



BANGSAMORO AFFAIRS SERVICE

CITIZEN'S CHARTER 2022 (1ST Edition)



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 body to the City government for the formulation of policies, plans and programs for the well-being of Filipino Muslim 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.

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 the Quezon City.

IV. 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.



LIST OF SERVICES

Community Services	Page
Maintain Bangsamoro Community Relations - Support operations against terrorism in Bangsamoro Communities.	5
Promote Anti-Illegal Drug Campaign	6
Conduct Vocational Training and Job Placement	7
Promote Livelihood Program (Halal Marketing Cooperative)	8
Resettlement of Informal Settlers	9
Cultural Affairs Services	10



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 and compliance to the Minimum Standard of Health Protocol; ● Monitoring of the Enforcement of Health Protocol within the communities ● Dialogue/ Meeting with the barangay officials, local police authorities and the Bangsamoro 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:	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"> ● 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 on their livelihood training program and other government agencies;● 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 (Halal 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 (Halal 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 the Madrasah (Arabic Schools) and ALIVE program;● Sharia Counseling program;● Monitoring and maintenance of Islamic Cemetery;● Burial Service Assistance;● Assist during Islamic religious events.	

