

**CFO CITIZEN’S CHARTER (MANILA)**

Division : Migrant Integration and Education Division-Manila  
 Service : **Public Assistance and Complaint Desk**  
 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	PACO refers to the MIED chief or the coordinators for appropriate action 30 minutes	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	Depends on the nature of concerns (if it will require referral to other agencies ATN and 1343 referral flow must be observed)

Reference: MIED Manual of Operations and Citizen Charter 2018

## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Registration of Emigrants (Permanent/Immigrant Visa Holders)</b>
Clients	:	Pre-Departure Orientation Seminar: Permanent/Immigrant Visa holders (20 to 59 years old), Peer Counseling Program attendees (13 to 19 years old)
Requirements	:	Provide valid ID, visa class and category, online reservation and registration and attendance to pre-departure seminar
Fees	:	Php 400
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	1 hour and 35 minutes
How to avail of the Service	:	Passports released personally, attendance to PDOS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave ID, present digital reservation, obtain visitor's pass and queuing number.	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of <b>1 min</b>	Per registrant
Step 2	When number is called, proceed to the designated window for verification of requirements	Frontline will verify online registration data	Frontline officer Client	Ground floors Registration area	<b>2 mins.</b>	Per registrant
Step 3.	Pay registration fee.	Cashier issue receipt/s and receive verified documents and passport	Cashier	Ground floors Registration area	<b>2 mins</b>	Per registrant
Step 4.	Attend PDOS and receive passport with CFO registration sticker immediately after the session.	Implement PDOS for a maximum time of 1 hour and 30 minutes and issue passport with CFO sticker	PDOS officer Verifier/ frontliners Officer assigned to GCC and Sticker and printing	2 <sup>nd</sup> floor PDOS room	<b>1hr 30 mins.</b>	

Reference: MIED Manual of Operations and Citizen Charter 2018

## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Spouses and other partners of foreign nationals without GCC certificate</b>
Clients :		Spouses and other partners of foreign nationals or former Filipino citizens
Requirements	:	Provide valid ID, visa class and category, online reservation and registration and attendance to Guidance and Counseling Program
Fees	:	Php 400
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	2 hours and 5 minutes
How to avail of the Service	:	Attendance to GCP and personal receipt of GCC

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave valid Id, present reference number and receive visitor's pass and proceed to the 3 <sup>rd</sup> floor	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of <b>1 min</b>	Per registrant
Step 2	Present counseling requirements for verification and picture taking	Frontliner will verify online registration for GCP and take GCC picture/photo	Frontline officer Client	3 <sup>rd</sup> floor GCP Counter	<b>2 mins.</b>	Per registrant
Step 3.	Pay registration fee. a. AM – after the session b. PM – before the session	Cashier issue receipt/s and receive verified documents and passport	Cashier	Ground floor	<b>2 mins</b>	Per registrant
Step 4.	Attend the GCP session and receive the CFO Guidance and Counseling Certificate	Implement GCP for maximum of 2 hours and issue CFO Guidance and Counseling Certificate	Guidance Counselor/Facilitator Verifier/ frontliners Officer assigned to GCC printing	3 <sup>rd</sup> floor counseling rooms	<b>2 hours</b>	

Reference: MIED Manual of Operations and Citizen Charter 2018

## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Spouses and other partners of foreign nationals with visa and GCC certificate</b>
Clients :		Spouses and other partners of foreign nationals or former Filipino citizens
Requirements	:	Provide valid ID, visa class and category, online reservation and registration and attendance to Guidance and Counseling Program
Fees	:	Php 0
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	3 minutes
How to avail of the Service	:	Attendance to GCP and personal receipt of GCC

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave valid ID, secure queuing number and receive visitor's pass	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of <b>1 min</b>	Per registrant
Step 2	Present CFO Guidance and Counseling Certificate and immigrant/spouse/partner visa	Frontliner will verify online registration for GCP, receives the passport, visa and GCC for printing of sticker	Frontline officer Client	Ground floor	<b>1 min.</b>	Per registrant
Step 3	Receive Emigrant sticker	Issue passport with Emigrant sticker and GCC (return) at releasing area	Verifier/ frontliners Officer assigned to GCC printing	Ground floor	<b>1 min.</b>	Per registrant

Reference: MIED Manual of Operations and Citizen Charter 2018

## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b><u>Registration of Filipino Au Pairs to Europe</u></b>
Clients	:	Au Pair visa holders for Europe
Requirements	:	Provide valid ID, visa class and category, online reservation and registration, presentation of authenticated contract, and Attendance to Country Familiarization Seminar
Fees	:	Php 400
Schedule of Availability of Service	:	<b>Wednesday and Thursdays – 02:00 PM to 05:00 PM, CFO Main Office</b>
Release time	:	2 hours and 35 minutes
How to avail of the Service	:	Passports released personally, attendance to Country Familiarization Seminar (CFS)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave ID, present digital reservation, obtain visitor's pass and queuing number.	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of <b>1 min</b>	Per registrant
Step 2	When number is called, proceed to the designated window for verification of requirements	Frontline will verify online registration data	Frontline officer Client	Ground floors Registration area	<b>2 mins.</b>	Per registrant
Step 3.	Pay registration fee.	Cashier issue receipt/s and receive verified documents and passport	Cashier		<b>2 mins</b>	Per registrant
Step 4.	Attend CFS and receive passport with CFO registration sticker immediately after the session.	Implement CFS for a maximum time of 3 hours and issue passport with CFO <i>Au pair</i> sticker	PDOS officer Verifier/ frontliners Officer assigned to GCC and Sticker and printing		<b>2 hours and 30 minutes</b>	

