



QC BANGSAMORO AFFAIRS SERVICE

CITIZEN'S CHARTER
2025



I. MANDATE

Quezon City Bangsamoro Affairs Service (formerly Quezon City Muslim Consultative Council) was created through an Executive Order No. 4, Series of 2004, to serve as the coordinating and advisory office to the City government for the formulation of policies, plans and programs for the well-being of Muslim Filipino residents of Quezon City in conformity with existing laws and ordinances and in consonance with local and national unity and development.

II. VISION

To ensure the rights and well-being of Bangsamoro people in Quezon City. A progressive, inclusive Bangsamoro Office, guided by the principles of justice, peace, and Islamic values, where every individual has access to sustainable opportunities, quality education, and equitable resources for a harmonious and empowered society.

III. MISSION

To provide service to the Bangsamoro Communities and assist the City Government in the formulation of the policies, plans, programs, projects, and activities for the well-being of Bangsamoro in Quezon City, in order to ensure the rights and well-being of Bangsamoro people in Quezon City.

IV. LEGAL BASIS

A. 1987 Philippine Constitution: Section 17 - article XIV “The state shall recognize, respect, and protect rights of indigenous cultural communities to preserve and develop their cultures, traditions, and institutions. It shall consider these rights in the formulation of national plans and policies”.

B. Executive Order No. 36, Series of 2020, the Quezon City Bangsamoro Affairs Service (QCBAS) was created under the Office of the City Mayor.

V. SERVICE PLEDGE

The Quezon City Bangsamoro Affairs Service is firmly committed to the Code of Conduct and Ethical Standards for Public Servants and therefore promise to serve with loyalty, respect, dignity, and integrity.

We shall put people first in carrying out all of our duties and respond to their needs promptly.

We commit ourselves to offer services fairly, equitably, honestly, responsively with faith and without any bias.

We shall also ensure a high level of transparency and openness in providing accessible, accurate, and reasonable information to our people at all times.



CONTACT INFORMATION

Address: 3rd Floor, Community Center Building, Quezon
City Hall Compound, Quezon City

Contact no.: 8988-4242 local 8208 / 0917-179-3162

Email address: QCBAS@quezoncity.gov.ph

Office Hours: Monday to Friday (8:00 AM - 5:00 PM)



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COMMUNITY SERVICES



1. Maintain Bangsamoro Community Relations

Office or Division:	Public Order and Safety
Classification:	Simple
Type of Transaction:	G2P-Government or Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"> • Continuous monitoring and reporting on Peace/Order situation, illegal drug campaign, compliance to the Minimum Standard of Health Protocol; • Dialogue/ Meeting with the barangay officials, local police authorities and the Bangsamoro Communities; • Monitoring of the enforcement of Health Protocol within the communities; • Participation in the affairs of QC Peace and Order Council; • Coordinate with QCPD operating units and AFP units thru SALAM Police Unit in the conduct of operations against terrorism in Bangsamoro Communities to ensure that the Rule of Law are properly observed and Human Rights are not Violated. 	



2. Promote Anti-Illegal Drug Campaign

Office or Division:	Community Relations
Classification:	Simple
Type of Transaction:	G2P-Government or Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"> ● Organize Drug clearing projects in identified Bangsamoro Communities; ● Briefing/Orientation on Drug Clearing Project; ● Organization of BMADAG; ● Organization of BMADAG Auxiliary Team; ● Conduct of BMADAG Operations; ● Pre-Operation Phase; ● Operation Phase; ● Post-Operation Phase; ● Participate in the operations of QCADAAC. 	



3. Conduct Vocational Training and Job Placement

Office or Division:	Economic Development
Classification:	Moderate
Type of Transaction:	G2P-Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none">• Coordination with TESDA and DOLE on their livelihood training program;• Coordinate with PESO on the Job Placement;• Referral of applicants to PESO for Database;• Assist applicants for retooling and livelihood training;• Support and assist applicants for Job Placement.	



4. Assist and Promote Livelihood Program (QC Bangsamoro Marketing Cooperative & Vending Sites)

Office or Division:	Economic Development
Classification:	Moderate
Type of Transaction:	G2P-Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none">● Support the operation of the cooperative (QC Bangsamoro Marketing Cooperative) and encourage communities to join the cooperative;● Work on the project of the QC Government for the establishment of QC HALAL slaughterhouse;● Assist Bangsamoro Businesses and Vendors with concerns such as Vending sites and etc.	



5. Resettlement of Informal Settlers

Office or Division:	Resettlement and Social Services
Classification:	Moderate
Type of Transaction:	G2G - Government to Government
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none">• Support the LGU QC relocation program in coordination with HCDRD.	



6. Cultural Affairs

Office or Division:	Bangsamoro Cultural Affairs
Classification:	Moderate
Type of Transaction:	G2P - Government to Public
Who may Avail:	Bangsamoro Communities
DESCRIPTION:	
<ul style="list-style-type: none"> Monitoring of Madrasah (ALIVE) program and Private Madrasah. Sharia counseling program. Burial Assistance and monitoring/maintaining of QC/Rodriguez Islamic Cemetery. Islamic religious events (EID'L FITR, EID'L ADHA, AMUN JADEED, LAILATUL ISRA WAL-MIRAJ, MALIDUN NABI and MUHARRAM). 	



DEPARTMENT DIRECTORY

Jameel RM Jaymalin, Al-hadj

Head

Telephone no.: (02) 7978-1463-9

Email Address: jameel.jaymalin@quezoncity.gov.ph

Section	Officer Name	Office Address	Contact Information
Community Relations	Mr. Sanggakala S. Pangiran <i>Public Order & Safety</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208
Administrative	<i>Personnel/Logistic Mgt./Finance</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208
	Ms. Vina Via Buena O. Majindi <i>Communication Center</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208
Bangsamoro Economic Development	Ms. Aiza M. Mustapha <i>Economic Development</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208
Cultural Affairs and Resettlement	Mr. Mohammad Hyder A. Baganday Resettlement and Social Services	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208
Community Operation	Mr. Anwar S. Umpa	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469/ 8988-4242 loc. 8208