



Republic of the Philippines
OFFICE OF THE PRESIDENT
NATIONAL COMMISSION ON MUSLIM FILIPINOS

CERTIFICATION OF COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **SAIDAMEN B. PANGARUNGAN**, Filipino, of legal age, Secretary of the National Commission on Muslim Filipinos, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The National Commission on Muslim Filipinos including its eleven (11) Regional Offices has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time need to complete procedure
 - f. Amount of fees (free of charge)
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of the National Commission on Muslim Filipinos that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written in English (translation to Muslim dialects is still on processed including brochures or booklet).
- 5) The Citizen's Charter is uploaded in the NCMF's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Issuance of Tribal Certificates	Timeline	Time for processing application shortened by 3 minutes	Number of applicants issued with certificates increased

Annual Hajj to Mecca, KSA	Timeline and number of documents required increased	Other government agencies involved in Hajj procedure required the applicant's additional documents to accomplished	Vital information was added to support statistical documentation
Social and Community services (cultural, economic and settlement issues)	Direct contact with clients	Community based-assessment and focal group discussions undertaken	Increased number of Muslim beneficiaries

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 02 MAR 2022 in Quezon City.

SAIDAMEN B PANGARUNGAN
Secretary

02 MAR 2022

SUBSCRIBED AND SWORN to before me this _____ in Quezon City, Philippines, with affiant exhibiting to his/her NCMF ID issued on _____ at _____.

NOTARY PUBLIC

ATTY. ELISEO S. CALMA, JR.

Notary Public
Roll No. 50183

PTR No. 2454359D, Jan. 01, 2022

JP No. 141058, Jan. 01, 2021

MCLE C No. VI-0012817 until 14, 2022

2910 Karang St., Sapamanan Village

La Alairview, Quezon City

ADM Matter No. NP-067

Until Dec. 31, 2021

Extended as Commission Under B.M. 3795

Until June 30, 2022

Doc No. 1110
Page No. 82
Book No. XXX
Series of 422



Office of the President of the Philippines
National Commission on Muslim Filipinos

FRONTLINE SERVICES

A. Bureau of External Relations

ISSUANCE OF CERTIFICATES

Tribal Membership (CTM), Scholarship Grants for Tax Exemption & Translation of Arabic Documents

TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	DIVISION / PERSON-IN-CHARGE	FORM/S
Requirements: 1. Application Form 2. NSO Birth Certificate / Marriage Certificate Schedule of availability of service: Monday - Friday 8AM to 5PM	1. Receive Application Form (w/ complete requirements)	3 minutes	LFAD Staff (Table 1)	BER Form 1
	2. Personal interview for evaluation	10 minutes	LFAD Staff (Table 2)	
	3. Recording in the Registry Book	2 minutes	LFAD Staff (Table 3)	
	4. Encoding of applicant information	10 minutes	LFAD Staff (Table 4)	
	5. Photo Capturing (except for Translation)	2 minutes	LFAD Staff (Table 5)	
	6. Proof reading of entries	2 minutes	LFAD Staff (Table 6)	
	7. Approval by the Bureau Director	2 minutes (if Signature is available)		
	8. Release of Certificates/Documents	2 minutes	LFAD Staff (Table 7)	

B. Bureau of Muslim Cultural Affairs

BMCA PROGRAMS, PROJECTS AND ACTIVITIES

A. Issuance of Certificate of Registration for Mosques/Cultural Centers, and Muslim Organizations or Associations.

Requirements:

1. Request letter from the Mosque/Cultural Center Administrator or Head of the Organization or Association;
2. Photocopy of SEC Registration, if any;
3. Barangay/Mayor's Permit or Certification;
4. Picture(s) of the Mosque/Cultural Center or Office of the Organization or Association; and
5. Application Form duly accomplished by the Mosque/Cultural Center Administrator or Head of the Organization or Association, or authorized representative.

