

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Document Control**
 Clients : Filipino Emigrants and General Public
 Requirements : Email Account, Computer, Internet Connection

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 8:00 AM to 5:00 PM

Release time : Within 4 hours
 How to Avail of the Service : Through the email or courier/messengerial

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Send document to CFO via email (info@cfo.gov.ph) or courier/messengerial					
Step 2		Print and attach routing slip	Concerned AFD personnel	AFD Office (Citigold Center II)	1 hour	
Step 3		Submit incoming documents to OED requiring the Management's decision or instructions	Concerned AFD personnel	OED – CFO	30 minutes	
Step 4		Submit other incoming communication to AFD Director (not requiring decision of Management) for assignment to division concerned and further instructions	Concerned AFD personnel	AFD Office (Citigold Center II)	30 minutes	
Step 5		Receive and record incoming documents from AFD Director	Concerned AFD personnel	AFD Office (Citigold Center II)	1 hour 30 minutes	
Step 6		Forward communication with instructions from the AFD Director to the division/s concerned	Concerned AFD personnel	CFO - Main	30 minutes	

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Processing of Disposal of Valueless Records
Clients	: CFO Employees (active)
Requirements	: Computer, paper, storage
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 8:00 AM to 5:00 PM
Release time	:
How to Avail of the Service	: Submission of the CFO Turn-over List and Storage/Disposal Form

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY	REMARKS
Step 1	Submit the accomplished CFO Turn-over List and Storage/ Disposal Form to CFO Records Officer together with the valueless records for disposal		Concerned division	Work station (CFO Main) to AFD Office (Citigold Center II)	10 mins to 1 hour (depending of the volume of records to be disposed)	
Step 2		Check the list of turn-over records and validate its retention period against the NAP General Records Disposition Schedule and the CFO approved Records Disposition	CFO Records Officer	AFD Office (Citigold Center II)	5 days	
Step 3		Consolidate the records and accomplish the NAP Form No. 3 (Request for Authority to Dispose Form) and prepare transmittal letter to National Archives of the Philippines	CFO Records Officer	AFD Office (Citigold Center II)	7 days	
Step 4		Sign the NAP Form No. 03 and the transmittal letter to NAP requesting for the agency's disposal of valueless records	AFD Director	AFD Office (Citigold Center II)	2 mins	
Step 5		Facilitate the submission of the request to National Archives of the Philippines and do follow up for approval of the NAP	CFO Records Officer	AFD Office (Citigold Center II)	1 day	

* Assuming all signatories and approving authority are present.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : AFD
 Service : **Request for Administrative Records**
 Clients : CFO Employees (active)
 Requirements : Computer, internet connection, access to ARIS

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 8:00 AM to 5:00 PM

Release time : Within 26 minutes from receipt of request*
 How to Avail of the Service : through the Information System

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY	REMARKS
Step 1	File request for Admin Records (e.g. certificate of employment, service records, pay slip, etc.) in the Administrative Request Information System (ARIS)		Concerned employee	Work station (CFO Main) CFO Extension in Cebu	5 mins.	
Step 2		Review and approve/disapprove request as appropriate.	AFD Director	AFD Office (Citigold Center II)	3 mins.	
Step 3		Gather data, prepare and print requested document/s	HR Officer	AFD Office (Citigold Center II)	10 mins.	
Step 4		Sign requested documents	AFD Director	AFD Office (Citigold Center II)	3 mins	
Step 5		Issue requested documents to concerned employee/s	HR Officer	AFD Office (Citigold Center II)	5 mins.	AFD shall retain acknowledgment receipt with satisfaction survey form

* Assuming all signatories and approving authority are present.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Hiring of employees
Clients	: CFO Personnel from Various Divisions
Requirements	: Memorandum from the Division requesting for additional staff;
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Turnaround time	: 13 days and 12 hours
How to Avail of the Service	: Through the Submission of the Required Documents

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	The Division Chief concerned will issue Memorandum for Request for Personnel and submit it together with the approved Job Profile to HR			AFD -CFO		
Step 2		Publish or post vacant positions through: CFO website, Social Media Channels	AFD HR Officer	AFD -CFO	11 days	Mandated by CSC
Step 3	Submit required documents for evaluation: <ul style="list-style-type: none"> • Curriculum Vitae • Application letter • TOR • Diploma 	Accept applications for vacancy thru HRIS. Evaluate credential of applicants against the CSC prescribed QS for the position applied for. Conduct assessment of credentials, background check.	AFD HR Officer	AFD-CFO	2 days	
Step 4		Administer Preliminary Examination/Personality Test/Scoring of Examination.	AFD HR Officer	AFD -CFO	5 hours	
Step 5		Conduct Panel Interview to evaluate and determine the degree of competency and qualifications of applicants. Deliberate on results and HR to prepare Recommendation to the Appointing Authority (AA)	Personnel Selection Broad / AFD HR Officer	AFD -CFO	6 hours	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 6		Assess merits of the Board's recommendation and select the employee who is best qualified for the position being applied for.	Appointing Authority	OED - CFO		
		Post /Announce hiring of new employees, forward pre-employment requirements and prepare contract	AFD HR Officer	AFD - CFO	1 hour	

