



NATIONAL COUNCIL ON DISABILITY AFFAIRS

CITIZEN'S CHARTER



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NCDA 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 NCDA 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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NCDA

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/S 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	Virginia Rabino & Maila Padoc
2. Submit documentary requirements	Receive and check completeness of submitted requirements	None		Virginia Rabino & Maila Padoc
	Verify if the applicant is not yet registered in the Philippine Registry for Persons with Disability (PRPWD)	None		Virginia Rabino & Maila Padoc
	Process the Person with Disability ID card and check its correctness	None		Virginia Rabino & Maila Padoc

3. Receive the Person with Disability ID card in the logbook	Release the Person with Disability ID card	None		Virginia Rabino & Maila Padoc
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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)			
CHECKLIST OF REQUIREMENTS		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: referral of persons with disabilities. NCDARPC reviews proposed actions to determine feasibility/determine where to refer	Coordination/facilitation to prospective/appropriate agencies, institutions and organizations.	None		RPC
	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



NCDA

Internal Services



1. 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 NCDAA 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			Originating Office or Division	
2. Three (3) copies of Obligation Request and Status			Originating Office or Division	
3. Two (2) copies of Document Requirements as outlined in the COA Circular (one original copy for COA and one photocopy for Accounting Section)			Originating Office or Division	
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	Emarie Joy Magcayang
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	Emarie Joy Magcayang
3. Have the DV and ORS	Forward to the Budget	None	1 day	Emarie Joy Magcayang

signed by the Division Chief	Section for funding			
4. Submit all the documents to the Accounting Section for control or numbering thereof	<p>Budget Section assigns object code to the payments.</p> <p>Forward to the Accountant for pre-audit and approval</p>	None	1 day	<p>Roxanne Fernandez (Budget Officer)</p> <p>Felicia Hermogenes (Accountant)</p>



2. Service Name: Recruitment and Hiring Process

Service Information:

To ensure the implementation of policies, standards and procedures on personnel selection and promotion system, the NCDAA 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. One (1) original and one (1) copy of the Application letter indicating the position applying to		Applicant		
2. Three (3) copies of 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. One (1) original and one (1) copy of the Authenticated/Certified Photocopy of certificate of eligibility/rating/license;		Civil Service Commission		
5. Three (3) copies of photocopy of Transcript of Records (TOR), Diploma and Certificate of Experience and Trainings		Applicant's school or employer or company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants submit to FAD Personnel Section all required documents published in the Notice of Vacant	HR reviews all documents and check the completeness of the submitted documents by the applicants as per Qualification Standards minimum	None	2 days	Fatima A. Garon (HRMO III)

Position/s in the CSC, NCDA Website & (3) conspicuous places in NCDA	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	Fatima A. Garon (HRMO III)
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	Fatima A. Garon (HRMO III)
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 days	Fatima A. Garon (HRMO III)
5. The selected applicant signs the appointment papers as newly hired employee of NCDA	HR submits to CSC Field Office the appointment papers for approval and once approved the new hired employee will be given an orientation regarding the NCDA guidelines and policies.	None	1 day	Fatima A. Garon (HRMO III)



3. 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	PROCES- SING TIME	PERSON RESPON- SIBLE
Gather all the supporting documents needed to process the vouchers	Receive the documents	0.00	One (1) day	Finance and Administrative Division (FAD)
Prepare the ORS or BURS and DV Slip	Receive the documents and assign control numbers	0.00	One (1) day	Roxanne Fernandez (Budget Officer)
	Check attached supporting documents against the Request for ORS, BURS and DV slip	0.00	One (1) day	
	Check availability of allotment and Obligate the fund	0.00	One (1) day	Roxanne Fernandez

	Fill-up the ORS or BURS	0.00	One (1) day	(Budget Officer)
	Sign ORS or BURS	0.00	One (1) day	
	Forward document to Accounting Section	0.00	One (1) day	
	Total:	0.00		



4. 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 Million and above			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Three (3) copies of Purchase Request (PR)			Originating Division	
One (1) Original 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	Finance and Administrative Division (FAD)
	Validate if it is included in the APP and for signature	0.00	One (1) day	Eleonor Lois G. Seno (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	Roxanne Fernandez (Budget Officer)
	Then forward and approved by the Head of the Procuring Entity	0.00	One (1) day	Glenda D. Relova (HoPE)
	Pre-procurement Conference with	0.00	One (1) day	Eleonor Lois G. Seno (BAC Secretariat)

