



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

South Luzon Regional Office
2F Fortuna Bldg., Manila East Rd., Brgy. San Juan, Hlog Pugas, Taytay, Rizal

CITIZEN'S CHARTER

"In compliance with Republic Act No. 9485 or the "Anti-In Red Tape of 2007"

SETTLEMENT DIVISION					ADMINISTRATIVE DIVISION				
RELIEF ASSISTANCE					MEDICAL/DENTAL SERVICES				
MUSLIM COMMUNITIES IN REGION IV-A, IV-B and V					ALL NCMP PERSONNEL AND WALK-IN CLIENTS				
REQUIREMENTS:					HOW TO AVAL OF THE SERVICE				
WHERE TO CALL OR SUBMIT REQUEST					STEP				
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DEPARTMENT:	ADMINISTRATIVE DIVISION
FRONTLINE SERVICE:	MEDICAL/DENTAL SERVICES
WHO MAY AVAIL:	ALL NCMF PERSONNEL AND WALK-IN CLIENTS

HOW TO AVAIL OF THE SERVICE

Step	Patient/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-in-Charge	Form
1	Observance of healthy measures: hand sanitation, wearing of mask and face shield	Wearing of PPE (Personal Protective Equipment)	5 minutes	All Medical Personnel	
2	Filling-out of Health Declaration Form	Patient screening and temperature check	3 minutes	Nurse II	Health Declaration Form
3		Filling-out of Medical/Dental Consultation Form Patient's Information Vital signs and taking of Chief Complaints	10 -15 minutes	Nurse II	Medical/ Dental Consultation Form

(For Medical Service)

4		Patient Assessment: Physical Examination History of Past and Present Illness	10 minutes	Medical Officer III	Medical/ Dental Consultation Form
5		Medical Diagnosis and Treatment Plan, giving advice, Prescription and Referral if necessary	15 minutes	Medical Officer III	
6		Dispensing of Medicine if available	5 minutes	Nurse II	

(For Dental Service)

7		Patient Assessment: Oral Examination History of Past and Present Medical and Dental condition	20 minutes	Dentist II	Medical/ Dental Consultation Form
8		Preparation of materials and sterilization of dental instruments to be used.	10-35 minutes	ADA IV	
9		Diagnosis and Treatment Plan	10-15 minutes	Dentist II	
10		Application of treatment: oral prophylaxis/ tooth extraction	45 minutes to 1 ½ hour	Dentist II	
11		Giving Advice, Prescription and Referral if necessary	5-10 minutes	Dentist II	
12		Dispensing of Medicine if available	5 minutes	Nurse II	
13	Filling-out of Patient's Feedback/ Survey/ Evaluation form		5 minutes	Medical Personnel	Patient's Feedback/ Survey/ Evaluation Form

