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ANTI-RED TAPE AUTHORITY
OFFICE OF THE PRESIDENT



CITIZEN'S CHARTER HANDBOOK

2026 First Edition





**PERSONS WITH DISABILITIES AFFAIRS OFFICE
(PDAO)**

**CITIZEN'S CHARTER
2026 (1st Edition)**



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Mandate: Republic Act: 10070

Ordinance No.12, S.2018 – An Ordinance recognizing the importance, integrity and capability of Persons with Disabilities (PWD's) as equal partners of the Local Government Unit of General Santos City towards promoting good governance and development forthwith establishing the Persons with Disabilities Affairs Office (PDAO), setting forth the framework and guidelines necessary for its efficient and effective management, providing funds therefor and for other purposes.

I. Mission:

Program for the Welfare, Empowerment and Integration of PWDs are initiated, Established Implemented and PWDs Represented.

II. Vision:

To make General Santos a Persons with Disability Friendly, Accessible and Livable City.



External Services

1. Request for Issuance of Persons with Disability Identification Card

The Identification Card shall be the proof of entitlement to benefits and privileges indicated in R.A. 9442 and R.A. 10754 to bonafide persons with disability.

Office or Division:	Persons with Disabilities Affairs Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	1. Bonafide person with disabilities in General Santos City 2. Authorized representative of persons with disabilities in General Santos City	
	CHECKLIST OF REQUIREMENT/S	WHERE TO SECURE
	<p>For New Application</p> <ol style="list-style-type: none"> 1. Birth Certificate or any proof of birth in the absence of a birth certificate-1 photocopy <ol style="list-style-type: none"> a. Certificate of Residency (For IPs) b. Baptismal Certificate c. National ID d. Passport ID e. UMID f. PRC ID 2. Medical Certificate issued by a specialized physician based on the declared disability- original and photocopy 3. 1x1 colored picture (1 piece) 4. Application form- original 5. Voter's ID or Certificate-1 photocopy 6. Certificate of mental incapacity or physical incapability to vote-1 original copy 7. Marriage Contract for married woman- 1 photocopy <p>For Renewal</p> <ol style="list-style-type: none"> 1. 1x1 colored picture (1 piece) 2. Application form- original 3. Latest Medical Certificate issued by a specialized physician based on the declared disability- original 4. Expired PWD ID 5. Voter's ID or Certificate-1 photocopy 6. Marriage Contract for married woman- 1 photocopy <p>For Lost ID</p> <ol style="list-style-type: none"> 1. Affidavit of Loss - 1 original copy 	<ol style="list-style-type: none"> 1. Philippine Statistics Authority/Local Civil Registrar/Barangay, Professional Regulation Commission, Church and IP Chieftains/Department of Foreign Affairs/Social Security System 2. City Health Office or any licensed specialized physician for particular disabilities such as cancer, mental, intellectual, learning and apparent disabilities 3. Provided by applicant 4. Persons with Disabilities Affairs Office 5. Commission on Election 6. City Health Office 7. Local Civil Registry 1. Provided by applicant 2. Persons with Disabilities Affairs Office 3. City Health Office or any Licensed Specialized physician for particular disabilities such as cancer, mental, intellectual, learning and apparent disabilities 4. Persons with Disabilities Affairs Office 5. Commission on Election 6. Local Civil Registry 1. Any lawyer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all the requirements to frontline staff	1. Receives, checks, verifies and assesses the authenticity of submitted required documents by the applicant.	None	5 minutes	<i>Administrative Aide II,</i> Receiving Area, PWD Center.
2. Fills out the PWD ID application form	2. Assists in the filling out of the PWD ID application form	None	2 minutes	<i>Administrative Aide II,</i> Receiving Area, PWD Center.
3. none	3. Process the PWD ID (verification, scanning of pictures and signature, encoding of SPSIS entries, QR code, ID production and PRPWD)	None	15 minutes	<i>Administrative Aide III/Administrative Aide III,</i> Receiving Area, PWD Center.
Waiting for client's appropriate action				
4. Checks the correctness of the details of the ID, and the registration to the DOH website by accessing the QR code	4. Assists client in accessing the QR code		1 minutes	<i>Administrative Aide II,</i> Receiving Area, PWD Center
5. Accepts PWD ID	5. Releases PWD ID		2 minutes	<i>Administrative Aide II,</i> Receiving Area, PWD Center
	TOTAL	None	25 minutes/ transaction	
END OF TRANSACTION				