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Promotion of employees**
 Clients : CFO Personnel from Various Divisions
 Requirements : Memorandum from the
 Division endorsing the employee for promotion; IPCR; PDS

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : 14 days and 6 hours
 How to Avail of the Service : Through the Submission of the Required Documents

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1		Publish or post vacant positions through: CSC Bulletin of Vacant Positions, CFO Bulletin Boards, Issue Memorandum to all CFO employees and CFO Website	AFD HR Officer	AFD -CFO	11 days	Mandated by CSC
Step 2	The Division Chief concerned will issue Memorandum endorsing personnel for promotion			AFD -CFO		
Step 3		The PSB shall evaluate the nomination made by the Division Head and forwards the same to the Personnel Officer. Identify other employees within the CFO who are deemed competent or next-in-rank for promotion but not nominated by the Division Head. Submit line-up to the PSB for final evaluation	PSB Chairperson / AFD HR Officer	AFD-CFO	1 day	
Step 4		Conduct Panel Interview to evaluate and determine the degree of competency and qualifications of applicants. Deliberate the result and the HR to prepare Recommendation to the Appointing Authority (AA)	Personnel Selection Broad / AFD HR Officer	AFD –CFO	6 hours	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 5		Assessment of the merits of the Board's recommendation and select the employee who is best qualified for the position being applied for.	Appointing Authority	OED - CFO		
		Prepare Appointment Paper, have it signed by the Appointing Authority. Announcement of promotion shall be posted/emailed by the Head of AFD for information of everyone. Submit signed appointment paper/s to CSC for validation.	AFD HR Officer	AFD - CFO	2 days	

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division
 Service : **Respond to Clients Inquiries through Telephone/PABX**
 Clients : Emigrants and General Public
 Requirements : PABX, Computer, Internet Connection

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 8:00 AM to 5:00 PM

Release time : Within 1 minute
 How to Avail of the Service : Through the PABX and CFO Trunkline 5524700

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY	REMARKS
Step 1	Client inquires about CFO processes through telephone					
Step 2		Receive call from client	AFD Telephone Operator	AFD Office (Citigold Center II)	10 seconds	
Step 3		Give answer / solution to client inquiry/concern	AFD Telephone Operator	AFD Office (Citigold Center II)	30 seconds	
Step 4		Document call details (name and contact number) for records purposes	AFD Telephone Operator	AFD Office (Citigold Center II)	20 seconds	
Step 5		Submit a daily log/report of calls taken to the AFD head		AFD Office (Citigold Center II)		AFD shall retain the daily log/report of calls

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Request for Transportation Services**
 Clients : CFO Personnel from Various Divisions
 Requirements : Computer Desktop, Administrative Request Information System Computer Program, Internet Connection

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : 17.5 minutes in acknowledging and scheduling the driver assigned
 How to Avail of the Service : Through ARIS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	File request for transportation services in the Administrative Request Information Systems (ARIS)	Receive, review and approve /disapprove request as appropriate	AFD Head	AFD -CFO	7.5 minutes	2.5 minutes for the filing of request/ 5 minutes for the endorsement and approval
Step 2	Wait for decision/endorsement from AFD	Assign to Dispatching Officer	AFD Head / AFD Dispatching Officer	AFD -CFO	5 minutes	AFD shall retain the minimum required document: Vehicle Dispatch Form
Step 3		Determine vehicle and driver to be assigned. Dispatcher shall inform the requesting party afterwards via email or telephone.	AFD Dispatching Officer	AFD -CFO	5 minutes	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Processing for Training/Scholarship Application**
 Clients : CFO Personnel from Various Divisions
 Requirements : Memorandum from the Division endorsing the attendance in the training; Learning Action Plan; Training Invitation; Draft Office Order

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : 5 days and 5 hours
 How to Avail of the Service : Through the Submission of the Required Documents

