



Republic of the Philippines

Office of the President

NATIONAL COMMISSION ON MUSLIM FILIPINOS

Visayas Region

CITIZEN'S CHARTER

COMMISSION'S MANDATE

R.A. 9997, Section 4.

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.

MISSION

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

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

VISION

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

CORE VALUES

God Fearing

Integrity

Committed

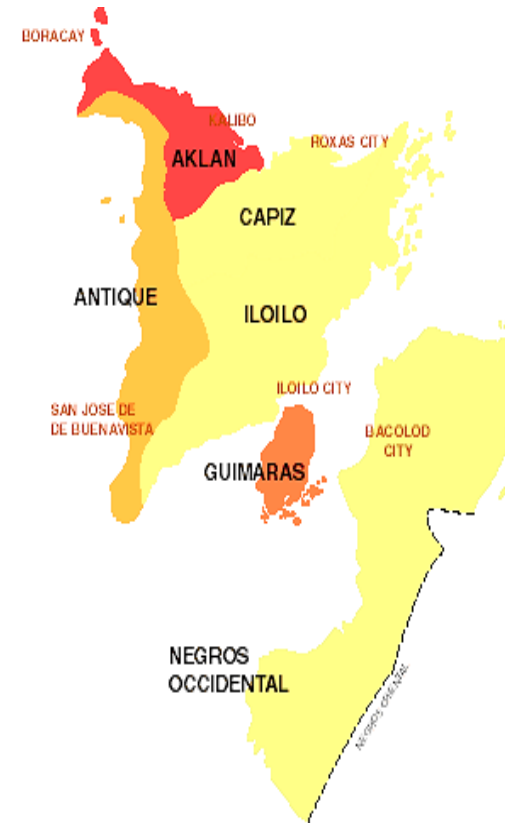
Innovative

Nurturing

REGIONAL AREAS OF COVERAGE/JURISDICTION OF NCMF – Visayas



WESTERN VISAYAS (REGION VI)



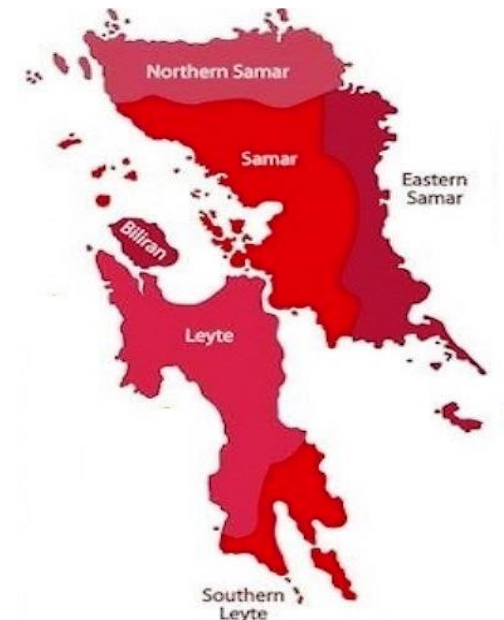
Region 6 consists of 6 provinces and 2 highly urbanized city, Iloilo City and Bacolod City. The provinces are Aklan, Antique, Capiz, Guimaras Iloilo and Negros Occidental. It consists of 16 cities namely Bacolod, Bago, Cadiz, Escalante, Himamaylan, Iloilo City, Kabankalan, La Carlota, Passi, Roxas, Sagay, San Carlos, Silay, Sipalay, Talisay, and Victorias and 117 municipalities.

CENTRAL VISAYAS (REGION VII)



Region 7 has 3 provinces namely, Bohol, Cebu and Siquijor and Negros Oriental. Province of Bohol has 1 City namely, Tagbilaran City and 47 Municipalities. Province of Cebu has three (3) highly urbanized cities namely, Cebu City, Lapu-lapu City and Mandaue City. It consists of 16 cities and 97 municipalities

WESTERN VISAYAS (REGION VI)



Region 8 has 3 main islands, Samar, Leyte and Biliran with 6 provinces namely, Biliran, Eastern Samar, Leyte, Northern Samar, Samar, Southern Leyte and 7 Cities namely, Baybay, Borongan, Calbayog, Catbalogan, Maasin, Ormoc, Tacloban and 136 Municipalities.

