



Republic of the Philippines

OFFICE OF THE PRESIDENT

NATIONAL COMMISSION ON MUSLIM FILIPINOS

Region XII-B, Lanao Area

OMA-Building, Lanao Peoples Park, Barangay Saber

Marawi City, 9700

Email add : ncmflanaoarea12@gmail.com

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, Lominog M. Lao, Filipino, of legal age, Regional Director (Director IV) National Commission on Muslim Filipinos, Region XII-B, Lanao Area, Marawi City, 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 , Region XII-B, Lanao Area, Marawi City, 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. No payments required; 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 1st day of March, 2021 in Marawi City, Lanao Del Sur, Philippines.

LOMINOG M. LAO
Regional Director



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NATIONAL COMMISSION ON MUSLIM FILIPINOS

Region XII-B, Lanao Area

OMA-Building, Lanao Peoples Park, Barangay Saber

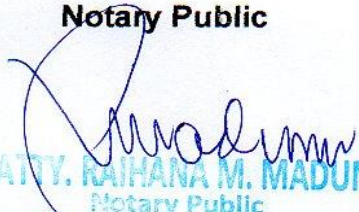
Marawi City, 9700

Email add : ncmflanaoarea12@gmail.com

SUBSCRIBED AND SWORN to before me this 1st day of March, 2021 in Marawi City, Lanao Del Sur, Philippines, with affiant exhibiting to me his government ID no. 0537485 issued on 4/24/2020 at Quezon City, Philippines.

Notary Public

Doc. No. 100
Page No. 15
Book No. 1
Series of 2021


ATTY. RAIHANA M. MADUM
Notary Public
Commission Until 12/31/2021
Roll of Attorney's No. 67120 (8-18-18)
PTR No. 7550325 (01-06-20)
MCLE No. VI-0011621 (05-23-17)
Marawi City, Lanao del Sur



NATIONAL COMMISSION ON MUSLIM FILIPINOS

CITIZEN'S CHARTER

2021



I. Mandate

NCMF was created by virtue of Republic Act no. 9997 otherwise known as the “National Commission on Muslim Filipinos act of 2007”. NCMF is mandated to preserve and develop the culture, tradition and well-being of Muslim Filipinos, in conformity with the country’s laws and in consonance with the national unity and development.

II. Vision

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

III. Mission

The National Commission on Muslim Filipinos is committed to promote the wellbeing of Muslim Filipinos and strengthen Islamic Institutions towards National Unity.

IV. Service Pledge:

We commit to:

1. Provide advice and assistance to the President in the Provide legal formulation, coordination, implementation and monitoring of policies, plans, programs and projects affecting Muslim Filipinos Communities.
2. Participate in the peace process involving conflicts between Filipinos Muslim groups and/or individual and the government in cooperation with appropriate agencies, individual and institutions. Pursuant hereto the Commission Secretary and/or his duly designated representative shall sit as regular member of the government peace panel.
3. Provide legal and technical services for the survey, adjudication, titling, and development of Muslim Filipinos ancestral lands and settlement proclaimed by the government for Muslim Filipinos.
4. Assist the National Statistic Office in conducting census on the actual population of Muslim Filipinos in the country.



5. Promote and develop economic livelihood programs and projects through the extension of loans, entrepreneurship, trade and marketing assistance to the members of Muslim Filipinos in coordination with the Cooperative Development Authority.