FREE OF CHARGE

In compliance with Republic Act No. 9485 or the

CLIENT STEPS	AGENCY ACTION	PRO- CESSING TIME	FEES TO BE PAID	PERSON RESPONSIBLE
LEGAL ASSISTANCE				
	1. The Client is interviewed.	5 Minutes	None	ADA
	2. Client is referred to a lawyer.	5 Minutes	None	ADA
	3. The Lawyer after the interview, determines whether the issue will involve a criminal, civil or an administrative case.	1 hour	None	Any lawyer of the Division
	4. The Lawyer develops a case theory and recommends the final legal action.	2 - 3 days	None	Any lawyer of the division
	5. The Division Chief or the most Senior Lawyer reviews and approves the final legal action recommended by the handling lawyer.	2 Hours	None	Division Chief or the most Senior Lawyer
2. Client comes back to receive the document after signing in a Record Book	6. The Client comes back on a stated date to pick up the documents or discusses with the handling lawyer, if legal representation is necessary.	1 - 2 hours	None	ADA or the handling lawyer of the Division as the case maybe.
LEGAL DOCUMENTS				
1. Client fills out the request form	1.The Client is interviewed.	5 Minutes	None	ADA
	2. ADA refers the Client to any lawyer of the Division.	5 Minutes	None	ADA
	3. Lawyer interviews the client on his request	30 Minutes	None	Any lawyer of the Division
	4. Lawyer prepares the document requested.	2 Hours	None	Any lawyer of the Division
	5. If the document requested appears complicated, the Client is advised to come back for another date and bring additional data required for the preparation of the legal document.	1 day	None	Any lawyer of the Division
	6. Draft of the document is checked and approved by the Division Chief or by any Senior Lawyer.	1 hour	None	Division Chief or any Senior Lawyer
2. Client comes back to receive the document after signing in a Record Book	7. Printing, Recording and Release of the Legal document. Client is advised to come to receive the document	30 minutes	None	ADA
LEGAL OPINION				
1. Client fills out the request form	1. The Client is interviewed and referred to a lawyer.	5 Minutes	None	ADA
	2. The Lawyer interviews the client for his need.	1-2 Hours	None	Any lawyer of the Division
	3. The Lawyer researches on the topic and recommends the legal opinion	1-3 Days	None	Any lawyer of the Division
	4.The recommended legal opinion is checked and approved by the Division Chief.	2 - 3 Hours	None	Division Chief
2. Client comes back to receive the document after signing in a Record Book.	5.Printing, Release and Recording of the Legal Opinion. Client is advised to receive the copy of the Legal Opinion.	30 minutes	None	ADA



Republic of the Philippines

OFFICE OF THE PRESIDENT

NATIONAL COMMISSION ON MUSLIM FILIPINOS

SOUTH LUZON REGIONAL OFFICE - CULTURAL AFFAIRS DIVISION

CITIZEN'S CHARTER

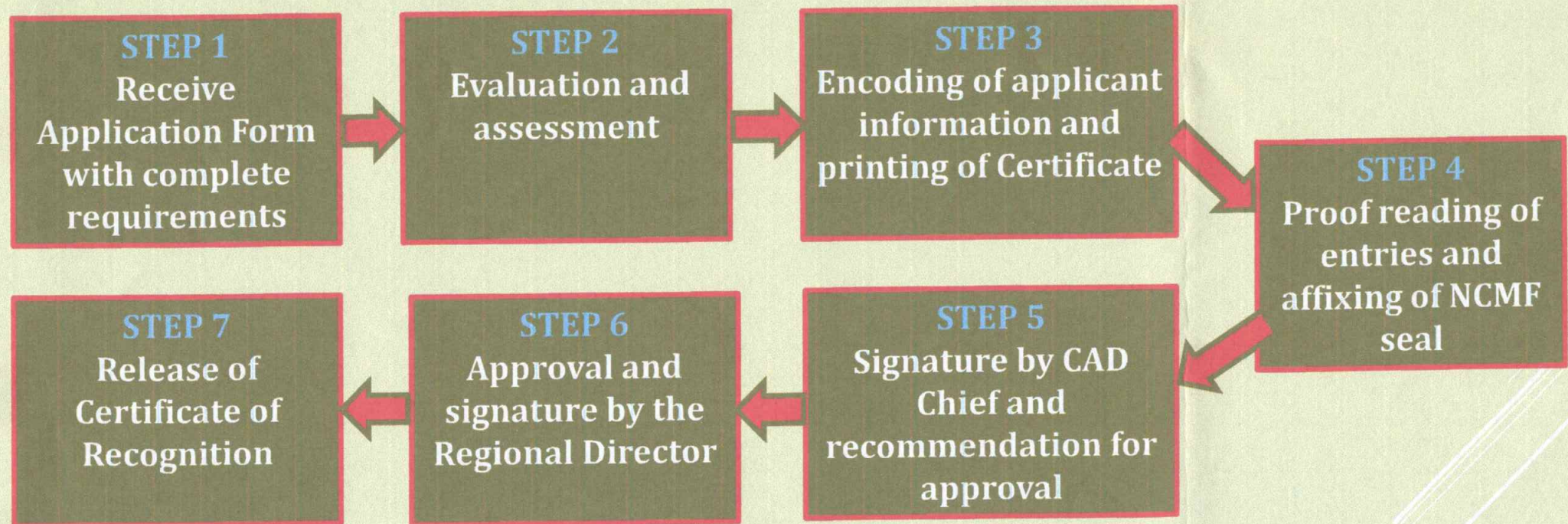
"In compliance with Republic Act No. 9485 or the Anti-Red Tape Law of 2007"