CULTURAL AFFAIRS DIVISION

A. Certificate of Cultural Center/Mosque Recognition (Regional)

- **Requirements:**
 - Request letter from the Mosque Administrator/Imam or concerned NGO's
 - Application form duly accomplished
 - SEC Registration
 - Mayor/Barangay Certification as to the existence of the Mosque/ Cultural Center/Muslim NGO's
 - Pictures of the Mosque, Office Building, other structures, and other related photos
- **Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Filipinos/Cultural Centers/Muslim NGO's
- **How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit Request Letter	Cultural Affairs Division (CAD)	3 minutes	ADA IV	Free of Charge
2	Filled-up Application/Registration forms	Receive application forms with complete supporting documents	5 minutes	ADA IV	
3		Evaluation/Assessment	10 minutes	CAD Evaluator/s: DMO II	
4		Final review of the documents submitted	7 minutes	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate of Recognition	3 minutes	DMO IV / DMO V	
6		Preparation of Certificate of Recognition	5 minutes	DMO II	
7		Forward prepared Certificate of Recognition to the ORD for the Director's signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate of Recognition shall be Released immediately	ASAP	ADA IV	

B. Certificate of Madrasah Recognition (Regional)

- **Requirements:**
 - Request letter from the Madrasah Administrator
 - Madrasah Information Sheet form duly accomplished
 - SEC Registration
 - Mayor's permit
 - Barangay Certificates
 - Pictures of the Madrasah & other related photos, e.g. Asatidz and pupils
- **Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Filipinos/Madrasah Administrators/Muslim NGO's
- **How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit Request Letter	Cultural Affairs Division (CAD)	3 minutes	ADA IV	Free of Charge
2	Filled-up Application forms/ information sheet	Receive Madrasah Information sheet forms with complete supporting documents	5 minutes	ADA IV	
3		Evaluation/Assessment	10 minutes	CAD Evaluator/s: DMO II/ DMO III	
4		Final review of the documents submitted	7 minutes	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate of Recognition	3 minutes	DMO IV/ DMO V	
6		Preparation of Certificate of Recognition	5 minutes	ADA IV	
7		Forward prepared Certificate of Recognition to the ORD for the Director's signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate of Recognition shall be Released immediately	ASAP	ADA IV	

C. Certificate of Muslim NGO's/Association Recognition (Regional)

- **Requirements:**
 - Request letter from the President/Chairman or concerned NGO's
 - Information sheet duly accomplished
 - SEC Registration,
- **Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Filipinos/Muslim NGO's/ Association
- **How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit Request Letter	Cultural Affairs Division (CAD)	3 minutes	ADA IV	Free of Charge
2	Filled-up Information sheet/ Registration forms	Receive application forms with complete supporting documents	5 minutes	ADA IV	
3		Evaluation/Assessment	10 minutes	CAD Evaluator/s: DMO II/ DMO III	
4		Final review of the documents submitted	7 minutes	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate of Recognition	3 minutes	Acting Chief Abdul B. Madid, CAD	
6		Preparation of Certificate of Recognition	5 minutes	DMO II	
7		Forward prepared Certificate of Recognition to the ORD for the Director's signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate of Recognition shall be Released immediately	ASAP	ADA IV	

