



Republic of the Philippines  
**OFFICE OF THE PRESIDENT**  
**NATIONAL COMMISSION ON MUSLIM FILIPINOS**  
**SULU REGIONAL OFFICE**  
 2nd Floor, Tankee Building, Salih Yusah St., Jolo, Sulu  
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# CITIZEN'S CHARTER

In compliance to Republic Act 9485, Anti Red Tape Campaign

<b>MANDATE</b>	<b>MISSION</b>	<b>VISION</b>	<b>STRATEGIES</b>
The Commission shall preserve and develop the culture, tradition, institutions, and well-being of Muslim Filipinos, in conformity with the country's laws and in consonance with national unity and development.	A premier Government agency committed and competent to promote the well-being of Muslim Filipinos.	Progressive, caring and peaceful Muslim Filipino communities living harmoniously with all stakeholders.	I. Enhanced delivery of service through partnerships and collaborations II. Empowered Muslim Communities (Darussalam) III. Strengthened Moral Leadership IV. Efficient and Effective NCMF V. Sustained Strategies and Programs of NCMF

<b>FRONTLINE SERVICES:</b>	<b>ISSUANCE OF CERTIFICATES FOR:</b>  Tribal Membership (CTM), Tax Exemptions to Travel Abroad, Good Moral, Confirmation of Wall, Age and Height Waiver
<b>WHO MAY AVAIL THE SERVICES:</b>	All Concerned Muslim Filipino Applicant
<b>SCHEDULE OF SERVICE AVAILABILITY:</b>	Mondays to Fridays - from 8:00 a.m. to 5:00 p.m.
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"> <li>• Photo Copy of PSA Birth Certificate</li> <li>• Photo Copy of PSA Marriage Certificate (for Married)</li> <li>• Residence Certificate / Cedula</li> <li>• Head Covering (Turung) for Female Applicant</li> <li>• Applicants with Slippers and Short Pants will not be served</li> </ul>
<b>FEES OR CHARGES:</b>	NONE (except for Documentary Stamp of Php. 30.00)

## HOW TO AVAIL SERVICES:

STEPS	CLIENT	SERVICE PROVIDER	TIME DURATION	PERSON-IN-CHARGE
1	Secure Application Form with complete requirements	Provides Application Form after checking complete requirements	Three minutes	FAD Staff (Table 1)
2	Personal Interview	Interview the client for evaluation	Ten minutes	FAD Staff (Table 1)
3	While waiting	Recording in the Registry Book Encoding of Applicant's Information	Ten minutes	FAD Staff (Table 1) FAD Staff (Table 2)
4	Personal Investigation	Investigate for evidence / Review of entries	Five minutes	Actg. Chief Division for Cultural Affairs
5	While waiting	Approval of the Regional Director	Two Minutes (If signatory is available)	Kenny A. Tan, Alhaj
6	End of service	Releasing of Documents	Two minutes	Table of the Director