	ABC above P2M (Goods) and 5M (Infra projects)			
	Advertisement and/or Posting	0.00	Seven (7) calendar days	Eleonor Lois G. Seno (BAC Secretariat)
	Pre-Bid Conference for Goods and Infrastructure - (Mandatory for ABC 1M or more; Discretionary – less than 1M)	0.00	One (1) day	Eleonor Lois G. Seno (BAC Secretariat)
	Eligibility and Shortlisting for Consulting Services	0.00	Within twenty (20) calendar days	Eleonor Lois G. Seno (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);	Eleonor Lois G. Seno (BAC Secretariat)
	Bid Evaluation or Opening and Evaluation of proposals	0.00	One (1) day	Eleonor Lois G. Seno (BAC Secretariat), BAC, TWG
	Post Qualification or Negotiation	0.00	Twelve (12) calendar days	Eleonor Lois G. Seno (BAC Secretariat)
	Issuance of Notice of Award	0.00	Within fifteen (15) calendar days	Eleonor Lois G. Seno (BAC Secretariat)
	Contract Execution and Approval		Within ten (10) calendar days	Eleonor Lois G. Seno (BAC Secretariat)

	Issuance of Notice to Proceed		Within seven (7) calendar days	Eleonor Lois G. Seno (BAC Secretariat)
	Total:	0.00		

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
1. How to send feedback	<ul style="list-style-type: none"> Accomplish the NCDA Feedback Form/CSM Survey available at the Public Assistance and Complaints Desk and put it in the drop box Contact Information: 5310-4763 (Choose 4 in Voice Over) OR council@ncda.gov.ph / pmd2024.complaints@gmail.com
2. How feedbacks are processed	<ul style="list-style-type: none"> Every Monday, the drop box is opened and all feedbacks are compiled and recorded. Feedback requiring answers are forwarded to the concerned division for necessary action within three (3) days upon receipt. For inquiries and follow-ups, client may contact 5310-4763 (VO: 4)
3. How to file a complaint	<ul style="list-style-type: none"> Complaints must be sent in written form and should include pertinent details about the 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 NCDA via the Public Assistance and Complaints Desk. Send your complaints through the following address/email addresses: pmd2024.complaints@gmail.com council@ncda.gov.ph NCDA Building, Doña Isidora St., Brgy. Holy Spirit, Quezon City 1127 For inquiries and follow-ups, client may contact 5310-4763 (VO: 4)
3. How complaints are processed	<ul style="list-style-type: none"> Complaints received are forwarded to the concerned division for necessary action within three (3) days upon receipt. For inquiries and follow-ups, client may contact 5310-4763 (VO: 4) Written complaints received by the Executive Director shall be addressed to the division concerned for immediate action (3 days upon receipt) and shall immediately be addressed by the division concerned and a report will be submitted to the Executive Director within the time frame as stated in RA 6713 and RA11032.

<ul style="list-style-type: none">Contact Information of 8888 CCC, CSC-CCB, ARTA	8888 Citizens Complaint Center: 8888 8888.gov.ph/file-complaint CCB: 0908-8816565 (SMS) email@contactcenterngbayan.gov.ph ARTA: 8478-5091 8478-5099 complaints@arta.gov.ph arta.gov.ph/complaint-form
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List of Offices

Office	Address	Contact Information
External Services:		
1. Programs Management Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	Direct: 5310-4763 Voice Over (VO): 4 Local: 108, 109
2. Office of the Executive Director – Regional Programs Coordinator (RPC)	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	Direct: 8932-3663 VO: 1 Local: 101
Internal Services:		
1. Accounting Section - Finance and Administrative Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760 VO: 3 Local: 104
2. Personnel Section - Finance and Administrative Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760 VO: 3 Local: 103
3. Budget Section - Finance and Administrative Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760 VO: 3 Local: 103
4. Supply Section - Finance and Administrative Division	NCDA Isidora St. Brgy. Holy Spirit, Quezon City	5310-4760 VO: 3 Local: 104