D. Certificate of Muslim Community Leaders Recognition (Regional)

- **Requirements:**
 - Request letter from the Muslim Community Leader or concerned NGO's
 - Application form/Information sheet duly accomplished
 - SEC Registration of the organization represented
- **Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Community Leader
- **How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit Request Letter	Cultural Affairs Division (CAD)	3 minutes	ADA IV	Free of Charge
2	Filled-up Information sheet/ Application/Registration forms	Receive application forms with complete supporting documents	5 minutes	ADA IV	
3		Evaluation/Assessment	10 minutes	CAD Evaluator/s: DMO II/ DMO III	
4		Final review of the documents submitted	7 minutes	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate of Recognition	3 minutes	DMO IV/ DMO V	
6		Preparation of Certificate of Recognition	5 minutes	DMO II	
7		Forward prepared Certificate of Recognition to the ORD for the Director's signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate of Recognition shall be Released immediately	ASAP	ADA IV	

E. Endorsement of the application for Accreditation and Recognition as Muslim Solemnizing Officer to Philippine Statistics Authority (Regional)

- Requirements:**
 - Request letter from the Imam
 - Mosque Administrator certificate
 - Mayor’s Permit/ Certificate
 - Barangay Certificate
 - Pictures of the Mosque, and
 - PSA Application form duly accomplished
- Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- Who may avail of the services:**
 - Imam
- How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit Request Letter	Cultural affairs Division (CAD)	3 minutes	ADA IV	Free of Charge
2	Filled-up Registration forms	Receive application forms with complete supporting documents	5 minutes	ADA IV	
3		Evaluation/Assessment	10 minutes	CAD Evaluator/s: DMO II/ DMO III	
4		Final review of the documents submitted	7 minutes	DMO III/ DMO IV	
5		Recommendation for issuance of Endorsement to PSA	3 minutes	DMO IV/ DMO V	
6		Preparation of Endorsement	5 minutes	DMO II	
7		Forward the prepared endorsement with complete documents to the ORD for the Director’s signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate of Recognition shall be Released immediately	ASAP	DMO IV	

F. Certificate of Tribal Membership Certificate of Confirmation of Conversion

- Requirements:**
 - NSO Birth Certificate
 - Valid I.D.
 - 2x2 picture (1pc.)
 - Application form duly accomplished
- Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- Who may avail of the services:**
 - Muslim Filipinos
- How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Securing of application form	Cultural affairs Division (CAD)	5 min	ADA IV	Free of Charge
2	Filling up of application form	Receive application forms with complete supporting documents	10 min	ADA IV	
3		Encoding of information	10 min	CAD Evaluator/s: DMO II/ DMO III	
4		Verifying, recording and processing	15 min	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate	3 minutes	DMO IV/ DMO V	
6		Preparation of Certificate	5 minutes	DMO II	
7		Forward the prepared Certificate with complete documents to the ORD for the Director’s signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate shall be Released immediately	ASAP	ADA IV	

G. Certificate of Confirmation of Conversion

- **Requirements:**
 - NSO Birth Certificate,
 - Valid I.D.
 - 2x2 picture (1pc.)
 - Conversion Certificate duly registered with OCRG
 - Application form duly accomplished
- **Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Filipinos
- **How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Securing of application form	Cultural affairs Division (CAD)	5 min	ADA IV	Free of Charge
2	Filling up of application form	Receive application forms with complete supporting documents	10 min	ADA IV	
3		Encoding of information	10 min	CAD Evaluator/s: DMO II/ DMO III	
4		Verifying, recording and processing	15 min	DMO III/ DMO IV	
5		Recommendation for issuance of Certificate	3 minutes	DMO IV/ DMO V	
6		Preparation of Certificate	5 minutes	DMO II	
7		Forward the prepared Certificate with complete documents to the ORD for the Director's signature	3 minutes if the Signatory is available	Regional Director	
8		Certificate shall be Released immediately	ASAP	ADA IV	

