



Republic of the Philippines  
**Bangsamoro Autonomous Region in Muslim Mindanao**  
**OFFICE OF THE CHIEF MINISTER**

Bangsamoro Government Center, Governor Gutierrez Avenue, Rosary Heights VII, Cotabato City 9600

**MEMORANDUM**

Order No. 1189  
Series of 2024


**TO :** ALL OFFICES, SPECIAL PROGRAMS, AND ATTACHED AGENCIES  
UNDER THE OFFICE OF THE CHIEF MINISTER (OCM)  
Bangsamoro Autonomous Region in Muslim Mindanao

**SUBJECT :** SUBMISSION OF UPDATED SERVICE SPECIFICATION MATRIX

**DATE :** 22 Ramadan 1445 AH | 01 April 2024

1. All offices, special programs, and attached agencies are directed to submit a revised and signed "**Service Specification Matrix (SSM)**" anchored from the approved OCM Citizen's Charter 2023 (1<sup>st</sup> Edition) launched on 09 October 2023. The SSM shall be submitted on or before **15 April 2024** to the TMS-Planning and Management Division (PMD).
2. The submission of revised SSM is consistent with the Internal Quality Audit (IQA) Team's findings on OCM offices' internal procedures, as required by ISO 9001:2015 standards. Non-submission of updated SSM within the prescribed period is tantamount to "*no revision.*"
3. For submission, questions and/or other clarifications, please contact the TMS-PMD at (064) 442-5463 or email at [tmsplanning@bangsamoro.gov.ph](mailto:tmsplanning@bangsamoro.gov.ph).

For compliance.

  
**ABDULLAH M. CUSAIN**  
Assistant Senior Minister  
Officer-In-Charge  
Office of the Senior Minister

OCM-BARMM AMS-RD  
AAA159324



Bangsamoro Autonomous Region in Muslim Mindanao	
Office of the Chief Minister	
OFFICE OF THE SENIOR MINISTER	
<b>RELEASED</b>	
Name:	ABDUL AZIS LU ALI
Date:	03 APR 2024 Time: 9:20 AM

Bangsamoro Autonomous Region in Muslim Mindanao	
OFFICE OF THE CHIEF MINISTER	
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**RECEIVED FOR ROUTING**  
By: Masnah K. Midtimbang  
Date: 03 APR 2024  
Time: 9:21 AM



## Service 1: **Name of Service**

Service information:

<b>Office or Division:</b>				
<b>Classification:</b>				
<b>Type of Transaction:</b>				
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIB LE
TOTAL PROCESSING TIME				