



Republika ng Pilipinas
NATIONAL COUNCIL ON DISABILITY AFFAIRS

**BOARD RESOLUTION NO. 8
SERIES OF 2024**

**REQUESTING GOVERNMENT AGENCIES OF THE NCDA GOVERNING BOARD
AND SUB-COMMITTEES TO INCLUDE DISABILITY-RELATED FIELDS IN THE
CLIENT TRANSACTION FORM AND ONLINE PORTAL AS PART OF ITS SERVICE
STANDARDS**

WHEREAS, Republic Act No. 11032 also known as Ease of Doing Business and Efficient Government Service Delivery Act of 2018 mandates all government offices and agencies to provide services covering business and non-business-related transactions, which adopts simplified procedures that will reduce red tape and expedite transactions in government;

WHEREAS, all government agencies, particularly those with frontline services initially collect pertinent information from clients and customers prior to official transaction with them as part of their service standards, which is stipulated in their respective citizen's charters;

WHEREAS, relevant information provided by the client or customer to attending civil servant using a client transaction form or through a government online portal will facilitate effective communication, expedite transactions and provide quality public service;

WHEREAS, to ensure an effective communication, expedite transactions and provide the same quality service and assistance to clients or customers with disabilities, disability-related fields should be included in the agencies' client transaction form or online portal;

WHEREAS FURTHER, inclusion of disability-related field such as but not limited to information on issuance of person with disability ID to the client or customer and specific assistance needed, will facilitate disability data collection and disaggregation by age, gender, ethnicity and the programs and services availed from the government agency;

NOW, THEREFORE, RESOLVED as it is hereby resolved, the NCDA Governing Board adopts this resolution requesting government agencies of the Council and Sub-Committees to include disability-related fields in the client transaction form and online portal as part of its service standards

RESOLVED FURTHER, that the NCDA Secretariat will provide technical assistance to the Council member government agencies in the implementation of this resolution.

RESOLVED FURTHER, that the NCCA Chairperson and the NCCA Executive Director shall be duly authorized to sign this Resolution for and on behalf of the NCCA Governing Board.

APPROVED held this _____ day of _____ 2024 via *ad referendum*.



GLEND A. RELOVA
Executive Director, NCCA



REX GATCHALIAN,
DSWD Secretary & Chairperson, NCCA

12 NOV 2024



CERTIFICATION

This is to certify that:

1. The National Council on Disability Affairs (NCDA) is composed of the Governing Board and a Secretariat Office;
2. The NCDA Secretariat holds office at the NCDA Building Isidora St. Brgy. Holy Spirit, Quezon City;
3. I am presently the Board Secretary of the NCDA Secretariat Office;
4. I am the custodian of the records of the NCDA Governing Board, including the Minutes of Meetings and Resolutions;
5. NCDA Board Resolution No. 8 Series of 2024 entitled "Requesting Government Agencies of the NCDA Governing Board and Sub-Committees to Include Disability-Related Fields in the Client Transaction Form and Online Portal as Part of its Service Standards" was unanimously approved and adopted;
6. The foregoing resolution has been signed by NCDA Executive Director Glenda D. Relova and NCDA Chairperson and DSWD Secretary Rex Gatchalian upon authority of the NCDA Governing Board Members;
7. The aforesaid resolution has not been altered, modified nor revoked and the same is now in full force and effect;
8. I am executing this Certification for whatever legitimate purpose this may serve.

IN WITNESS WHEREOF, I have hereunto affixed my signature this ____ day of _____
2024, Quezon City.


PRECIOUS KEITCH P. HORVIDALLA
Board Secretary III
NCDA Secretariat Office