ISSUANCE OF CERTIFICATE OF REGISTRATION FOR MOSQUES/CULTURAL CENTERS OR MUSLIM ORGANIZATIONS OR ASSOCIATIONS			
Step	Activity	Duration	Responsible Person/Unit
1	Securing & Filing up of BMCA-CIDD Registration Form for Mosque/Cultural Center, Muslim Organization or Association	10 minutes	Action Officer BMCA-CIDD
2	Filing of duly accomplished Application Form, with complete supporting documents	5 minutes	Action Officer BMCA-CIDD
3	Evaluation of documents presented	10 minutes	Evaluation Officer BMCA-CIDD
4	Encoding and printing of the Certificate of Registration	10 minutes	Encoding Officer BMCA-CIDD
5	Verification and final review of the documents presented	10 minutes	Chief BMCA-CIDD

6	Approval/signing of Certificate of Registration	5 minutes	Director BMCA
7	Recording and releasing of Certificate of Registration	10 minutes	Record Officer BMCA

Schedule: Monday to Friday = 8:00AM-5:00PM, with noon and mid-afternoon prayer break time.

Who may avail: Any Muslim Filipino representing Mosque/Cultural Center, and Organization or Association.

B. Issuance of Certificate of Registration for Recognition for Madrasah

Requirements:

1. Letter request from the Madrasah owner/administrator;
2. Photocopy of SEC Registration, if any;
3. Barangay/Mayor's Permit, or Certification;
4. Picture(s) and profile of the Madrasah, such as, number of Asatidz and students; and
5. Endorsement from the concerned NCMF Field Office where the Madrasah is located.

Schedule: Monday to Friday= 8:00AM-5:00PM, with noon and mid-afternoon prayer break time.

Who may avail: Any Muslim Filipino owner or administrator of a Madrasah.

ISSUANCE OF CERTIFICATE OF REGISTRATION FOR RECOGNITION FOR MADRASAH			
Step	Activity	Duration	Responsible Person/Unit
1	Securing and filling up of BMCA-MEDD Application Form and Madrasah Information Sheet	10 minutes	Action Officer BMCA-MEDD
2	Filing of duly accomplished Application Form	5 minutes	Action Officer BMCA-MEDD
3	Evaluation of documents presented, with the Madrasah Information Sheet	10 minutes	Evaluation Officer BMCA-MEDD
4	Encoding and printing of Certificate of Registration	10 minutes	Encoding Officer BMCA-MEDD
5	Verification and final review of the documents presented	10 minutes	Chief BMCA-MEDD
6	Approval and signing of the Certificate of Registration	5 minutes	Director BMCA
7	Recording and releasing of Certificate of Registration	10 minutes	Record Officer BMCA

C. Issuance of Letter of Endorsement or No Objection for Scholarship Abroad

Requirements:

1. Authenticated documents by the Department of Foreign Affairs; and
2. Invitation letter, if any, from the foreign university/institution.

Schedule: Monday to Friday= 8:00AM-5:00PM, with noon and mid-afternoon prayer break time.

Who may avail: Any Muslim Filipino owner or administrator of a Madrasah.

ISSUANCE OF LETTER OF ENDORSEMENT OR NO OBJECTION FOR APPLICATION OF SCHOLARSHIP ABROAD

Step	Activity	Duration	Responsible Office/Person
1	Securing and filling up of BMCA-MEDD Application Form (Information Sheet)	5 minutes	Action Officer BMCA-MEDD
2	Filing of duly accomplished information, with the required documents (Authenticated Scholastic Record with Red Ribbon copy from DFA & Invitation letter from foreign university)	10 minutes	Action Officer BMCA-MEDD
3	Interview and Evaluation of documents presented, with the Information Sheet.	10 minutes	Evaluation Officer BMCA-MEDD
4	Encoding and printing of Endorsement/No Objection Letter.	10 minutes	Encoding Office BMCA-MEDD
5	Verification and final review of the documents, and further interview, if necessary.	10 minutes	Chief BMCA-MEDD
6	Approval/signing of the Endorsement/No Objection Letter.	10 minutes	Director BMCA
7	Recording/Releasing of Endorsement Certificate/No Objection Letter	5 minutes	Record Officer BMCA

D. Shari'ah Training Seminar

Requirements:

1. Authenticated photocopy of Transcript of Records/Diploma for graduates of English courses;
2. Authenticated photocopy of Transcript of Records, duly translated into English, for graduates of Islamic/Arabic courses, and
3. Authority to attend the Shari'ah training seminar on official time, if government Official or personnel.

