



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS
 Cotabato Region XII-A
 2nd floor, F&A Building, Sinsuat Avenue, RH-13, Cotabato City 9600
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CITIZEN'S CHARTER
FRONTLINE SERVICES

A. ADMINISTRATIVE AND FINANCE DIVISION

A – 1 Issuance of Certification of Tribal Affiliation/Membership				
For Passporting/Travel Abroad/Hajj, Local Employment, for Scholarship, and for Identification/Other Purpose/s				
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON-IN-CHARGE	FORM/S
Requirements: 1. NBI Clearance 2. Photocopy of Certificate of Live birth – SECPA (PSA) 3. 2x2 ID Picture 4. Documentary Stamp Schedule of availability of service: Monday to Friday 8am to 5pm Who may avail of the service: Muslim Filipinos	1. Receive information sheet with complete requirements 2. Check supporting documents 3. Personal interview for evaluation 4. Encoding of applicant information and photo capturing 5. Proof reading of entries 6. Email CTM PDF to Regional Director for digital signature 7. Release of the Certificates / documents	30 seconds 30 seconds 3 minutes 3 minutes 30 seconds 3 minutes 30 seconds	Abul B. Mama Samsudin A. Kusain Abul B. Mama Samsudin A. Kusain Abul B. Mama Samsudin A. Kusain Abul B. Mama Ian Vassam A. Ampatuan Abul B. Mama Ian Vassam A. Ampatuan Applicant Abul B. Mama Ian Vassam A. Ampatuan Abul B. Mama Samsudin A. Kusain	NCMF XII-A Information Sheet
END OF TRANSACTION				

A – 2 Request for Certificate of Appearance

: Government Employees/Private Individual

STEP/S	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Submit office ID or any valid ID	Receive the ID and encode	15 minutes	Bailyn S. Abdula	
	Sign the Certificate of Appearance	3 minutes		
	Release document to concerned employee/private individual	2 minutes		
END OF TRANSACTION				

A – 3 Medical and Dental Services Unit

Who may avail of the service: NCMF Employees

Service schedule: Monday to Friday (8:00 am to 5:00 pm)

TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements: 1. 1 valid ID 2. Personal Appearance	1. Interview and assessment of illness	10 minutes	Farida Zainal, RM Meriam Ali, DMD	Index card of patient
	2. Medical and Dental Consultation	30 minutes	Farida Zainal, RM Meriam Ali, DMD	
	3. Pre-natal/Post-natal consultation	30 minutes	Farida Zainal, RM Meriam Ali, DMD	
	4. Referrals to government facility	As the need arises	Farida Zainal, RM Meriam Ali, DMD	
	5. Recording in the Registry book	3 minutes	Tonina Pangato	
END OF TRANSACTION				

B. CULTURAL AFFAIRS DIVISION

B – 1 Application and Registration of Intending Hajj Program				
Who may avail of the service: Muslim Filipinos				
Service schedule: Monday to Friday (8:00 am to 5:00 pm)				
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements: 1. Valid Passport 2. For those who do not have passport: - SECPA Certificate of Live Birth - SECPA Certificate of Marriage (For married applicant) - Certificate of Tribal Membership - 2 Valid ID - Personal appearance	1. Receive and evaluate application form with complete requirements	5 minutes	Hajj operations task force	BPE Form 1
	2. Processing of application form for transmittal to DFA for issuance of passport	10 minutes	Hajj operations task force	DFA Passport Application Form
	3. Preparation of Order of Payment (for accredited bank)	3 minutes	Finance Officer	Order of Payment Form
	4. Forward passport to Bureau of Pilgrimage and Endowment (NCMF Central Office)	Upon receipt of passports from DFA	Norodin A. Santo	BOQ Infor Slip
	5. Vaccination of intending pilgrims (pneumococcal and flu vaccine)	3 minutes	Bureau of Quarantine staff	BOQ Yellow card
	6. Issuance of yellow card	5 minutes per pilgrims	Bureau of Quarantine staff	
END OF TRANSACTION				

