



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS
 Pelayo Bldg., Juan Luna Street,
 Region XI, Davao City
 Tel. No. (082) 227-5537 Fax (082) 226-2792

CERTIFICATE OF COMPLIANCE

Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, ARCH. SHERRILA PORZA-SAWAH, Filipino, of legal age, REGIONAL DIRECTOR of the NATIONAL COMMISSION ON MUSLIM FILIPINOS - REGIONAL OFFICE XI, the person responsible and accountable in ensuring compliance with Section 6 of the Ease of Doing Business and Efficient Government Service Delivery Act of 2018, hereby declare and certify the following facts:

- 1) The NATIONAL COMMISSION ON MUSLIM FILIPINOS - REGIONAL OFFICE XI including its THREE (3) FIELD OFFICES has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency;
 - b. Government services offered;
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Step-by-step procedure to obtain a particular service;
 - iii. Person responsible for each step;
 - iii. Maximum time needed to conclude the process;
 - iv. Document/s to be presented by the applicant or requesting party, if necessary;
 - v. Amount of fees, if necessary; and
 - c. Procedure for filing complaints.
- 2) The Citizen's Charter is posted as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials that could be easily understood by the public.
- 3) The Citizen's Charter is posted 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 either in English, Filipino, and/or in the local dialect and published as an information material.
- 5) The Citizen's Charter is uploaded on the agency's website through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the website, or as a link under the Transparency Seal.
- 6) There is an established Client Satisfaction Measurement per service in the respective offices.

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 8th of February, 2021 in Davao City, Philippines.




ARCH. SHERRILA PORZA-SAWAH
 REGIONAL DIRECTOR
 NCMF-ROXI

SUBSCRIBED AND SWORN to before me this 11th of FEB., 2021 in Davao City, Philippines, with affiant exhibiting to me his/her _____ issued on personally known at _____

NOTARY PUBLIC/ ADMINISTERING OFFICER

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 Series of 2021



ATTY. CHERYL T. LIMBING
 NOTARY PUBLIC
 UNTIL DECEMBER 31, 20 6/30/2021
 PTR NO. 5193775
 DAVAO CITY 1-15-2021
 IBP NO. 811701
 ROLL OF ATTORNEY NO. 56202
 TIN - 275-179-375



**NATIONAL COMMISSION ON MUSLIM
FILIPINOS
Regional Office XI**

CITIZEN'S CHARTER

2020 (1st Edition)



**NATIONAL COMMISSION ON MUSLIM
FILIPINOS
Regional Office XI**

CITIZEN'S CHARTER
2020 (1st Edition)



I. Mandate:

To preserve, develop the culture, tradition, institution, and well-being of Muslim Filipinos.

II. Vision:

Progressive, caring and peaceful Muslim Filipino Communities living harmoniously with all stakeholders.

III. Mission:

A premier government agency committed and competent to promote the well-being of Muslim Filipinos.

IV. Service Pledge:

The NCMF commits to deliver efficient and effective service to the Muslim Filipino Constituents in the region giving premium to primacy of public service and welfare of the Muslim Filipinos.



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REGIONAL OFFICE

EXTERNAL SERVICES



#1. Issuance of Certifications CTM Required by (DFA, PhilHealth, Height Waiver (PNP, BFP, AFP), PRC, Tax Exemption.

The Certificate of Tribal Membership is issued to the Muslim Filipinos, citizens of Region XI as requirement given by the other government agency for their respective transaction.

Office or Division:	CULTURAL AFFAIRS DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
AUTHENTICATED BIRTH CERTIFICATE		PSA	
MARRIAGE CERTIFICATE (IF MARRIED)		PSA	
CERTIFICATE OF CONVERSION (BALIK-ISLAM)		SHARIAH CENTER	
VALID ID		OTHER GOVERNMENT AGENCY	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. FILL UP VISITOR'S LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	3 MINS.	OFFICER OF THE DAY
B. SUBMISSION OF FORM AND REQUIREMENTS FOR VERIFICATION	VERIFY AND EXAMINE THE REQUIREMENTS OF THE CLIENT	5 MINS.	DMO 2
C. FILL UP APPLICATION FORM	GIVE THE APPLICATION FORM TO THE CLIENT	10 MINS.	DMO3
D. INTERVIEW BY THE OFFICER IN-CHARGE	INTERVIEW THE CLIENT	20 MINS.	CHIEF/ CAD
E. PICTORIAL AND PROCESSING OF APPLICATION	TAKE A PICTURE TO THE CLIENT FOR THE CERTIFICATE	10 MINS.	ADA 4
F. ISSUANCE OF CERTIFICATE	ISSUE THE CERTIFICATE TO THE CLIENT	5 MINS.	DMO2
		53 MINS	



