



CITIZEN'S CHARTER

NATIONAL COMMISSION ON MUSLIM FILIPINOS

NATIONAL CAPITAL REGION

VISION

The premier government agency committed to maintaining the integrity, values, culture and well-being of Muslim Filipinos geared towards national unity and development.

MISSION

Dedicated to promote, preserve and develop self-reliant communities to become nation-builders and peace makers by:

- Formulating timely policies and programs
- Empowering Muslim Filipinos through multi-sectoral unified efforts guided by Islamic values and principles.

The NCMF – NCR

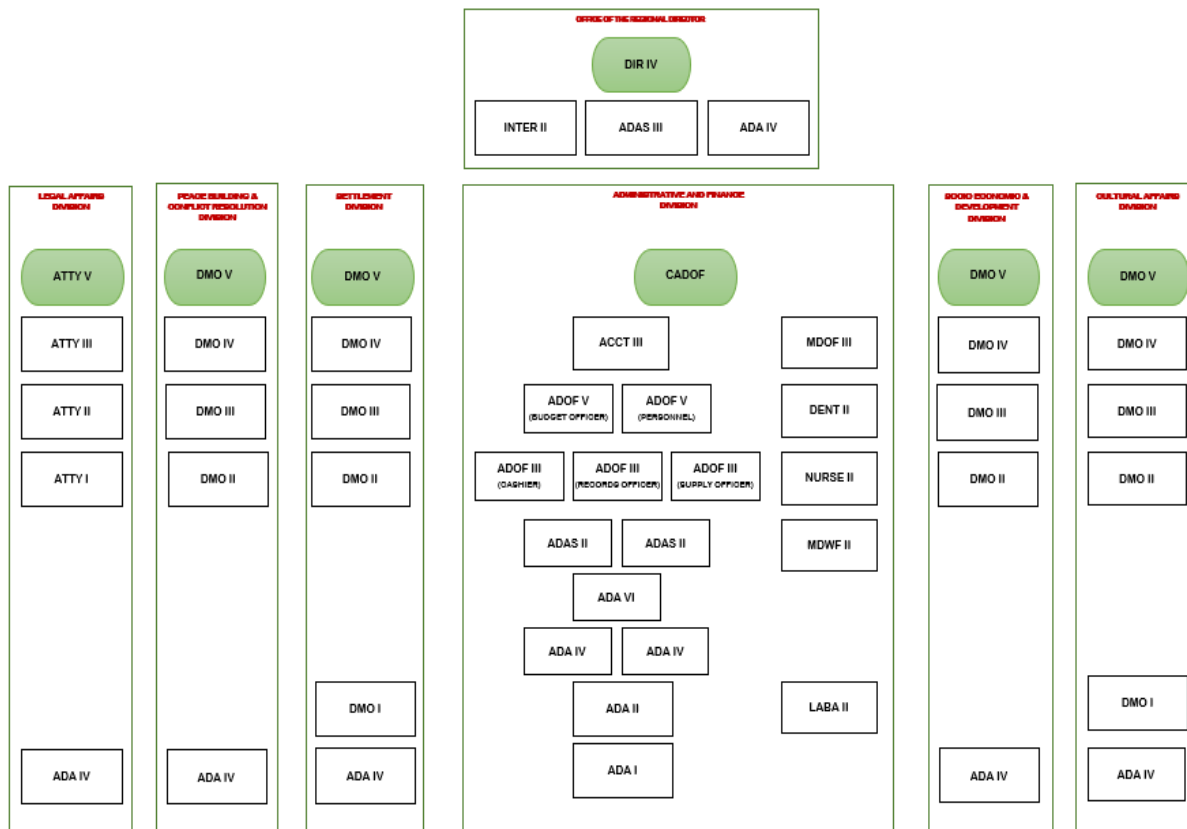
National Commission on Muslim Filipinos – National Capital Region (NCMF-NCR) is one of the eleven (11) regional offices of the Commission whose area of responsibility is the National Capital Region comprising of sixteen (16) cities and one (1) municipality. Presently, the office is located at 3rd Floor Bookman Building, 373 Quezon Avenue, Quezon City.

