

DEPARTMENT OF TRADE AND INDUSTRY
**Manual on Disability Inclusive
Governance**

“DISABILITY TOWARDS INCLUSIVITY”

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- Partners from the National Council on Disability Affairs (NCDA), Executive Director Ms. Carmen Zubiaga, Mr. Randy Calsena and Ms. Myrla Sedenio for their endless support and guidance in the formulation process;
- Resource persons from Tahanang Walang Hagdanan, Inc., Assistant Executive Director Ms. Angelita Evangelista and Production Director Mr. Domingo Literan for sharing their knowledge and assisting the participants with their queries and;
- Most importantly to the DTI PWD Permanent Focal Persons and representatives from selected bureaus/offices and attached agencies (*please refer to Annex 1*) for their active participation and valuable inputs to the workshop.



Message from DTI Secretary Ramon M. Lopez

Many decades ago, when I started working at the Department of Trade and Industry (DTI), I had a co-worker with a disability who exuded a positive work attitude and was extremely dependable. In return, she was well-respected by her colleagues and officers. This was around 8 years or so before the Magna Carta for Disabled Persons (RA 7277) was signed into law in 1992.

Today more than ever, persons with disability have been the subject of a good number of laws that promote their inclusion and participation in economic development. These laws target the elimination of social barriers they faced.

Addressing these barriers to their development, DTI came up in 2018 with a Manual on Disability Inclusive Governance (ManDIG) that is the result of the concerted effort of the various Head Office Bureaus/Offices, Regional Offices and Attached Agencies through their designated Persons with Disability Focal Persons. These Focal Persons had identified various disability support services/mechanisms to ensure the meaningful participation of Persons with Disability as key stakeholders and partners in our pursuit for inclusive development.

With the adoption of the manual, DTI takes on the task of empowering Persons with Disability to become productive contributors of our society while also transforming members of DTI into “change agents” who work with Persons with Disability to help them gain what is due them as ‘rights holders’.

Preparing this manual was no easy task. Hence, I wish to commend those who worked tirelessly behind the scene— to the National Council on Disability Affairs (NCDA) for guiding us every step of the way and to the DTI Resource Generation and Management Service (RGMS) for taking the lead and doing all the coordination and consolidation of inputs. Most importantly, we thank the Persons with Disability Focal Persons for their brilliant ideas and for always rendering “Serbisyon Higit pa sa Inaasahan.”

Maraming salamat at mabuhay kayong lahat.


Ramon M. Lopez
Secretary

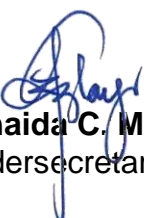
Message from Usec. Zenaida C. Maglaya
DTI Permanent PWD Focal Person



Today marks an important milestone in our work towards making our policies, programs and services supportive of the needs of persons with disabilities (PWDs) either as consumers or would-be/entrepreneurs/entrepreneurial organizations.

This Manual on Disability Inclusive Governance or DTI ManDIG sets forth our commitment to empower the PWD sector by promoting and protecting their rights and privileges as consumers and by building their capacities as entrepreneurs. Noting the social barriers that limit the fullest possible participation of PWDs in economic development, the DTI has developed this manual, which shall ensure disability inclusion in the planning, implementation and monitoring of our programs and services while promoting the principles of good governance. Essentially, the DTI ManDIG is a three-part document; the first part explains the rationale behind the formulation of the manual and discusses in brief the gaps and challenges in the implementation of disability-related policies and programs in the Department while the second part shows the enhanced framework including the proposed activities and disability support services and mechanisms for each area of governance i.e. institutional capacity building, programs and services and communication and advocacy. Meanwhile, the third part of the document describes the process by which these activities will be monitored and evaluated.

I would like to convey my sincerest thanks to all the DTI PWD Focal Persons for their hard work, to the DTI Management for their support in this endeavor, to the Resource Generation and Management Service (RGMS) for leading this project up to its completion, and to the National Council for Disability Affairs (NCDA) for providing its invaluable expertise and support to this project.


Zenaida C. Maglaya
Undersecretary, ROG

Introduction

The Department of Trade and Industry (DTI) recognizes persons with disabilities which is defined by United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) as those having “long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their full and effective participation in society on an equal basis with others¹”, as consumers with rights and privileges and as entrepreneurs with potentials to contribute to economic growth. As consumers, Filipino PWDs are accorded rights, benefits and privileges under Republic Act 7277 otherwise known as the Magna Carta for Persons with Disabilities as amended by RA 9442 and RA 10754 in 2007 and 2016, respectively. They are likewise entrepreneurs who with their skills and creativeness have the potential to drive economic growth. However, owing to their non-inclusive environment, persons with disabilities continue to face social barriers and various challenges, which prevent their full integration into the mainstream of society.

In light of this, the General Appropriations Act (GAA) puts to task all government agencies to formulate policies, programs and projects based on their mandates, to address concerns of persons with disabilities. The Department of Trade and Industry (DTI), whose mandate is geared towards “Enabling Businesses and Empowering Consumers”, came up with its very own “PWD Economic Empowerment Framework” which is hinged on three (3) areas of intervention namely, enterprise level assistance, enabling environment and advocacy and communication. The framework serves as a guide for bureaus and offices in mainstreaming and implementing programs and services, and in providing the necessary assistance to persons with disabilities. It is aligned with the mandates of the DTI and it provides for the attainment of a sustainable enterprise/industry with and for persons with disabilities. It also served as the basis for preparing the DTI PWD accomplishments. (*Please refer to DTI PWD accomplishments in Annex 2*)

However, due to the evolving needs and challenges faced by the PWD sector, the DTI realized that it is high time that the agency update the framework hence the formulation of the DTI Manual on Disability Inclusive Governance (ManDIG). In support of the National Operational Framework for Disability Inclusive Development (NOPFDID)², the DTI Prosperity Plan 2017-2022, the Philippine Development Plan (PDP) 2017-2022 and the UN ESCAP’s Incheon Strategy 2013-2022, the DTI ManDIG is a sectoral framework, which aims to provide guidance among DTI bureaus and offices in the formulation, implementation and monitoring and assessment of programs and activities relating to consumerism and entrepreneurship. The DTI ManDIG is

¹ Definition based on the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD), Article 1. Retrieved from <http://www.un.org/disabilities/documents/convention/convoptprot-e.pdf>

² Retrieved from http://www.ncda.gov.ph/wp-content/uploads/2017/01/DID_Operational-Framework-1.pdf

envisioned to contribute to the achievement of one of the goals of the NOPFDID that is, economic empowerment while taking into account cross-cutting issues on access to physical and social environment and information and communications technology (ICT), disability inclusive policies and institutional collaboration and data and knowledge management.

Rationale

The DTI takes cognizance of the social barriers³, defined as the characteristics of institutions, whether legal, economic, cultural, recreational or other, any human group, community, or society which limit the fullest possible participation of PWDs, that exist in the area of governance as a whole and in the implementation of its programs and services that hinder the meaningful participation of persons with disabilities on an equal basis with others. Among the challenges and gaps in the effective implementation of DTI programs and services that were articulated by the DTI PWD Focal Persons in the Writeshop on the Development of the DTI PWD Operations Manual held on November 2018 include:

1. Partial compliance to BP 344

Enacted in 1983, BP 344⁴ otherwise known as Accessibility Law is an act to enhance the mobility of PWDs by requiring certain buildings, institutions, establishments and public utilities to install facilities and other devices. While there exists no official data to identify which government agencies are compliant vis a vis those that are non-complaint, it appears that the DTI is partially compliant considering that many DTI regional and provincial offices remain to have inaccessible buildings/lack facilities for PWDs which limits the participation of the latter to fora, meetings, public hearings and trainings.

Full compliance to the Web Content Accessibility Guideline (WCAG) 2.0 likewise remains a challenge to DTI. To date, the DTI through its Knowledge Management and Information Service (KMIS) is 56% and 54% compliant for Level A and Level AA, respectively with the aforementioned guideline.

2. Fragmented Implementation of PWD-related Programs/Activities/Projects (PAPs)

The General Appropriations Act (GAA) puts to task all government agencies to formulate policies, programs and projects according to their mandates to address the concerns of persons with disabilities. Unfortunately, Section 31 of the 2018 GAA does not explicitly state the budget that shall be utilized for the implementation of PWD-related PAPs. This could explain why

³ Retrieved from <http://www.ncda.gov.ph/disability-laws/republic-acts/republic-act-7277/>

⁴ Retrieved from <http://www.ncda.gov.ph/disability-laws/batas-pambansa/batas-pambansa-blg-344/>

on the ground, the proposed disability-related programs and activities are not included and budgeted in regional plans, which is further exacerbated by the non-representation in regional planning of focal persons on disability at the provincial offices.