#2. Application/Processing of HAJJ

Processing of Hajj is rendered to the Muslim Filipinos, citizens of Region XI who are willing to go to annual Hajj.

Office or Division:	CULTURAL AFFAIRS DIVISION			
Classification:	SIMPLE			
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BIRTH CERTIFICATE		PSA		
MARRIAGE CONTRACT		PSA		
PASSPORT		DFA		
VALID ID		ANY GOVERNMENT AGENCY		
JOINT AFFIDAVIT OF TWO 2 DIS INTERESTED PERSON		PRODUCED BY THE CLIENT		
PAYMENT TO TRUST FUND		BANK		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP VISITORS LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	NONE	5 MINS	ADA 4
SUBMIT ALL THE REQUIREMENTS	VERIFY THE REQUIREMENTS OF THE CLIENT	NONE	5 MINS	DMO 2
FILL UP HAJJ APPLICATION FORM	GIVE THE HAJJ APPLICATION FORM TO THE APPLICANT	NONE	10 MINS	DMO3
PERSONAL INTERVIEW TO THE APPLICANT	INTERVIEW THE APPLICANT	NONE	20 MINS	CHIEF/ CAD
PAYMENT TO NCMF HAJJ TRUST FUND	GIVE THE LOG BOOK TO THE CLIENT	P 150	10 MINS	CASHIER



#3. Accreditation of Madrasah Center/Madrasah Cultural Center/Muslim Organization/Community.

Accreditation of madrasah/centers or Muslim organizations is given to the organizations who wants to be accredited by the NCMF XI.

Office or Division:	CULTURAL AFFAIRS DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CERTIFICATION FROM BRGY/MUNICIPALITY		BARANGAY, MUNICIPALITY	
APPLICATION FORM		NCMF XI OFFICE	
SEC REGISTRATION PROFILE		SEC	
		OWN ORGANIZATION	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	5 MINS	OFFICER OF THE DAY
SUBMISSION OF ALL THE REQUIREMENTS/DOCUMENTS	VERIFY ALL THE REQUIREMENTS/ DOCUMENTS OF THE CLIENT	10 MINS	DMO2/ DMO 3
FILL UP APPLICATION FORM	GIVE THE APPLICATION FORM	20 MINS	ADA 4/ DMO 2
EVALUATION (VISITATION)	EVALUATE THE APPLICATION	6 WORKING DAYS	CHIEF, CAD
ISSUANCE OF ACCREDITATION	ISSUE THE ACCREDITATION	10 MINS.	DMO 2/ ADA 4
		6 DAYS, 45 MINS	



#4 FACILITATING/ ASSIST ON SKILLS TRAINING

Service Information

Office or Division:	SOCIO ECONOMIC DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP VISITORS LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	3 MINS	OFFICER IN CHARGE
INTERVIEW BY THE IN CHARGE	INTERVIEW THE CLIENT	10 MINS	DMO 2
EVALUATION OF ASSISTANCE NEEDED	EVALUATE THE CLIENT ON THEIR NEEDS	4 WORKING DAYS	CHIEF/ SED
APPROPRIATE ACTION OF ASSISTANCE	TAKE ACTION TO ASSIST THE CLIENT ON THEIR NEEDS	10 MINS	CHIEF/ SED
		4 DAYS, 23 MINS	



#5 PROCESSING OF SOCIO ECONOMICS ASSISTANCE AND PROMOTION OF HALAL INDUSTRY

Service Information

Office or Division:	SOCIO ECONOMIC DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP VISITORS LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	3 MINS	OFFICER IN CHARGE
INTERVIEW BY THE IN CHARGE	INTERVIEW THE CLIENT	10 MINS	DMO 2
EVALUATION OF ASSISTANCE NEEDED	EVALUATE THE CLIENT ON THEIR NEEDS	4 WORKING DAYS	CHIEF/ SED
APPROPRIATE ACTION OF ASSISTANCE	TAKE ACTION TO ASSIST THE CLIENT ON THEIR NEEDS	10 MINS	CHIEF/ SED
		4 DAYS, 23 MINS	



#6 Provide Information (Profile of Muslims in Region XI)

Providing information about Muslim Filipinos profile and population in region XI.