The Office is headed by a Regional Director and ably supported by sixty-three (63) employees when fully staffed. There are six Divisions, to wit: 1) Administrative and Finance; 2) Legal Affairs; 3) Cultural Affairs, 4) Socio-Economic and Development; 5) Settlement; and 6) Peace Building and Conflict Resolution.

The Functions of the Office as enumerated in *Paragraph A-F, Section 13, Article II of RA 9997 and page 67 of the NCMF Operations Manual are as follows:*

1. Implement laws, rules and regulations, policies, programs, standards, manual of operations and guidelines issued by the Commission within its jurisdiction;
2. Assist the Muslim Filipino communities on all undertakings relevant to the operations of the Commission, and concerned Bureaus and Staff Services of NCMF;
3. Coordinate and maintain linkages with bureaus, concerned sectors, and other government entities on matters relative to the functions and activities of the Commission;
4. Submit project proposals for final evaluation by concerned Bureaus/Services;
5. Prepare and submit regular/special reports of accomplishments to the Commission's Central Office; *and*
6. Perform other functions as directed by the Secretary.

ORGANIZATIONAL STRUCTURE



(see ANNEX A for Updated Staffing)

FRONTLINE SERVICES

- A. Socio-Cultural Services
Frontline Division : Cultural Affairs
- B. Socio-Economic Services
Frontline Division : Socio-Economic and Development
- C. Social Protection
Frontline Divisions : Settlement
Legal Affairs
Peace Building and Conflict Resolution

GENERAL SUPPORT

- D. Support to Office : Administrative and Finance (with Medical Section)
Gender and Development Focal Point System
Occupational Safety and Health Committee

A. CULTURAL AFFAIRS DIVISION


**I. ISSUANCE OF ENDORSEMENTS AND CERTIFICATES
Tribal Membership (Hajj), Cultural Center, Muslim Organizations and Madrasah
Recognition and Accreditation of Shiekhs**

Who May Avail of Service : Muslim Communities in Metro Manila
Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Secures the forms and list of requirements from CAD staff	Provides the form with the list of requirements	2 minutes	ADA	Application form with the list of requirements
2	Accomplishes the forms in duplicate.		5 minutes	ADA	
3	Submits the forms and all requirements	Receives and reviews the accomplished forms. Forwards to CAD staff for signature.	5 minutes	DMO II	
4		Verifies the data from the office records and signs. Forwards to CAD Chief for initial sign of approval.	5 minutes	DMO II	
5		Reviews the data and signs. Recommends to DIR IV for approval.	5 minutes	CAD Chief	
6		DIR IV approves	2 minutes	DIR IV	
7		Releases the endorsement or certificate to the requesting applicant.	1 minute	ADA	
8	Receives the document and signs the logbook.	Records the transaction in the logbook.	1 minute	ADA	
END OF TRANSACTION					

II. E-HAJJ REGISTRATION

Who May Avail of Service : Muslim Communities in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Sign in on the provided link / QR Code and fill up the eHajj Google Form to register for Hajj 2022	Check email from the BPE for the list of eHajj registrants who opted to register through your office / center.	2 minutes	BPE	bit.ly/NCMFHajj2022 or https://forms.gle/NZNrrGoM4hVofYpZ8
2	Wait for the confirmation from the BPE to be sent through your email	Advise the IP to wait for the confirmation from the BPE.		BPE	
3	Proceed to the Hajj Registration and Processing Center (HRPC) to submit your passport and show the authentic copy of VaxCertPH.	Receive the submitted passport of the IP and check the authenticity of the uploaded VaxCertPH. Safekeep the passport and the copy of VaxCertPH submitted in a secure place.	5 minutes	DMO II	
4	Wait for the call of the HRPC for the pick-up of the issued Order of Payment and pay then in the designated bank	Prepare an update report regarding the Submission of eHajj Requirements by the IPs on a daily basis Wait for the instruction of the BPE to issue an Order of Payment to certain IPs		DMO II	
5	Return and submit the photocopies of Deposit Slip as proof of payment	Issue Official receipt to the IP upon presentation of the proof of payment (Deposit Slip)	5 minutes	HRPC Head / DMO II	
END OF TRANSACTION					

