

GULLANIS CHARTIER

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

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THE POLICE THE PROPERTY OF THE PROPERTY OF THE POLICE THE PROPERTY OF THE POLICE THE POL												FREE O'CANAGE

MEDICAL/DENTAL SERVICES ALL NCMF PERSONNEL AND WALK-IN CLIENTS HOW TO AVAIL OF THE SERVICE Duration of Activity (Under Normal Circum-stances) Service Provider Stop Patient/Client 10 -15 minutes (For Medical Service) Medical Officer III 15 minutes 5 5 minutes 6 (For Dental Service) 10-35 minutes 10-15 minutes Diagnosis and Treatment Plan 45 minutes to 1 % hour Dentist II 5-10 minutes 11 Dispensing of Medicine if availa-ble 5 minutes

FREE OF CHARGE

ADMINISTRATIVE DIVISION

'in compliance with Republic Act No. 9485 or the

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	CLIENT STEPS	AGENCY ACTION	PRO- CESSING TIME	PEES TO BE PAID	PERSON RESPONSIBLE	
	1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2 1 2	1. The Glient is inter-	5 Minutes	None	ADA	
		2. Citest is referred to a lawyes.	5 Minutes	None	ADA	
URT)		3. The Lawyer after the interview, determines whether the Issue will involve a crim-	1 hour	None	Any lawyer of the Division	
ISE)		inal, civil or an administrative case. 4. The Lawyer develops	2 - 3 days	None	Any lawyer of the division	
-m		a case theory and rec- ommends the final legal action.				
		5. The Division Chief or the most Sonior Lawyer reviews and approves the final legal action recommended by the handling lawyer.	2 Hours	None	Division Chief or the most Senior Lawyer	
tGE	2. Client comes back to receive the document after algoing in a Record Book	6. The Client comes back on a stated date to pick up the documents or discusses with the handling isnyer, if legal representation is necessary.	1 – 2 hours	None	ADA or the handling lawyer of the Division as the casmaybe.	
			LEGA	L DOCUME	NTS	
ANY	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 Di- vision.	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	
MOs		5. If the document re- quested appears compli- cated, the Client is ad- vised 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	
MOs	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	
			LEG	AL OPINIO	N	
		1. The Client is inter- viewed and referred to a lawyer.	5 Minutes	None	ADA	
	1. Client fills out the request form	2. The Lawyer Inter- views the client for his need.	1-2 Hours	None	Any lawyer of the Division	
		3. The Lawyer researches on the topic and recommends the logal opin- lon	1-3 Days	None	Any lawyer of the Division	
teos		4.The recommended le- gal opinion is checked and approved by the Di- vision Chief.	2 - 3 Hours	None	Division Chief	
	2. Citent comes back to receive the document after eigning in a Record Book.	S.Printing, Release and Recording of the Legat Opinion. Client is ad- vised to receive the copy of the Legal Opin- ion.	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
Control of the Contro	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

STEP 1

Receive
Application Form
with complete
requirements

STEP 2

Evaluation and assessment

STEP 3

Encoding of applicant information and printing of Certificate

STEP 4

Proof reading of entries and affixing of NCMF seal

STEP 7

Release of Certificate of Recognition

STEP 6

Approval and signature by the Regional Director

STEP 5

Signature by CAD Chief and recommendation for approval

- * 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 COOPERATIVE PRE-REGSITRATION SEMINAR							
SERVICE/PROGRAM								
WHO MAY REQUEST	MUSLIM COMMUNITIES IN REGIONS IV-A, IV-B AND V							
	AMAI	09175678116						
	YASS	09998936255						
	EMAIL ADDRESS TO CONTACT TO MAKE REQUEST ncmfslsedd@gmail.com							
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 RECIEPT OF LETTER BY DIVISION CHIEF	DMO III / DMO II				

2	ENDORSMENT OF REQUEST LETTER TO REGIONAL DIRECTOR	SAME DAY UPON RECEIPT OF REUQEST LETTER BY DIVISION CHIEF	DIVISION CHIEF
3	ENDORSMENT TO THE BIMEA COOPERATIVE DEVELOMENT 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 HI ACTING DIVISION CHIEF

Approved by:

CEAZAR M. MARANDA, CPA

REGIONAL DIRECTOR



Republic of the Philippines

OFFICE OF THE PRESIDENT

NATIONAL COMMISSION ON MUSLIM FILIPINOS - SOUTH LUZON

CITIZENS CHARTER

Pursuant to Republic Act 11032

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DIVISION	PEACE-BUILDING & CONFLICT RESOLUTION DIVISION MEDIATION & CONFLICT RESOLUTION PROGRAM						
SERVICE/PROGRAM							
WHO MAY REQUEST	MUSLIM COMMUNITIES IN REGIONS IV-A, IV-B AND V						
		ACT TO MAKE REQUEST					
	ALANC	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 REUQEST 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 WI. MARANDA, CPA

REGIONAL DIRECTOR