

Service Information:

This procedure covers payments for Personnel Services (PS), Maintenance and Other Operating Expenses (MOOE) and Capital Outlay (CO) starting from the Receipt of Obligation, Request and Status (ORS) or Budget Utilization and Request Status (BURS) to forwarding the vouchers to Accounting Section.

Office or Division:	Budget Section, Finance and Administrative Division			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All Employees			
	All Persons with Disabilities Beneficiaries			
	All Transacting Outside Creditors or Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of Obligation, Request and Status (ORS) or Budget Utilization and Request Status (BURS)		Originating Division		
Three (3) copies of Disbursement Voucher		Originating Division		
Two (2) copies of Documentation Requirements		Originating Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Gather all the supporting documents needed to	Receive the documents	0.00	One (1) day	Originating Division

process the vouchers				
Prepare the ORS or BURS and DV Slip	Receive the documents and assign control numbers	0.00	One (1) day	Budget Officer
	Check attached supporting documents against the Request for ORS, BURS and DV slip	0.00	One (1) day	Budget Officer
	Check availability of allotment and Obligate the fund	0.00	One (1) day	Budget Officer
	Fill-up the ORS or BURS	0.00	One (1) day	Budget Officer
	Sign ORS or BURS	0.00	One (1) day	Budget Officer
	Forward document to Accounting Section	0.00	One (1) day	Budget Officer
	Total:	0.00		



4. Supply Section

Service Name: Procurement of Goods, Infrastructure Projects and Consulting Services

Service Information:

This procedure covers the bidding process for goods, infrastructure projects and consulting service until Contract of Award.

Office or Division:	Supply Section, Finance and Administrative Division			
Classification :	Simple to Complex			
Type of Transaction:	G2B			
Who may avail:	All Suppliers with ABC of P1.0 Million and above			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Three (3) copies of Purchase Request (PR)		Originating Division		
Bidding Documents		BAC Secretariat		
Bid Forms		Bidders		
Post-qualification Report		BAC Secretariat		
Recommendation of Award		BAC Secretariat		
Contract		BAC Secretariat		
Notice to Proceed		BAC Secretariat		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

The End-user will prepare Purchase Request (PR)	The supply will receive the PR and assign a control number	0.00	One (1) day	Originating Division
	Validate if it is included in the APP and for signature	0.00	One (1) day	Supply Officer
	Certify as to fund source and in accordance with the approved work and financial plan, and for signature	0.00	One (1) day	Budget Officer
	Then forward and approved by the Head of the Procuring Entity	0.00	One (1) day	Head of the Procuring Entity
	Pre-procurement Conference with ABC above P2M (Goods) and 5M (Infra projects)	0.00	One (1) day	BAC Secretariat
	Advertisement and/or Posting	0.00	Seven (7) calendar days	BAC Secretariat
	Pre-Bid Conference for Goods and Infrastructure - (Mandatory for ABC 1M or more; Discretionary – less than 1M)	0.00	One (1) day	BAC Secretariat

	Eligibility and Shortlisting for Consulting Services	0.00	Within twenty (20) calendar days	BAC Secretariat
Purchase of Bid Documents		Depends on the ABC	One (1) day	
	Bid Submission	0.00	Maximum of 45 cd for goods; maximum of 50cd for infra (50M and below); maximum of 65cd for infra (above 50M);	BAC Secretariat
	Bid Evaluation or Opening and Evaluation of proposals	0.00	One (1) day	BAC Secretariat, BAC, TWG
	Post Qualification or Negotiation	0.00	Twelve (12) calendar days	BAC Secretariat
	Issuance of Notice of Award	0.00	Within fifteen (15) calendar days	BAC Secretariat
	Contract Execution and Approval		Within ten (10) calendar days	BAC Secretariat
	Issuance of Notice to Proceed		Within seven (7) calendar days	BAC Secretariat
	Total:	0.00		



Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send feedback	1. Accomplish the NCDAA the Feedback Form available at the Public Assistance and Complaints Desk and put it in the drop box. 2. Send your feedback through email address: council@ncda.gov.ph 3. Talk to our Officer of the Day.
2. How feedbacks are processed	The accomplished feedback form will be given to the concerned division for immediate action.
3. How to file a complaint	Written complaints should be addressed to the Head of the Agency/Executive Director and may be sent thru mail, email or hand carry to the NCDAA Records Office.
4. How complaints are processed	Written complaints received by the Executive Director shall be addressed to the division concerned for immediate action and shall immediately be addressed by the division concerned and a report will be submitted to the Executive Director within the time frame given by RA 6713.
5. Contact Information of 8888 CCC, CSC-CCB, ARTA	8888 CCC: 8888 CCB: 16565* 0908-8816565 (SMS) ARTA: 8478-5091 8478-5099 complaints@arta.gov.ph



List of Offices

Office	Address	Contact Information
External Services:		
1. Programs Management Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4763
2. Office of the Executive Director – Regional Programs Coordinator (RPC)	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	8932-3663
Internal Services:		
1. Finance and Administrative Division - Accounting Section	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760
2. Finance and Administrative Division - Personnel Section	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760
3. Finance and Administrative Division - Budget Section	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760
4. Finance and Administrative Division - Supply Section	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760

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