



Sangguniang Panlalawigan  
Province of Leyte

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Date: SEP 08 2026  
By: [Signature]

Republic of the Philippines  
PROVINCE OF LEYTE  
Provincial Capitol  
Tacloban City

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PROVINCIAL LEGAL OFFICE

Item No.: 05  
Date: 15 2026 SEP

PROVINCE OF LEYTE  
LEGAL OFFICE

RELEASED

By: [Signature]  
Date: 9.8.26 Time: 9:00

2<sup>nd</sup> INDORSEMENT  
August 11, 2026

Respectfully returned to the Sangguniang Panlalawigan of Leyte, through the SP Secretary, the attached Ordinance No. 2026-060 of the Sangguniang Bayan of Carigara, Leyte.

Issues/concerns for review/recommendation/legal opinion is/are as follows:

- Ordinance No. 2026-060 entitled: "PWD Grievance and Redress Ordinance of Carigara, Leyte"

**REVIEW/RECOMMENDATION/LEGAL OPINION:**

This office is of the opinion that the subject Ordinance is generally in accordance with its power under Sections 447(a)(1)<sup>1</sup> and 83<sup>2</sup> of the Local Government Code of 1991 (R.A 7160). Hence, we recommend for the declaration of its validity.

We hope to have assisted you with this request. Please note that the opinion rendered by this Office are based on the facts available and may vary or change when additional facts and documents are presented or changed. This opinion is likewise without prejudice to the opinions rendered by higher and competent authorities and/or the courts.

**ATTY. JOSE RAYMUND A. ACOL**  
*Provincial Legal Officer*

<sup>1</sup> (a) The sangguniang bayan, as the legislative body of the municipality, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the municipality and its inhabitants pursuant to Section 16 of this Code and in the proper exercise of the corporate powers of the municipality as provided for under Section 22 of this Code, and shall:

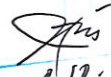
(1) Approve ordinances and pass resolutions necessary for an efficient and effective municipal government

<sup>2</sup> **Section 83. Grievance Procedure.** - In every local government unit, the local chief executive shall establish a procedure to inquire into, act upon, resolve or settle complaints and grievances

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OFFICE OF THE SANGGUNIANG PANLALAWIGAN

1<sup>ST</sup> INDORSEMENT  
07 August 2026

By:   
Date: 8.11.26 Time: 9:27

The Provincial Legal Office is respectfully requested to review and submit recommendations on the herein enclosed **Municipal Ordinance No. 2026-060** of the **Municipality of Carigara, Leyte**, entitled: **An Ordinance establishing a Grievance Redress Mechanism for Persons with Disabilities (PWDs) in the Municipality of Carigara**, providing for its functions, and appropriating funds therefor.

  
**FLORINDA JILL S. UYVICO**  
Secretary to the Sanggunian



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MUNICIPALITY OF CARIGARA

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Province of Leyte

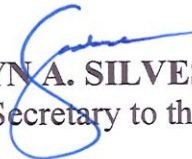
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Date: AUG 07 2026  
By: Jenny V

1<sup>st</sup> Indorsement  
August 07, 2026

Respectfully forwarded to the Honorable Members of the Sangguniang Panlalawigan of Leyte, thru the Provincial Board Secretary, Florinda Jill S. Uyvico, the herein **Municipal Ordinance No. 2026-060** –“*An Ordinance Establishing A Grievance Redress Mechanism for the Persons With Disabilities (PWDs) in the Municipality of Carigara, Providing for Its Functions, and Appropriating Funds Therefor.*”

For your perusal and appropriate action.

  
**RACHELYN A. SILVESTRE-CABALLES**  
MGDH – I (Secretary to the Sangguniang Bayan)



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Province of Leyte

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Date:

By:

AUG 07 2026

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**BAGONG PILIPINAS**

EXCERPT FROM THE MINUTES/JOURNAL OF THE 54<sup>TH</sup> REGULAR  
SESSION OF THE 20<sup>TH</sup> COUNCIL OF THE SANGGUNIANG BAYAN  
OF CARIGARA HELD AT THE SESSION HALL, LEGISLATIVE  
BUILDING, CARIGARA, LEYTE, ON JULY 13, 2026

