



NATIONAL COMMISSION ON MUSLIM FILIPINOS
NORTH LUZON REGIONAL OFFICE

Citizen's Charter
2022



MANDATE

The National Commission on Muslim Filipinos is mandated to preserve and develop the culture, tradition, institution, and well-being of Muslim Filipinos, in conformity with the country's laws and in consonance with national unity and development

VISION

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

MISSION

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

NCMF QUALITY POLICY

We, at the National Commission on Muslim Filipinos, are committed to perform with the highest quality of service the mandate of the Commission in improving the well-being of Muslim Filipinos.

To achieve this, we shall:

- Adhere to the country's laws and other legal issuances and with due consideration to the cultural sensitivity of the stakeholders in the delivery of service.
- Ensure timely and responsive delivery of services for the satisfaction of customers, clients, and partner organizations.
- Strive to continually improve the effectiveness of the Quality Management System so that every Muslim Filipino and Relevant Interested Party shall be served fairly and justly.

Trabaho ko, Ibadah ko!



PUBLIC INFORMATION AND ASSISTANCE DESK (PIAD)

NCMF-PIAD offers the following:

1. Application/ Request for Frontline Services
2. Queries on NCMF programs and other services
3. Referrals
4. Request for action taken on application/ request
5. Technical assistance
6. Complaint/s

PIAD opens at 8:00 AM until 5:00 PM
NO NOON BREAK



LIST OF SERVICES

NCMF NORTH LUZON REGIONAL OFFICE SERVICES

- Legal Assistance
- Issuance of Certificate of Tribal Membership (CTM)
- Verification of Certificate of Conversion to Islam
- Endorsement for Registration of Mosques/ Cultural Centers, and Muslim Endorsement for the Creation of Organizations or Associations
- Endorsement for Registration of Madrasah
- Endorsement of Solemnizing Officer for Registration with Philippine Statistic Authority
- Translation of Arabic Documents or English or Filipino
- Application and Registration for Hajj

FEEDBACK AND REDRESS MECHANISM

You can give your feedback or complaints through the following:

1. Accomplish our FEEDBACK FORM available at the NCMF North Luzon PUBLIC INFORMATION AND ASSISTANCE DESK (PIAD) and drop it in the Suggestion Box;
2. Directly email us at northluzon@ncmf.gov.ph
3. Send us a private message through our Facebook page NCMF North Luzon.
4. Call us via our hotline. (074) 6200122; and/or
5. Talk to our Officer-of-the-day at the PIAD.



NCMF NORTH LUZON SERVICES



1. LEGAL ASSISTANCE

Upon request, the NCMF North Luzon provides legal advice, issues legal forms and documents such as affidavits and certificates, and offers other legal assistance to requesting party or his or her authorized representative.

Division:	Legal Division (LD)
Classification:	Highly Technical
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino requesting for legal advice and/or legal documents

Checklist of Requirements	Where to Secure
1. Legal Assistance Form	Action Officer/ LD Staff
2. At least one (1) valid ID Card of the requesting party, which may be any of the following: <ul style="list-style-type: none"> • National ID • e-Card / UMID • Employee's ID / Office Id • Driver's License • Professional Regulation Commission (PRC) ID • Passport • Senior Citizen ID • SSS ID • COMELEC / Voter's ID / COMELEC Registration Form • Philippine Identification (PhilID) • NBI Clearance 	Government agencies, private companies and institutions issuing such



<ul style="list-style-type: none"> • Integrated Bar of the Philippines (IBP) ID • Firearms License • AFPSLAI ID • PVAO ID • AFP Beneficiary ID • BIR (TIN) • Pag-ibig ID • Person's With Disability (PWD) ID • Solo Parent ID • Pantawid Pamilya Pilipino Program (4Ps) ID • Alien Certificate of Registration Identity Card (ACR I-CARD) • CSC Eligibility Card • Barangay ID • Philippine Postal ID • Phil-health ID • School ID • Other valid government-issued IDs 	
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A. For legal advice

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit duly accomplished Legal Assistance Form.	2.1 Receive the duly accomplished Legal Assistance Form. 2.2 Preliminarily assess the completeness of the	None	5 minutes	LD Staff



	requirements and inform the requesting party in case of deficiency.			
3. Wait at the designated waiting area until your name is called.	<p>3.1 Interview the requesting party for the evaluation of his/her legal concern.</p> <p>3.2 Give legal advice based on the evaluation.</p> <p>3.3 Issue a written legal advice in case the requesting party requests for one.</p>	None	10 to 30 mins., or as may be necessary (Depends upon the complexity of the legal concern)	Attorney of the Day