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1		Determine the relevance of training offer/s to CFO	AFD Training Officer	AFD -CFO	1 hour	
Step 2		Identify and invite divisions to nominate staff to the program	AFD Training Officer	AFD -CFO	4 hours	
Step 3	Submit required documents for review of the AFD: <ul style="list-style-type: none"> • Memorandum from the Division endorsing the attendance in the training • Learning Action Plan • Training Invitation • Draft Office Order 	Select and recommend nominees to the program using the CFO internal selection procedure (including the availability of budget and alignment in the CFO L&D Plan)	Head of Agency / Division Heads	AFD/OED - CFO	2 days	
Step 4		Conduct pre-qualification to ensure that each nominee meets the minimum requirements of the training program being offered.	AFD Training Officer	AFD -CFO	2 days	
Step 5		Prepare necessary documents needed for the training (i.e. memorandum for training, office order, service contract, check payment)	AFD Training Officer	AFD -CFO	1 day	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Administrative and Finance Division (AFD)
Service	:	Equipment Barrowing Request Services
Clients	:	CFO Personnel from Various Divisions
Requirements	:	Computer Desktop, Administrative Request Information System Computer Program, Internet Connection
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Turnaround time	:	18 minutes in acknowledging and Issuance of Equipment
How to Avail of the Service	:	Through ARIS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	File request for supplies emergency Equipment Barrower Request in the Administrative Request Information Systems (ARIS)		Concerned Employees (End-User)	AFD -CFO	5 minutes	
Step 2		Receive, review and approve /disapprove request as appropriate	AFD Director	AFD -CFO	3 minutes	
Step 3	Release the Equipment and issue appropriate gate pass	Determine equipment to be issued and prepare appropriate gate pass to be signed by the AFD director.	Supply Officer	AFD –CFO	10 minutes	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Processing for On-the-Job Training Application
Clients	: Students from Various Universities
Requirements	: Endorsement letter from the School; Memorandum of Agreement between the School and CFO; 2x2 ID Picture
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Turnaround time	: 5 working days
How to Avail of the Service	: Through the Submission of the Required Documents

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1		Publish or post On-the-Job Training opening through: a. CFO Website b. Partnership with Schools/Universities c. CFO Social Media Channels	AFD Training Officer	AFD -CFO	1 hour	
Step 2	Submit required documents for review of the AFD: <ul style="list-style-type: none"> • Endorsement letter from the school • Memorandum of Agreement between CFO and partner school • 2x2 ID Picture Attend preliminary interview with the Training Officer	Accept applications for the positions thru fax, E-mail, courier, or delivery. Evaluate credential of OJT applicants against the internship requirements of each division. Conduct preliminary interview to validate information provided by the students.	AFD Training Officer	AFD -CFO	1 day	
Step 3	Attend interview with Division Head	Conduct additional interviews with the applicant/s	Heads of Division	AFD/OED -CFO	1 day	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 4		Check the completeness of pre-training requirements submitted by the students.	AFD Training Officer	AFD -CFO	1 hour	
Step 5		Prepare the Memorandum for the Chairperson on the approval of Internship application to be endorsed by the AFD Head	Head of Agency / AFD Head / Training Officer	AFD -CFO	2 hours	
Step 6		Upon approval of the Memorandum for the Chairperson, the Training Officer shall inform the students of the Orientation Schedule	AFD Training Officer	AFD -CFO	2 hours	
Step 7		Prepare OJT Identification Cards and OJT Memorandum of Agreement (MOA) from CFO.	AFD Training Officer	AFD -CFO	4 hours	
Step 8	Attend pre-training orientation	Orient OJT students about CFO policies and Internship procedures. Endorse students to their Division Assignments after the orientation.	AFD Training Officer	AFD -CFO	4 hours	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Request for Messengerial Services
Clients	: CFO Personnel from Various Divisions
Requirements	: Computer Desktop, Administrative Request Information System Computer Program, Internet Connection
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Turnaround time	: 15 minutes in acknowledging and scheduling time/day of dispatch
How to Avail of the Service	: Through ARIS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	File request for messengerial services in the Administrative Request Information Systems (ARIS)	Receive, review and approve /disapprove request as appropriate	AFD Head	AFD -CFO	10 minutes	5 minutes for the filing of request/ 5 minutes for the endorsement and approval
Step 2	Submit documents to AFD	Receive documents and endorse to Dispatching Officer	AFD Records Officer	AFD -CFO	5 minutes	AFD shall retain the minimum required document: Certification of Messengerial Service
Step 3		Dispatch document based on the daily messengerial schedule	AFD Liaison Officer	AFD -CFO	Varies	Time may vary depending on destination of letter/package.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Emergency Request for Supplies**
 Clients : CFO Personnel from Various Divisions
 Requirements : Computer Desktop, Administrative Request Information System Computer Program, Internet Connection