List of Services

NCMF REGIONAL OFFICE – REGION XII-B, MARAWI CITY

EXTERNAL SERVICES

Certificate for Tribal Membership	7
Legal Assistance and Counselling	
Walk-in client's assistance program, preparation of affidavit and subscription of memoranda and contract	8-9
Referral and assistance for the claimant of benefits from Government Service Insurance System, Social Security System, Overseas Welfare Administration and other government and private offices	9-10
Assistance for Hajj Passport Applicants at the Department of Foreign Affairs, Consular Affairs Office for the Intended pilgrimage	10-11
Mediation assistance for the settlement of family feuds and conflict among Muslim	12-13
Relief and medical assistance to the victims of manmade and natural calamity	13
Assistance for accreditation of cooperative and small trade entrepreneurship	14-15
Assistance for the Special Shari'ah Training and Seminar	15-16
Issuance of Certificate of Recognition/ Certificate of Accreditation for Madrasa, Cultural Centers and NGO's	16-17

INTERNAL SERVICES

Issuances of clearances, certifications, service records, and earned leaves	19
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Assistance for the claims, payments and reimbursement by the employees	19-20
Assistance for orientation program for the newly appointed employees, updating of employees 201 file, preparation of payroll, and computation of earned leaves in conformity with the CSC rules and regulations	20-21
Assistance for the Application for Land Bank Loan Saver	21-22
Assistance for GSIS Loan Application	22-23



Regional Office – Marawi City

External services



1. Certificate for Tribal Membership

To certify whenever appropriate, membership of persons in Muslim-Filipino communities for purposes of establishing qualifications for specific requirements of government and private agencies or for benefits as may be provided by law

Office or Division		Cultural Affairs Division		
Classification		Simple		
Type of Transaction		G-C (Government to Citizen)		
Who may avail:		Muslim Filipinos		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
valid government-issued identification card <i>* Any government issued ID shall be presented and should be readable, untampered and contains consistent information with documents presented upon application</i>		LTO, SSS, GSIS, Post Office, DFA, PRC, LTO, COMELEC and other issuing government agencies		
birth certificate (photocopy)		Philippine Statistics Authority, Local Civil Registrar		
2 passport size pictures		Any photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5-10 minutes	Desk officer
Filling-up of application form	None	None	Simultaneously (while on queue)	
None	Call the next queuing number	None	1 minute	CAD staff
Submit the requirements to the officer-in-charge	Receive the filled-up forms and other supporting documents	None	1 minute	CAD staff



None	Validate the accuracy and completeness of the required documents submitted by the applicants	None	15 minutes	CAD staff
wait for your name to be called for the releasing of your certificate	Release the certification without revision	None	5 minutes	releasing officer
TOTAL		None	27-32 Minutes	

2. Legal Assistance and Counselling

Provides Muslim-Filipinos with legal education and assistance in case of litigation involving their person or interest, renders legal counseling and investigate cases involving its personnel and valid complaints brought before the commission.

A. Walk-in client's assistance program, preparation of affidavit and subscription of memoranda and contract

Office or Division	Legal Affairs Division	
Classification	Simple	
Type of Transaction	G-C (government to citizen)	
Who may avail:	Muslim-Filipinos	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Endorsement letter from the Barangay or place of origin explaining what legal assistance is requested to be offered by the office (personal appearance)		Office of the Barangay Chairman and/or any prominent, religious leaders and head of NGO's within the area
Valid government-issued ID and/or documents justifying their personal identity <i>* Any government issued ID shall be presented and should be readable,</i>		Issuing government agencies / certification from the office of the Barangay chairman of the locality asserting/confirming their personal identity



<i>untampered and contains consistent information with documents presented upon application</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Get queuing number in the office entrance and wait for your number to be called	None	None	5-10 minutes	Desk officer
None	Call the next queuing number	None	1 minute	Legal Affairs Division staff
Submit the requirements to the staff-in-charge	Validate and verify the veracity of the document presented for interview as pre-requisite for the preparation of the documents needed	None	30 minutes	Legal affairs Division staff
None	Preparation of the documents needed	None	10 minutes	Legal Affairs Division staff
wait for the releasing of your request	Release the document without revision	None	2 minutes	Releasing officer/LAD Staffs
TOTAL		None	47-53 minutes	

B. Referral and assistance for the claimant of benefits from Government Service Insurance System, Social Security System, Overseas Welfare Administration and other government and private offices

