



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>
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	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				