Moreover, persons with disabilities are not properly represented during consultations, in councils, technical working groups and other structures, which are critical to disability inclusion in policy formulation, program development and service delivery. They are not intentionally identified nor targeted in the conduct of trainings and activities unless they participate in the DTI activities. Information on the individual number of persons with disabilities and their organizations are not available for consideration in the implementation of programs and services. Likewise, disability support services such as availability of sign language interpreters and support to transportation and personal assistance, among others, are not incorporated in the programs and services provided by DTI nor is it available during conduct of activities. This is also true for a number of Head Office (HO) bureaus/offices and attached agencies.

3. Inaccessible websites and Information, Education and Communication (IEC) materials

Websites and links to information about disability-related policies from other government agencies such as Department of Health (DOH) and Bureau of Internal Revenue (BIR) are inaccessible. Moreover, information, education and communication materials, which are deemed crucial to the participation of persons with disabilities especially the blind, are not available in accessible formats such as braille, audio recordings, enlarged text, electronic publication, etc.

4. Unclear Policies in the operationalization of the EEOP in the agency's Merit Selection Plan (MSP)

The DTI takes pride as an "Equal Employment Opportunity Principle (EEOP) advocate and encourages and welcomes qualified applicants regardless of disability, sexual orientation, gender identity/expression, age, religion, and ethnicity as provided for in the 2017 Omnibus Rules on Appointments and Other HR Actions (ORAOHRA), as amended, and RA 10524⁵. However, the policies for the implementation of EEOP as regards screening, hiring and recruitment process of persons with disabilities are not well-defined.

Meanwhile, with respect to the in-house DTI PWD employees, it is important to determine the policy on the provision of accessible workspaces, which shall accommodate their needs; and what modifications shall be implemented e.g. equipment, technology, flexible work hours, etc.

⁵ An Act Expanding the Positions Reserved for Persons with Disability which mandates all government agencies, offices or corporations to reserve at least one per cent (1%) for persons with disability

5. Limited Number of Disability Sensitized-DTI Personnel

The DTI Resource Generation and Management Service (RGMS) spearheaded various disability sensitivity workshops since 2015 to increase the level of awareness and instill knowledge, skills and attitude, among DTI personnel (especially the frontline staff) on how to appropriately assist PWD clients and facilitate their effective access to DTI programs and services. Yet despite this, still not all, including the top management, have had the chance to participate in any of these workshops, which then prevents the agency from demonstrating techniques/acceptable ways in assisting PWDs.

Framework on Disability Inclusive Governance

During the writeshop on the development of DTI Persons with Disabilities Operations Manual held on 15-16 November 2018, it was agreed that the existing framework be enhanced to make it more inclusive and responsive to the evolving needs and capacities of persons with disabilities as consumers and potential entrepreneurs. The new framework focuses on addressing the barriers, challenges and gaps to facilitate access by persons with disabilities to DTI programs and services and is not limited to providing enterprise-level assistance but rather provides a more holistic approach to disability inclusion in DTI governance.

The framework has evolved from a model of Economic Empowerment of Persons with Disabilities to Disability Inclusive Governance. The DTI Framework on Disability Inclusive Governance emphasizes that disability inclusion should be part of governance per se and that it should also promote the principles of good governance i.e. by delivering public service that is predictable, participatory, accountable, efficient, transparent and honest. In this framework, governance includes the formulation of disability inclusive policies; development of programs and services responsive to persons with disabilities; effective communications and advocacy to ensure promotion and protection of the rights of persons with disabilities; and institutional capacity development, which includes strengthening DTI in facilitating the development needs of persons with disabilities in trade and industry.



Figure 1. DTI Framework on Disability Inclusive Governance

The Framework is composed of three (3) areas of governance:

1. Institutional Capacity Building

This area of governance intends to strengthen DTI's capacities in the implementation of programs and services for persons with disabilities. This includes building the capacities of human resource particularly frontline service providers in assisting persons with disabilities to enable persons with disabilities' access to DTI programs and services on an equal basis with others and enhancing DTI facilities to ensure a barrier-free environment in compliance to BP 344. This area of governance seeks to strengthen the capacities of the institution through:

- Human resource development
- Budget allocation for planning of programs/services for persons with disabilities which may include physical or structural renovation of DTI facilities
- Internal policy development
- Advocacy – influencing internal stakeholders for convergence and resource augmentation

2. Programs and Services

Persons with disabilities are not merely beneficiaries and recipient of programs and services; they are also viewed as partners in the development activities. This area of governance ensures that DTI programs and services are responsive to the needs of the persons with disabilities as it relates to consumerism and entrepreneurship. This includes activities such as conduct of information campaigns on the promotion of consumer rights and protection of persons with disabilities as well as capacitating them as entrepreneurs through the provision of skills development activities. This area of governance seeks to build the capacities of persons with disabilities through the following:

- Promotion of PWD consumer rights and protection through consumer education and advocacy seminars and dissemination of information materials on various PWD-related policies such as the DTI-DA-DOE Joint Administrative Order (JAO) 17-01 S. 2017, among others, which provides guidelines for the granting of the 5% discount to PWDs on the purchase of basic necessities and prime commodities; and the development of disability inclusive product standards as well as rules and guidelines for the provision of assistive devices e.g. wheelchair.
- Enterprise development assistance through the provision of business advisory services such as product development, market promotion and financing facilitation, among others and business information and advocacy.
- Promotion of ease of doing business through the provision of PWD lanes in government and business establishments and strict implementation of streamlined procedures in the issuance of business permits, clearances, and permits, among others as well as conduct of information campaign on RA 11032 otherwise known as the Ease of Doing Business (EODB) and Efficient Government Service Delivery Act.
- Advocacy – influencing external stakeholders particularly organizations of persons with disabilities for partnership, collaboration and resource augmentation

3. Communications and Advocacy

This area of governance ensures that DTI policies, programs and services are effectively communicated to the public particularly to persons with disabilities who have specific requirements to access information on an equal basis with others. This area of governance involves the following activities but not limited to:

- Web accessibility which shall provide all types of PWDs access to information particularly on matters that affect their rights and privileges
- Availability of IEC in accessible formats taking into account the possible specific needs of PWDs who are blind or deaf, for instance

- Advocacy – influencing internal and external stakeholders (including other appropriate government agencies) for partnership and collaboration

Purpose of the Manual

The Manual was developed to operationalize the DTI's Framework on Disability Inclusive Governance (DIG). It shall serve as a guide for DTI personnel on how to ensure disability inclusion in planning, implementation, and monitoring of programs and services as part of the Department's commitment to effect good governance. It contains standard of operations, procedures and mechanisms on disability inclusion based on the General Principles of the UN Convention on the Rights of Persons with Disabilities (UNCRPD)⁶ which are as follows:

- a) Respect for inherent dignity, individual autonomy including the freedom to make one's own choices, and independence of persons;
- b) Non-discrimination;
- c) Full and effective participation and inclusion in society;
- d) Respect for difference and acceptance of persons with disabilities as part of human diversity and humanity;
- e) Equality of opportunity;
- f) Accessibility;
- g) Equality between men and women;
- h) Respect for the evolving capacities of children with disabilities and respect for the right of children with disabilities to preserve their identities.

This manual also supports the realization of AmBisyon Natin 2040 through the implementation of the Philippine Development Plan 2017-2022 and contributes to the achievement of the Sustainable Development Goals relative to DTI mandate. The ultimate goal of the manual is to ensure inclusion and to facilitate meaningful participation of persons with disabilities in the DTI programs and services while respecting and protecting their rights as consumers and building their capacities as entrepreneurs.

Legal Bases

The right to work and employment is a fundamental human right. The **1987 Philippine Constitution in its Declaration of Principles and State Policies** underscores the importance of the *"dignity of every human person and guarantees full respect for human rights."* Further, **Article 13** which discusses Social Justice and Human Rights declares provision of *"highest priority to the enactment of measures that protect and enhance the right of all the people to human dignity, reduce social, economic, and political inequalities, and remove cultural inequities by equitably*

⁶ Article 3, General Principles, UNCRPD

diffusing wealth and political power for the common good.” It shall “afford full protection to labor and promote full employment and equality of employment opportunities for all.” The right to decent work and employment is further promoted and protected through the national and local laws and international human rights instruments including the United Nations Convention on the Rights of Persons with Disabilities (UNCRPD) to which the Philippine government is a State party.