Office or Division	Legal Affairs Division	
Classification	Simple	
Type of Transaction	G-C (government to citizen) G-G (government to government)	
Who may avail:	Muslim Filipinos	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Birth Certificate		Philippine Statistics Authority



Marriage contract security paper		Local Civil Registrar		
2 valid government identification cards		LTO, SSS, GSIS, Post Office, DFA, PRC, LTO, COMELEC and other issuing government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5-10minutes	Legal Staff
None	Call the next queuing number	None	3 minutes	Legal Staff
Submit the requirements to the staff-in-charge	Validate and verify the veracity of the document presented for interview as pre-requisite for the preparation of the documents needed		20 minutes	Atty. Johari Balt and/or Legal Staffs
None	Preparation for the endorsement letter and attachment	None	10 minutes	Legal Staff
None	Release the requested document without revision	None	2 minutes	Legal Staff
TOTAL		None	40-45 minutes	

3. Assistance for Hajj Passport Applicants at the Department of Foreign Affairs, Consular Affairs Office for the Intended pilgrimage

Office or Division	Regional Processing
Classification	Simple



Type of Transaction	G-C (government to citizen), G-C (government to government)			
Who may avail:	Muslim-Filipinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up application form for passport		Regional Processing Center		
NBI clearance or Police Clearance (photocopy)		NBI Station or Local Police Station		
2 valid government-issued identification cards		Post office, LTO, PRC, BIR, SSS, GSIS, Pag-IBIG, or other issuing government agencies		
2 pcs latest passport size pictures		Any photo studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	10 minutes	RPC Staff
Filling-up of application form	None	None	Simultaneously (while on queue)	
None	Call the next queuing number	None	3 minutes	RPC Staff
Submit the requirements to the staff-in-charge	Receive the application form and the required supporting documents to validate their accuracy and completeness	None	20 minutes	Chief Processor/ RPC staffs
None	Preparation for the endorsement letter and attachment	None	10 minutes	RPC staff
None	Release the referral	None	2 minutes	RPC staff
TOTAL		None	45 minutes	



4. Mediation assistance for the settlement of family feuds and conflict among Muslim

Office or Division	Peace Building and Conflict Resolution Division			
Classification	simple			
Type of Transaction	G-C (government to citizen)			
Who may avail:	Muslim Filipinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement letter from the LGU and/or a religious leader and or its equivalent		Office of the Barangay Chairman, Office of the Mayor, or head of religious leaders in the locality		
Police blotter if any		Office of the Chief of Police		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5 minutes	Desk Officer
None	Call the next queuing number	None	3 minutes	PBCR staff
Submit the requirements to the staff-in-charge	Validate the request submitted and the veracity of the facts, get thorough information about the feud that needs to be settled	None	1 hour	Division Chief and the PBCR staffs in coordination with Legal Affairs Division
None	Schedule the conduct of the preliminary investigation for the concerned parties in coordination with the LGU and religious leaders in the locality	None	5 minutes	Officer-in-charge



TOTAL	None	1 hour and 13 minutes	
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5. Relief and medical assistance to the victims of manmade and natural calamity

Office or Division	Settlement and Relief Division			
Classification	Simple			
Type of Transaction	G-C (government to citizen) G-G (government to government)			
Who may avail:	Muslim Filipinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified list of number of victims to be assisted		Local government unit, DSWD, MRRD		
Documentation report with pictures		Local government unit, DSWD, MRRD and/or other concerned government agency and NGO's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5 minutes	Desk Officer
None	Call the next queuing number	None	3 minutes	SRD Staffs
Submit the requirements to the staff-in-charge	Validate the submitted requirements and if found appropriate, initiate immediate action	None	1 hour	Chief of the Settlement and Relief Division and Staffs
None	Schedule for the immediate relief operation	None	15 minutes	SRD and Regional Staffs
TOTAL		None	1 hour and 23 minutes	