Office or Division:	MUSLIM SETTLEMENT DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP VISITORS LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	3 MINS	DMO 2
SUBMIT THE REQUEST LETTER	PREPARE THE REQUESTED DOCUMENT	5 WORKING DAYS	DMO/CHIEF MSD
ISSUANCE OF THE REQUESTED DOCUMENTS TO THE CLIENT	GIVE THE REQUESTED DOCUMENTS TO THE CLIENT	10 MINS	DMO 2



#7 Provide Information regarding Ancestral rights/ Ancestral domain

Providing information regarding Ancestral rights/ Ancestral domain of Muslim Filipinos in region XI.

Office or Division:	MUSLIM SETTLEMENT DIVISION		
Classification:	COMPLEX		
Type of Transaction:	G2C – GOVERNMENT TO CITIZEN		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
FILL UP VISITORS LOG BOOK	GIVE THE LOG BOOK TO THE CLIENT	3 MINS	DMO 2
SUBMIT THE REQUEST LETTER	PREPARE THE REQUESTED DOCUMENT	5 WORKING DAYS	DMO/CHIEF MSD
ISSUANCE OF THE REQUESTED DOCUMENTS TO THE CLIENT	GIVE THE REQUESTED DOCUMENTS TO THE CLIENT	10 MINS	DMO 2



#8. LEGAL COUNSELLING.

Legal counselling is rendered to MF citizens in Region XI who needs advice pertaining to legal issues and transactions.

Office or Division:	Legal Affairs Division		
Classification:	Simple		
Type of Transaction:	G2C-Government to Muslim Filipinos in Region XI		
Who may avail:	All Muslim Filipinos in Region XI		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Barangay Certificate as proof that client is MF residing in Region XI		Barangay or Certification of Imam	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. Interview of the client and referral to the Division	REFER TO THE DIVISION CONCERNED	5 Minutes	Officer of the Day at the Front Desk
B. Assessment of the documents	Check if complete or incomplete	30 Minutes	LAD Secretary/ADA4
C. Interview of the MD client and initial assessment of the issues and the pertinent laws applicable	Provide written assessment which should be submitted to the LAD Chief for proper review and assessment.	1 Hour	ATTY. 3
D. Render advise verbally or in writing	Render advice.	2 days	Chief, LAD
		2 days, 1 Hour and 35 Minutes	



#9. REVIEW OF DOCUMENTS.

Review of documents is rendered to MF citizens in Region XI who needs advice pertaining to legal issues and transactions arising from their contracts with fellow individual, corporations or the government.

Office or Division:		Legal Affairs Division	
Classification:		Complex	
Type of Transaction:		G2C-Government to Muslim Filipinos in Region XI	
Who may avail:		All Muslim Filipinos in Region XI	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A photocopy of the contract and such other relevant documents pertaining to the transaction.		From the parties to a contract.	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. Interview of the client and referral to the Division	REFER TO THE DIVISION CONCERNED	5 Minutes	Officer of the Day at the Front Desk
B. Assessment of the documents	Check if complete or incomplete	30 Minutes	LAD Secretary/ADA4
C. Interview of the MD client and initial assessment of the issues and the pertinent laws applicable	Review contents of the documents and provide written assessment which should be submitted to the LAD Chief for proper review and assessment.	1 Day	ATTY. 3
D. Render advise verbally or in writing	Render assessment or advise to the MF client pertaining to the legalities and implications under the contracts sought for review.	5 days	Chief, LAD
		6 days, and 35 Minutes	



#10. HANDLING OF CASES.