LEGAL AFFAIRS DIVISION

A. Legal Assistance and Counseling
Issuance/Drafting of Pleadings and Affidavits

- **Requirements:**
 - Personal appearance of the affiant and his/her valid I.D.
 - Certificate of Indigence issued by the barangay of his/her residential address or DSWD (Local Unit) or recognized Muslim Community Leader of his/her residential address and other relevant
 - Documents that is essential to his/her application
 - Application form duly accomplished
- **Schedule of availability of services :**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services:**
 - Muslim Filipinos
- **How to avail of the services:**

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Forms
1	Securing of application form	Legal Affairs Division	5 min	Any available Legal Officers	Pleadings and Affidavits
2	Filling up of application form		10min		
3		Encoding of Affidavit	10min		
4		Verifying, recording and processing	15min		
5		Released the affidavit	ASAP		

B. Legal Assistance and Counseling

- **Requirements :**
 - Personal appearance of the client
 - Application form duly accomplished
- **Schedule of availability of services :**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- **Who may avail of the services :**
 - Muslim Filipinos
- **How to avail of the services :**

Steps	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Forms
1	Securing of application form for profiling and recording	Legal Affairs Division	5 min	Any available Legal Officers assisted by the Chief Legal Officer	Counseling and Legal Assistance
2	Filling up of application form		5min		
3		Personal interview	30 mins to 1 hour		

SETTLEMENT DIVISION

A. Guidelines For The Burial Of Deceased (Muslim) At The Cebu Muslim Memorial Garden (Muslim Cemetery)

- **Requirements :**
 - Request from the Muslim Community Leader (pro forma) SD Form 1,
 - Death Certificate (If not yet available, to be submitted later)
 - NCMF (Visayas) Burial Form (SD Form 2)
- **Who may avail of the :**
 - Immediate Relative/Family of the deceased (Muslim) residing in Cebu
- **How to avail of the Assistance :**

Step	Things To Do	Person/Office In-Charge
1st	The immediate relative/family of the deceased (Muslim) shall inform the Muslim community leader in the area where the deceased resides at the time of death and their intention to bury the deceased at the Cebu Muslim Memorial Garden (CMMG), Sitio Catives I, Barangay Guba, Cebu City	Immediate Relative/Family of the Deceased
2nd	The Muslim Community Leader shall inform the NCMF (Visayas), through the Chief, Settlement Division (SD) or any of his authorized representative as to the circumstances surrounding the death and requesting for the approval of burying the deceased at the Cebu Muslim Memorial Garden (CMMG).	Community Leader
3rd	The Chief of the Settlement Division (SD) or any of his authorized representative shall inform the Regional Director (RD) of the facts surrounding the death of a Muslim constituent and the Muslim Community Leader requests in burying the deceased at the CMMG	Settlement Division
4th	The immediate relative/family of the deceased shall secure and fill-up the Burial Assistance Form (SD Form 2) from the Muslim Community Leader or at the NCMF (Visayas) Settlement Division. Submit the same to NCMF (Visayas) together with the death certificate (if available or to be submitted not later than 15 days from the date of burial) for Approval	Immediate Relative/Family of the Deceased
5th	Upon APPROVAL of the request to bury the deceased (Muslim), The Regional Director, Chief of the Settlement Division or any of the authorized NCMF (Visayas) representative as the case may be shall instruct the assigned caretaker to direct the excavation of the graveyard	Settlement Division
6th	The immediate relative/family of the deceased shall transport the cadaver to the Cebu Muslim Memorial Garden (CMMG) at Sitio Catives I, Barangay Guba, Cebu City and to coordinate with the assign caretaker at the CMMG in burying the deceased	Client/family of the deceased/ CMMG caretaker
Note: NO FEES SHALL BE PAID TO NCMF (VISAYAS) OR TO ANY OF ITS PERSONNEL EXCEPT THE ALLOWABLE EXPENSES FOR THE EXCAVATION AND PROVISION OF "DINDINGALI".		

