

## CFO CITIZEN'S CHARTER (NAIA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Registration of Emigrants Exempted from PDOS (Senior Citizens and Emigrants aged 12 and below) and those who are not aware of the CFO Programs and services, those visa issued overseas, Filipino spouses, fiancé (e) s and partners of foreign nationals with GCC</b>
Clients :		Residents /immigrants/emigrants who stayed in the destination country for an aggregate of two months
Requirements	:	Visa class and category, registration and attendance to Guidance and Counseling Certificate (for Filipino spouse and partner of foreign national or former Filipinos)
Fees	:	Php 400*
Schedule of Availability of Service	:	<b>Mondays to Fridays – 05:00 AM to 12:00 AM, CFO NAIA Terminals 1,2 and 3</b>
Release time	:	3 minutes
How to avail of the Service	:	personal receipt of Emigrant sticker affixed to the passport

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Present their registration requirements to CFO NAIA terminal 1, 2 and 3.	Receive requirements and release forms	NAIA frontline officer Client	NAIA 1,2 and 3 CFO Desks	Maximum of 1 min	Per registrant
Step 2	Submit accomplished forms and pay registration fee of 400 PHP	Frontliner will verify online registration for exempted, receives the passport and visa and for printing of sticker	NAIA frontline officer Client	NAIA 1,2 and 3 CFO Desks	1 min	Per registrant
Step 3	Receive Emigrant sticker	Issue passport with Emigrant sticker	NAIA frontline officer Client	NAIA 1,2 and 3 CFO Desks	1 min	Per registrant

*\*Not applicable for Filipino spouse and partner of foreign national or former Filipinos with CFO GCC*

Reference: MIED Manual of Operations and Citizen Charter 2018

**CFO CITIZEN'S CHARTER (NAIA)**

- Division : Migrant Integration and Education Division-Manila
- Service : **Client Satisfaction Survey Administration**
- Clients : Pre-Departure Orientation Seminar: Permanent/Immigrant Visa holders (20 to 59 years old), Peer Counseling Program attendees (13 to 19 years old), Spouses and Other Partners of Foreign Nationals, Au Pair Visa holders, Clients requesting for Assistance, General public accessing 1343 Actionline, Foreign visitors, local and international partners
- Requirements : Provide valid ID, visa class and category, marital documents, online reservation and registration and attendance to pre-departure seminar
- Fees : Php 0
- Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM, **CFO Main Office**
- Release time : 30 minutes
- How to avail of the Service : e-mail, call or personally relayed to clients

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Administer MIED CSS Forms in every service rendered or program implemented	Regular administration MIED CSS Forms	Client PACO Chief Coordinators Frontline officer			
Step 2	NAIA personnel refers to the MIED chief or the coordinators for appropriate action Complaints, commendations and concerns	PACO decides on the case thru the assistance of the MIED chief and coordinators	Client PACO Chief Coordinators Frontline officer	5 <sup>th</sup> floor	Maximum of 30 minutes	
Step 2	Conduct corrective actions. Submit final result of corrective action to the Top Management for those complaints and recommendations.	Chief of MIED reports regularly (monthly thru EXECOM the consolidated feedback form including those needed corrective action	Chief Coordinators Frontline officer	5 <sup>th</sup> floor 8 <sup>th</sup> floor (OED) and AFD	Monthly	

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
	Report to the management on monthly basis consolidated data on the feedback forms for different frontline services					

Reference: MIED Manual of Operations and Citizen Charter 2018