B – 2 Conduct of Shari’ah Training				
Who may avail of the service: Muslim Filipinos				
Service schedule: Monday to Friday (8:00 am to 5:00 pm)				
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements: 1. Letter of intent 2. Transcript of Records	1. Submission of letter of intent with an attached transcript of records	5 minutes	Rebecca M. Pahn Norodin A. Santo	
	2. Evaluation of documents	5 minutes	Rebecca M. Pahn Norodin A. Santo Norodin A. Santo	

	3. Submission of documents to BMCA for evaluation	As the need arises	Secretariat (Shari'ah Training)	
	4. Training proper	45 days		
End Of Transaction				

B – 3 Conduct of Shari'ah Pre-Bar Review Classes

Who may avail of the service: **Muslim Filipinos**

Service schedule: Monday to Friday (8:00 am to 5:00 pm)

TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements: 1. Certificate of Training	1. Registration	5 minutes	Rebecca M. Pahn Norodin A. Santo	
	2. Conduct of review class	14 days	Secretariat (Shari'ah Training)	
End Of Transaction				

C. LEGAL AFFAIRS DIVISION

C – 1 Legal advices (preparation of legal document)				
Who may avail of the service: Muslim Filipinos				
Service schedule: Monday to Friday (8:00 am to 5:00 pm)				
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements:				
1. 1 valid ID	1. Interview	3 minutes	Datu Daudie D. Andong	Request form
2. Personal appearance	2. Encoding of document	5 minutes	Samirah Haron Norodin Latip	
	3. Subscription and administering of oath	3 minutes	Mokamad A Karon Norodin U. Latip	
END OF TRANSACTION				

C – 2 Legal advices (technical assistance such as Pleadings and etc.)				
Who may avail of the service: Muslim Filipinos				
Service schedule: Monday to Friday (8:00 am to 5:00 pm)				
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
Requirements:				
1. 1 valid ID	1. Interview and assessment of problem	30 minutes	Mokamad A Karon Norodin U. Latip	
2. Personal appearance	2. Provide appropriate legal advice	20 minutes	Mokamad A Karon Norodin U. Latip	
	3. Prepare necessary legal document	1 hour	Mokamad A Karon Norodin U. Latip	
END OF TRANSACTION				

D. TECHNICAL DIVISION

D - 1 TECHNICAL ADVICES ON HOW TO SEEK/CLAIM GOVERNMENTAL ASSISTANCE					
<ul style="list-style-type: none"> • Requirements : Written/Verbal Letter Request • Schedule of availability of service: Mondays to Fridays – 8:00 am to 5:00 pm Except for holidays (No Noon Break) • Who may avail of the service : Muslim Filipinos • How to avail of the service 					
Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Forms
1	Submission of letter request / personal appearance	SED Division / MS Division / PBCR Division staff received letter request	1 minute	SEDD/MSD/PBCRD Staff	None
2	Explain nature of request	Review / Assess / Evaluate	15 minutes	SEDD/MSD/PBCRD Staff	None
3	Wait	Preparation of recommendation / endorsement for RD's comment / approval of needed action	30 minutes	Aslamiah A. Ampatuan Nashrodin E. Calib Radzak A. Sam	None
4	Wait	Final review and assessment of recommended action made, if found in order, sign / approve the recommendation	15 minutes	Regional Director	None
5	Receive file copy of the documents	Recording and forward action taken to concerned agencies	ASAP	SEDD/MSD/PBCRD Staff	None

E. Procedure in Filing Complaint

- **Requirements** : Written/Verbal Letter Request
- **Schedule of availability of service:** Mondays to Fridays – 8:00 am to 5:00 pm except holidays (No Noon Break)
- **Who may avail of the service** : **Muslim Filipinos**
- **How to avail of the service**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Forms
1	Secure a Complaint Form	Officer of the Day (Public Assistance Complaint Desk)	1 minute	Officer of the Day	Complaint Form
2	Fill-up the Form	Officer of the Day (Public Assistance Complaint Desk)	3 minutes	Officer of the Day	None
3	Wait	Review and evaluate	30 minutes	Division Concerned	None
4	Wait	Recommendation of action taken	30 minutes	Division Concerned	None
5	Wait	Forward to the ORD for signature	10 minutes	Division Concerned / Regional Director	None
6	Receive the Office response	Inform the client of the action taken on the complaint	10 minutes	Division Concerned	None