6. Assistance for accreditation of cooperative and small trade entrepreneurship

Office or Division	Socio Economic Development Division			
Classification	Simple			
Type of Transaction	G-C (government to citizen)			
Who may avail:	Muslim Filipinos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up application form		SEED staffs		
Cooperative by laws		Requesting party		
Certification of registration		Security and Exchange Commission or Cooperative Development Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5 minutes	Desk Officer
Filling-up of application form	None	None	Simultaneously (while on queue)	
None	Call the next queuing number	None	2 minutes	SEED staff
Submit the requirements to the staff-in-charge	Receive the application form and other required supporting documents then validate their accuracy and completeness	None	20 minutes	Chief, Socio Economic Development Division and staffs
None	if found in order, prepare the certification for accreditation	None	10 minutes	SEED staff



Receive the certification	Release the certificate of accreditation	None	3 minutes	Releasing officer/SEED staff
TOTAL		None	40 minutes	

7. Assistance for the Special Shari'ah Training and Seminar

Office or Division	Regional Training Center			
Classification	simple			
Type of Transaction	G-C (government to citizen)			
Who may avail:	<p>Muslim-Filipinos who are:</p> <ol style="list-style-type: none"> 1. Lawyers or members of the Philippine Bar; 2. Ulama or graduates of Islamic/Arabic courses abroad; 3. Graduates of Law (Barristers); 4. Graduates of Shari'ah or Islamic courses in the Philippines duly recognized by the government; 5. Graduates of other courses related to law and/or Shari'ah (Islamic Law) or 6. Graduates of other 4-year courses, provided, he or she has working knowledge in Islam 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Authenticated Transcript of Records (photocopy)		College/University graduated		
Diploma (photocopy)		College/University graduated		
Authority to attend the training (for government or official personnel)		Employer		
Authenticated certificate of training (photocopy)		Institution who conducted the training or seminar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5-15 minutes (depending on the number of queued applicants)	Desk Officer
None	Call the next queuing number	None	3 minutes	Officer-in-charge



submit the complete required documents to the officer-in-charge	Validate the submitted requirement	None	10 minutes	Chairman, Committee on Registration and Regional Staffs
None	If found in order and qualified, include it to the list of applicants	None	2 minutes	Officer-in-charge/ Regional staff
None	Approve/ disapprove	None		Officer in charge of the releasing
TOTAL		None	20-25 minutes	

8. Issuance of Certificate of Recognition/ Certificate of Accreditation for Madrasa, Cultural Centers and NGO's

Office or Division	Cultural Affairs Division			
Classification	Simple			
Type of Transaction	G-C (Government to citizen)			
Who may avail:	Muslim-Filipinos owning or administering a Madrasah			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up application form		Regional office		
Letter of Request from the Madrasah owner/administrator		Establishment owner/ administrator		
SEC registration		Security and Exchange Commission		
Mayor's permit or barangay certificate		Office of the Mayor or Barangay Chairman		
Profile of the Madrasah		Establishment owner/ administrator		
Pictures of the Madrasah		Establishment owner/ administrator		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Get queuing number in the office entrance and wait for your number to be called	None	None	5 minutes	Desk Officer



Filling-up of application form	None	None	Simultaneously (while on queue)	
None	Call the next queuing number	None	2 minutes	CAD Staff
Submit the requirements to the staff-in-charge	Receive the application form and the required supporting documents to validate their accuracy and completeness	None	10 minutes	CAD staff
None	Prepare the certificate of recognition/ accreditation	None	5 minutes	CAD staff
Receive the certification	Release the certificate of accreditation/ recognition	None	2 minutes	CAD staff
TOTAL		None	24 minutes	



