

## Republic of the Philippines OFFICE OF THE PRESIDENT

#### **NATIONAL COMMISSION ON MUSLIM FILIPINOS**

Region IX-A, Zamboanga Peninsula

#### <u>CITIZEN'S CHARTER</u> FRONTLINE SERVICES

### A. CULTURAL AFFAIRS 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	PROCESSI NG TIME	PERSON-IN-CHARGE	FORM/S
Requirements:  1. Photocopy of Certificate of Live Birth-SECPA	Receive information sheet with complete requirements	30 seconds	Al-Jhayd D. Ahmad ADA IV (Officer-in-Charge)	
(PSA) 2. NBI/Police Clearance	<ol> <li>Check supporting documents and giving of customer satisfaction form</li> <li>Personal interview for evaluation</li> </ol>	30 seconds	Arraudha L. Hadjirul DMO II (Verrifying Officer)	
3. Photocopy of any valid I.D. or Barangay Clearance 4. 2x2 ID Picture (1pc.)  Schedule of a control of the co	<ul> <li>4. Encoding of applicant information and photo capturing</li> <li>5. Proof reading of applicant's information</li> </ul>	3 minutes 30 seconds	Arraudha L. Hadjirul DMO II Al-Jhayd D. Ahmad ADA IV	NCMF-001 Application Request Form
availability of service: Monday to Friday 8am to 5pm	6. Checking by the CAD Chief and for approval and signature of the Regional Director	30 seconds	Arraudha L. Hadjirul DMO II DarlhataA.Musa	
Who may avail of the service: Muslim Filipinos (born Muslims & Reverts)	for digital signature  7. Releasing of the Certificates/docum	3 minutes	(Chief,CAD) Dr.Zulfikar J. Abantas Regional Director	

	ents and retrieving of the customer satisfaction rating form	30 seconds	Al-Jhayd D. Ahmad ADA IV	
END OF TRANSACTION				

# A-2 Conduct of Annual Regional Qur-an Reading Competition Who may avail: Winners of Provincial /City level Qur'an Reading Competition Time: Conducted during 1st quarter of the year

REQUIREMENTS				
1. Contestant's Bio data and PSA Live Birth	Submission of requirements to Regional Cultural Affairs Division	5 minutes	RQRC Secretariat	BIO DATA FORM

A-3 Conduc	A-3 Conduct of Shari'ah Training					
Who may avail of th	e service: Muslim Filipii	nos				
Service Schedule	Monday to Friday	y (8:00 am to 5:00	pm)			
TYPE OF	ACTIVITIES	PROCESSING	PERSON IN	FORM/S		
FRONTLINE		TIME	CHARGE			
SERVICES						
Requirements:						
1. Letter of Intent	1. Submission of Letter of Intent with an attached Transcript of Records (TOR)	5 minutes	STS Secretariat	BMCA – STED FORM NO. 3		
2. Transcript of Records (TOR)	2. Evaluation of the submitted documents	10 minutes	STS Secretariat			
	3. Submission of documents to BMCA for evaluation	On or before deadline set by the BMCA	STS Chairman			
	4. Training proper	45 days	STS Secretariat			

### A- 4 Conduct of Shari'ah Pre-Bar Review Classes

Who may avail of the service: Muslim Filipinos (who undergone Shari'ah Training Seminar)

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	STS Secretariat	BMCA – STED FORM NO. 3
	Conduct of review class	14 days	STS Secretariat	

# A-5 Issuance of Certificate of Recognition for Traditional Madrasa, Cultural Centers and Muslim Organization

Who may avail of the Service: Muslim Filipinos owning or administering a Madrasah, Cultural Center and Muslim Organization

TYPE OF	ACTIVITIES	PROCESSING	PERSON IN CHARGE	FORM/S
FRONTLINE SERVICES		TIME		
Requirements:				
1. Letter of Request form the Madrasah, Cultural Center, and Muslim Organization	Fill-up Recognition Application Form	5 minutes	Al-jhayd D. Ahmad ADA-IV Arraudha L. Hadjirul DMO II	
2. SEC Registration	Personal	10 minutes	(Verifying Officer)	
3. Mayor's permit or Barangay Certificate	interview for verification of the submitted			
4. Profile and Picture of the Madrasah	documents	5 minutes	Darlhata A. Musa (Chief, CAD)	
of the Madrasan	Checking by the CAD chief and for approval and	5 minutes	Dr. Zulfikar J. Abantas Regional Director	
	signature of the Regional Director	5 minutes	Al-jhayd D. Ahmad ADA IV	
		5 minutes		
	Releasing of the Certificates of Recognition and retrieving of the customer			
	satisfaction			

survey form

## **B. ADMINISTRATIVE AND FINANCE DIVISION**

B – 1 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			
	Sign the Certificate of Appearance	3 minutes	Irene-Shara Mustafa		
	Release document to concerned employee/private individual	2 minutes			

