



# BANGSAMORO AFFAIRS SERVICE

**CITIZEN'S CHARTER**  
2023 (1<sup>ST</sup> 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 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.

## **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. 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:** 3<sup>rd</sup> Floor, Community Center Building, Quezon  
City Hall Compound, Quezon City

**Contact no.:** (02) 7978-1469 / 0917-179-3162

**Email address:** [QCBAS@quezoncity.gov.ph](mailto:QCBAS@quezoncity.gov.ph)

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



## LIST OF SERVICES

<b>Community Services</b>	<b>Page</b>
Maintain Bangsamoro Community Relations .....	6
Promote Anti-Illegal Drug Campaign .....	7
Conduct Vocational Training and Job Placement .....	8
Promote Livelihood Program (Halal Marketing Cooperative) .....	9
Resettlement of Informal Settlers .....	10
Cultural Affairs Services .....	11



# 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"> <li>● Continuous monitoring and reporting on Peace/Order situation, illegal drug campaign, compliance to the Minimum Standard of Health Protocol;</li> <li>● Dialogue/ Meeting with the barangay officials, local police authorities and the Bangsamoro Communities;</li> <li>● Monitoring of the enforcement of Health Protocol within the communities;</li> <li>● Participation in the affairs of QC Peace and Order Council;</li> <li>● 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.</li> </ul>	



## 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
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"> <li>● Organize Drug clearing projects in identified Bangsamoro Communities;</li> <li>● Briefing/Orientation on Drug Clearing Project;</li> <li>● Organization of BMADAG;</li> <li>● Organization of BMADAG Auxiliary Team;</li> <li>● Conduct of BMADAG Operations;</li> <li>● Pre-Operation Phase;</li> <li>● Operation Phase;</li> <li>● Post-Operation Phase;</li> <li>● Participate in the operations of QCADAAC.</li> </ul>	



### 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
<b>DESCRIPTION:</b>	
<ul style="list-style-type: none"> <li>● Coordination with TESDA on their livelihood training program and other government agencies;</li> <li>● Coordinate with PESO on the Job Placement;</li> <li>● Referral of applicants to PESO for Database;</li> <li>● Assist applicants for retooling and livelihood training;</li> <li>● Support and assist applicants for Job Placement.</li> </ul>	





#### 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"> <li>● Support the operation of the cooperative (Halal Marketing Cooperative) and encourage communities to join the cooperative;</li> <li>● Work on the project of the QC Government for the establishment of QC HALAL slaughterhouse;</li> <li>● Assist Bangsamoro Businesses and Vendors with concerns such as Vending sites and etc.</li> </ul>	



## 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"><li>● Support the LGU QC relocation program in coordination with HCDRD.</li></ul>	



## 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"><li>● Monitoring of Madrasah (ALIVE) program.</li><li>● Sharia counseling program.</li><li>● Burial Assistance and monitoring/maintaining of QC/Rodriguez Islamic Cemetery.</li><li>● Islamic religious events (<b>EID’L FITR and EID’L ADHA</b>).</li></ul>	



## PROGRAMS

General Assembly with QC-Bangsamoro Leaders, QCPD, Joint Task Force-NCR, PESO, and QCBAS regarding Peace Order Situation in Bangsamoro Communities, Salam Police Advocacy Group, Task Force Sampaguita.  
(November 30, 2022)







Celebrating 125<sup>th</sup> National Independence Day (June 12, 2023)







Meeting with District Action Officers (May 8, 2023)



Meeting with Hon. Ronnie S. Evangelista, Mayor of Rodriguez, Rizal regarding the operation and management of QC/Rodriguez Islamic Cemetery. (May 19, 2023)







**EID'L FITR and EID'L ADHA (April 22, 2023 and June 28, 2023)**



Source: Manila Bulletin



## DEPARTMENT DIRECTORY

### Hadji Jameel RM Jaymalin

Head

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

Email Address: [jameel.jaymalin@quezoncity.gov.ph](mailto:jameel.jaymalin@quezoncity.gov.ph)

Section	Officer Name	Office Address	Contact Information
Public Order And Safety	<b>Hadji Jameel RM Jaymalin</b> <i>Public Order &amp; Safety</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469
Administrative	<b>Ms. Isabel M. Lozada</b> <i>Personnel/Logistic Mgt./Finance</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469
	<b>Ms. Ayranah A. Balindong</b> <i>Communication Center</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469
Bangsamoro Economic Development	<b>Ms. Aiza M. Mustapha</b> <i>Economic Development</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469
Cultural Affairs	<b>Mr. Sanggakala S. Pangiran</b> <i>Peace and Order</i>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469
Community Operation	<b>Mr. Anwar S. Umpa</b>	3rd floor Community Center Bldg., Quezon City Hall Compound, Quezon City	27978-1469





## SPOTLIGHT

### “The Creation of Quezon City Muslim Consultative Council (QCMC)”



The issuance of Executive Order No. 4, series of 2004, by former City Mayor Feliciano Belmonte, Jr., gave rise to the creation of the Quezon City Muslim Consultative Council, now known as the Quezon City Bangsamoro Affairs Service, as a coordinating and advisory body to the city government in the implementation and monitoring of policies, plans, programs, and activities as well as issues affecting Muslim communities in Quezon City, to ensure their rights and well-being.

### “Iftar (Breaking the fast), and Monthly Meeting of Bangsamoro Leaders with Mayor “Joy” Belmonte (April 4, 2023)”