\* \* \* \* \*

PRESENT:

|                            |       |                               |
|----------------------------|-------|-------------------------------|
| Hon. Jimmy A. Camposano    | ----- | Mun. Vice Mayor-Pres. Officer |
| Hon. Fernando N. Moriel    | ----- | SB Member                     |
| Hon. Vilma M. Domus        | ----- | SB Member                     |
| Hon. Carlo Angelo B. Go    | ----- | SB Member                     |
| Hon. Ulpiano U. Arpon, Jr. | ----- | SB Member                     |
| Hon. Joenlee C. Larraga    | ----- | SB Member                     |
| Hon. Myla L. Aguilar       | ----- | SB Member                     |
| Hon. Guillermo I. Panal    | ----- | SB Member                     |
| Hon. Arvin. N. Urmeneta    | ----- | SB Member-LnB President       |

ABSENT:

|                            |       |                         |
|----------------------------|-------|-------------------------|
| Hon. Mildred C. Modesto    | ----- | SB Member-Forced Leave  |
| Hon. Daniel N. Ariaso, Jr. | ----- | SB Member-SK Fed. Pres. |

\* \* \* \* \*

MUNICIPAL ORDINANCE NO. 2026-060

**AN ORDINANCE ESTABLISHING A GRIEVANCE REDRESS  
MECHANISM FOR PERSONS WITH DISABILITIES (PWDs) IN THE  
MUNICIPALITY OF CARIGARA, PROVIDING FOR ITS  
FUNCTIONS, AND APPROPRIATING FUNDS THEREFOR**

**Principal Author: Hon. Vilma M. Domus**

Chairman Committee on Gender, Children & Family Welfare

**Co-Author: Hon. Joenlee C. Larraga**

Chairman Committee on Social Welfare Services, Nutrition and Population

**WHEREAS**, the 1987 Constitution guarantees the rights of all citizens,  
including Persons with Disabilities (PWDs), to equal protection and  
participation in society;

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Page 2/9. Ord. No. 2026-060 dated July 13, 2026-

**“AN ORDINANCE ESTABLISHING A GRIEVANCE REDRESS MECHANISM FOR PERSONS WITH DISABILITIES (PWDs) IN THE MUNICIPALITY OF CARIGARA...”**

**WHEREAS**, Republic Act No. 7277, as amended by RA 9442 and RA 10524, mandate the State to ensure the rehabilitation, self-development, and integration of PWDs into the mainstream of society;

**WHEREAS**, there is a need to institutionalize a clear, accessible, and responsive mechanism to address, grievances, complaints, and reports of discrimination, neglect, or abuse against PWDs;

**NOW THEREFORE**, on motion of Hon. Arvin N. Urmeneta, seconded en masse, be it ordained by the Sangguniang Bayan of Carigara, Leyte, in session assembled, that:

**SECTION 1. TITLE**

This Ordinance shall be known as the **“PWD GRIEVANCE REDRESS ORDINANCE OF CARIGARA, LEYTE”**

**SECTION 2. DECLARATION OF POLICY**

It is the policy of the Municipality of Carigara to protect the rights and welfare of PWDs, ensure their access to justice, and provide a safe, confidential, and efficient process for addressing grievances.

**SECTION 3. OBJECTIVES**

- 1. Provide an Accessible Channel for Redress:** To establish a localized, cost-free, and legally recognized process where persons with disabilities (PWDs) may file complaints regarding discrimination, abuse, neglect, or the denial of mandatory statutory benefits (e.g., the 20% discount and VAT exemption).
- 2. Enforce Compliance with Accessibility Laws:** To ensure that public buildings, commercial establishments, transportation terminals, and digital infrastructure within the Municipality of Carigara comply with



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the provisions of the Accessibility Law (Batas Pambansa Blg. 344)

3. **Promote Inclusion and Prevent Retaliation:** To create a safe, confidential, and accessible environment where PWDs may report violations without fear of backlash, intimidation, harassment, or social exclusion.
4. **Resolve Disputes Efficiency at the Lowest Level:** To institutionalize mediation and alternative dispute resolution (ADR) techniques, avoiding expensive and exhausting judicial litigations for the complaint.

