

**CITIZEN CHARTER  
PERSONS WITH DISABILITY AFFAIRS OFFICE**

**REGISTRATION AND ISSUANCE OF PWD ID**

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

<b>Office or Division:</b>	Persons with Disability Affairs Office (PDAO)
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Issuance of Persons with Disability ID (PWD ID)
<b>Who may avail:</b>	People with disability as define by United Nations Convention on the Rights of Persons with Disabilities. Disability is a result from 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
<b>NEW/RENEWAL APPLICATION</b>	
1. 1X1 photo and 1 whole body photo with calendar (present year)	
2. Updated Medical Certificate or Certificate on Disability Updated Medical Abstract (if currently admitted)	- Clinic or hospital where the person has had his/her check-up. - Hospital that the person has been admitted.
3. Voter's ID/COMELEC Certificate (photocopy) <b>If not registered:</b> - Barangay Residential certificate	Local COMELEC office.  Barangay Hall of their respective barangay.
4. Birth Certificate / Baptismal Certificate (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, Local Civil Registry, Philhealth, SSS, BIR, LTO, Philippine National ID
***Certificate of Guardianship (notarized) – for minors who does not have parents (if their guardian is their grandparents, aunts or uncles)	Notary Public or Public Attorney's Office (PAO)

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	<b>FOR NEW and RENEWAL APPLICATION (Walk-in)</b>  - Secure a PWD ID application form (Philippines Registry v. 4.0) and filled it out.	Issuance of PWD ID application form	None	30 seconds	Cynthia S. Calano Michelle C. Lazaro
2	Submit the application form along with the required documents at the PWD Helpdesk of PDAO.	Receiving and reviewing of PWD ID application form with the required documents	None	5 minutes	Cynthia S. Calano
3	Assessment of PWD Application	Assessing of PWD application  <b>IF APPROVED:</b> <ul style="list-style-type: none"> <li>The details of the applicant for PWD ID will be recorded in the PWD database and PWD Log book</li> </ul> <b>IF NOT APPROVED /PENDING:</b> <ul style="list-style-type: none"> <li>The PWD ID application form will be given a tickler on why it is not approved or why it is in pending status</li> </ul>	None	3-5 working days	Diwata Reyes, Helen Carmona and Flordeliza Bernardo
4	<b>IF APPROVED:</b> <ul style="list-style-type: none"> <li>Receiving of PWD ID</li> </ul>	PWD ID will be given to approved applications	None	5 minutes	Michelle Lazaro
	- <b>Online application:</b> Secure a PWD ID application form by emailing <a href="mailto:pcpdaonlineapplication@gmail.com">pcpdaonlineapplication@gmail.com</a> Or sending a message to <a href="https://www.facebook.com/PDAOPasigCityOfficial">https://www.facebook.com/PDAOPasigCityOfficial</a>  Upload the filled-out PWD ID application form along with the needed documents/requirements < <a href="mailto:pcpdaonlineapplication@gmail.com">pcpdaonlineapplication@gmail.com</a> >  Wait for the email if the application is approved or not  <b>IF APPROVED:</b> The applicant will go to the office to pick-up the PWD ID  <b>IF NOT APPROVED/PENDING:</b> The PWD ID application form will be given a tickler on why it is not	PWD ID application will be emailed  The documents will be downloaded, printed and processed  Email will be sent to the applicant  PWD ID will be given  An email will be sent to the applicant.	None  None  None  None	1 minute  3-5 working days  2 minutes  2 minutes  2 minutes	Vladimir Amadeus Medina  Princess Richdaline Dillera and Diwata Reyes  Princess Richdaline Dillera  Michelle Lazaro  Vladimir Amadeus F. Medina

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	approved or why it is in pending status.				
	<b>LOST ID</b> - Fill out form for lost PWD ID - Affidavit of loss - Valid ID of PWD	PWD ID application form is given  Documents will be reviewed	None	1 minute	Cecile R. Ramos
	Wait for the schedule of release	Lost PWD ID will be processed	None	1 - 2 days	Flordeliza Bernardo
	Receiving of new PWD ID	New PWD ID will be given	None	2 minutes	Michelle Lazaro
	<b>TRANSFER/REPLACEMENT</b> - If a PWD is from a different LGU, it will be treated as a new application.  - If the PWD will transfer from other barangay to another barangay in Pasig City. a. Filled-out PWD application form b. Barangay Certificate of Residency where the PWD will transfer	The application will be assessed and process as new application.  - Will be treated as a renewal application  - PWD ID of old residence will be given when the new PWD ID with new residence is released.	None  None	3 – 5 working days  1 – 2 working days	Cecile R. Ramos  Flordeliza Bernardo
	<b>(NEW / RENEWAL APPLICANT) TOTAL:</b>		None	3 - 5 working days, 10 minutes and 30 seconds	
	<b>(LOST PWD ID) TOTAL:</b>		None	1 - 2 days and 3 minutes	
	<b>TRANSFER/REPLACEMENT TOTAL:</b>		None	3-5 working days and 5 minutes	
	<b>(ONLINE APPLICATION) TOTAL</b>		None	3-5 working days and 5 minutes	

## Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Clients are encouraged to accomplish a feedback form and drop them at a designated drop box located at the front desk.</p> <p>Clients can also email their feedback to <b>Helen G. Carmona (PDAO Head), Vladimir Amadeus F. Medina</b> o kay <b>Ms. Princess Richdaline I. Dillera</b> sa <a href="mailto:pdao@pasigcity.gov.ph">pdao@pasigcity.gov.ph</a></p> <p><b>SUBJECT: Pasig PDAO Feedback</b></p>
How feedback is processed	Feedback is gathered and processed by the assigned officer. This will be documented and appropriate action will be taken.
How to file a complaint	<p>Client can file a complaint directly to PDAO or they can send their complaints to the office of Ugnayan sa Pasig</p> <p>One can also request for a feedback form from the official; Facebook page of Pasig City PDAO &lt;<a href="https://www.facebook.com/PDAOPasigCityOfficial">https://www.facebook.com/PDAOPasigCityOfficial</a>&gt;</p>
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	<p>Email add: <a href="mailto:pdao@pasigcity.gov.ph">pdao@pasigcity.gov.ph</a></p> <p>Mobile number: 09283435576</p> <p>Landline number: (02)8643-1111 local 1162</p>