Article 27 of the UNCRPD provides that *“the State Parties recognize the right of persons with disabilities to work, on an equal basis with others; this includes the right to the opportunity to gain a living by work freely chosen or accepted in a labor market and work environment that is open, inclusive and accessible to persons with disabilities.”* Furthermore, the same article provides that, *“(f) the State shall promote opportunities for self-employment, entrepreneurship, the development of cooperatives and starting one’s own business; and (g) employ persons with disabilities in the public sector.”*

The **Incheon Strategy to “Make the Right Real” for Persons with Disabilities in Asia and the Pacific 2013-2022** includes relevant goals on work and employment of persons with disabilities particularly Goal 1 which provides for the reduction of poverty and enhancement of work and employment prospects. The Philippines’ ratification of the UNCRPD and adoption of the Incheon Strategy obliged the government through its concerned executive agencies including the DTI to provide reports in relation to promoting the rights of persons with disabilities.

Below are the national policies enacted in relation to promoting the right to work and employment of Persons with Disabilities:

- **Republic Act No. 7277** - “An Act Providing for the Rehabilitation, Self-development and Self-reliance of Persons with Disabilities and their Integration into the Mainstream of Society and for other purposes”.
 - Section 5. Equal Opportunity for Employment

“No person with disabilities shall be denied access to opportunities for suitable employment. A qualified employee with disability shall be subject to the same terms and conditions of employment and the same compensation, privileges, benefits, fringe benefits, incentives or allowances as qualified able bodied persons”.
 - Section 8. Incentives for private employers

“Deduction to gross income an equivalent of 25% of the total amount paid as salaries and wages to PWDs.”

“Deduction from net taxable income equivalent to 50% of direct cost of improvement or modifications to make physical facilities accessible for work.”
 - Section 33. Prohibition Against Discrimination

“No entity, whether public or private shall discriminate against a qualified person with disability by reason of disability in regard to job application procedures, the hiring, promotion, or discharge of employees, employee compensation, job training, and other terms, conditions, and privileges of employment”.

- **Republic Act No. 10524** - “An Act Expanding the Positions Reserved for Persons with Disability, amending for the purpose Republic At No. 7277, as amended, otherwise known as the Magna Carta for Persons With Disability.”
 - Further to Section 5 of RA 7277, as amended, this law provides that, “at least one percent (1%) of all positions in all government agencies, offices or corporations shall be reserved for persons with disability”. It also encourages private corporations with more than 100 employees to reserve 1% of all positions to qualified persons with disabilities.
- **Executive Order No. 417** - “Directing the Implementation of the Economic Independence Program For Persons With Disabilities”
 - Section 1. Implementation of the Economic Independence Program for Persons with Disabilities

“All national government agencies including government owned and controlled corporations are enjoined to support and cooperate in the implementation of the Economic Independence Program for PWDs through: (Section 2) Enhancement of the Social & Vocational Skills Capabilities of PWDs; (Section 3) Markets for Products and Services of Cooperatives of PWDs and other Organizations of PWDs engaged in Livelihood; (Section 4) Accessible Work Centers and; (Section 5) Capital for Livelihood Programs.”

Vision and Mission of DTI

In order to achieve its Vision 2022 of “A more Inclusive and Prosperous Philippines with Employment and Income Opportunities for All”, the DTI commits to act as the government’s main economic catalyst in “Enabling Innovative, Competitive, Job-generating, Inclusive Business, and Empowering Consumers.”

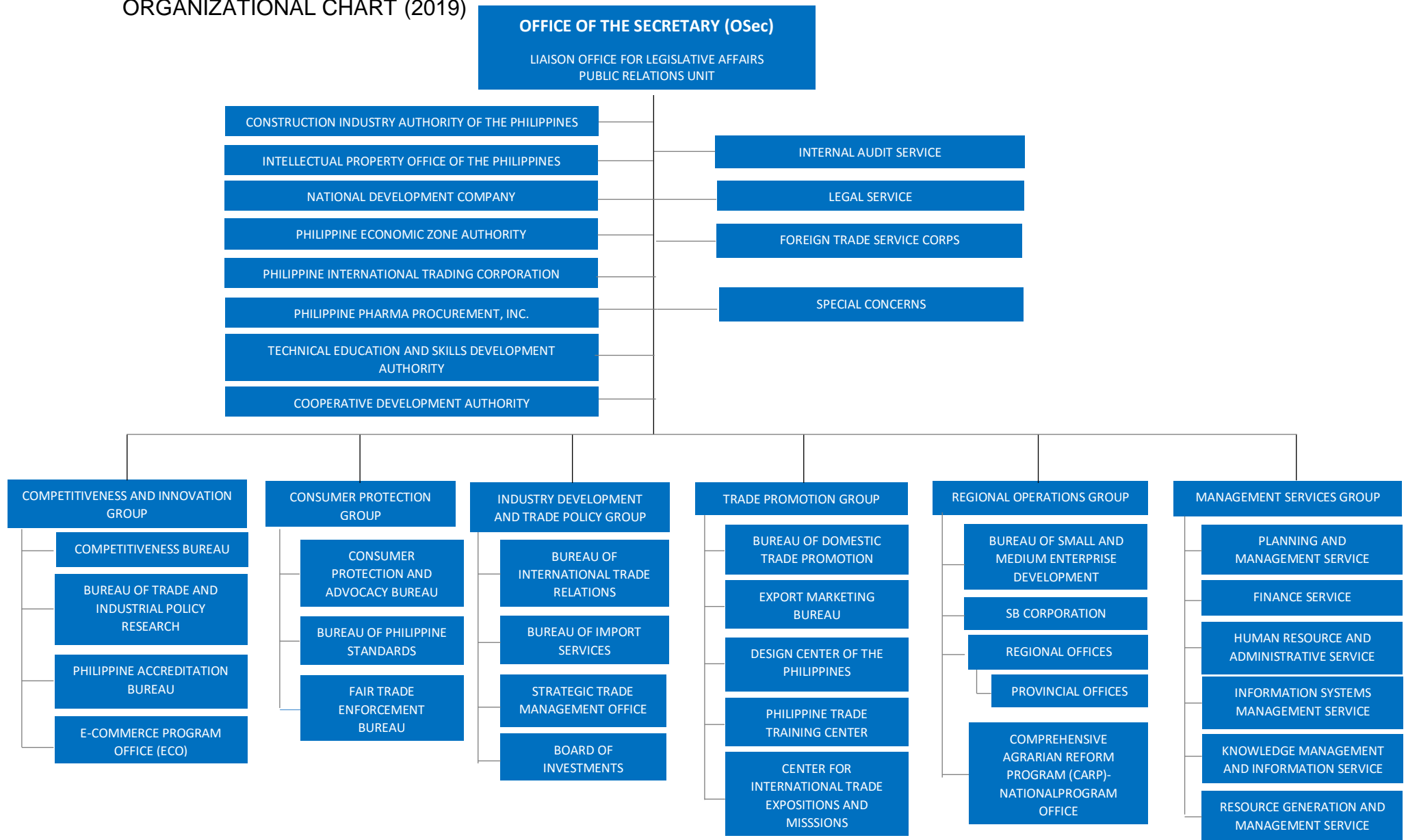
The DTI is responsible for realizing the country's goal of globally competitive and innovative industry and services sector that contribute to inclusive growth and employment generation.

Pursuant to the Philippine Development Plan (PDP) 2017-2022, DTI shall endeavor to reduce inequality and poverty by expanding economic opportunities in industry and services, and by increasing the access particularly of micro, small and medium enterprises (MSMEs), cooperatives and overseas Filipinos (OFs) to these opportunities. To attain these sector outcomes by 2022, DTI needs to:

1. Increase local and foreign direct investments
2. Increase competitiveness, innovativeness and resilience of industries and services
3. Improve access to finance, to production networks, and to markets
4. Enhance productivity, efficiency, and resilience
5. Ensure consumer access to safe and quality goods and services

Organizational Structure of DTI

DEPARTMENT OF TRADE AND INDUSTRY ORGANIZATIONAL CHART (2019)



Operationalizing the DTI Framework on Disability Inclusive Governance

General Rule:

- **Paradigm Shift: From Charity-based to Rights-based Approach**

Persons with disabilities are not merely beneficiaries and recipient of programs and services; they are also viewed as partners in economic development. They should not be treated as a charity or welfare case but instead as “rights-holders” who are entitled to government services. Using a rights-based approach to disability, persons with disabilities are viewed as citizens exercising their rights and thus, should be consulted and involved in all matters that will directly affect them.

- **Understanding and Respecting Persons with Disabilities**

When assisting persons with disabilities, one must be aware of the PWD’s disability and capabilities. Showing courtesy to persons with disabilities include, among others, speaking to them directly and asking them how they can be assisted instead of assuming what their needs are. Persons with disabilities would appreciate if they are treated not as “special people who need extra care” but as how one would normally treat other people.

- **Facilitating PWD Inclusion in Decision Making**

Persons with disabilities are experts of their own situations. As they say, “nothing about us, without us”. To facilitate meaningful participation in decision-making, persons with disabilities should be provided with disability support services such as sign language interpretation for the deaf and transportation support and readers for the blind, among others. Disability support services should be included in the budgeting for mainstreamed and disability-specific programs and services.