For further inquiry, please visit the National Commission on Muslim Filipinos (Visayas)
at 4th Floor, GTC Bldg., 116-3 Borromeo Street, Cebu City
or
You may contact the following numbers:
Landline (032) 256-0172
Telefax (032) 256-2568
Mobile Nos. 09183595335, 09157525000, 09060675755, 09685854911



SOCIO-ECONOMIC & DEVELOPMENT DIVISION

A. Endorsement Letter to Cooperative Development Authority in the Conduct of Pre-Membership Orientation Seminar as Pre-Requisite of Organizing Muslim Filipinos Cooperative

- Requirements :**
 - Request letter of the Community Leader/ Business Organization/ Association willing to form a Muslim Cooperative
 - SEC Registration if there is one.
- Schedule of availability of services :**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- Who may avail of the services:**
 - Muslim Filipinos
- How to avail of the services:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit request letter	Socio Economic Development Division	3 minutes	SEDD STAFF	Free of Charge
2	Fill-up Application Form	Fill-up Application Form	5 minutes	SEDD STAFF	
3		Evaluation/Assessment	5 minutes	DMO III	
4		Final review of the application	5 minutes	DMO IV	
5		Recommendation for issuance of endorsement.	5 minutes	Chief, SEDD	
6		Preparation of the endorsement.	8 Minutes	Encoder Staff/DMO II	
7		Forward the endorsement application letter and other documents to the Regional Director for signature.	3 Minutes if the signatory is available	SEDD STAFF	
8		Deliver the documents to applicants for him to bring the same to CDA.	ASAP	SEDD STAFF	

FUNCTION: The Bureau of Muslim Economic affairs shall also responsible for the promotion and development of cooperative endeavors among Muslim Filipinos in coordination with the Cooperative Development Authority (CDA).

B. Certificate of Recognition of Muslim Business Organization Trade, Entrepreneurship and/ or Muslim Cooperative (Regional)

- Requirements :**
 - Request letter
 - SEC Registration
 - DTI Registration and/ or CDA Registration
- Schedule of availability of services :**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- Who may avail of the services:**
 - President or authorized representative of the Muslim Business -
 - Organization
 - Muslim Business Trade Entrepreneurs
 - Muslim Cooperative.
- How to avail of the services:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Submit request letter	Socio Economic Development Division	3 minutes	SEDD STAFF	Free of Charge
2	Fill-up Application Form (PRO-FORMA)	Receive request letter, Filled-up Application form and other related documents.	5 minutes	SEDD STAFF	
3		Evaluation/Assessment	5 minutes	DMO III	
4		Final review of the application	5 minutes	DMO IV	
5		Recommendation for issuance of Certificate of recognition	5 minutes	Chief, SEDD	
6		Preparation of the Certificate of recognition	8 Minutes	Encoder Staff/DMO II	
7		Forward the Certificate application letter and other documents to the Regional Director for signature.	3 Minutes if the signatory is available	SEDD STAFF	
8		Release the Certificate to applicant	ASAP	SEDD STAFF	

FUNCTION: The Bureau of Muslim Economic Affairs shall promote and develop Economic Livelihood Program and projects through the extension of loan, Entrepreneurship, trade and as marketing assistance to the members of Muslim Filipino Communities. It shall also responsible for the promotion and development of cooperative endeavors among Muslim Filipino in coordination with the Cooperative Development Authority (CDA).



PEACE BUILDING & CONFLICT RESOLUTION DIVISION

A. Dispute Resolution Assistance And Counseling

- Requirements:** The presence and Valid ID of one or both of the disputing parties and other relevant documents
- Schedule of availability of services:**
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- Who may avail of the services:**
 - Muslim Filipinos
- How to avail of the service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	Fees
1	Fill up the Interviewee’s profile and submit it with the attachment of required documents	Peace Building and Conflict Resolution Division (PBCRD)	3 minutes	ADA IV/DMO II	Free of Charge
2	Recording in the registry book of the client’s information and corresponding control number assigned to the issue or dispute	Receive required documents and/or forms with complete supporting documents	5 minutes	ADA IV/ DMO II	
3	Initial Interview of the Client(s)	Evaluation/Assessment	10 minutes	Evaluator/s: DMO II/DMO III	
4	Referral to Chief (DMO-V) and/or lawyer (if applicable), available for further interview and actual consultation	Final review of the documents submitted	7 minutes	DMO V	
5	Referral to Legal Affairs Division if it requires additional legal advice for matters within the bounds of the law	Recommendation for Mediation Proper if viable	3 minutes	ATTY V	

