

**CITIZEN CHARTER
PERSONS WITH DISABILITY AFFAIRS OFFICE**

REGISTRATION AND ISSUANCE OF PWD ID

The registration and issuance of the PWD ID are for Persons with Disability that are legitimate residents of Pasig City. In compliance with **Republic Act 9442** as amended to **Republic Act 7227**, otherwise known as the **Magna Carta for Persons with Disability**.

Office or Division:	Persons with Disability Affairs Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government
Who may avail:	People with disability as define bythe United Nations Convention on the Rights of Persons with Disabilities. Disability is the interaction between persons with impairments, attitudinal and environmental barriers that hinder their full and active participation in society on an equal basis with others.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. 1X1 photo, 2 pieces and 1 whole body photo	
2. Updated Medical Certificate (6 months – 1 year)/ Certificate of Disability Updated Medical Abstract (if currently admitted)	Hospital that the person has been admitted. Clinic where the person has had his/her check-up.
3. Voter's ID/COMELEC Certificate (photocopy) If not registered: - barangay Residential certificate	Local COMELEC office. Barangay Hall of their respective barangay.
4. Birth Certificate / Baptismal If none: any 1 valid ID with birthday (photocopy) a. Philhealth b. BIR c. Driver's License d. UMID e. Passport f. Postal ID g. Employee's ID	Philippines Statistics Office, Philhealth, SSS, BIR, LTO
5. Lost PWD ID: Affidavit of Lost ID	Public Attorney's Office (PAO)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	FOR NEW and RENEWAL APPLICATION - Secure a PWD ID application form (Philippines Registry v. 3.0) and filled it out. - Online application: Secure a PWD ID application form by emailing pcpdaonlineapplication@gmail.com upload the needed documents/requirements Wait for the email if the application is approved or not	PWD ID application form is given PWD ID application will be emailed The documents will be downloaded, printed and processed Email will be sent to the applicant	None None None	30 seconds 1 minute 3-5 working days	Julius Bandilla and Rosaleo Almencion Vladimir Amadeus Medina Princess Richdaline Dillera and Diwata Marie Reyes

	<p>IF APPROVED: will go to the office to pick-up the PWD ID</p> <p>IF NOT APPROVED/PENDING: The PWD ID application form will be given a tickler on why it is not approved or why it is in pending status</p>	<p>PWD ID will be given</p> <p>The application will be return to the applicant</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>2 minutes</p>	<p>Rosaleo Almencion</p> <p>Diwata Marie Reyes</p>
2	Submit the application form along with required documents at the PWD Helpdesk of PDAO.	Receiving and reviewing of PWD ID application form with the required documents	None	5 minutes	Rosaleo Almencion and Julius Bandilla
3	Assessment of PWD Application	<p>Assessing of PWD application</p> <p>IF APPROVED:</p> <ul style="list-style-type: none"> The details of the applicant for PWD ID will be recorded in the PWD database and PWD Log book <p>IF NOT APPROVED/PENDING:</p> <ul style="list-style-type: none"> The PWD ID application form will be given a tickler on why it is not approved or why it is in pending status 	None	3-5 working days	Diwata Marie Reyes and Flordeliza Bernardo
4	<p>IF APPROVED:</p> <ul style="list-style-type: none"> Receiving of PWD ID or PWD Certificate 	PWD ID or PWD Certificate will be given to approved applications	None	5 minutes	Rosaleo Almencion
	<p>LOST ID (first time lost)</p> <ul style="list-style-type: none"> - Fill out form for lost PWD ID - Affidavit of loss - updated details of PWD 	<p>PWD ID application form is given</p> <p>Documents will be reviewed</p>	None	1 minute	Rosaleo Almencion
	Wait for the schedule of release	Lost PWD ID will be processed	None	2-3 days	Flordeliza Bernardo and Ma. Leticia Bonto
	Receiving of new PWD ID	New PWD will be given	None	2 minutes	Ma. Leticia Bonto
(NEW / RENEWAL APPLICANT) TOTAL:			None	3-5 working days, 10 minutes and 30 seconds	
(LOST PWD ID) TOTAL:			None	2-3 days and 3 minutes	
(ONLINE APPLICATION) TOTAL			None	3-5 working days and 5 minutes	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Clients are encouraged to accomplish a feedback form and drop them at a designated drop box located at the front desk. Clients can also email their feedback to Mr. Virgilio G. Cruz at pasigcitypdo@gmail.com
How feedback is processed	Feedback is gathered and processed by the assigned officer. This will be documented and action will be taken.
How to file a complaint	Client can file a complaints directly to PDAO or they can send their complaints to the office of Ugnayan sa Pasig
How complaints are processed	Complaints are gathered and processed whether verbal or written. This will be addressed and appropriate action will be taken
Contact Information	Email add: pasigcitypdo@gmail.com Text/call: 09562535487