- **Assessing the Needs and Interests of Persons with Disabilities**

Interventions to address the needs and concerns of persons with disabilities should be provided based on the information related by them. A SWOT (Strength, Weakness, Opportunity and Threat) analysis can be used to assess the needs of persons with disabilities who expressed interest of availing DTI programs and services.

Below are the proposed activities for each area of governance, which were identified during the writeshop on the development of DTI Persons with Disabilities Operations Manual.

Area of Governance 1. Institutional Capacity Building

The DTI issued Department Order No. 18-45 s. 2018⁷ requiring the designation of focal persons on disability who shall be responsible for the following:

- Review of existing mainstreamed programs and services and determine areas that are needed to be made more PWD-friendly;
- Coordination with concerned PWD clients and enterprises and other Disabled People's Organizations (DPOs) and, as necessary, with other offices/government agencies in making the programs and services more PWD-friendly and to establish appropriate response to serve their needs;
- Development of new initiatives for PWD clients and beneficiaries;
- Coordination with budget and planning officers in determining plan and budget allocation for PWD beneficiaries/clients, and in the monitoring of budget utilization and program utilization;
- Monitoring and maintaining of statistics on the number of PWD beneficiaries/clients using the prescribed PWD Profile Sheet;
- Represent her/his bureau/office/regional office/attached agency in general assembly in general assembly/planning session of PWD focal persons, and other meetings and activities related to PWD concerns;
- Preparation of semi/annual accomplishment reports for submission to Resource Generation and Management Service (RGMS) as the DTI coordinating office for PWD concerns for consolidation purposes and for onward submission to CoA;
- Draft reports in relation to PWD meetings/events, and compiles and maintains circulars, memos, orders in relation to PWDs for reference purposes and;
- For Regional PWD Focal Person, represent DTI in the Regional Committee on Disability Affairs headed by the DSWD Regional Director.

However, despite the issuance of D.O. 18-45, still not all DTI management and employees are aware and sensitized to the needs of persons with disabilities as a matter of right. Frontline service providers must not only be aware of the rights of persons with disabilities but also possess skills and attitude to appropriately respond to their queries and needs. In view of this, there is a need for the DTI to build the capacities of Frontline Service Officers through the implementation of training and development activities such as sign language training course; which is proposed to be included in the regular capacity building program, offered by the Human Resource and Administrative

⁷ Department Order No. 18-45 s. 2018, Section 1. Please see Annex 3.

Service. Furthermore, training expended related to the conduct of the program will be cost-shared by participating Bureaus/Offices.

The following are proposed activities to strengthen the capacity of the Department in delivering programs and services to persons with disabilities:

- a. Disability Sensitivity Trainings. This activity aims to increase disability awareness and sensitivity of DTI frontline service providers in assisting persons with disabilities. It includes discussion on disability perspectives and laws, categories of disability and proper techniques and trainings in assisting persons with disabilities.
- b. Study Mission for DTI PWD Permanent Focal Persons. This activity aims to increase knowledge and capacity of Focal Persons on disability inclusive development through their exposure to information, tools, existing programs, and updates that are relevant to Philippine setting.

Area of Governance 2. Programs and Services

The programs and services of the DTI should be made accessible to persons with disabilities. It can be mainstreamed into DTI's regular programs/services or targeted to persons with disabilities per se as it relates to the mandate of the Department. In both of these, disability support services should be made available through the allocation of funds in all programs and services to ensure full participation of persons with disabilities. It is recommended that 1% - 3% of the total budget⁸ is allotted for administrative costs and 5% - 7% for operational costs which can cover expenses for hiring sign language interpreters and/ or producing PWD accessible printed or soft copy of IEC materials.

The DTI Secretary, who is vested with the authority and responsibility for the exercise of the Department's mandate, is in charge of the establishment of policies and standards for the effective, efficient and economical operations, as well as the supervision and control of all offices, functions and activities of the DTI. Thus, he has the sole authority to instruct, upon endorsement by the DTI Permanent PWD Focal Person, the mainstreaming of programs and services for the benefit of persons with disabilities and the allocation of funds for such purpose.

Listed below are the programs and services as well as possible disability support services and mechanisms offered to persons with disabilities:

⁸ Retrieved from www.make-development-inclusive.org

Office of the Secretary (OSec)

The Office of the Secretary (OSec) provides full support and efficient coordination of information to the DTI Secretary. Specifically, it (i) undertakes internal audit of DTI systems and processes; (ii) oversees and enforces the overall implementation of IP rights, trademarks, and patents; (iii) provides legal support to the various DTI bureaus and agencies; (iv) invests in business where private sector is not willing to venture into; (v) works to advance the country's trade and investment interests by providing credible information and nurturing relations among foreign and local investors and businesses; (vi) attracts foreign investors to develop or put up export manufacturing plants or regional warehouse in world-class, environment-friendly economic zones; (vii) provides trade and trade-related services to the private sector; (viii) promotes, accelerates and regulates the construction industry; (ix) provides low priced quality ensured medicines to the Filipino people; and (x) manages and supervises technical education and skills development in the country.

Programs/Services	Disability Support Services and Mechanisms
<ul style="list-style-type: none"> • Provision of legal service 	Conduct of sensitivity training of officers and staff on assisting clients with disability
<ul style="list-style-type: none"> • Promotion of Philippine trade and investment interests overseas 	<p>Conduct of sensitivity training of officers and staff on assisting clients with disability and;</p> <p>Coordination with KMIS on the possibility for FTCS's microsites in the DTI website to be PWD-friendly (e.g. use of subtitles in audio and videos, let users ask for preferred communication support for queries); and ensure promotional materials (e.g. presentations, brochures, etc.) are PWD-friendly</p>
<ul style="list-style-type: none"> • Management of economic zones being partially compliant to BP 344 	Provision of ramps, PWD-accessible comfort rooms in some buildings at the HO and economic zones
<ul style="list-style-type: none"> • Administration/registration of incentives in economic zones 	Provision of priority counters for PWDs, Senior Citizens and Pregnant Women

<ul style="list-style-type: none"> Contractor's licensing and registration; overseas contractors registration; constructors performance evaluators accreditation; construction arbitration/mediation 	<p>Database build up for PWD clients;</p> <p>Revision of application forms /attendance sheets for training and seminars which includes a column to identify PWD client/s and attendee/s;</p> <p>Provision of additional medical apparatus (e.g. sensor thermometer and oximeter, wheelchairs, blood pressure monitor and oxygen tank) for PWD clients;</p> <p>Conduct of sensitivity orientation activity of CIAP staff and Management on how to deal with PWD clients and;</p> <p>Creation of PWD webpage at CIAP website which shall be accessible for visually impaired persons or the blind</p>
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Consumer Protection Group (CPG)

The CPG is in charge of the enforcement of laws to protect consumers, consumer education and formation of consumer groups. Specifically, it is tasked to: (i) develop, promote, and implement standards and related programs nationwide; (ii) formulate policies and oversee the advocacy of trade and consumer protection laws and; (iii) oversee the overall implementation of trade and consumer protection laws.

Programs/Services	Disability Support Services and Mechanisms
<ul style="list-style-type: none"> Provision of business and trade regulation services Provision of consumer protection services 	<p>FTEB Priority Lane for PWDs/Pregnant Women/Senior Citizens</p> <p>FTEB Automated Queuing System</p> <p>Priority Scheduling and Handling of PWD-related Consumer Complaints</p> <p>Alternative Modes of Mediation to Ensure Wide Accessibility of Mediation Services and;</p>