B – 2 Medical and Dental Services Unit					
	ervice: NCMF Employees				
Service schedule:	Monday to Friday (8	3:00 am to 5:00	pm)	1	
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S	
Requirements:	1 Intension and	10 minutes	Dr. Moyrada Wata/		
1. 1 valid ID	Interview and     assessment of     illness	10 minutes	Dr. Mayrada Wata/ Fatima Shaima Danial, RN		
2. Personal Appearance	Medical and Dental     Consultation	20 minutes	Dr. Mayrada Wata/ Dr. Norlida Jikiri/	Index card of	
	Referrals to government facility	20 minutes	Dr. Mayrada Wata	patient	
	Recording in the Registry book	As the need arises	Dr. Mayrada Wata /Dr. Norlida Jikiri/ Shaima Danial, RN		
		3 minutes			
	END OF TRA	NSACTION			

### C. OFFICE OF THE REGIONAL DIRECTOR

C – 1 Applica	C – 1 Application and Registration of Intending Hajj Program					
Who may avail of the se Service schedule:	ervice: <b>Muslim Filipinos</b> Monday to Friday (8:00	0 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	Receive and evaluate application form with complete requirements	5 minutes	HRPC Member	BPE Form 1		
not have passport: - SECPA Certificate of Live Birth - SECPA	Processing of     application form for     transmittal to DFA for     issuance of passport	10 minutes	HRPC Member	DFA Passport Application Form		
Certificate of Marriage (For married applicant)	Preparation of Order of Payment (for accredited bank)	3 minutes	Finance Officer	Order of Payment Form		
- Certificate of Tribal Membership - 2 Valid ID - Personal	4. Forward passport to Bureau of Pilgrimage and Endowment (NCMF Central Office)	Upon receipt of passports from DFA	HRPC Member	BOQ Infor Slip		
appearance	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 TRA	NSACTION				

## **D. LEGAL AFFAIRS DIVISION**

D – 1 Lega	I service (prepar	ration of le	egal document)	
Who may avail of the	service: Muslim Filipine	os		
Service schedule:	Monday to Frid	ay (8:00 am to	5:00 pm)	
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S
REQUEST FOR				

LEGAL DOCUMENT (Affida vits, etc)	Assessment/ Referral	OCUMENT (Affida	3 minutes	Al-nasir H. Buttongah	Request form
Requirements:  1. At least 1	2. Interview	•	3-5 minutes	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
valid/govt issued ID	3. Encoding of document	valid/govt	5-10 minutes	Al-nasir H. Buttongah Atty. Mathniya S. Ali/ Atty. Yaser Apion	
Personal appearance	4. Subscription and		3 minutes	Atty. Mathniya S. Ali/	
Other documents relative to the request	administering of oath	documents relative to the	o minutes	Atty. Yaser Apion	
	END		F TRANSACT	ION	

D – 2 Legal service (consultation)					
Who may avail of the servi	ce: Muslim Filipinos				
Service schedule:	Monday to Friday (8:00	0 am to 5:00 pr	n)		
TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	PERSON IN-CHARGE	FORM/S	
LEGAL CONSULTATION	Assessment/Initial     Interview	3 minutes	Al-nasir H. Buttongah		
Requirements:					
At least 1     valid/govt issued     ID	Interview and assessment of problem	30 minutes	Atty. Mathniya S. Ali/ Atty. Yaser Apion		
2. Personal appearance	<ul><li>3. Provide appropriate legal advice</li><li>4. Prepare necessary</li></ul>	1 hour	Atty. Mathniya S. Ali/ Atty. Yase rApion		
Other documents relative to the request	legal document (if necessary)	1 hour	Atty. Mathniya S. Ali/ Atty. Yaser Apion		
	END OF TRA	NSACTION			

#### E. TECHNICAL DIVISION

## E - 1 TECHNICAL ADVICES ON HOW TO SEEK/CLAIM GOVERNMENTAL ASSISTANCE

• 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 Circumstan ces)	Person-In-Charge	Forms
1	Submission of letter request / personal appearance	SEDD Division / PBCR Division staff received letter request	1 minute	SEDD/PBCRD Staff	None
2	Explain nature of request	Review / Assess / Evaluate	15 minutes	SEDD/PBCRD Staff	None
3	Wait	Preparation of recommendation / endorsement for RD's comment / approval of needed action	30 minutes	Babylyn Sali Faisal Abdusalam	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/PBCRD Staff	None

### F. 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