B. For issuance of legal forms and documents

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit duly accomplished Legal Assistance Form.	<p>2.1 Receive the duly accomplished Legal Assistance Form.</p> <p>2.2 Preliminarily assess the</p>	None	5 minutes	LD Staff



	completeness of the requirements and inform the requesting party in case of deficiency.			
3. Wait at the designated waiting area until your name is called.	3. Prepare the affidavit, certificate, or legal form requested. <i>Supporting documents for the statements or declarations in the affidavit/document are required to be presented, along with the valid proof of identity.</i>	None	20 to 30 min., or as may be necessary	Attorney of the Day
	4. Make and keep a copy of the affidavit or document for record-keeping purposes.	None	5 minutes	LD Staff, Records Officer
4. Receive the requested document when finished.	5. Release the affidavit/document to the requesting party	none	1 minute	LD Staff



2. CERTIFICATE OF TRIBAL MEMBERSHIP

The issuance of Certificate of Tribal Membership (CTM) is for identification purpose, in support for employment locally and abroad, scholarships, and other purposes it may serve.

Division:	Cultural Affairs Division (CAD)
Classification:	Simple
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino who is also a member of the indigenous group as provided under Indigenous People's Act (RA 8371)

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. At least one (1) valid ID Card of the requesting party, which may be any of the following: <ul style="list-style-type: none"> • National ID • e-Card / UMID • Employee's ID / Office Id • Driver's License • Professional Regulation Commission (PRC) ID • Passport • Senior Citizen ID • SSS ID • COMELEC / Voter's ID / COMELEC Registration Form • Philippine Identification (PhilID) • NBI Clearance • Integrated Bar of the Philippines (IBP) ID • Firearms License • AFPSLAI ID • PVAO ID • AFP Beneficiary ID • BIR (TIN) • Pag-ibig ID • Person's With Disability (PWD) ID • Solo Parent ID 	Government agencies, private companies and institutions issuing such



<ul style="list-style-type: none"> • Pantawid Pamilya Pilipino Program (4Ps) ID • Alien Certificate of Registration Identity Card (ACR I-CARD) • CSC Eligibility Card • Barangay ID • Philippine Postal ID • Phil-health ID • School ID • Other valid government-issued IDs 	
3. Original and photocopy of PSA Birth Certificate/ Marriage Certificate	PSA
4. Two (2) copies of 2x2 ID picture taken within the last 6 months	Requesting party

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit duly accomplished Application	2.1 Receive the duly accomplished Application Form. 2.2 Preliminarily assess the completeness of the requirements and inform the requesting party in case of deficiency.	None	5 minutes	CAD Staff



<p>3. Wait at the designated waiting area and wait for your name to be called</p>	<p>3.1 Interview the requesting party for evaluation.</p> <p>3.2 Prepare the requested certificate and enter the requesting party's personal information.</p> <p>3.3 Upon proof reading, forward to the Office of the Regional Director, or CAD Chief as may be delegated, for signature/ approval.</p>	<p>None</p>	<p>30 minutes</p>	<p>CAD Officer of the Day, Regional Director or CAD Chief</p>
	<p>4. Make and keep a copy of the certificate for record-keeping purposes</p>	<p>None</p>	<p>5 minutes</p>	<p>CAD Officer of the Day, Records Officer</p>
<p>4. Receive the CTM</p>	<p>Release the certificate</p>	<p>None</p>	<p>1 minute</p>	<p>CAD Officer of the Day</p>



3. Certificate Verifying Certificate of Conversion to Islam

Upon request, Certificate Verifying Certificate of Conversion to Islam is issued to Muslim Filipino reverts for the purposes of identification, employment locally and abroad, scholarship, and other legal purposes it may serve.