External Services

2. Request for Issuance of Assistive Device

The office issues donated medical and assistive devices to all persons with disabilities who need such equipment

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Bonafide person with disabilities in General Santos City 2. Authorized representative of persons with disabilities in General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Persons with Disability ID Card(not expired)-1 photocopy 2. Authorization Letter for representative - 1 copy 3. Client's whole body picture (if represented) that shows his/her disability and holding the current calendar- 1 colored printed copy 4. Doctor's prescription		1. Persons with Disabilities Affairs Office 2. Provided by applicant 3. Provided by applicant 4. City Health Office or Licensed Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client or his/her authorized representative requests for medical and assistive device	1. Requests for persons with disabilities Identification Card and its photocopy	None	1 minute	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
2. Client presents persons with disabilities Identification Card and submits its photocopy to PDAO. Picture of the client must be presented by the representative	2. Collects and assess the requirements submitted by the client/representative	None	2 minutes	<i>Administrative II, Receiving Area, PWD Center.</i>
	3. Records client's request with the necessary details and required documents	None	5 minutes	<i>Administrative Aide II, Receiving Area, PWD Center</i>
4. Client/authorized representative accepts the medical/assistive device	4. Endorses medical/assistive device to the client/authorized representative	None	2 minutes	<i>Administrative Aide II, and Donor (if donated-optional) at the PWD Center or designated venues of events</i>
	5. Takes photographs			

	(if recipient is immobile, asks for his/her photograph using the donated device)	None	1 minute	<i>Administrative Aide II, Receiving Area, PWD Center</i>
5. Signs logbook for the receipt of the medical/assistive devices	6. Hands record of medical/assistive device beneficiaries to client for his/her signature	None	1 minute	<i>Administrative Aide II Receiving Area, PWD Center</i>
	TOTAL	None	12 minutes/ transaction	
END OF TRANSACTION				



External Services

3. Request for Issuance of Authorization to Conduct Fundraising Activities for the Benefit of Persons with Disabilities

This service regulates any unauthorized fundraising activities meant to use the name of persons with disabilities for personal profit purposes

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Association/groups/organizations/individuals/charitable institutions in General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Letter of intent to conduct fundraising activities 2. Barangay Certification		1. Provided by applicant 2. Barangay where the association/group/organization/individual/charitable institution dwells		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent to conduct fundraising activities with barangay certification through: a. Visit to the PDAO Office b. email at pdaogensan@gmail.com	1. Receives letter or email of intent and barangay certification	None	2 minutes	<i>Administrative Aide II, PWD Center</i>
	2. Evaluates fundraising activity and recommend approval/disapproval to PDAO Chief	None	5 minutes	<i>Disability Affairs Officer III, Receiving Area, PWD Center.</i>
	3. Approves/disapproves fundraising activity	None	1 minute	<i>Disability Affairs Officer IV, PWD Center.</i>
2. Receives Authorization to Conduct Fundraising Activity	4. Issues Authorization to Conduct Fundraising Activity	None	10 minutes	<i>Administrative Aide II, PWD Center</i>
	TOTAL	None	18 minutes/ transaction	
END OF TRANSACTION				

4. Request for Issuance of Discount Booklet to Persons with Disability

The discount booklet is issued to bonafide beneficiaries of R.A. 10754 or An Act Expanding the Benefits and Privileges of Persons with Disability (PWD)

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Bonafide person with disabilities in General Santos City 2. Authorized representative of persons with disabilities in General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Persons with Disability ID Card (not expired & original) 2. Old persons with disability discount booklet (original)		1. Persons with Disabilities Affairs Office 2. Provided by applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request discount booklet for persons with disabilities by presenting the complete requirements	1. Verifies issued PWD ID with the system as to its legitimacy	None	2 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
2. Surrender old discount booklet (for those with previously-issued booklets)	2. Receives old booklet and issue new discount booklet to client	None	3 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
3. Receives booklet and Signs in the logbook	3. Encodes name of applicant in the booklet registry	None	4 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
	4. Release new PWD discount booklet to the client	None	1 minute	<i>Administrative Aide II, Receiving Area, PWD Center</i>
	TOTAL	None	10 minutes/ transaction	
END OF TRANSACTION				

5. Request for Issuance of Persons with Disability Parking Stickers

The granting of parking stickers to persons with disabilities is in compliance to Ordinance No. 11, series of 2015. Once displayed on the dashboard of the vehicle, this entitles the bearer to park in designated parking bay or lanes reserved for the use of persons with disability.