Handling of cases is rendered to Indigent MF citizens in Region XI where the issues involved matters affecting the welfare of MF citizens in the region in general and those which only the Commission has expertise in properly shedding light to the issues therein.

Office or Division:	Legal Affairs Division		
Classification:	Technical. The duration of litigation is dependent upon the calendar of the courts.		
Type of Transaction:	G2C-Government to Muslim Filipinos in Region XI		
Who may avail:	All Muslim Filipinos in Region XI who are qualified for the service as set forth above.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Certificate of Indigency		DSWD	
Complete case file/case folder.		Courts/DOJ	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. Interview of the client and referral to the Division	REFER TO THE DIVISION CONCERNED	5 Minutes	Officer of the Day at the Front Desk
B. Assessment of the documents	Check if complete or incomplete and if qualified or not.	30 Minutes	LAD Secretary/ADA4
C. Interview of the MF client and initial assessment of the issues and the pertinent laws applicable	Interview MF client as to the facts of the case, review contents of the documents and provide written assessment which should be submitted to the LAD Chief for proper review and assessment.	5 Days	ATTY. 3
D. Render advise verbally or in writing	Render assessment or advise to the MF client pertaining to the legalities and implications of the evidences presented and the possible flow of the case.	7 days	Chief, LAD
		12 days, and 35 Minutes	



REGIONAL OFFICE

INTERNAL SERVICES



#1 Certificate of Employment and Compensation

Certificate of Employment and Compensation is issued to the NCMF XI employee for them use it to their transactions to the other agency.

Office or Division:	ADMINISTRATIVE AND FINANCE DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT EMPLOYEE		
Who may avail:	NCMF ROXI EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. SUBMIT THE REQUEST LETTER TO THE HRMO	PROCESS ALL THE REQUIREMENTS OF THE EMPLOYEE	30 MIN.	HRMO
B. RELEASING OF CERTIFICATE	ISSUE THE CERTIFICATE TO THE CLIENT/EMPLOYEE	5 MIN.	HRMO



#2Certificate of Leave Credits

Certificate of Leave Credits is issued to the NCMF XI employee for them use it to their transactions to the other agency.

Office or Division:	ADMINISTRATIVE AND FINANCE DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT EMPLOYEE		
Who may avail:	NCMF ROXI EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. SUBMIT THE REQUEST LETTER TO THE HRMO	PROCESS ALL THE REQUIREMENTS OF THE EMPLOYEE	1 HOUR	HRMO
B. RELEASING OF CERTIFICATE	ISSUE THE CERTIFICATE TO THE CLIENT/EMPLOYEE	5 MIN.	HRMO



#3Service Records

Service records is given to the requesting employee for them to know their service records.

Office or Division:	ADMINISTRATIVE AND FINANCE DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT EMPLOYEE		
Who may avail:	NCMF ROXI EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. SUBMIT THE REQUEST LETTER TO THE HRMO	PROCESS ALL THE REQUIREMENTS OF THE EMPLOYEE	30 MINS.	HRMO
B. RELEASING OF SERVICE RECORDS	ISSUE THE CERTIFICATE TO THE CLIENT/EMPLOYEE	5 MIN.	HRMO



#4Certificate of Clearance/s

Service information

Office or Division:	ADMINISTRATIVE AND FINANCE DIVISION		
Classification:	SIMPLE		
Type of Transaction:	G2G – GOVERNMENT TO GOVERNMENT EMPLOYEE		
Who may avail:	NCMF ROXI EMPLOYEES		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
REQUEST LETTER		PRODUCED BY THE CLIENT	
CLIENT STEPS	AGENCY ACTIONS	PROCESSING TIME	PERSON RESPONSIBLE
A. SUBMIT THE REQUEST LETTER TO THE HRMO	PROCESS ALL THE REQUIREMENTS OF THE EMPLOYEE FOR SIGNATURE FOR ALL THE CONCERN DIVISION	2 DAYS	HRMO HRMO/ ACCOUNTANT/ SUPPLY OFFICER/ DIVISION CHIEF/ REGIONAL DIRECTOR
B. RELEASING OF CERTIFICATE OF CLEARANCE/S	ISSUE THE CERTIFICATE TO THE CLIENT/EMPLOYEE	5 MIN.	HRMO