



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **YASMIN BUSRAN-LAO**, Filipino, of legal age, Secretary of the National Commission on Muslim Filipinos, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The National Commission on Muslim Filipinos including its eleven (11) Regional Offices has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time need to complete procedure
 - f. Amount of fees (free of charge)
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of the National Commission on Muslim Filipinos that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in English (translation to Muslim dialects is still on processed including brochures or booklet).
- 5) The Citizen's Charter is uploaded in the NCMF's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Issuance of Tribal Certificates	Timeline	Time for processing application shortened by 3 minutes	Number of applicants issued with certificates increased
Annual Hajj to Mecca, KSA	Timeline and number of documents required increased	Other government agencies involved in Hajj procedure required the applicants additional documents to accomplished	Vital information were added to support statistical documentation
Social and Community services (cultural, economic and settlement issues)	Direct contact with clients	Community based-assessment and focal group discussions undertaken	Increased number of Muslim beneficiaries


This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS WHEREOF, I have hereunto set my hand this 07 JUN 2017 of June 2017 in Quezon City.


YASMIN BUSRAN-LAO
Secretary

SUBSCRIBED AND SWORN to before me this 07 JUN 2017 day of June 2017 in Quezon City, Philippines, with affiant exhibiting to me his/her NCMF ID issued on _____ at _____.

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ATTY. RODOLFO T. LOPEZ
Notary Public
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