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Bonafide person with disabilities in General Santos City 2. Authorized representative of persons with disabilities in General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Persons with Disability ID Card-1 photocopy of back to back ID 2. Plate number of vehicle-1 photocopy 3. Persons with Disability Parking Stickers Form(filled-up)-1 original copy		1. Persons with Disabilities Affairs Office 2. Provided by client 3. Persons with Disabilities Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests parking stickers/hanger and submits filled up PWD Sticker form	1. Receives and checks PWD ID and PWD sticker request form	None	1 minute	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
2. Submits the requirement	2. Records client details and plate number in logbook	None	1 minute	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
2. Signs in the logbook	3. Issues parking sticker/ hanger to client	None	2 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
	TOTAL	None	5 minutes/ transaction	
END OF TRANSACTION				

6. Request for Corrective Actions to Complaints on Disability Law Violations

This service monitors violations on disability laws as stipulated in R.A. 7277, its amendments R.A. 10754, B.P. 344 and City Ordinances No. 11 S. 2015 No. 28 S. 2016, and all disability laws.

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1. Bonafide person with disabilities in General Santos City 2. Authorized representative of persons with disabilities in General Santos City			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Persons with Disability Identification Card (original) 2. Letter of authorization or Identification Card of representative 3. Proofs of violation: a. Original Receipt b. Colored picture of the area/object/incident c. Signed written testimony 4. Filled-up complaint form		1. Persons with Disabilities Affairs Office 2. Provided by complainant/ representative 3. Complained establishments/agencies/offices 4. Persons with Disabilities Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place complaint through: a. visit to the PDAO Office b. call PDAO's phone numbers 553-5970 and 09231540730 c. email at pdaogensan@gmail.com	1. Interviews client regarding the complaint	None	10 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
2. Present proof and evidence. It may be sent through email	2. Checks proof/evidence	None	3 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
3. Fill-up complaint form	3. Furnishes client with complaint form. The form will be emailed to complaints filed through email	None	5 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>
Waiting for client's appropriate action				
4. Submits filled-up form	4. Checks completeness of complaint form and signs it	None	2 minutes	<i>Administrative Aide II, Receiving Area, PWD Center.</i>

	5. Visits complained establishments/place of incident and conducts investigation and interview.	None	Within 16 hours	<i>Administrative Aide II, PWD Center.</i>
	6. Coordinates with concerned offices/agencies	None	4 hours	<i>Administrative Aide II, PWD Center.</i>
	7. Informs complainant of the action taken and its result through call/text/home visit	None	10 minutes	<i>Administrative Aide II, PWD Center</i>
	TOTAL	None	20 hours and 25 minutes/ transaction	
END OF TRANSACTION				

7. Request for Issuance of PWD Data and Analytics

The granting of PWD data to students, donors and other stakeholders for academic researches, donations and other situations needing PWD analytics with observance to Republic Act 10173 of 2012 or the Data Privacy Act.

Office or Division:	Persons with Disabilities Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C , G2G			
Who may avail:	<ol style="list-style-type: none"> 1. Students 2. Non-Government Organizations 3. National Government Agencies 4. Local Government Agencies 5. Donors 6. Stakeholders 			
CHECKLIST OF REQUIREMENT/S		WHERE TO SECURE		
1. Letter of Intent		1. Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of intent	1. Receives letter	None	5 minute	<i>Administrative Aide II, PWD Center.</i>
	2. Endorses letter to Division Chief for approval	None	10 minutes	<i>Administrative Aide II and Disability Affairs Officer IV, PWD Center.</i>
	3. Endorses to Administrative Aide III (IT)	None	2 minutes	<i>Administrative Aide II and III , PWD Center.</i>
	4. Administrative Aide III generates data	None	16 hours	<i>Administrative Aide II, PWD Center.</i>
2. Receives data	5. Issues data to client	None	5 minutes	<i>Administrative Aide II, PWD Center.</i>
	TOTAL	None	16 hrs and 22 minutes/ transaction	
END OF TRANSACTION				