Reference: MIED Manual of Operations and Citizen Charter 2018

## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Registration of Emigrants Exempted from PDOS (Senior Citizens and Emigrants aged 12 and below)</b>
Clients	:	Senior Citizens Emigrants aged 12 and below Residents /immigrants/emigrants who stayed in the destination country for an aggregate of two months
Requirements	:	Provide valid ID, visa class and category, online reservation and registration
Fees	:	Php 400
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	6 minutes
How to avail of the Service	:	Personal Appearance or authorized or Proxy/representative for minor and senior citizen

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave valid Id, present reference number and receive visitor's pass	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of 1 min	Per registrant
Step 2	When number is called proceed to designated window for verification of registration requirements (Senior citizen, PWD, pregnant at priority lane/counter 1)	Frontliner will verify online registration for exempted, receives the passport and visa and for printing of sticker	Frontline officer Client	Ground floor	2 min.	Per registrant
Step 3	Pay registration fee	Receive payment	Cashier	Ground floor	2 mins	Per registrant
Step 4	Receive Emigrant sticker	Issue passport with Emigrant GCC (return) at releasing area	Verifier/ frontliners Officer assigned to GCC printing	Ground floor	1 min	Per registrant

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

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Guidance and Counseling Program (IN-DEPTH COUNSELING)</b>
Clients :		Spouses and other partners of foreign nationals or former Filipino citizens
Requirements	:	Provide valid ID, visa class and category, online reservation and registration and attendance to Guidance and Counseling Program
Fees	:	Php 0
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	1 hour and 5 minutes
How to avail of the Service	:	In-depth Counseling Session

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave valid Id, present referral slip and proceed to the 3 <sup>rd</sup> floor.	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of 1 min	Per registrant
Step 2	Sign follow-up counseling logbook for time in and out		Frontline officer Client	Ground floor	1 mins	Per registrant
Step 3	Undergo short-term/brief individual, family or group counseling.  Receives other counseling services such as, referral for psychological testing, medical consultation, information, legal aid or assistance, among others.	Implement GCP for maximum of 1 hour	Guidance Counselor/Facilitator Verifier/ frontliners Officer assigned to GCC printing	3 <sup>rd</sup> floor counseling rooms	1 hour	Per counselee
Step 4	If further intervention needed, receive updated referral slip  If finish with the program. receives the GCC after the follow-up session.	Issue updated referral slip or issue GCC	Counselor/Facilitator Verifier/ frontliners Officer assigned to GCC printing		2 mins	

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

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Assistance-to-National and 1343 Process Flow</b>
Clients :		Spouses and other partners of foreign nationals or former Filipino citizens
Requirements	:	Provide valid ID, visa class and category, online reservation and registration and attendance to Guidance and Counseling Program
Fees	:	Php 0
Schedule of Availability of Service	:	<b>Mondays to Fridays – 08:00 AM to 05:00 PM, CFO Main Office</b>
Release time	:	1 hour and 31 minutes
How to avail of the Service	:	Assistance-to-National

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Leave valid, received client pass and proceed to the 5 <sup>th</sup> floor.	Guard and PACO will issue client pass	Client PACO Guard Frontline officer	Ground floor	Maximum of 1 min	Per registrant
Step 2	Receive call from Case officer within 24 hours for schedule appointment at CFO (if request was received thru call, letter or e-mail)  Proceed to intake interview, after receipt of client pass from the guard/PACO proceed to the 5 <sup>th</sup> floor (if walk-in)	Intake interview	Case officer Client Other agencies/stakeholders Counselor	5 <sup>th</sup> floor	Intake interview (1 hour and 30 minutes)  Response time 12 hours upon receipt	Per ATN
Step 3	Receive assistance after the intake interview and assessment of the case officer (request for information/advice, recuse or emergency and referral to government agencies for specific requests)	Referral of case or provide advice or information to the clients	Case officer Client Other agencies/stakeholders Counselor	3 <sup>rd</sup> floor counseling rooms	Intake interview (1 hour and 30 minutes)  Response time 12 hours upon receipt	Per ATN
Step 4	Receive feedback (e-mail, call or letter) on the status of the request for assistance every after 2 days (if not yet resolved)	Follow-up other agencies handling the case and update monitoring sheets and the clients every after two days.	Case officer Client Other agencies/stakeholders		Every 2 days update	Per ATN



## CFO CITIZEN'S CHARTER (MANILA)

Division	:	Migrant Integration and Education Division-Manila
Service	:	<b>Client Satisfaction Survey Administration</b>
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, <b>CFO Main Office</b>
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	PACO 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.  Report to the management on monthly basis consolidated data on the feedback forms for different frontline services	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	