<ul style="list-style-type: none"> Development of Philippine National Standard and / or adopt relevant International Standards 	<p>Conduct of Disability Sensitivity Seminar for FTEB Personnel, PWD participants</p> <p>The standards and other BPS services will ensure that the design of the environment and suitable technical aids reduce the handicap of persons with disabilities</p> <p>Consideration to include PWD sector in the consultation process in the development of PNS</p> <p>Promotion of the relevant standards on PWDs and;</p> <p>Account representation of PWDs in the BPS Technical Committees</p>
Competitiveness and Innovation Group (CIG)	
<p>Tasked to increase competitiveness, innovation and ease of doing business, the CIG is responsible for the: (i) implementation of quality and productivity programs for industrial competitiveness; (ii) provision of coherent, consistent and clear trade and industry policies in support of the national economic development agenda; (iii) provision of accreditation to Conformity Assessment Bodies (CABs) in accordance with ISO standards, international requirements and PAB accreditation criteria; (iv) implementation of the Philippine E-Commerce Roadmap 2015-2020 and oversight of E-Commerce activity in the country and; (v) oversight of the Brunei Darussalam-Indonesia-Malaysia-Philippines East ASEAN Growth Area (BIMP-EAGA) affairs.</p>	
Industry Development and Trade Policy Group (IDTPG)	
<p>The IDTPG is in charge of investment promotion in activities critical to the DTI's trade and industry development program. Specifically, it is tasked to: (i) promote investments, in industries and in the regions for balanced economic development; (ii) facilitate imports, and monitors the importation of liberalized and sensitive items; (iii) represent the country in bilateral and multilateral trade and investment negotiations and; (iv) establish management systems for the trade in strategic goods, services and technologies to prevent the proliferation of weapons of mass destruction.</p>	
<p>Programs/Services</p> <ul style="list-style-type: none"> Conduct of Disability Sensitivity Orientation Workshop for BIS Employees 	<p>Disability Support Services and Mechanisms</p> <p>To increase sensitivity awareness and enhance the skills of employees on handling specific needs of PWDs</p>

	and develop disability inclusive programs and services
Management Services Group (MSG)	
<p>The MSG ensures operational efficiency within the Department by providing support services to all units to properly equip them in the performance of their respective functions. Specifically, it (i) manages the financial program and a financial monitoring system to ensure fund availability and proper utilization; (ii) designs, implements, and institutionalizes the HRD program, which is aimed at transforming DTI into an agency of choice and provides logistical services (procurement, transport, cashiering, security, and all other utility services) to facilitate operations of all DTI functional and support groups; (iii) designs and implements all information technology (IT) initiatives of the DTI; (iv) makes available trade and industry information, as well as converts said information into knowledge products; (v) coordinates and monitors implementation of DTI operating plans and programs, and assesses performance versus targets set and cost effectiveness and; (vi) undertakes project development, resource generation, coordination and monitoring and evaluation of DTI foreign-assisted projects, and coordinates and monitors special programs.</p>	
Programs/Services	Disability Support Services and Mechanisms
<ul style="list-style-type: none"> • Management of the financial program of the Department and implementation of a financial monitoring system to ensure fund availability and proper utilization 	Provision of assistance to PWD Secretariat on financial matters related to PWD program implementation
<ul style="list-style-type: none"> • Orientation for New Employees (ONE) 	Inclusion of PWD Sensitivity module in the Orientation for New Employees to create / increase awareness and understanding on the disability laws and basic skills on how to handle / interact with persons with disability
<ul style="list-style-type: none"> • Customer Service Skills for Drivers 	The shuttle drivers will be equipped with proper service skills in interacting with DTI employees and service providers particularly those who are PWDs, senior citizens, and pregnant women
<ul style="list-style-type: none"> • Database Management of DTI Employees in Head Office and Regional and Provincial Offices 	Creation of Centralized DTI PWD Employee Database in support of RA 10524 (An Act Expanding the Positions Reserved for PWDs- at

<ul style="list-style-type: none"> • Basic Sign Language / Interpreter Training Course for Frontline Service Officers • Compliance to BP 344 • PWD Sensitivity Orientation for ISMS Staff • DTI website redesign and maintenance 	<p>least 1% of all positions in government offices)</p> <p>Around 60 male and female frontline service officers will be trained to give proper and appropriate assistance to PWD clients and beneficiaries</p> <p>Renovation of comfort rooms in accordance to the specifications in the law/IRR to accommodate PWD employees and clients</p> <p>The seminar will further increase understanding of the staff on disability laws and enable them to provide continued technical support services in maintenance of DTI website with accessibility features for persons with disabilities</p> <p>Development and maintenance of the website to ensure it is PWD-friendly which has the following features:</p> <ul style="list-style-type: none"> ▪ Keyboard friendly or accessible without the use of the mouse; can be navigated using only the keyboard's Tab key ▪ Use of headers to allow the content to be structured correctly and the pages easier to understand ▪ Use of alt tags or alternative text is read by screen readers in place of images, allowing the content of the image to be accessible for persons with visual disabilities. Screen reader is a "software program that allows blind or visually impaired users to read the text that is displayed on the computer screen with a
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	<p>speech synthesizer or braille display.”</p> <ul style="list-style-type: none"> ▪ Color contrast or the foreground and background color provides sufficient contrast when viewed by someone having color deficits ▪ Clear and simple documents or consistent page layout and easy to understand language to help elderly audience and persons with learning disabilities <p>Currently undertaking a Web redesign by migrating its Content Management System (CMS) from Joomla to Wordpress to further improve accessibility, and there is an Accessibility Team in place to address PWD issues in website development</p>
<ul style="list-style-type: none"> • Conduct of PWD Sensitivity Awareness for PMS staff 	<p>To learn about disability laws particularly on the rights, privileges and responsibilities of persons with disability and be able to identify program/s that will improve their access to DTI programs and services</p>
<ul style="list-style-type: none"> • Coordination of PWD programs and activities of the Department, including submission of annual PWD accomplishment report for submission to CoA and NCDA 	<p>Conduct of sensitivity workshops for DTI Focal Persons, Negosyo Center Business Counselors</p> <p>Participation in NCDA-led national events to raise awareness on the rights of PWDs:</p> <ul style="list-style-type: none"> ▪ identification and provision of DTI information and /or services to PWD participants in said events ▪ issuance of memo to bureaus/regional offices on the national events and enjoining them to come up with their respective programs

	<p>and activities for PWD clients/beneficiaries</p> <p>Representation in NCDA- Board and other sub-committees to act on/respond to issues and concerns affecting PWDs that are within the responsibilities of DTI</p> <p>Representation to workshops and seminars to discuss the DTI programs and services that are available/have been accessed by PWDs and;</p> <p>Proposal to CPAB to include in the Bagwis Awards Program the awarding of citation to the Most PWD-Friendly Establishments, and submission of suggested criteria / parameters in the selection of winner</p>
Regional Operations Group (ROG)	
<p>The ROG is responsible for the field operations of the DTI in the regions and provinces. It also initiates programs to ensure efficient delivery of business development services, including the formulation and implementation of policies, plans, and projects that can benefit MSMEs/Agrarian Reform Beneficiary (ARB)/Organization. Specifically, its functions include: (i) provision of services to all DTI offices in the countryside; (ii) initiation and implementation of programs and projects addressing the specific needs of MSMEs/Agrarian Reform Beneficiary (ARB)/Organization in the areas of technology development and transfer, financing, marketing, and training; (iii) supervision of MSMEs/Agrarian Reform Beneficiary (ARB)/Organization development programs and projects intended to aid CARP beneficiaries and; (iv) provision of support to small enterprises by promoting various modes of financing and credit delivery systems.</p>	
Programs/Services	Disability Support Services and Mechanisms
<ul style="list-style-type: none"> Kapatid Mentor ME (KMME) Program 	<p>Inclusion of at least one (1 out of 20 or 5% of the total mentees) PWD-MSME as mentee for every run of the KMME program in the provinces</p> <p>Coaching and mentoring of PWD MSMEs/Agrarian Reform Beneficiary (ARB)/Organization</p>

<ul style="list-style-type: none"> • SME Roving Academy (SMERA) 	<p>Identified mentors must be knowledgeable / sensitive to the needs of PWD MSMEs / Agrarian Reform Beneficiary (ARB) / Organization mentee / participant to ensure learning success</p> <p>Inclusion of potential and existing PWD- MSMEs/Agrarian Reform Beneficiary (ARB)/Organization to SMERA training; total PWD-MSMEs/Agrarian Reform Beneficiary (ARB)/Organization participants should be at least 5% of the total number of target participants for every calendar year of each provincial office</p> <p>Conduct at least 1 training/seminar specifically for PWD organizations, budding and existing PWD MSMEs/Agrarian Reform Beneficiary (ARB)/Organization related to their need/interest</p> <p>Identify /conduct seminar workshops designed/applicable/adaptable to participants with special needs.</p>
<ul style="list-style-type: none"> • Negosyo Center 	<p>Participation to entrepreneurship seminars, training and counseling of PWD MSMEs/Agrarian Reform Beneficiary (ARB)/Organization</p>
<ul style="list-style-type: none"> • Shared Service Facility (SSF) Program 	<p>Provision of machineries / tools/ equipment to our PWD clients</p> <p>Continuous interventions / assistance to PWD organizations with SSFs to immediately address operational issues</p>
<ul style="list-style-type: none"> • OTOP NextGen 	<p>Product development and participation to trade fairs of PWD</p>