Division:	Cultural Affairs Division (CAD)
Classification:	Simple
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino reverts

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. At least one (1) valid ID Card of the requesting party, which may be any of the following: <ul style="list-style-type: none"> • National ID • e-Card / UMID • Employee's ID / Office Id • Driver's License • Professional Regulation Commission (PRC) ID • Passport • Senior Citizen ID • SSS ID • COMELEC / Voter's ID / COMELEC Registration Form • Philippine Identification (PhilID) • NBI Clearance • Integrated Bar of the Philippines (IBP) ID • Firearms License • AFPSLAI ID • PVAO ID • AFP Beneficiary ID • BIR (TIN) • Pag-ibig ID • Person's With Disability (PWD) ID • Solo Parent ID • Pantawid Pamilya Pilipino Program (4Ps) ID 	Government agencies, private companies and institutions issuing such



<ul style="list-style-type: none"> • Alien Certificate of Registration Identity Card (ACR I-CARD) • CSC Eligibility Card • Barangay ID • Philippine Postal ID • Phil-health ID • School ID • Other valid government-issued IDs 	
3. Original and photocopy of PSA Birth Certificate/ Marriage Certificate	PSA
4. Original and photocopy of Certificate of Conversion to Islam issued by a duly recognized Islamic Organizations	Islamic Organizations
5. Original and photocopy of PSA/Shariah Court Certificate of Conversion	PSA/Shariah Court
6. Two (2) copies of 2x2 ID picture taken within the last 6 months	Requesting party

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit duly accomplished Application	2.1 Receive the duly accomplished Application Form. 2.2 Preliminarily assess the completeness of the requirements and inform the requesting party in case of deficiency.	None	5 minutes	CAD Staff



<p>3. Wait at the designated waiting area and wait for your name to be called</p>	<p>3.1 Interview the requesting party for evaluation.</p> <p>3.2 Prepare the requested certificate and enter the requesting party's personal information.</p> <p>3.3 Upon proof reading, forward to the Office of the Regional Director, or CAD Chief as may be delegated, for signature/approval</p>	<p>None</p>	<p>30 minutes</p>	<p>CAD Officer of the Day, Regional Director or CAD Chief</p>
	<p>4. Make and keep a copy of the certificate for record-keeping purposes</p>	<p>None</p>	<p>5 minutes</p>	<p>CAD Officer of the Day, Records Officer</p>
<p>4. Receive the Certificate Verifying Certificate of Conversion to Islam</p>	<p>5. Release the certificate</p>	<p>None</p>	<p>1 minute</p>	<p>CAD Officer of the Day</p>



4. Request for Endorsement for Registration for Mosques/ Cultural Centers, and Muslim Organizations or Associations

This Endorsement is issued to owners or administrators of mosques, cultural centers, and Muslim Organizations or Associations. It is one of the requirements for the issuance of the Certificate of Registration by the Bureau of Muslim Cultural Affairs (BMCA) so that they may be recognized as legitimate cultural center, organization or association. It is also part of the agency's function of profiling such cultural institutions.

Division:	Cultural Affairs Division (CAD)
Classification:	Simple; complex
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino who is the owner or administrator of a Mosque/ Cultural Center, and Organization or Association, or his authorized representative.

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. Registration Form	Action Officer/ CAD Staff
3. Request letter from the Mosque/Cultural Center Administrator or Head of the Organization or Association	Owner/ administrator of Mosque/Cultural Center Administrator or Head of the Organization or Association
4. Photocopy of SEC Registration, if any	SEC
5. Barangay/Mayor's Permit or Certification, as to the existence of the mosque, or cultural center, organization or association in the area	Barangay / LGU
6. Picture(s) of the Mosque/Cultural Center or Office of the Organization or Association	Requesting party



CLIENT STEPS	NCMF ACTIONS	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit the duly accomplished Application Form and Registration Form	2.1 Receive the duly accomplished Application Form and Registration Form. 2.2 Preliminarily assess the completeness of the requirements and inform the requesting party in case of deficiency.	None	10 minutes	CAD Officer of the Day
3. Wait at the designated waiting area and wait for your name to be called	3.1 Evaluate the supporting documents presented by the requesting party. 3.2 Prepare the requested Endorsement and enter mosque's/cultural center's/organization's or association's information. 3.1 Upon proof reading and review of the supporting documents, forward the Endorsement to the Office of the Regional Director for signature/ approval.	None	30 minutes	CAD Officer of the Day, Regional Director



	4. Make and keep a copy of the Endorsement record-keeping for purposes	None	5 minutes	CAD Officer of the Day and Records Officer
4. Receive the Endorsement for Registration	5. Release the Endorsement for Registration	None	1 minute	CAD Officer



5. Endorsement for Registration of Madrasah

This Endorsement is issued owners and administrators of a Madrasah desiring to be issued a Certificate of Endorsement by the Bureau of Muslim Cultural Affairs (BMCA). It is also a part of the agency's responsibility towards Madrasah Institutions in assisting and facilitating their application for registration and accreditation with the Department of Education (DepEd).

