



City Government of Imus
PERSONS WITH DISABILITY AFFAIRS OFFICE

CITIZEN'S CHARTER

PERSONS WITH DISABILITY AFFAIRS OFFICE



CITY OF
IMUS
FLAG CAPITAL



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www.imus.gov.ph

CITIZEN'S CHARTER

PERSONS WITH DISABILITY AFFAIRS OFFICE

The office in compliance with the Republic Act 7277 (Magna Carta for Disabled Persons) is mandated to provide assistance to the persons with disabilities in the City of Imus.

FUNCTIONAL STATEMENT

The **Persons with Disability Affairs Office (PDAO)** shall:

1. Design and implement yearly work programs and projects in accordance with R.A. 7277 (Magna Carta for Disabled Persons), Batas Pambansa 344 (Accessibility Law) and the UN Convention on the Rights of PWDs (UNCRPD);
2. Advocate for equal opportunity and accessibility of PWDs the programs for education, employment, health, socio-cultural and sports development;
3. Propose measures for the welfare of the person with disabilities(PWDs) as approved by the Sangguniang Panlungsod;
4. Maintain and regularly update the list of PWDs and issue individual PWD identification cards;
5. Organize the identified PWDs in every barangay and federate them in the city;
6. Serve as consultative and advisory body in the issuance of building and occupancy permits relative to the effective implementation of BP 344 also known as the Accessibility Law;
7. Monitor and report to the Department of Justice, the incidents violating the RA 7277, BP 344, RA 10070, RA 10754 and PWD related laws.



FRONTLINE SERVICES OFFERED

- Application and Renewal of Persons with Disability (PWD) Identification Card
- Provide Persons with Disability (PWD) assistance

FRONTLINE SERVICE PROCEDURE

APPLICATION AND RENEWAL OF PWD IDENTIFICATION CARD

WHO MAY AVAIL THE SERVICE:

- All persons with disability in the City of Imus

REQUIREMENT(S):

New application:

- Duly accomplished Application Form
- Two (2) pcs. 1x1 ID picture
- Medical Certificate (indicating the disability due to illness)
- Barangay Clearance
- Blood Type
- COMELEC certification

Renewal:

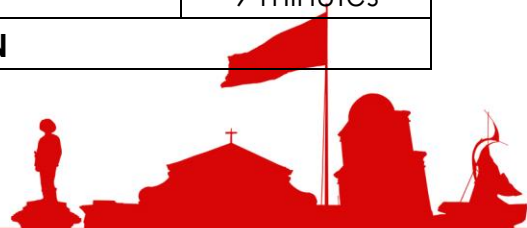
- Accomplished Application Form
- Previously issued PWD ID
- Barangay Clearance

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	UNIT		
1	Submit the requirements	Assess the submitted requirements	John Kevin Mercado	2 minutes
		Process the request		5 minutes
	2	Receive the PWD ID and booklet		Release the PWD ID with PWD Booklet
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				9 minutes
END OF TRANSACTION				



PROVIDE PERSONS WITH DISABILITY (PWD) ASSISTANCE

WHO MAY AVAIL THE SERVICE:

- All registered persons with disability in the City of Imus

REQUIREMENT(S):

Medical Assistance:

- Letter of request addressed to the City Mayor
- Barangay Clearance or Certificate of Indigency, under the name of the claimant
- Photocopy of claimant's ID
- Photocopy of PWD ID
- Original COMELEC Certificate or Acknowledgement Receipt under the name of the claimant
- Medical Certificate/Clinical Abstract of the PWD

Educational Assistance:

- Letter of request addressed to the City Mayor
- Barangay Clearance or Certificate of Indigency, under the name of the claimant
- Photocopy of claimant's ID
- Photocopy of PWD ID
- Original COMELEC Certificate or Acknowledgement Receipt under the name of the claimant
- Current School Certificate or Certificate of Registration
- School I.D.

Burial Assistance:

- Barangay Clearance or Certificate of Indigency, under the name of the claimant for the purpose of burial assistance
- Photocopy of claimants ID
- Original and photocopy of PWD ID
- Original/Certified True Copy of Death Certificate
- Proof of relationship of the deceased to the claimant

Assistive Device/Wheelchair Assistance:

- Letter of request addressed to the City Mayor
- Barangay Clearance or Certificate of Indigency, under the name of the claimant
- Photocopy of claimant's ID
- Photocopy of PWD ID
- Original COMELEC Certificate/Acknowledgement Receipt under the name of the claimant



FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	UNIT		
1	Submit the requirements	Assess the submitted requirements	John Kevin Mercado	2 minutes
2	Proceed to the City Social Welfare and Development Office (CSWDO)	Refer to the City Social Welfare and Development Office (CSWDO) for personal interview		1 minute
3	Return the documents to the PDAO	Process the request		3 minutes
4	Receive the acknowledgement receipt	Release the acknowledgement receipt		1 minute
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				7 minutes
END OF TRANSACTION				



ORGANIZATIONAL STRUCTURE



Location: The **Persons with Disability Affairs Office (PDAO)** is located at the 1st level of the Sangguniang Panlungsod Building.

Mr. Allendino M. Sastre
PDAO Officer

You can also contact us at:
(046) 416-1095

Or email us at:
imuspdo@gmail.com