<ul style="list-style-type: none"> • Consumer Advocacy (Tanghalang Pangmamimili, infomercial contest, Poster Making Contest) • Diskwento Caravan • PWD Express Lane – BN Registration and other frontline services • Compliance to BP 344 or the Accessibility Law • Conduct of Disability Sensitivity Workshop for DTI associates 	<p>MSMEs/Agrarian Reform Beneficiary (ARB)/Organization</p> <p>Inclusion of the discussion of the Joint DTI-DA-DOE Administrative Order No. 10-01 and 17-02 (as necessary) and involve the supermarkets or big grocery stores in the area as part of the advocacy</p> <p>Conduct of consumer advocacy workshops / seminars in coordination with the Consumer Production Division, with emphasis on the JAO No. 17-01, s. 2017</p> <p>PWDs can avail of discounted prices for some commodities</p> <p>Strict observance of section 10 of the Implementing Rules and Regulations of RA 10754 or the Act Expanding the Benefits and Privileges of PWDs</p> <p>Government offices are mandated by law to provide express lanes for PWDs, and in the absence of which, transaction priority shall be given to PWDs.</p> <p>Strict observance of the regional and provincial offices to the said law e.g., installation of ramps and railings to enhance the mobility of disabled persons, provision of accessible parking slots located as near as possible to the main entry/exist of government offices.</p> <p>Compliance to BP344 or the Accessibility Law of all Negosyo Centers (NCs) to facilitate / encourage PWDs to visit / avail the services of NCs</p> <p>Allocation of funds for the conduct of sensitivity workshop for all DTI associates to promote barrier free services, increase understanding on</p>
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<ul style="list-style-type: none"> • Preparation of mainstreamed plans and programs • OTOP Hub Philippines • Green Economic Development • Product Development • International and Domestic Trade Fairs • Trabaho, Negosyo, Kabuhayan (TNK) • SME Development and Disaster Resiliency Projects • Skills Trainings for Entrepreneurial and Employment Program (STEEP) • Brand Development Program • Industry Cluster Enhancement (ICE) Program 	<p>the different disability issues and provide services responsive to the needs of the sector.</p> <p>Inclusion of the mandatory 1% of funds for PWDs in the yearly Work and Financial Plan (WFP)</p>
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Trade Promotion Group (TPG)

The TPG is responsible for the promotion of domestic and international trade and commerce. Specifically, it (i) promotes efficient marketing and distribution of local products and services, and seeks to expand and strengthen linkages among the country's MSMEs through information exchanges and market matching; (ii) assists exporters by developing their core competencies in the areas of marketing, promotion, and capability building through professionally managed and well-selected programs and activities, such as organizing international trade fairs; (iii) promotes industrial designs as a tool for improving the quality and competitiveness of Philippine products; (iv) delivers timely and relevant information and assistance to exporters and would-be exporters to enhance their capabilities and global competitiveness as suppliers of quality goods and services to international markets and; (v) designs and implements training programs on export

marketing and management, entrepreneurial management, quality management and productivity, and trade exhibition management and participation.

Programs/Services	Disability Support Services and Mechanisms
<ul style="list-style-type: none"> • Organization of domestic trade fairs • Conduct of Disability Sensitivity Training Workshop for EMB Personnel • Conduct of Basic Sign language Training in coordination with HRAS for frontliners to assist deaf and mute clients • Support for BP 344 	<p>Allotment of booths in two BDTP-organized trade fairs for the promotion and selling of PWD-clients' products</p> <p>To increase awareness on disability laws particularly on the rights, privileges and responsibilities of persons with disabilities and determine programs and services to assist them on export trade matters</p> <p>To equip EMB frontline staff with skill to properly assist PWD clients particularly the deaf</p> <p>Marking of PWD signage at the assigned parking slot</p> <p>Construction of PWD comfort room at the ground floor</p> <p>Provision of PWD Priority Access signage in the elevator</p> <p>Procurement of one (1) unit wheelchair</p>

Area of Governance 3. Communications and Advocacy

Communication and advocacy are important tools to ensure that DTI programs and services are able to reach target beneficiaries particularly persons with disabilities. Information and education materials should be made available in accessible formats, as they are crucial not only with respect to the meaningful participation of persons with disabilities but also in building partnership with various stakeholders.

Below are the proposed initiatives under this area of governance:

- a. Inclusion of PWD identifier in attendance sheets and survey forms
- b. Updating of existing database of persons with disabilities
- c. Revision of Profile Form to include fields on persons with disabilities/enhancement of templates for PWD profiling
- d. Ensure inclusion of EEOP in the revised MSP and posting of hiring requirements to include PWDs
- e. Inclusion in the PAPs the profiling of PWDs and the allocation of budget
- f. Clarify budget allocation/source
- g. Prioritize products of PWDs in giveaway of DTI and its bureaus
- h. Directive from OSEC / USec to observe/implement laws (DAO, RA)
- i. Encourage trade exhibits through regional offices' display area and DTI Showroom of products made by persons with disabilities

Monitoring and Evaluation

The DTI will also devise a Monitoring and Evaluation (M & E) system to inform the Department about the performance of its programs and services for persons with disabilities and from there, provide DTI with evidence-based information and data which shall be used to enhance its programs and services for persons with disabilities.

The DTI RGMS commits to continuously monitor the accomplishments of these programs and services which is done through coordination with the designated focal persons across all HO bureaus/offices/ attached agencies and regional offices. The official request for the preparation of the annual accomplishment report as well as the current year's plans and programs is usually done early January of each year. The focal persons are provided with templates (*please see Annex 4*) for reporting of annual accomplishments of the previous year and for the plans and programs of the current year. The accomplishment template has an added feature, i.e., total number of beneficiaries versus the total number of PWD beneficiaries, in response to the UN ESCAP survey requirement. Consolidated reports are submitted to the Commission on Audit, the National Council on Disability Affairs and the National Anti-Poverty Commission (NAPC) within February-March of the current year.

As for the evaluation mechanism, the DTI shall use the NEDA-prescribed internationally accepted evaluation criteria as stipulated in NEDA's National Evaluation Policy Framework of the Philippines⁹, which is focused on the following areas:

⁹ Stipulated in the NEDA and DBM Joint Memorandum Circular No. 2015-01 which was released on 15 July 2015

- a. **Relevance** (i.e. alignment and consistency with national priorities and policies, responsiveness to stakeholder needs, complementation with other programs/projects and programmatic alternatives)
- b. **Effectiveness** (i.e. achievement of objectives and unintended results)
- c. **Efficiency** (i.e. efficient delivery of outputs, operational alternatives and timeliness)
- d. **Sustainability** (i.e. to what extent did the benefits of a program/project continue after funding – or as an example, after DTI's product development workshop/seminar concluded)

The DTI RGMS shall formulate a set of questionnaire corresponding to each criteria and shall conduct Key Informant Interviews (KIIs) and/or Focus Group Discussions (FGDs) to PWD beneficiaries to evaluate its programs and services for persons with disabilities.

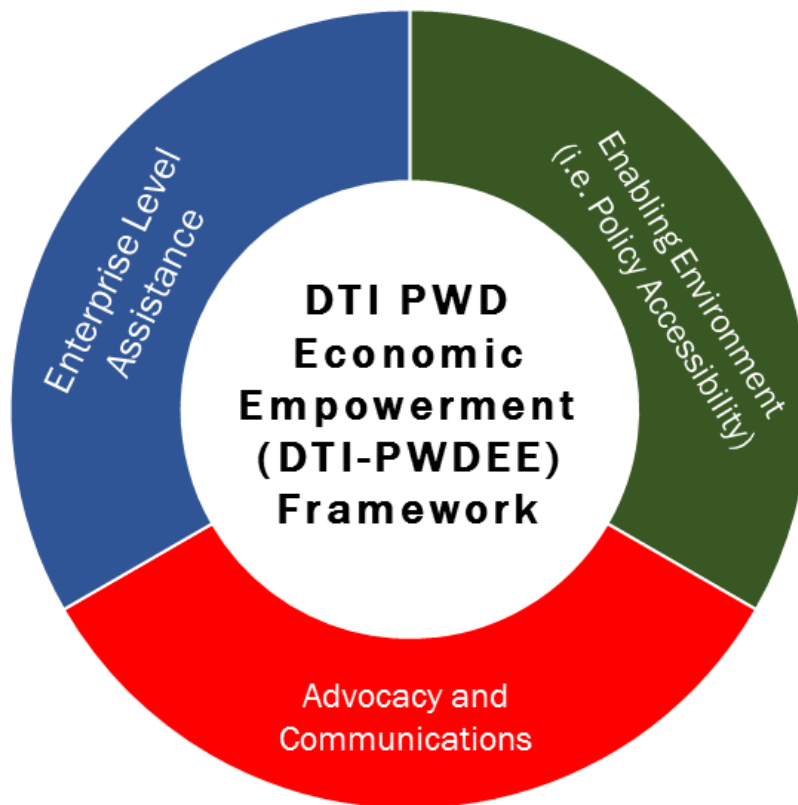
Monitoring and Evaluation shall be periodically done and shall be reflected in the Performance Governance Scorecard (PGS) of the Department.