Schedule: Monday to Friday = 8:00AM-5:00PM, with noon and mid-afternoon prayer break time

Qualifications for Shari'ah Trainees/Examinees:

- P1. Lawyers or Members of the Philippine Bar.
- P2. Ulama or graduates of Islamic/Arabic courses abroad duly recognized by their respective governments.
- P3. Graduates of Law (Barristers).
- P4. Graduates of Shari'ah or Islamic courses in the Philippines duly recognized by the government.
- P5. Graduates of other courses related to law and/or Shari'ah (Islamic Law).
- P6. Graduates of other 4-year courses, provided, he or she has working knowledge in Islam.

Note: Admission of applicant depends, among others, on the availability of slots.

PARTICIPATION IN THE SHARI'AH TRAINING SEMINAR

Step	Activity	Duration	Responsible Person/Unit
1	Securing and filling up of registration form for Shari'ah Training Seminar	10 minutes	Action Officer BMCA-STED
2	Filing of duly accomplished registration form with complete supporting documents	5 minutes	Action Officer BMCA-STED
3	Evaluation of documents presented	10 minutes	Evaluation Officer BMCA-STED
4	Verification and final review of the documents presented	5 minutes	Chief BMCA-STED
5	Approval for inclusion in the list of qualified applicants, subject to final screening	10 minutes	BMCA Director
6	Listing in the logbook for prospective trainees	5 minutes	Secretariat BMCA-STED

7	Conduct of Training Seminar	45 days	BMCA-STED Secretariat and lecturers
8	Issuance of Certificate of Completion	After completion of Seminar	Chief Justice, NCMF Secretary, Executive Director and BMCA Director

E. Admission to the Shari'ah Pre-Bar Review Classes

Filing of Petition for the Special Shari'ah Bar Examinations, with the following requirements:

1. Security Paper Birth Certificate, with documentary stamps;
2. Three (3) testimonials (one copy each), signed by members of the Philippine Bar;
3. Fiscal Clearance from the Province or City where the petitioner resides;
4. Regional Trial Court Clearance from the Province or City where the petitioner resides;
5. Authenticated Transcript of Records, with documentary stamps;
6. Authenticated copy of Certificate of Completion on Shari'ah Training Seminar issued by the National Commission on Muslim Filipinos (NCMF) and the Supreme Court;
7. Four (4) copies of latest passport size ID picture;
8. Photocopy of current residence certificate;
9. Self-addressed envelope with mailing stamp; and
10. Filing fee for the Special Shari'ah Bar Examination.

Schedule: Monday to Friday= 8:00AM-5:00PM, with noon and mid-afternoon prayer break time.

PARTICIPATION IN THE SHARI'AH PRE-BAR REVIEW CLASSES			
Step	Activity	Duration	Responsible Person/Unit
1	Securing and filling up of Petition form, with other required documents	10 minutes	Action Officer BMCA-STED
2	Filing of duly accomplished Petition form, with supporting documents and examination fee	5 minutes	Action Officer BMCA-STED
3	Evaluation of documents presented, including examination fee proof of payment	10 minutes	Evaluation Officer BMCA-STED
4	Verification and final review of the documents presented	5 minutes	Chief BMCA-STED
5	Approval for inclusion in the list of reviewees	5 minutes	Chief BMCA-STED
6	Listing in the logbook for reviewees for the Special Shari'ah Bar Examinations	5 minutes	BMCA Director
7	Transmittal of Petitions to the Office of the Bar Confidant, Supreme Court (OBC-SC)	2 days	Secretariat BMCA-STED
8	Conduct of Review Classes	8-12 days	Chief, BMCA-STED BMCA Director OBC-SC Secretariat and Reviewers

