

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

	survey form		
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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	Irene-Shara Mustafa	
	Sign the Certificate of Appearance	3 minutes		
	Release document to concerned employee/private individual	2 minutes		
END OF TRANSACTION				

B – 2 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 2. Medical and Dental Consultation 3. Referrals to government facility 4. Recording in the Registry book	10 minutes 20 minutes 20 minutes As the need arises 3 minutes	Dr. Mayrada Wata/ Fatima Shaima Danial, RN Dr. Mayrada Wata/ Dr. Norlida Jikiri/ Dr. Mayrada Wata Dr. Mayrada Wata /Dr. Norlida Jikiri/ Shaima Danial, RN	Index card of patient
END OF TRANSACTION				

C. OFFICE OF THE REGIONAL DIRECTOR

C – 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	HRPC Member	BPE Form 1
	2. Processing of application form for transmittal to DFA for issuance of passport	10 minutes	HRPC Member	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	HRPC Member	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				

D. LEGAL AFFAIRS DIVISION

D – 1 Legal service (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
REQUEST FOR				

LEGAL DOCUMENT (<i>Affidavits, etc</i>) Requirements: 1. At least 1 valid/govt issued ID 2. Personal appearance 3. Other documents relative to the request	1. Assessment/Referral	3 minutes	Al-nasir H. Buttongah	Request form
	2. Interview	3-5 minutes	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
	3. Encoding of document	5-10 minutes	Al-nasir H. Buttongah Atty. Mathniya S. Ali/ Atty. Yaser Apion	
	4. Subscription and administering of oath	3 minutes	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
END OF TRANSACTION				

D – 2 Legal service (consultation)				
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
LEGAL CONSULTATION Requirements: 1. At least 1 valid/govt issued ID 2. Personal appearance 3. Other documents relative to the request	1. Assessment/Initial Interview	3 minutes	Al-nasir H. Buttongah	
	2. Interview and assessment of problem	30 minutes	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
	3. Provide appropriate legal advice	1 hour	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
	4. Prepare necessary legal document (if necessary)	1 hour	Atty. Mathniya S. Ali/ Atty. Yaser Apion	
END OF TRANSACTION				

E. TECHNICAL DIVISION

E - 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	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