6	Signing of Agreement to Mediate by the disputing parties	Explaining the procedure and guidelines to be followed during Mediation proper	10 minutes	DMO V or ATTY V	
7	Mediation Proper	Settlement of case and issuance of Settlement Agreement or Mediator’s Report (Failed Mediation)	ASAP	DMO V or ATTY V	

ADMINISTRATIVE & FINANCE DIVISION

ADMINISTRATIVE DIVISION

A. Application for Leave

- Who may avail of the services:
 - NCMF – Visayas Personnel
- Schedule of availability of services:
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	FORM
1	Secure and fill-up Application for Leave Form	Receives the document	5 minutes	ADAS II	Application for Leave Form
2		Record the leave in the Employer's leave card	5 minutes	ADAS II	
3		Review and sign the (7. (A.)) Certification of Leave Credits	5 minutes	ADOF 5	
4		Recommendation for Action on Application for Leave	5 minutes	DMO V (Chief, Concerned personnel)	
5		Approval on Application for Leave	5 minutes	Regional Director	
8		Release the Application for Leave to personnel and Admin. Division	5 minutes	RD Staff	

B. Request for Service Record

- Who may avail of the services:
 - NCMF – Visayas Personnel
- Schedule of availability of services:
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	FORM
1	Secure and fill-up Application for Leave Form	Receives the document	5 minutes	ADAS II	Request Form
2		Check, verify and update the service record of the requesting party	15 minutes	ADAS II	
3		Print the document	5 minutes		
4		Review and sign the document	5 minutes	ADOF 5	
5		Release the Service Record to requesting party	1 minute	RD Staff	

C. Request for Certificate of Employment

- Who may avail of the services:
 - NCMF – Visayas Personnel
- Schedule of availability of services:
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	FORM
1	Secure and fill-up Request Form	Receives the document	5 minutes	ADAS II	Request Form
2		Check, verify and update the service record of the requesting party	15 minutes	ADAS II	
3		Print the document	5 minutes		
4		Review and sign the document	5 minutes	ADO 5	
5		Release the Certificate of Employment to requesting party	1 minute	RD Staff	

D. Request for Identification Card

- Who may avail of the services:
 - NCMF – Visayas Personnel
- Schedule of availability of services:
 - Monday to Thursday – 9:00 am to 5:00 pm with break time for Duhr and Asr prayer
 - Friday – 8:00 am to 5:00 pm with break time for Friday prayer (10:00 am to 2:00 pm break)
- How to avail of the service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person-In-Charge	FORM
1	Secure and fill-up Request Form	Receives the document	1 minutes	ADAS II	Request Form
2		Reviews entries and places initial in the form	10 minutes	ADAS II	
3		Prepare the ID for printing	5 minutes		
4		Release ID to personnel	5 minutes	RD Staff	

FEEDBACKS AND REDRESS MECHANISM

(Based on CSC Citizen's Charter Feedback and Redress Mechanism)

Please let us know how we have served you by doing any of the following:

Send us your feedback through e-mail: visayasncmf@yahoo.com

Call us at **(032) 256-0172**

Talk to our Regional Director

If you are not satisfied with our service, your written/ verbal complaints/ concern shall immediately be attended to by the Information Officer.

THANK YOU for helping us continuously improve our services.

Noted by:



ONASIS OMAR BALT
Regional Director