Division:	Cultural Affairs Division (CAD)
Classification:	Simple; complex
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino who is owner or administrator of a Madrasah, or his authorized representative.

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. Madrasah Information Sheet	Action Officer/ CAD Staff or https://ncmf.gov.ph/wp-content/uploads/2021/08/Madrasah-Information-Sheet.pdf
3. Request Letter from the Madrasah Administration	Requesting party
4. Photocopy of SEC Registration or CDA, if any	SEC/ CDA
5. Pictures of Madrasah School Buildings and premises	Requesting party
6. Curricula/ Subjects offered	Requesting party
7. Barangay Certification on the existence of the Madrasah in the area	Barangay
8. Mayor's permit, if any	LGU



CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit the duly accomplished Application Form and Madrasah Information Sheet	2.1 Receive the duly accomplished Application Form and Madrasah Information Sheet. 2.2 Preliminarily assess the completeness of the requirements and inform the requesting party in case of deficiency.	None	10 minutes	CAD Officer of the Day
3. Wait at the designated waiting area and wait for your name to be called	3.1 Evaluate the supporting documents presented by the requesting party. 3.2 Prepare the requested endorsement and enter Madrasah's information. 3.1 Upon proof reading and review of the supporting documents, forward the Endorsement to	None	30 minutes	CAD Officer of the Day, Regional Director



	the Office Regional Director for signature/ approval			
	4. Make and keep a copy of the Endorsement for record-keeping purposes	None	5 minutes	CAD Officer of the Day and Records Officer
4. Receive the Endorsement for Registration of Madrasah	Release the Endorsement for Registration of Madrasah	None	1 minute	CAD Officer



6. Endorsement of Solemnizing Officer

This Endorsement is issued to Imams desiring to register as Solemnizing Officer in their respective area. It is one of the requisites required by the Philippine Statistics Authority (PSA) through Administrative Order No. 1, Series of 2007 for the issuance of the Certificate of Registration of Authority to Solemnize Marriage (CRASM).

Division:	Cultural Affairs Division (CAD)
Classification:	Simple
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino Imam or religious leader

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. At least one (1) valid ID Card of the requesting party, which may be any of the following: <ul style="list-style-type: none"> • National ID • e-Card / UMID • Employee's ID / Office Id • Driver's License • Professional Regulation Commission (PRC) ID • Passport • Senior Citizen ID • SSS ID • COMELEC / Voter's ID / COMELEC Registration Form • Philippine Identification (PhilID) • NBI Clearance • Integrated Bar of the Philippines (IBP) ID • Firearms License • AFPSLAI ID • PVAO ID • AFP Beneficiary ID • BIR (TIN) • Pag-ibig ID • Person's With Disability (PWD) ID • Solo Parent ID 	Government agencies, private companies and institutions issuing such



<ul style="list-style-type: none"> • Pantawid Pamilya Pilipino Program (4Ps) ID • Alien Certificate of Registration Identity Card (ACR I-CARD) • CSC Eligibility Card • Barangay ID • Philippine Postal ID • Phil-health ID • School ID • Other valid government-issued IDs 	
3. Original and photocopy of PSA Birth Certificate	PSA
4. Endorsement from the President of the requesting party's Muslim Organization/ Association certifying that he is an Imam in their area	President of the Muslim Organization/ Association
5. Two (2) copies of colored ID pictures (2x2) with white background taken not more than a month ago from the date of application.	Requesting party

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit the duly accomplished Application Form.	2.1 Receive the duly accomplished Application Form. 2.2 Preliminarily assess the completeness of the requirements and inform the requesting party	None	5 minutes	CAD Officer of the Day



	in case of deficiency.			
3. Wait at the designated waiting area and wait for your name to be called	<p>3.1 Evaluate the supporting documents presented by the requesting party.</p> <p>3.2 Prepare the requested Endorsement and enter the requesting party's personal information.</p> <p>3.1 Upon proof reading and review of the supporting documents, forward the Endorsement to the Office of the Regional Director, or CAD Chief as may be delegated, for signature/ approval.</p>	None	20 minutes	CAD Officer, Regional Director or CAD Chief
	4. Make and keep a copy of the Endorsement for record-keeping purposes	None	5 minutes	CAD Officer, Records Officer
4. Receive the requested Endorsement of Solemnizing Officer	5. Release the Endorsement of Solemnizing Officer	None	1 minute	CAD Officer



7. Translation of Arabic Documents

This service is offered to any requesting party needing the translation of Arabic documents to English, which is necessary for their employment, scholarship, identification, and other legal purpose it may serve.