FRONTLINE SERVICE

**ISSUANCE OF CERTIFICATE OF RECOGNITION FOR CULTURAL CENTER, MASJID, MADRASAH, TORIL,
IMAM, BILAL, ADMINISTRATOR OF MASJID/MADRASAH/TORIL, RELIGIOUS NGO
AND ISLAMIC INSTITUTION**

STEP	ACTIVITIES/PROCESSES	PROCESSING TIME	PERSON-IN-CHARGE
1	Receive Profile Form with complete requirements/documents	5 minutes	ADA 4/DMO 1
2	Evaluation and assessment	10 minutes	DMO 3/DMO 4
3	Encoding of applicant information and printing of Certificate	10 minutes	DMO 2
4	Proof reading of entries and affixing of NCMF seal	5 minutes	DMO 2/DMO 3
5	Signature by CAD Chief and recommendation for approval	10 minutes	Division Chief
6	Approval and signature by the Regional Director	15 minutes	Regional Director
7	Release of Certificate of Recognition	5 minutes	ADA 4/DMO 1

PROCESSING FLOW CHART



- * Schedule of availability of service: Monday to Friday from 8:00am – 5:00pm
- * Requirements: 1. Profile Form;
2. Barangay certification;
3. SEC registration (optional);
4. Bio-Data with 2x2 ID picture
- * Certificate is **FREE OF CHARGE**



Republic of the Philippines

OFFICE OF THE PRESIDENT

NATIONAL COMMISSION ON MUSLIM FILIPINOS – SOUTH LUZON

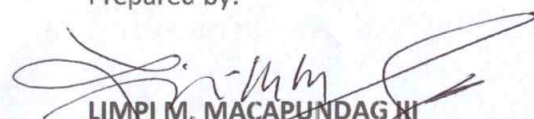
CITIZENS CHARTER

Pursuant to Republic Act 11032

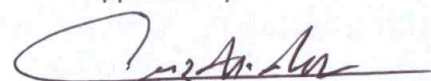
DIVISION	SOCIO-ECONOMIC DEVELOPMENT DIVISION			
SERVICE/PROGRAM	COOPERATIVE PRE-REGSITRATION SEMINAR			
WHO MAY REQUEST	MUSLIM COMMUNITIES IN REGIONS IV-A, IV-B AND V			
	PERSON TO CONTACT TO MAKE REQUEST			
	AMANAH BUSRAN LAO		09175678116	
	YASSER ARAFAT ODAL		09998936255	
	EMAIL ADDRESS TO CONTACT TO MAKE REQUEST			
	ncmfslsedd@gmail.com			
	HOW TO AVAIL OF THE SERVICE / PROGRAM			
STEP	CLIENT	AGENCY ACTION	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1	SUBMIT WRITTEN REQUEST ADDRESSED TO THE REGIONAL DIRECTOR THRU EMAIL / VIA COURIER	REQUEST LETTER WILL BE GIVEN TO DIVISION CHIEF FOR EVALUATION AND ENDORSEMENT	REQUEST WILL BE EVALUATED AND ENDORSED UPON RECIPT OF LETTER BY DIVISION CHIEF	DMO III / DMO II