Regional Office – Marawi City

Internal services



1. Issuances of clearances, certifications, service records, and earned leaves

Office or Division	Administrative and Finance Division			
Classification	Simple			
Type of Transaction	O-E (office to employee)			
Who may avail:	NCMF employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up request form for specific concern, attached with office order for reassign personnel		Admin and finance division		
Office ID (photocopy)		applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
secure application form and submit the same to the receiving counter for record purposes	Validate the submitted application form to determine the specific concern and refer to the person in-charge	None	10 minutes	HR staff, accountant
None	Review the certification signed, and forward to HR for releasing			Admin/Finance staff
Receive the certification	Release the certification			Releasing officer
TOTAL		None	10 minutes	

2. Assistance for the claims, payments and reimbursement by the employees

Office or Division	Administrative and Finance Division			
Classification	Simple			
Type of Transaction	O2E (office to employee)			
Who may avail:	NCMF Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



Filled-up request form for specific concern		Admin and finance division		
disbursement voucher with complete attachment		Applicant (to be assisted by the accounting clerk)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
secure application form and submit the same to the receiving counter for record purposes	Validate the submitted application form and/or request, subject to the accounting rules and regulation	None	15 minutes	HR staff, Accountant
Receive the payment and sign the attached voucher	If request found in order and funds is available, prepare for the payment and release as soon as possible			Releasing officer, Admin Finance staff
TOTAL		None	15 minutes	

3. Assistance for an orientation program for the newly appointed employees, updating of employees 201 file, preparation of payroll, and computation of earned leaves in conformity with the CSC rules and regulations

Office or Division	Administrative and Finance Division
Classification	Simple
Type of Transaction	O2E (office to employee) G2G (government to government)
Who may avail:	NCMF employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request address to the Civil Service Commission, Field Office to conduct the subject seminar and workshop	Admin and Finance Division
Submit funding requirement and tentative scheduled of the activities. Request for a meeting	Admin and Finance Division, CSC staff



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Coordinate with Civil Service Commission, Field office and submit the required proposal	Validation of the submitted proposal and the urgency of the activity	none	30 minutes	CSC field office officials and staffs
Wait for the action and further instruction by the CSC official for the proposed activity	Action taken by the CSC official	Appropriate seminar fees should be collected before the conduct of the activity		CSC field office officer-in-charge
TOTAL			30 minutes	

4. Assistance for the Application for Land Bank Loan Saver

All organic employees may opt to loan from the Land Bank saver

Office or Division	Administrative and Finance Division			
Classification	Simple			
Type of Transaction	O2E (office to employee) G2G (government to government)			
Who may avail:	NCMF employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid identification card (certified photocopy)		Requesting party		
Application form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the Cash Division and fill out for the application form for Land bank loan saver	Check the filled-out form if in order and validate the information on the record (position, net take home pay for the current month, mobile number and email address)	None	20 minutes	HR staff/ Accountant



Wait for the SMS notification from GSIS regarding the status/details of their loan application	Prepare white list and CD for transmittal and hand carry the white list and CD to the Land Bank of the Philippines field office	None	40 minutes	Liaison Officer/ Cashier
TOTAL		None	1 hour	

5. Assistance for GSIS Loan Application

All GSIS members who met the requirement of the GSIS can apply a loan

Office or Division	Administrative and Finance Division			
Classification	Simple			
Type of Transaction	O2E (office to employee) G2G (government to government)			
Who may avail:	NCMF employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated UMD GSIS Card		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Apply first using the UMID card through KIOSK machines located in all GSIS offices and selected government agencies *the requesting party may then notify the AAO of their application	Agency authorized officers (AAOs) will log in to cert.gsis.gov.ph from time to time to check if there are applications for GSIS Loan	None	30 minutes	Chief Administrative Officer/ Agency Authorized Officer
None	The AAO will check the record for the take-home pay of the applicant			



Wait for the SMS notification from GSIS regarding the status of their loan application	if found sufficient and no pending cases, AAO will confirm the application in the site using their account *GSIS will then inform the requesting party of the status of their loan application through SMS			
TOTAL		None	30 minutes	