**SECTION 4. COVERAGE**

The mechanism is designed to handle grievances stemming from non – compliance with National Laws like the Magna Carta for Disabled Persons (R.A. 7277), R.A. 10754, and the Accessibility Law (B.P. Blg. 344). The specific coverages shall include but not limited to, the following:

**A. Denial of Mandatory Discounts and Economic Privileges**

- Refusal by pharmacies, grocery stores, or restaurants, and other business establishments to grant the mandatory twenty percent (20%) discounts and twelve percent (12 %) Value-Added Tax (VAT) exemption on medicines, food, medical supplies, basic necessities, and other goods and services as provided by law.
- Denial of the PWD discounts on transportation fares (including jeepneys, tricycles, buses plying the Carigara routes).
- Failure to provide designated **PWD priority of express lanes** in commercial establishments, government offices, and other places where such facilities are required by law.

**B. Structural and Architectural Accessibility Barriers**

- Failure of commercial buildings, public buildings and



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government offices to provide structural compliance according to B.P 344 (e.g., lack of standard ramps, narrow doorways, non-accessible public restrooms:

- Blocking, unauthorized use, or improper utilization of designated PWD parking spaces.

**C. Workplace and Educational Discrimination**

- Discrimination in recruitment, hiring, promotion, compensation, training, or other terms and conditions of employment solely on the basis of an individual's disability.
- Denial of access to public education, sports, training, remedial or other programs and services provided by local schools on the basis of disability.

**SECTION 5. CREATION OF THE PWD GRIEVANCE COMMITTEE (PGC)**

There is hereby created a PWD GRIEVANCE COMMITTEE under the Persons with Disability Affairs Office (PDAO), composed of:

|                 |                                                    |
|-----------------|----------------------------------------------------|
| Chairperson     | : Municipal Social Welfare and Development Officer |
| Vice - Chairman | : PDAO Head Officer                                |
| Member          | : Municipal Planning Development Officer           |
|                 | Municipal Legal Officer                            |
|                 | Representative from accredited PWD organizations   |
|                 | Liga ng mga Barangay President                     |
|                 | OSCA Head                                          |



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**SECTION 6. FUNCTIONS OF THE PWD GRIEVANCE COMMITTEE (PGC)**

The Person with Disability (PWD) Grievance Committee shall:

- a. Receive, document, and investigate complaints from Person with Disabilities (PWDs) or their representatives;
- b. Facilitate mediation or conciliation when appropriate;
- c. Recommend actions or sanctions to the proper authorities;
- d. Refer cases involving criminal or administrative violations to law enforcement or relevant agencies;
- e. Maintain confidentiality and protect complainants from retaliation; and
- f. Submit quarterly report to the Sangguniang Bayan, Committee Chairman on Social Services.

**SECTION 7. GRIEVANCE PROCEDURE**

1. **Filing of Complaint** – A complaint shall be made in writing and filed with the Persons with Disability Affairs Office (PDAO) or the designated Barangay PWD Focal Person.
2. **Preliminary Assessment** – Within three (3) working days, the PGC shall determine the nature of the complaint.
3. **Resolution or Referral** – The PWD Grievance Committee (PGC) shall resolve the matter within fifteen (15) working days, or refer it to the appropriate agency.
4. **Feedback to Complainant** - Written update shall be provided within the prescribed period.

**SECTION 8. INFORMATION DISSEMINATION**

The formal information and dissemination framework for this Carigara



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municipal ordinance breaks down as follows:

**1. Mandatory Public Notice & Posting**

To prevent establishments from claiming "ignorance of the law," the ordinance mandates the visible posting of PWD rights and grievance hotlines in key areas:

- **Business Establishments:** All commercial entities in Carigara—especially pharmacies, grocery stores, clinics, and restaurants must conspicuously display a standard notice detailing the mandatory 20% discount and 12% VAT exemption for PWDs.
- **Public Transport Terminals:** Standardized signage must be posted at tricycle, jeepney, and bus terminals detailing fare discount compliance and the penalty for denying rides to PWDs.
- **Government Offices:** The Municipal Hall, barangay halls, and rural health units (RHUs) must display step-by-step charts on how to file a complaint, along with the location of the Persons with Disabilities Affairs Office (PDAO) or designated Grievance Desk.

**2. Barangay-Level Caravans and Assemblies**

Carigara comprises 49 barangays, many of which are rural or far-flung. To reach isolated PWDs, the LGU utilizes localized dissemination:

- **Barangay Assemblies:** The PDAO and the Grievance Committee are mandated to present the mechanism during regular Barangay Assemblies.
- **Waray-Waray Materials:** Information, Education, and Communication (IEC) materials—such as flyers, brochures, and flowcharts—must be translated into Waray-Waray and written in clear, simple language.
- **Accessible Formats:** Dissemination must include accessible



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options, such as large-print materials for the visually impaired and digital or audio announcements where possible.