PROCEDURES AND REQUIREMENTS IN TAKING THE SPECIAL SHARI'AH BAR EXAMINATIONS			
Step	Activity	Duration	Responsible Person/Unit
1	Securing of Petition Form for the SSBE	5 minutes	NCMF-Field Secretariat BMCA-STED
2	Filing of duly accomplished Petition Form, with other requirements, through NCMF Field Offices or BMCA-STED, or directly at the Office of the Bar Confidant, Supreme Court BMCA-STED	5 minutes	NCMF-Field Secretariat BMCA-STED OBC-SC
3	Evaluation of documents presented	10 minutes	NCMF-Field Secretariat BMCA-STED
4	Forwarding Petitions to the Office of the Bar Confidant	Weekly until deadline	NCMF-Field Secretariat BMCA-STED OBC-SC

C. Bureau of Pilgrimage and Endowment

APPLICATION AND REGISTRATION OF INTENDING HAJJ PILGRIMS

TYPE OF FRONTLINE SERVICES	ACTIVITIES	PROCESSING TIME	DIVISION / PERSON-IN-CHARGE	FORM/S
Requirements: 1. Valid Passport -for those who don't have passport a. Birth Certificate (NSO) b. Marriage Contract (for Married applicant) c. Tribal Certificate d. Valid Identification Card e. Personal Appearance Schedule of availability of service: Monday - Friday 8AM to 5PM Who may avail the service: Muslim Filipinos	1. Receive and evaluate applicant form with complete documents	5 minutes	BPE Staff	BPE Form 1
	2. Preparation of order of payment (for accredited bank)	15 minutes	Finance Team	Payment Form
	3. Processing of application form for transmittal to DFA for issuance of passport	10 minutes	Passport Committee DFA	DFA Passport Form
	4. Endorsement to Bureau of Quarantine for issuance of International Quarantine Card (Yellow Card)	15 minutes	Vaccination Committee	BOQ Info Slip / NCMF Yellow Slip
	5. Securing Travel Tax Exemption Certificate from TIEZA	30 minutes	Bureau Director / EDP Hajj Finance Committee	Transmittal Form
	6. Release of Travel Tax Certificate to Travel Agency	30 minutes	Booking / Area Coordinator	---

B. Bureau of Muslim Settlement

PROGRAMS:

1. Relief Distribution
2. Feeding Program
3. Medical Mission
4. Clean and Green Community
5. Relocation and Settlement

Who may avail of the service:

Muslim Communities that are affected and limited to the following calamities:

- a. Natural Calamities
- b. Fire Victims
- c. Informal Settlers
- d. Indigent Muslim Communities

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (under normal circumstances)	PERSON-IN-CHARGE	FORMS
1	People's Organization that are accredited by NCMF and w/ SEC Registration	BMS - Relief and Coordination Division and Settlement Division	5 minutes	Chief of Division	Request Form
2	Request for relief assistance address to the NCMF Secretary / BMS Director w/ the following attached documents: 1. List of victims/family 2. Photo Documentation 3. Barangay Certification	BMS - Relief and Coordination Division and Settlement Division	1 day	Focal Person for Admin Matters	None
3	Upon the receipt of the Request for Relief Assistance, a follow up call slip will be given to the Applicant/Client	BMS - Relief and Coordination Division and Settlement Division	10 minutes	Focal Person for Admin Matters	Follow up slip
4	BMS staff will prepare a proposal as soon as the documents completed and submit to the Office of the Secretary for approval	BMS - Relief and Coordination Division and Settlement Division	1 day	Chief of Division	None
5	Upon approval of the Office of the Secretary, BMS staff will prepare and notify the client for the schedule of the activity	BMS - Relief and Coordination Division and Settlement Division	1-2 weeks	Chief of Division & other BMS staff that may be assigned by the Director	None
6	Actual Operation (Relief operation / Feeding Program / Medical Mission)	BMS - Relief and Coordination Division and Settlement Division	1 day	BMS Staff	Attendance, Photo documentation
7	The Client / Applicant Representative may submit the list of the beneficiaries	BMS - Relief and Coordination Division and Settlement Division	1 day	BMS Staff	Attendance
8	BMS staff will prepare an after activity report for proper documentation and Liquidation purpose	BMS - Relief and Coordination Division and Settlement Division	1 day	Chief of Division	After Activity Report and Liquidation Report
END OF TRANSACTION					