2		ENDORSMENT OF REQUEST LETTER TO REGIONAL DIRECTOR	SAME DAY UPON RECEIPT OF REUQUEST LETTER BY DIVISION CHIEF	DIVISION CHIEF
3		ENDORSMENT TO THE BMEA COOPERATIVE DEVELOPMENT DIVISION FOR FUNDING AND COORDINATION WITH COOPERATIVE DEVELOPMENT AUTHORITY (CDA)	WITHIN THREE (3) DAYS UPON RECEIPT AND EVALUATION BY THE REGIONAL DIRECTOR	DIVISION CHIEF
4		APPROVAL BY THE BUREAU DIRECTOR	WITHIN SEVEN (7) DAYS UPON RECEIPT AND EVALUATION BY THE BUREAU DIRECTOR DIRECTOR	BMEA DIRCTOR , DIVISION CHIEF
5		PLANNING BY SEDD AND COORDINATION WITH THE REQUESTING COMMUNITY AND CDA FOR SCHEDULING OF THE SEMINAR	WITHIN FIVE (5) DAYS APPROVAL BY BMEA	DIVISON CHIEF , SEDD STAFF

Prepared by:


LIMPI M. MACAPUNDAG III
 ACTING DIVISION CHIEF

Approved by:


CEAZAR M. MARANDA , CPA
 REGIONAL DIRECTOR



Republic of the Philippines
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NATIONAL COMMISSION ON MUSLIM FILIPINOS – SOUTH LUZON


CITIZENS CHARTER

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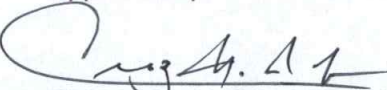
DIVISION	PEACE-BUILDING & CONFLICT RESOLUTION DIVISION			
SERVICE/PROGRAM	MEDIATION & CONFLICT RESOLUTION PROGRAM			
WHO MAY REQUEST	MUSLIM COMMUNITIES IN REGIONS IV-A, IV-B AND V			
	PERSON TO CONTACT TO MAKE REQUEST			
	ALANODIN DAGALANGIT		09518063840	
	EMAIL ADDRESS TO CONTACT TO MAKE REQUEST ncmfslpbcrd@gmail.com			
	HOW TO AVAIL OF THE SERVICE / PROGRAM			
STEP	CLIENT	AGENCY ACTION	DURATION OF ACTIVITY	PERSON-IN-CHARGE
1	SUBMIT WRITTEN REQUEST ADDRESSED TO THE REGIONAL DIRECTOR THRU EMAIL or PERSONAL APPEARANCE	REQUEST LETTER WILL BE GIVEN TO DIVISION CHIEF FOR EVALUATION AND ENDORSEMENT	REQUEST WILL BE EVALUATED AND ENDORSED UPON RECIEPT OF LETTER BY DIVISION CHIEF	DMO II/ADA4

2		ENDORSMENT OF REQUEST LETTER TO REGIONAL DIRECTOR	SAME DAY UPON RECEIPT OF REUQUEST LETTER BY DIVISION CHIEF	DIVISION CHIEF
3		SETTING OF SCHEDULE OF MEDIATION PROPER	WITHIN THREE (3) DAYS UPON RECEIPT AND EVALUATION BY THE REGIONAL DIRECTOR	DIVISION CHIEF
4		MEETING WITH MEDIATION PARTIES OR GROUPS	CASE TO CASE BASIS. WITHIN THE DAY IF BOTH PARTIES VOLUNTARILY AGREE TO SETTLE. MORE MEETINGS MAY BE NECESSARY IF IMMEDIATE SETTLEMENT IS NOT POSSIBLE	REGIONAL DIRECTOR , DIVISION CHIEF
5		WRITTEN SETTLEMENT AGREEMENT	WITHIN THREE(3) TO FIVE (5) DAYS UPON SETTLEMENT OF CONFLICT/DISPUTE	DIVISON CHIEF , PBCRD STAFF

Prepared by:


SHAHANI M. DIRAMPATAN-SARIP
 ACTING DIVISION CHIEF

Approved by:


CEAZAR M. MARANDA , CPA
 REGIONAL DIRECTOR