B. SOCIO-ECONOMIC AND DEVELOPMENT DIVISION

I. SKILLS TRAINING FOR EMPLOYMENT AND PEACE

Who May Avail of Service : Muslim Communities in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Registration of applicant	Receive the document like: -NSO Birth Certificate -Highschool or College diploma -Form 137 -Certificate of barangay (indigenous) -2x2 pictures	2 minutes	ADA IV	Application Form
2	Interview of applicant	Review of proper document for approval	3 minutes	DMO II	
3	Process of requirement	Approved document process of identified training course	2 minutes	DMO III	
4		Forward to SEDD Chief for approval	5 minutes	SEDD Chief	
5		Documents ready for TESDA Skills training	1 minute		
END OF TRANSACTION					

II. ACCESS TO MICRO FINANCE AND SERVICES

Who May Avail of Service : Muslim Communities in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Registration of applicant	Receive the document like: -NSO Birth Certificate -Highschool or College diploma -Certificate of barangay (indigenous) -2x2 pictures	2 minutes	ADA IV	Application Form

2	Interview of applicant	Review of proper document for approval	3 minutes	DMO II	
3	Process of requirement	Approved document process of identified livelihood business	2 minutes	DMO III	
4		Forward to SEDD Chief for approval	5 minutes	SEDD Chief	
5		Documents ready for release thru DSWD SEA-K financial support	1 minute		
END OF TRANSACTION					

C. SETTLEMENT DIVISION

I. RELIEF ASSISTANCE AND DISASTER COORDINATION

Who May Avail of Service : Muslim Communities in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Submits letter of request for relief assistance with the supporting documents: certification from the barangay chairperson and/or spot report, list of affected families with address, date Birthday, contact number.	Receives and records request for assistance and submits to the office of the regional director	2 minutes	Information Officer or Help Desk	Relief Distribution Form
2		The regional director should give the Letter of Request to the Settlement Division for proper actions.	2 minutes	Office of the RD	
3		The assigned receiving officer shall forward the said document to	2 minutes	ADA	
4	Interview of client	Initial review and assessment of submitted document and forward document for final review and approval to initiate ocular inspection	2 minutes	DMO II	
5		Review and approve documents for ocular inspection	10 minutes	DMO V	

6		Approved document and assign personnel for inspection and assessment	5 minutes	DMO V	
7	Client wait for the notice for ocular inspection	Conduct ocular inspection and assessment	variables	DMO II, DMO I	
8		Prepare and submit report	10 minutes	DMO II, DMO I	
9		Approve report and initiates request to appropriate agency	3 minutes	DMO V	
10		Draft request letter that must be precise, clear and concise	10 minutes	DMO II	
11		Review and if in order initials request letter	3 minutes	DMO V	
12		Review and if in order signs request letter	5 minutes	RD	
13		Forward request letter to appropriate agency	30 minutes	DMO II	
14		If approved, set guidelines and schedule date of activity	30 minutes	DMO V	
15		Approves guidelines and date of activity	5 minutes	RD	
16		Conduct of Activity	variable	Settlement Division staff	
END OF TRANSACTION					

D. LEGAL DIVISION

I. LEGAL CONSULTATION

Who May Avail of Service : Muslim-Filipinos in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Inform the front desk for the intention of getting legal consultation.	Front desk will endorse the client to the Legal Affairs Division (LAD).	1 Minute	Staff on duty from Administrative and Finance Division (AFD).	
2	Proceed to Legal Affairs Division (LAD).	ADA IV will require client to fill-out Legal Assistance Form and endorse it to lawyers of Legal Affairs Division (LAD).	5 Minutes	ADA IV	Legal Assistance Form
3	Endorse to lawyers of Legal Affairs Division (LAD).	Atty 3 will conduct exhaustive interview with the client.	30 Minutes	Atty 3	
4		Atty 3 will render legal opinion on the concern of the client.	30 Minutes	Atty 3	
END OF TRANSACTION					