Division:	Cultural Affairs Division (CAD)
Classification:	Highly Technical
Type of transaction:	G2C- Government to Citizen G2G- Government to Government
Who may avail:	Any Filipino citizen or government agency needing the translation of an Arabic document to English

Checklist of Requirements	Where to Secure
1. Application Form	Action Officer/ CAD Staff
2. Copy of the Arabic document to be translated into English	Requesting party

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Fill out and submit the duly accomplished Application Form.	2.1 Receive the duly accomplished Application Form.	None	5 minutes	CAD Officer of the Day
3. Wait at the designated waiting area and wait for your name to be called.	3.1 Evaluate the document to be translated 3.2 Prepare and encode the English translation of the Arabic document.	None	Simple- 2 hours Complicated- 8 hours, or as may be necessary depending upon the complexity and number	NCMF Interpreter



	3.3 Upon proof reading and review,		of documents to be translated	
	4. Make and keep a copy of the Arabic document and its English translation for record-keeping purposes	None	5 minutes	CAD Officer, Records Officer
4. Receive the newly-translated document	Return the Original/copy of the Arabic document and release the English translation to the requesting party	None	1 minute	CAD Officer



8. HAJJ REGISTRATION

The NCMF is the agency primarily responsible for the administration of annual *Hajj* or Muslim Pilgrimage to Mecca, Kingdom of Saudi Arabia. The NCMF Regional offices, also being considered as Regional Hajj Registration and Processing Centers (HRPC), is the partner of the Bureau of Pilgrimage and Endowment (BPE) in accommodating all interested Pilgrims in their respective area of coverage. However, final arrangement for services and travel documentary requirements shall be done at the NCMF-BPE Central Office.

Division:	Cultural Affairs Division (CAD)
Classification:	Highly Technical
Type of transaction:	G2C- Government to Citizen
Who may avail:	Any Muslim Filipino who is interested to join in the annual Hajj or Pilgrimage to Mecca, Kingdom

Who is qualified to perform Hajj?	
A Muslim who is:	
Spiritually Prepared;	His intention is sincere, and aimed only to seek Allah's pleasure;
	Familiar with the stages/rituals of the Hajj and other recommended devotional acts.
Financially Capable; and	Has the capacity to pay his/her travel expenses (Airfare, Land Transportation, Lodging, Food, and other expenses);
	Has the capacity to allocate provisions for dependents left at home;
	Has no personal debts; and
Physically and Mentally Fit as confirmed by a Physician	His/her pilgrimage is not a result of borrowings and begging.
	Must be in good health;
	Must not have a communicable disease; and If partially disable, one who can at least sit and stand and must travel with an aide at all times.



Checklist of Requirements for REGISTRATION	Where to Secure
Personal requirements	
1. Personal appearance and interview of the applicant at any of the NCMF Hajj Registration and Processing Centers.	
2. Personal appearance of the applicant at any DFA Consular Office upon filing of application for Regular Passport	
Special Personal Requirements	
1. Female applicants MUST be traveling with Mahram;	
2. Minor applicants (14 years old and below) must be accompanied by both parents	
3. Old-aged and handicapped applicants must be accompanied, at all times, by a physically fit relative.	
Documentary requirements	
1. Application for Pilgrimage (Hajj Form No. 1)	CAD Staff
2. Joint Affidavit of Two Disinterested Persons/ PSA authenticated Birth Certificate	Applicant
3. Medical Certificate (Yellow Card) issued by the Bureau of Quarantine (BOQ) that the pilgrim has been vaccinated against meningitis, flu, and COVID-19	Bureau of Quarantine
4. Application for Hajj Passport (DFA Form supplied)	DFA
5. Certificate of Tribal Membership (CTM)	NCMF
6. Six (6) copies of passport size (1.77" x 1.37") recent colored photos in royal blue background; headdress in photo must be in dark color (black, brown, etc.); and two (2) copies of passport size photo in plain white background; and two (2) copies ID size (1x1)	Applicant
Special documentary requirement	
1. For Reverts/Balik-Islam: Duly authenticated Certificate of Reversion/Conversion to Islam	Shariah Court/ PSA
2. For woman-pilgrim who's Mahram is her husband Marriage Contract or Joint Affidavit of Marriage	PSA
3. For Government Official/Employee - appropriate Travel Order and Certificate of Clearance from Property Accountability	Applicant's employer