**3. Institutional Training & Seminars**

The ordinance enforces proactive education for "duty-bearers" to prevent violations before they happen:

- **For Local Businesses:** The Business Permits and Licensing Office (BPLO) integrate brief orientations on PWD compliance during the annual business permit renewal season.
- **For Transport Sector:** The municipality conducts disability sensitivity and fare discount orientations for Tricycle Operators and Drivers Associations (TODAs) operating within Carigara.
- **For Frontliners:** Local government employees, especially desk officers at the Municipal Hall and barangay health workers, undergo training on how to properly assist a PWD filing a grievance.

**4. Digital & Mass Media Campaign**

To maximize reach among tech-savvy residents and relatives of PWDs, the ordinance leverages modern communication channels:

- **Official LGU social media:** Publishing digital infographics, video explainers, and direct messaging hotlines on the official LGU Carigara Facebook pages.
- **Public Address Systems:** Utilizing local radio slots or municipal public address systems (*bandillo*) to broadcast public service announcements regarding the penalties for violating PWD rights and how citizens can report abuse.

**SECTION 9. FUNDING**

The amount necessary for the implementation of this ordinance shall be charged to the annual budget of the Municipality under the Person with



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Disabilities (PWDs) Welfare Program.

**SECTION 10. SEPARABILITY CLAUSE**

If any provision of this Ordinance is declared invalid, the remaining provisions shall remain in full force and effect.

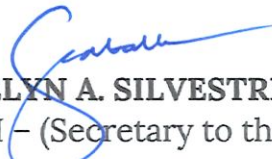
**SECTION 11. EFFECTIVITY**

This ordinance shall take effect fifteen (15) days after its publication in a local newspaper or posting in conspicuous places in the municipality.

**APPROVED UNANIMOUSLY** this 13<sup>th</sup> day of July 2026 at the Sangguniang Bayan Session Hall, Carigara, Leyte.

\* \* \* \* \*

**I HEREBY CERTIFY** that this is a true and accurate copy of the ordinance enacted by the Sanggunian on 13 July 2026.

  
**RACHELYN A. SILVESTRE-CABALLES**  
MGDH I – (Secretary to the Sanggunian)

Attested:

  
**JIMMY A. CAMPOSANO**  
Municipal Vice Mayor/Presiding Officer

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"AN ORDINANCE ESTABLISHING A GRIEVANCE REDRESS  
MECHANISM FOR PERSONS WITH DISABILITIES (PWDs) IN THE  
MUNICIPALITY OF CARIGARA..."

Concurred:

**FERNANDO N. MORIEL**  
SB Member

**VILMA M. DOMUS**  
SB Member

**MILDRED C. MODESTO**  
SB Member (Forced Leave)

**CARLO ANGELO B. GO**  
SB Member

**ULPIANO U. ARPON JR.**  
SB Member

**JOENLEE C. LARRAGA**  
SB Member

**MYLA L. AGUILAR**  
SB Member

**GUILLEMO I. PANAL**  
SB Member

**ARVIN N. URMENETA**  
SB Member-LnB Pres.

**DANIEL N. ARIASO JR.**  
SB Member-SK Fed. Pres. (  
(Forced Leave)

Approved:

**EDUARDO T. ONG, JR.**  
Municipal Mayor

Date Approved

08/07/2026



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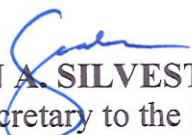


BAGONG PILIPINAS

## CERTIFICATION

**THIS IS TO CERTIFY** that **Municipal Ordinance No. 2026-060** –“*An Ordinance Establishing A Grievance Redress Mechanism for the Persons With Disabilities (PWDs) in the Municipality of Carigara, Providing for Its Functions, and Appropriating Funds Therefor*”, was posted last, August 07, 2026 in accordance with R.A. 7160, otherwise known as the Local Government Code of 1991.

**ISSUED** this 7<sup>th</sup> day of August, 2026.

  
**RACHELYN A. SILVESTRE-CABALLES**  
MGDH – I (Secretary to the Sangguniang Bayan)