E. PEACE BUILDING AND CONFLICT RESOLUTION DIVISION

I. REQUEST FOR MEDIATION

Who May Avail of Service : Muslim Communities in Metro Manila
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Secure and fill-up Request Form for Conflict Resolution	Receives the document	3 minutes	ADA IV	Request Form for Conflict Resolution
2	Proceed to the PCRD Staff for Interview	Interview the client	20 minutes	DMO II/DMO III	
3	Wait for the schedule of preliminary meeting	Schedule a preliminary meeting for both interested parties	5 minutes	DMO II/III	
4	Secure a copy of the schedule and notice of meeting and deliver it to the opposing party	Provide a copy of the schedule and notice of meeting	10 minutes	DMO IV/Chief	Notice of Meeting
5	Attend the scheduled meeting (Personal Appearance)	Mediation process	2 hours	DMO IV/Chief	Agreement Form/Minutes of Meeting
END OF TRANSACTION					

F. ADMINISTRATIVE AND FINANCE DIVISION

I. MEDICAL SERVICES

Who May Avail of Service : NCMF – NCR Personnel
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Inform the nurse for the need of consultation	Medical Staff (Nurse) will get the record. *All patient information shall be strictly private and confidential.	2 minutes	Nurse	
2	Vital signs will be taken: 1. Blood pressure 2. Temperature 3. Heart rate 4. Height and weight	Nurse must explain the rationale of every procedure to the client. Medical Record will be handed over to the Medical Doctor for review.	5 minutes	Nurse	
3		Medical Doctor will Review the Medical Record.	2 minutes	Medical Doctor	
4		Interview and Assessment between Client and Medical Doctor. This includes chief complaint, physical examination, laboratory/x-ray results if relevant.	5-10 minutes	Medical Doctor	
5		Treatment plan will be discussed, presumptive or definitive diagnosis will be stated and scheduling of return appointment if needed.	5-10 minutes	Medical Doctor	
6	Receives the Medical prescription/ Medical Certificates or Medical Referrals		2 minutes	Medical Doctor	
7	Signs the logbook	Records the transaction in the logbook.	1 minute	Nurse	
END OF TRANSACTION					

II. APPLICATION FOR LEAVE

Who May Avail of Service : NCMF – NCR Personnel
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Secures the form from the Personnel Unit	Provides the form.	2 minutes	ADA	Application for Leave
2	Accomplishes the form in duplicate.		5 minutes	ADA	
3	Submits the forms.	Receives and reviews the accomplished forms. Forwards to Personnel Unit for signature.	5 minutes	ADA	
4		Verifies the data from the office records and signs. Forwards to CADOF for approval.	5 minutes	ADOF V Personnel Officer	
5		Reviews the data and signs. Recommends to DIR IV for approval.	5 minutes	CADOF	
6		DIR IV approves.	2 minutes	DIR IV	
7		Releases the approved form to the requesting employee.	1 minute	ADA	
8	Receives the document and signs the logbook.	Records the transaction in the logbook.	1 minute	ADA	
END OF TRANSACTION					

III. REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, COMPENSATION AND LAST SALARY RECEIVED

Who May Avail of Service : NCMF – NCR Personnel
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Secures the form from the Personnel Unit	Provides the form.	2 minutes	ADA	Request Form

2	Accomplishes the form.		5 minutes	ADA	
3	Submits the forms.	Receives and reviews the accomplished forms. Updates the service record of the requesting employee. If data are proper and in order, prints the document and signs his/her initials. Forwards to ADOF V for signature.	15 minutes	ADA	
4		Verifies the data from the office records and signs. Forwards to CADOF for approval.	5 minutes	ADOF V Personnel Officer	
5		Reviews the data and signs. Recommends to DIR IV for approval.	5 minutes	CADOF	
6		DIR IV approves.	2 minutes	DIR IV	
7		Releases the approved form to the requesting employee.	1 minute	ADA	
8	Receives the document and signs the logbook.	Records the transaction in the logbook.	1 minute	ADA	
END OF TRANSACTION					