ANNEXES

List of Participants

Name	Bureau/Office
1. Johnnyvel Sombilon	Bureau of Domestic Trade Promotion (BDTP)
2. Ann Fernando	Bureau of Philippine Standards (BPS)
3. Homer Bunyi	Consumer Protection and Advocacy Bureau (CPAB)
4. Ronald Ditablan	Bureau of Small and Medium Enterprise Development (BSMED)
5. Ma. Lani Macasinag	Export Marketing Bureau (EMB)
6. Semiramis Billones	Bureau of Import Services (BIS)
7. Grace Fernandez	Competitiveness Bureau (CB)
8. Milagros Manrique	Planning and Management Service (PMS)
9. Marie Grace S. Gomez	Human Resource and Administrative Service (HRAS)
10. Ma. Aurora dela Rea	Resource Generation and Management Service (RGMS)
11. Maribeth Panaligan	Resource Generation and Management Service (RGMS)
12. Jemimah Paddayuman	NCRO
13. Cynthia Talattad	Region 2
14. Joel Lorenzo Guevara	Region 4B
15. Eleanor Etulle	Region 8
16. Kimberly Bacasma	Region 10
17. Rita Pombo	Region 11
18. Judelyn Udal	Small Business Corp.
19. Michelle Redoblado	Comprehensive Agrarian Reform Program (CARP)
20. Ma. Estrella Godia	Construction Industry Authority of the Philippines (CIAP)



DTI PWD Accomplishments

Over the years, the Department of Trade and Industry (DTI) has been able to provide assistance to Persons with Disabilities (PWDs) through the three (3) levels of intervention – enterprise level, enabling environment, and advocacy and communications, which form the DTI-PWD Economic Empowerment (PWDEE) Framework. So far, the total number of PWD beneficiaries from 2015-2018 was 23, 761.

At the enterprise level, several programs for skills training, entrepreneurship, improving productivity, marketing, mentoring as well as consumer related programs have been availed by PWDs/PWD organizations. These include Shared Service Facility Program, SME Roving Academy, Business Advisory Services, Kapatid Mentor ME Program, Bottom Up Budgeting (BUB), Others including marketing (trade fairs), and Consumer Advocacy Services.

Program Availment: 2015-2018

Program	Availments
SSF	5,718
SMERA	4,172
Business Advisory including KMME	1,847
Others including Trade Fairs	2,062
Consumer Advocacy	3,810
BUB	876

DTI has established 1,049 Negosyo Centers (NCs) nationwide (from 2014 up to 31 December 2018) to facilitate access to DTI services for MSMEs as well as to promote ease of doing business. A total of 515 NCs are located in Luzon, 226 in Visayas, and 268 in Mindanao.

With respect to the implementation of E.O. 417 or Directing the Implementation of the Economic Independence Program for Persons with Disabilities (PWDs), DTI prepared the Directory of PWDs Entrepreneurs and Enterprise Organizations. Going beyond the required reserved display area for PWD products and services, the DTI had PWD firms and organizations participate in trade fairs. Some of them were Ugat Enterprises & Chokulet Enterprises (2017 Likha ng Central Luzon Regional Trade Fair, Autism Recovery Network of the Philippines (Pinyasan Trade Fair in Region V), AVRC Sheltered Workshop Workers' Association (Zampex 2017 Trade Fair, Sangkay Women's Organization (2018 Penankakasisit Festival in Region II), Association of Differently Abled Persons in the Province of Antique and PWD Patnagon Chapter, Inc. (National Arts & Crafts Fair 2018 in Region VI), and individual PWDs from Zamboanga (Zampex 2018 Exhibition in Region IX).

On enabling environment, DTI has supported Equal Employment Opportunities Principle (EEOP). The DTI through the Human Resource and Administrative Service (HRAS) is maintaining the database of permanent employees which to date has identified 15 PWD employees, 11 of which are female and one male.

With respect to private sector clients, around 22 DTI-Philippine Accreditation Bureau (APB) accredited laboratories and certification bodies indicated awareness of disability laws and issues. A total of 17 persons with disabilities have been working in a few companies as companies opined that technical expertise and unrestricted physical movement are important to undertake the required tasks. Meanwhile, the Bureau of Product Standards developed/adopted 7 International Standards on assistive devices as Philippine National Standards (PNS) and revised/reconfirmed 31 existing PNS, to cover safety performance of medical beds, test methods for wheelchairs and walking aids, vocabulary on urine absorbing aids, accessible design and other communication aids for the blind. Moreover, a system was created in processing PS/ICC application and other services to enhance facility/assist PWD clients.

The latest DTI-DA-DOE Joint Administrative Order No. 17-01, s. 2017 on the granting of special discounts to PWDS copies of which were disseminated to regional and provincial offices, other government agencies, LGUs, NCDA and DSWD for information and sharing with their respective stakeholders, and to private businesses for guidance and compliance, has continually helped PWDs on their purchase of basic necessities and prime commodities.

As far as support to Batas Pambansa Blg. 344 is concerned, although DTI did not have its own building but rented 6 buildings to house various bureaus and offices, it provided ramps, handrails, signages, as well as parking spaces for persons with disabilities (PWDs) in those

buildings. DTI also provided express lane for PWDs in all DTI buildings with frontline service such as that of CIAP's PCAB applications for renewal.

Since 2010, the Magna Carta 7277 had been included in the Investment Priorities Plan (under Mandatory List in 2010-2013 IPP, and under Special Laws for both IPPs 2014-2016 & 2017-2019) wherein investors are granted incentives when they "engage in the manufacture of technical aids and appliances for the use and/or rehabilitation of persons with disabilities, and the establishment of special schools, day care centers, homes, residential communities or retirement villages, solely to suit the needs and requirements of persons with disabilities".

On advocacy and communications, the DTI continued to make its website (www.dti.gov.ph) accessible to persons with disabilities. The general web accessibility features included shortcuts, Toggle high contrast, etc., and incorporation of *alt-text* in all images/photos for the visually impaired, as well as captioning of uploaded videos in the DTI website.

The DTI through the DTI Content Center provided assistance by way of appropriate response/resolution of concerns, queries received through phone calls, walk-ins, SMS, email, fb, and twitter. About 195 PWDs were assisted by the Center.

The DTI actively participated in national events led by the National Council for Disability Affairs (NCDA) to promote awareness and rights of persons with disabilities. Some of the activities were Women With Disabilities Day Celebration, National Disability Prevention and Rehabilitation (NDPR) Week Celebration, Deaf Awareness Week, and International Day of Persons with Disabilities. Through these events, the DTI was able to inform and interest PWDs of the many programs and services they could avail to learn new skills and ultimately become entrepreneurs. Resource speakers were tapped either within the Department (examples were BSMED, PTTC) or outside for this purpose. The DTI together with other member agencies comprise the NCDA board which provided directions/guidelines to the NCDA to achieve its goals and the agenda for action for persons with disabilities.

Internally, the DTI conducted disability orientation seminars for 170 Negosyo Center Counselors nationwide to enable them learn, gain skills and attitude on how to attend to PWD clients and to facilitate effective access to DTI programs and services. Similarly, other bureaus and attached agencies including regional offices held sensitivity trainings in their respective offices to make their programs and services pwd-friendly.

Likewise, PWD Focal persons have been designated, including their roles and responsibilities to improve policy/program implementation and in monitoring and coordinating thereby strengthening the DTI's commitment to support its PWD beneficiaries and clients.



DEPARTMENT ORDER NO. 18 - 45 -
Series of 2018

Subject: DTI Designated PWD Focal Persons and their Roles and Responsibilities

WHEREAS, the Philippines is a signatory to international treaties and commitments that support the rights of Persons with Disabilities (PWDs) and their enjoyment of full equality under the law (UN Convention of the Rights of PWDs), promote inclusive and barrier-free and rights based society for PWDs in Asia and the Pacific (Biwako Millenium Framework), and “make the right real” in terms of accelerating the achievement of regional vision of inclusive society for PWDs in Asia and the Pacific (Incheon Strategy);

WHEREAS, the State supports the Magna Carta for Persons with Disabilities which “provides for the rehabilitation, self-development and self-reliance of disabled persons and their integration into the mainstream of society and for other purposes” (R.A No. 7277);

WHEREAS, Executive Order No. 417 “directs the implementation of economic independence program for PWDs” to be economically competent as non PWDs, as such all national agencies shall a) allot budget for programs that benefit PWDs, b) must have a focal person in charge of planning and implementing policies and programs for PWDs, and c) provide training programs for accessible employment opportunities, funding, and market for PWD goods and services;

WHEREAS, the annual General Appropriations Act (GAA) instructs all national government agencies to allocate funds to be used in formulating plans, projects and programs to address PWD concerns;

WHEREAS, the Department of Trade and Industry has been an active member of government in pushing for the development of PWDs, particularly in the area of economic empowerment and in knowing their rights and privileges as consumers, thereby supporting their integration into the mainstream of society;