Checklist of Requirements for Annual Hajj Operation Frontline Services:	Where to Secure
1. Valid Passport	DFA
For those who do not have valid passport:	
1. PSA Birth Certificate	PSA
2. Marriage Certificate (for married applicant)	PSA
3. Tribal Certificate	NCMF
4. Valid Identification Card	Government agencies and private institutions issuing such
5. Personal appearance	

CLIENT STEPS	NCMF ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the Public Information and Assistance Desk (PIAD).	1. Register the client in the Visitor's Logbook.	None	3 minutes	PIAD
2. Application and Registration of Intending HAJJ Pilgrims	2. Receive and Evaluate Application Form with complete documents	None	5 minutes	CAD Staff
	3. Preparation of Order of Payment (For Accredited Bank)	?	15 minutes	Finance Team
	4. Processing of Application Form for Transmittal to DFA for issuance of passport	?	10 minutes	Passport Committee DFA



	5. Endorsement to Bureau of Quarantine for issuance of International Quarantine Card (Yellow Card)	?	15 minutes	Vaccination Committee
	6. Securing Travel Tax Exemption Certificate from TIEZA	?	30 minutes	Regional Director/ Finance Team
	7. Release of Travel Tax Certificate to Travel Agency	?	30 minutes	Booking/ Area Coordinator/ Finance Team

Hajj Visa Application

The Consular Section of the Royal Embassy of Saudi Arabia starts granting Hajj visa annually effective 10th of Shawwal until 25th Dhulqa'da of every Hijrah year. Submission of application for Hajj visa must be through the National Commission on Muslim Filipinos.

Checklist of Requirements	Where to Secure
1. A passport and/or legal travel documents must be valid for at least 6 months and must have a minimum of two blank pages	DFA
2. Two recent passport photographs (ID pictures) with white background	Applicant
3. Visa Application Form signed and stamped by NCMF. Original and/or legible photocopy of such Form is acceptable.	NCMF/ DFA
4. Airline ticket. Each applicant must be in possession of a round trip ticket with confirmed reservations.	?
5. International Certificate of Vaccination issued by the Bureau of Quarantine. Children aged from three months to twelve years old must be examined by primary care doctors.	BOQ



<p>6. <i>Mahram</i> – All female intending pilgrims are required to travel with a <i>Mahram</i> (male escort – close relative). Proof of relationship with the <i>Mahram</i> must be submitted. Female over the age of 45 may travel without <i>Mahram</i> but with an organized group. She must, however, submit no objection letter from her husband, son or brother, authorizing her travel for Hajj with the named group. Such letter should be notarized by a notary public. The <i>Mahram</i> should write his complete information on the application of wife and children, or any other relative whom he is traveling with. Marriage and birth certificates issued outside of the Philippine should be translated and notarized by a certified translations office. Applicants under the legal age will not be granted a Hajj visa if not accompanied by their parents.</p>	
<p>7. Foreigners who are Muslims and residing permanently in the Philippines may be indorsed by NCMF for the grant of Hajj visa by the Royal Embassy of Saudi Arabia after complying with the requirements set by the Royal Embassy of Saudi Arabia in related official issuance.</p>	



FEEDBACK AND REDRESS MECHANISM

1. One of our objectives is to maintain a high quality of service to the public by ensuring that the needs of the employees and officials are met by the quality management system. Your feedback is essential in improving the process within the Commission.
2. Secure your CSAT Client Feedback Forms at the Public Information and Assistance Desk (PIAD) or from the Action Officer of the Day for your evaluation, compliments, suggestions, and complaints. Submit to the Officer of the Day or drop at the Drop-Box.
3. Complaints about lapses in the delivery of our services will be addressed immediately, and necessary action, shall be communicated within three (3) working days upon receipt thereof.
4. Those that need immediate actions will be attended to by the Officer of the Day.

For more information, contact us:

northluzon@ncmf.gov.ph. or **(074) 620 0122**

or visit us:

Regional Office: **1st Basement Gestdan Centrum, 80 Bokawkan Road corner P. Burgos, Baguio City 2600**

Field Office: **Room 310 3rd Floor, Plaza Garcia Building, Dolores, McArthur Highway, City of San Fernando, Pampanga**