IV. REQUEST FOR PURCHASE OF SUPPLIES FOR DIRECT PAYMENT TRANSACTIONS / REIMBURSEMENT OF OFFICIAL EXPENSES

Who May Avail of Service : NCMF – NCR Personnel
 Service Schedule : Mondays – Fridays (8:00am – 5pm)

STEP	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	UNIT/ PERSON- IN- CHARGE	FORM/S
1	Provides the Purchase Request Form/ Summary of Expenses and submits to Accounting Unit	Receives the document and assigns PR Number.	1 minute	ADA	Purchase Request Form / Summary of Expenses
2	Provides and submits all the	Receives all supporting documents.	10 minutes	ADA	

	required documents for processing.	Forwards to the Budget Unit.			
3		Approves the budgetary requirements. Forwards to Accounting Unit.	10 minutes	ADOF V Budget Officer	Obligation Request and Status
4		Checks the availability of cash and completeness of supporting documents. Forwards to CADOF.	10 minutes	ACCT 3 Account- tant	Disburse- ment Voucher
5		Certifies the necessity and legality of disbursement. Forwards to DIR IV.	5 minutes	CADOF	
6		DIR IV approves.	2 minutes	DIR IV	
7		Prepares and processes the documents for payment.	5 minutes	ADOF 3 Cashier	Check
8		DIR IV signs.		DIR IV	
9	Receives the check payment and signs the Voucher	Releases the check	2 minutes	ADOF 3 Cashier	
END OF TRANSACTION					

Feedback Mechanism:

Please let us know how well we have served you by:

- a. Accomplishing our **Client Satisfaction and Feedback Form** (see ANNEX B for the form) and submitting it to the Information and Help Desk;
- b. Sending your feedback via e-mail at **ncmfncr2010@gmail.com**;
- c. Calling us through our landline no. **(02) 8511 7645**; or
- d. Visiting our office and talking to our Officers of the Day at **3/F Bookman Bldg. 373 Quezon Ave., Brgy. Lourdes, Quezon City**.



DIRECTORY

MITO-ON M. IBRA

DIR IV

Regional Director

email address: mitz_ibra@yahoo.com

Atty. MAMARICO L. SANSARONA

ATTY V

Chief, Legal Affairs

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ALFARAH A. ADIONG, CPA

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Dr. ESMAEL A. ABDUL

DMO V

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ALI C. MARUHOM, JR.

