



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

CITIZEN'S CHARTER FRONTLINE SERVICES

1. Request for Certificate of Appearance

Office/ Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the Government Issued Valid ID	Receive the ID and encode	None	15 mins	Allenia M. Sultan
	Signe the Certificate of Appearance	None	3 mins	
	Release document to concerned employee/private individual	None	2 mins	
End of Transaction	Total	None	20 mins	

2. Medical and Dental Services

Office/ Division:	Administrative and Finance Division – Medical Section
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen; G2B-Government to Business; G2G- Government to Government
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Secure and fill up Patient's Index Card	Interview and assessment of illness	None	10 mins	Baimona Ambor Florabel Boloto Anharry Dianalan
	Medical and/or dental consultation	None	30 mins	Baimona Ambor Florabel Boloto Anharry Dianalan
	Referrals to government facility	None	As the need arises	
	Recording in the Registry book	None	3 mins	Fairoden Decampong
End of Transaction	Total	None	43 mins	

3. Issuance of Certificate of Tribal Affiliation/Membership

Office/ Division:	Cultural Affairs Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos

Checklist of requirement/s:	Information Sheet NBI Clearance Authenticated Certificate of Live Birth Authenticated Certificate of Marriage (if applicable) 2x2 ID Picture
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Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Secure and filling up Information Sheet	Receive information sheet with complete requirements	None	3 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Check supporting documents	None	3 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Personal interview for evaluation	None	5 mins	Omairah A. Mardan Erlinda Macud
	Encoding of applicant information and photo capturing	None	10 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
Proof reading of entries	Proof reading of entries	None	3 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Transmit to Regional Director for signature	None	3 mins	Nasser Mama Abusamad Tabao
	Release of the Certificates / documents	None	3 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
End of Transaction	Total	None	30 mins	

4. Application and Registration of Intending Hajj Program

Office/ Division:	Cultural Affairs Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	BPE Form 1 Valid Philippine Passport <i>*for those who do not have passport</i> Government Issued Valid ID NBI Clearance Authenticated Certificate of Live Birth Authenticated Certificate of Marriage (if applicable) Certificate of Tribal Membership 2x2 ID Picture

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Secure and filling up Information Sheet	Receive information sheet with complete requirements	None	5 mins	Regional Hajj Committee
	Processing of application form for transmittal to DFA for issuance of passport	None	10 mins	Regional Hajj Committee
	Preparation of Order of Payment (for accredited bank)	None	5 mins	Regional Hajj Committee

	Forward passport to Bureau of Pilgrimage and Endowment (NCMF Central Office)	None		Regional Hajj Committee
End of Transaction	Total	None	20 mins	

5. Registration for the Conduct of Shari'ah Training

Office/ Division:	Cultural Affairs Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Government Issued Valid ID Letter of Intent Transcript of Records

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	5 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Evaluation of documents	None	5 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Endorsement to BMCA	None		Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Training proper	None		Training Secretariat
End of Transaction	Total	None	10 mins	

6. Registration for the Conduct of Shari'ah Pre-Bar Review Classes

Office/ Division:	Cultural Affairs Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Government Issued Valid ID Certificate of Completion on Shari'ah Training

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	5 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Evaluation of documents	None	5 mins	Norfatma Balt Amerah Palantig Sittie Hedaya Tocalo Katrina Macabando
	Review Classes Proper	None		Review Class Secretariat
End of Transaction	Total	None	10 mins	

7. Legal Advices (Preparation of Legal Documents)

Office/ Division:	Legal Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Request Form Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	5 mins	Sarah O. Maruhom Sittielairah Masorong
	Interview the clients	None	30 mins	Sittie Ainah Diamla Moh. Jhandelver Acraman Ahmed Shedick Papandayan
	Encode request documents	None	10 mins	Sarah O. Maruhom Sittielairah Masorong
	Subscription and administering of Oath	None	5 mins	Atty. Shayma Abdullah Atty. Moh. Hussien Lucman
End of Transaction	Total	None	40 mins	

8. Legal Advices (Technical Assistance)

Office/ Division:	Legal Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Request Form Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	5 mins	Sarah O. Maruhom Sittielairah Masorong
	Interview and assessment of problem	None	30 mins	Sittie Ainah Diamla Moh. Jhandelver Acraman Ahmed Shedick Papandayan
	Provide appropriate legal advice	None	20 mins	Atty. Shayma Abdullah Atty. Moh. Hussien Lucman
	Prepare necessary legal documents	None	10 mins	Sarah O. Maruhom Sittielairah Masorong
End of Transaction	Total	None	65 mins	

9. Technical Advices on How to Seek/Claim Governmental Assistance

Office/ Division:	Socio-Economic Development Division Settlement Division Peace Building and Conflict Resolution Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Letter Request Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	5 mins	SEDD/SD/PBCRD Staff
	Interview and assessment for verification	None	15 mins	SEDD/SD/PBCRD Staff
	Preparation of recommendation/endorsement for RD's comment/approval of needed action	None	10 mins	Baimon Abbas Abdul Mohaimen Hamid Jamaloddin Muti
	Final review and assessment of recommended action made, if found in order, sign and approve the recommendation	None	10 mins	Regional Director
	Record and releasing	None	5 mins	SEDD/SD/PBCRD Staff
End of Transaction	Total	None	65 mins	

10. Filing of Complaint

Office/ Division:	Administrative and Finance Division
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen;
Who may avail:	All Muslim Filipinos
Checklist of requirement/s:	Complaint Form Government Issued Valid ID

Client Steps	Agency Action	Fees to be paid	Processing time	Person Responsible
Submit the requirements	Receive the submitted requirements	None	3 mins	Officer of the Day
	Review and evaluation	None	30 mins	Officer of the Day
	Recommendation of action taken	None	15 mins	CADOF
	Forward to the ORD for approval	None	10 mins	Officer of the Day
	Inform the client of the action take on the complaint	None	5 mins	Officer of the Day
End of Transaction	Total	None	63 mins	


ABDULNASSER P. MASORONG, JR., MD, CESE
 Regional Director