National Commission on Muslim Filipinos

FRONTLINE SERVICES

Human Resource Development Division

A. Application for Leave

Who May Avail of the Service: NCMF Personnel
Service Schedule: Mondays-Fridays (8:00A.M. - 5:00P.M.)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Form
1	Secure Application for Leave Form	Receives the document	1 minute	Jovy M. Dalaza	Leave Application Form
2	Fill-up Application	Record the leave for in the Employee's leave card	5 minutes	Jovy M. Dalaza	
3	Submit leave application	Review and initial document		Jovy M. Dalaza	
4		Forward to HRDD Chief for signature	5 minutes	HRDD Chief	
5		Release of document to the concerned employee			
END OF TRANSACTION					

B. Request for Service Record

Who May Avail of the Service: NCMF Personnel
Service Schedule: Mondays-Fridays (8:00A.M. - 5:00P.M.)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Form
1	Secure & Fill-up Request Form	Receives the document	1 minute	HRMO I	Request Form
2		Check, verify and update the service record of the requesting party	15 minutes	HRMO II	
3		Print the document, if in order	10 minutes	HRMO II	
4		Review and initial the document	5 minutes	HRMO III	
5		Forward the document to the HRDD Chief for review and signature, if found in order	5 minutes	HRDD Chief	
6		Release to employee / requesting agency	1 minutes	HRMO I	
END OF TRANSACTION					

C. Request for Certificate of Employment, Compensation and last salary received

Who May Avail of the Service: NCMF Personnel
Service Schedule: Mondays-Fridays (8:00A.M. - 5:00P.M.)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Form
1	Secure & Fill-up Request Form	Receives the document	1 minute	HRMO I	Request Form
2		Check, verify and update the service record of the requesting party	15 minutes	HRMO II	
3		Print the document, if in order	10 minutes	HRMO II	
4		Review and initial the document	5 minutes	HRMO III	
5		Forward the document to the HRDD Chief for review and signature, if found in order	5 minutes	HRDD Chief	
6		Release to employee / requesting agency	1 minutes	HRMO I	
END OF TRANSACTION					

D. Request for Identification Card

Who May Avail of the Service: NCMF Personnel
Service Schedule: Mondays-Fridays (8:00A.M. - 5:00P.M.)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Form
1	Secure & Fill-up Request Form	Receives the document	1 minute	HRMO I	Request Form
2		Reviews entries and places initial in the document, if in order	15 minutes	HRMO II	
3		Forwards the document to the ID encoder for printing	10 minutes	HRMO II	
4		Release of ID to employee	5 minutes	HRMO I	

END OF TRANSACTION

E. Processing of Terminal Leave Benefits

Who May Avail of the Service: NCMF Personnel
Service Schedule: Mondays-Fridays (8:00A.M. - 5:00P.M.)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Form
1	Submit Application for terminal leave claims with complete supporting documents	Receives and checks application with complete documents	2 minute	HRMO I	
2		Issues Office clearance (Central and Regional Office)	2 weeks	Concerned signatories	
3		Review and verify leave credits computation and the corresponding money value of the accrued leave	3 hours	HRMO III	
4		Prepares letter-request to the DBM	5 minutes	HRMO III	
5		Signature of the Secretary	2 hours		
6		Submission to the DBM	1 day	ADA V	
7		Release of SARO from the DBM	2 weeks		
8		Preparation of Voucher	5 minutes	HRMO I	
9		Processing of Voucher		FMS	
10		Payment to Claimant		Cashier	

END OF TRANSACTION