WHEREAS, there is a need for conscious effort to ensure that the mainstreamed programs and services translate to better and more focused approach and including the review of programs and services to make them more PWD-friendly, disability data collection to help in determining the type of programs and services needed, among others;

WHEREAS, each Bureau/Office/Regional Office/Attached Agency has designated a Permanent PWD Focal Person as provided for in the attached list, that will ensure that the PWDs are at the front and center as the rest of DTI clients in the pursuit of inclusive economic growth;

NOW, THEREFORE, pursuant to the authority granted to the Secretary by law, the following are hereby ordered:

Enabling Business, Empowering Consumers

OFFICE OF THE SECRETARY

5/F Industry and Investments Building, 385 Sen. Gil J. Puyat Avenue, 1200 Makati City, Philippines

Telephone: (+632) 899.7450 Fax: (+632) 896.1166 E-mail: secretary@dti.gov.ph

www.dti.gov.ph

CERTIFICATE PHOTOCOPY

MA. CARLA YVETTE L. ILARDE

Head, Records Section
Department of Trade & Industry

Sec.1. Each Bureau/Office/Regional Office/Attached Agency Permanent PWD Focal Person shall be responsible for:


- Review of existing mainstreamed programs and services and determine areas that are needed to be made more PWD-friendly;
- Coordination with concerned PWD clients and enterprises and other Disabled People's Organizations (DPOs) and, as necessary, with other offices/government agencies in making the programs and services more PWD-friendly and to establish appropriate response to serve their needs;
- Development of new initiatives for PWD clients and beneficiaries;
- Coordination with the budget and planning officers in determining plan and budget allocation for PWD beneficiaries/clients, and in the monitoring of budget utilization and program implementation;
- Monitoring and maintaining of statistics on the number of PWD beneficiaries/clients using the prescribed PWD Profile Sheet;
- Represent her/his bureau/office/regional office/attached agency in general assembly/planning session of PWD Focal Persons, and other meetings and activities related to PWD concerns;
- Preparation of semi/annual accomplishment reports for submission to Resource Generation and Management Service (RGMS) as the DTI coordinating office for PWD concerns for consolidation purposes and for onward submission to CoA;
- Draft reports in relation to PWD meetings/events, and compiles and maintains circulars, memos, orders in relation to PWDs for reference purposes; and
- For Regional PWD Focal Person, represent DTI in the Regional Committee on Disability Affairs headed by the DSWD Regional Director.

Sec. 2. ROG Undersecretary and DTI Permanent PWD Focal Person Zenaida C. Maglaya and Assistant Secretary and Alternate PWD Focal Person Ameenah A. Fajardo shall task RGMS to work with, and assist the designated PWD Focal Persons in improving policy/program implementation and in monitoring and coordinating to strengthen the Department's commitment to support our PWD beneficiaries and clients.

This Order shall take effect immediately.

Issued this 16th day of April 2018 at Makati City, Philippines.


RAMON M. LOPEZ
Secretary

CERTIFIED TRUE DUPLICATE

MA. CARLA YVETTE L. ILARDE
Head, Records Section
Department of Trade & Industry

DESIGNATED PWD FOCAL PERSONS

NAME	OFFICE
DTI HEAD OFFICES	
Johnnyvel S. Sombilon	Bureau of Domestic Trade Promotion
Ronald Ditablan	Bureau of Small & Medium Enterprise Development
Lutgarda DC. Cruz	Bureau of International Trade Relations
Semiramis G. Billones	Bureau of Import Services
Eng. Mario U. Gaudiano	Bureau of Philippine Standards
Rosa Carmina G. Fajardo	Bureau of Trade & Industrial Policy Research
Michelle F. Redoblado	Comprehensive Agrarian Reform Program National Program Office
Carolina Velasco	Competitiveness Bureau
Jeremille E. Raton	E-Commerce Office
Grace Mirasol	Export Development Council
Maria Lani M. Macasinag	Export Marketing Bureau
Homer A. Bunyi	Consumer Protection & Advocacy Bureau
Ralp Jarvis H. Alindogan	Fair Trade Enforcement Bureau
Hazel Maryam D. Sace	Financial Management Service
Roppe Jenice M. Jubilado	Foreign Trade Service Corps
Abigail M. Agda	
Cassandra A. Mata	Human Resource & Administrative Service
Neven C. Rivera	
Ma. Caslyn S. Saporna	Internal Audit Service
Maria Hazel Nicolas	Information Systems Management Service
Aurea A. Diaz	Knowledge Management and Information Service
Francis M. Sune	Liaison Office for Legislative Affairs
Atty. Geomelyn Sarah D. Sacramento	Legal Service
Mercia V. Magsakay	Philippine Accreditation Bureau
Milagros C. Manrique	Planning and Management Service
Maribeth F. Panaligan	Resource Generation and Management Service
Ma. Aurora A. dela Rea	
ATTACHED AGENCIES	
Eldie C. Barrientos	Board of Investments
Leizel Anne B. Ebiel	Center for International Trade Expositions and Missions
Ma. Estrella C. Godia	Construction Industry Authority of the Philippines
Alicia P. Majestrado	Design Center of the Philippines
Antonia F. Castillo	Intellectual Property Office of the Philippines
Sarah Grace C. Banal	National Development Company
Maria Gudelia C. Guese	Philippine International Trading Corporation
Engr. Dominador A. Zagada, Jr.	Philippine Economic Zone Authority
Maricris D. Cura	Philippine Trade Training Center
Judelyn B. Udal	Small Business Corporation
REGIONAL OFFICES	
CAR	Joel Arthur D. Tibaldo
1	Allan O. Lulu Irene Susana P. Realon
2	Cynthia C. Talattad - Permanent Pauline Clare C. Taguibao
3	Aaron Galang
4-A	Nicola Teresa Y. Salgado
4-B	Joel Lorenzo C. Guevara
5	Dennis M. Mular
6	Florenda Octoberiana C. Abian
7	Avecita R. Magalzo
8	Eleanor P. Etulle
9	Sergio L. Ramos
10	Kimberly M. Andot
11	Rita B. Pombo Nemia C. Lumaino
12	Babylon F. Maganaka, Jr.
CARAGA	Christina Tan
NCRO	Jam Padayuman

DTI Programs Implemented that Includes PWDs as Beneficiaries

Period Covered: January - December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries <u>1/</u>		Name of PWD / PWD Organization	Age	PROFILE OF PWDs ASSISTED			SHARED SERVICE FACILITIES				
	Number	% to Total			Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Trainings Conducted / provided	Type of Equipment provided	SSF Product	Amount (budget utilized)	

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.

1/ Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

DTI Programs Implemented that Includes PWDs as Beneficiaries
Period Covered: January - December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries <u>1/</u>		Name of PWD /PWD Organization	PROFILE OF PWDs ASSISTED				SME ROVING ACADEMY		
	Number	% to Total		Age	Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Trainings Conducted	Product	Amount (budget utilized)

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.
1/ Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

DTI Programs Implemented that Includes PWDs as Beneficiaries
 Period Covered: January - December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries ^{1/}		Name of PWD / PWD Organization	Age	PROFILE OF PWDs ASSISTED			CONSUMER ADVOCACY	
	Number	% to Total			Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Consumer Advocacy conducted/provided	Amount (budget utilized)

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.
^{1/} Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

DTI Programs Implemented that Includes PWDs as Beneficiaries
 Period Covered: January - December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries ^{1/}		Name of PWD / PWD Organization	Age	PROFILE OF PWDs ASSISTED			BUSINESS ADVISORY	
	Number	% to Total			Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Business Advisory provided	Amount (budget utilized)

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.
^{1/} Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

DTI Programs Implemented that Includes PWDs as Beneficiaries
Period Covered: January - December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries <u>1/</u>		Name of PWD / PWD Organization	Age	PROFILE OF PWDs ASSISTED			KAPATID MENTOR ME PROGRAM		
	Number	% to Total			Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Assistance provided	Product	Amount (budget utilized)

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.
1/ Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

DTI Programs Implemented that Includes PWDs as Beneficiaries
Period Covered: January -December _____

Regional Office: _____

Total No. of Beneficiaries	Total No. of PWD Beneficiaries <u>1/</u>		Name of PWD /PWD Organization	Age	PROFILE OF PWDs ASSISTED			OTHERS (Trade Fairs, etc)			
	Number	% to Total			Type of Disability (members of the Organizations / Individual Entrepreneurs)	Female	Male	Type of Assistance provided	Product	Amount (budget utilized)	

Note: The request for total numbers of beneficiaries/clients assisted is in response to the UN ESCAP's survey requirements.
1/ Data will show % of PWD beneficiaries vis- a vis the total number of beneficiaries

RESOURCE GENERATION AND MANAGEMENT SERVICE

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