DMO V

Chief, Peace Building and Conflict Resolution

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NENA M. BALINDONG

DMO IV

Acting Chief, Settlement

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MA. LINA U. BATACAN

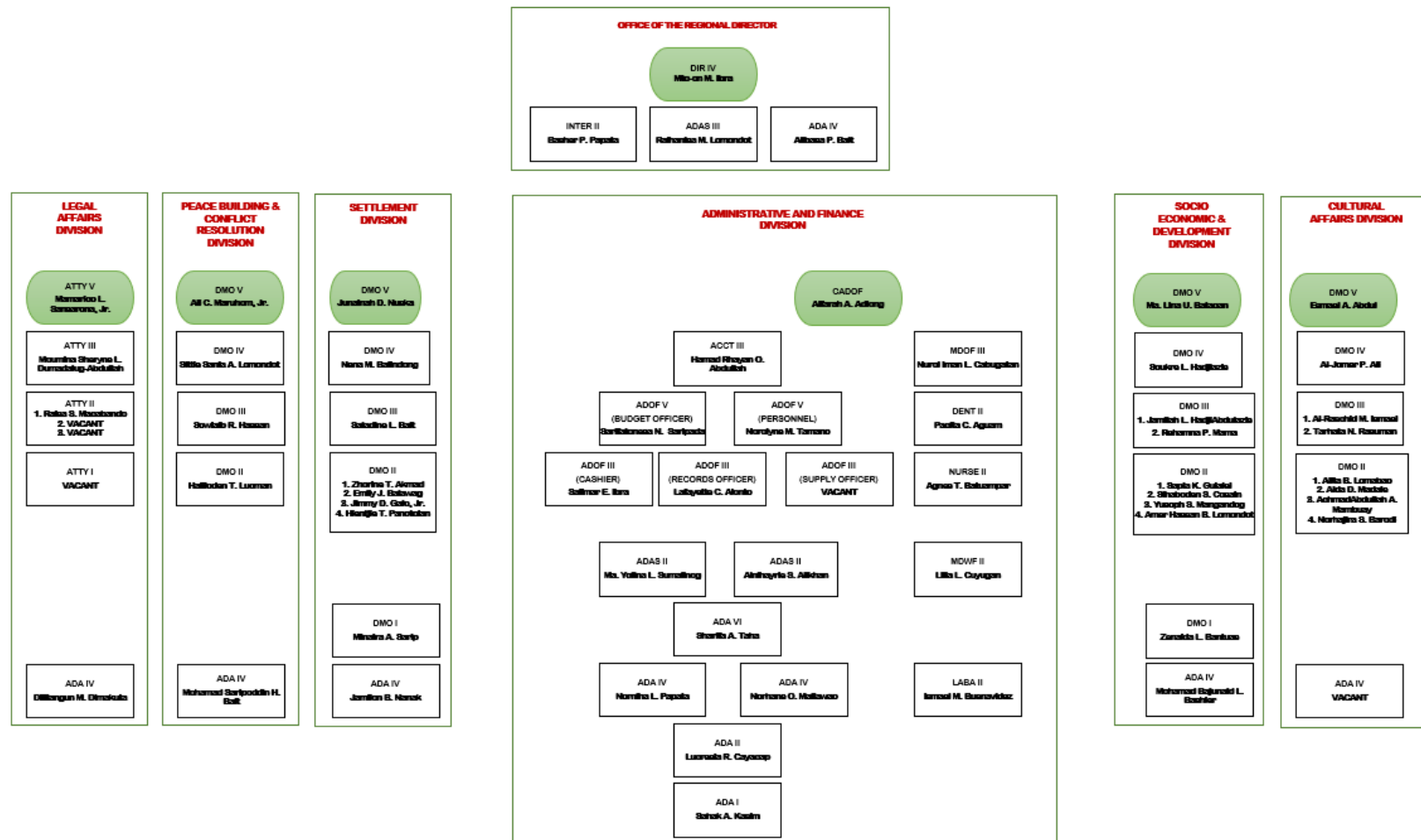
DMO V

Chief, Socio-Economic Development

email address: linabatacan@gmail.com

NCMF-NCR ORGANIZATIONAL CHART

(As of January 31, 2022)





Republic of the Philippines
Office of the President
NATIONAL COMMISSION ON MUSLIM FILIPINOS
NATIONAL CAPITAL REGION

CLIENT SATISFACTION AND FEEDBACK FORM

NAME (Optional) : _____
 Date and Time of Visit: _____
 Division/Section Visited: _____
 Service Requested: _____

Dear Client,

Kindly fill-out this form for us to know your assessment of how well we have served you. Check the box corresponding to the level of your satisfaction.

RATING SCALE	
5	OUTSTANDING
4	VERY SATISFACTORY
3	SATISFACTORY
2	UNSATISFACTORY
1	POOR

A. SERVICE SATISFACTION

Quality 5 4 3 2 1

Timeliness 5 4 3 2 1

Staff 5 4 3 2 1

B. OVERALL SATISFACTION 5 4 3 2 1

Suggestion for Improvement: _____

Signature (Optional) : _____
 Contact Number (Optional) : _____

TRABAHO KO, IBADAH KO!"

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