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : 20 minutes in acknowledging and Issuance of Supplies
 How to Avail of the Service : Through ARIS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	File request for supplies emergency request in the Administrative Request Information Systems (ARIS)	Receive, review and approve /disapprove request as appropriate	Concerned Employees (End-User) / AFD Head	AFD -CFO	7 minutes	2 minutes for the filing of request/ 5 minutes for the endorsement and approval
Step 2		Print the approved form and prepare the items requested. Supply Officer shall inform the requesting party and issue item/s to the end-user	Supply Officer	AFD -CFO	10 minutes	AFD shall retain the minimum required document:
Step 3		File receiving copy for future recording and reference.	Supply Officer	AFD -CFO	3 minutes	

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Procurement Process through Public Bidding of Goods and Services**
 Clients : CFO Personnel from Various Divisions
 Requirements : Computer Desktop/Office Supplies/ Internet Connection, Telephone connection

Fees : Cost of Bidding Documents as specified in the BD's
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : Maximum Period 45 Calendar Days
 How to Avail of the Service : Through Public Bidding

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Prepare and submit Purchase Request for Items for Procurement (worth PhP1,000,000 and above)	Review and approve/disapprove request for procurement	AFD Division Head and CFO Head of Agency	AFD -CFO	1 day	
Step 2		Prepare Invitation to Bid (ITB) and Bidding Documents (Bid Docs)	BAC, BAC Secretariat, TWG, Consultant and End User	AFD -CFO	1 day	
Step 3		Convene TWG or BAC Meeting or pre-procurement conference to determine readiness to review all specifications based on the requirements of the End-User, and to review Invitation to Bid and Bid Docs. Approve the Invitation to Bid and Bid Docs and scheduled for Posting	BAC Secretariat	AFD -CFO	1 day	
Step 4		Advertise/Posting of the Invitation to Bid, It is the signal that the bidding documents is available to the prospective bidders to be posted in	BAC Secretariat	AFD -CFO	7 calendar days	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
		the PhilGEPS website, CFO website and Conspicuous Place				
Step 5		Conduct Pre-Bid conference to discuss with prospective bidders the different aspects of the project, specification, and for bidders to raise concerns or clarification on the requirements, terms, condition and specification in the bidding documents.	BAC, BAC Secretariat, TWG, Consultant, End User and Prospective Bidders	AFD -CFO	At least 12 calendar days before the deadline for bid submission	
Step 6		Submission, Opening of Bids and Initial Evaluation/Post Qualify the Bid Proposal. Bidders must submit their bid and prepared for the meeting for the opening of bids to validly and legally check the documents submitted by the bidders. Conduct a post qualification to the LCB that complies with a minimum requirements set by the BAC.	BAC, BAC Secretariat, TWG, Consultant, End User and Prospective Bidders	AFD -CFO	1 day	
Step 7		Sign the Post-Qualification Report Forward the Post Qualification Report to BAC Chairperson for review and for Signed.	BAC members	AFD -CFO	2 days	
Step 8		Convene BAC to discuss Post Qualification Report and make appropriate recommendation to the Head of Agency.	BAC member	AFD -CFO	1 day	
Step 9		Prepared BAC Resolution, for the recommendation to Award the Contract and Purchase Order (PO) served as a contract for the supplier to deliver the items on a specific	BAC Secretariat	AFD -CFO	1 day	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
		quantities with terms and condition and Notice of Award				
Step 10		Route the BAC Resolution for signing by the BAC members	BAC members	AFD -CFO	2 days	
Step 11		Prepare Purchase Order/ Contract for the review on the Bids and Award Committee	BAC Secretariat	AFD –CFO	1 day	
Step 12		Submit the Contract to the Head of Agency for the approval.	BAC members, Accountant and Head of Agency	AFD –CFO	1 day	
Step 13		Forward the signed contract to the Winning Bidder/Supplier and Supplier return the notarized and signed contract.	BAC Secretariat	AFD –CFO	3 days	
Step 14		Prepare Notice to Proceed and route to the Head of Agency for signature and Issud to the successful bidder together with the approved contract.	BAC Secretariat	AFD –CFO	3 Calendar days from the date of approval	
Step 15		Monitor compliance/implementation of contract by supplier.	Winning bidder/Supplier	AFD –CFO		
Step 16	Receive and inspect items purchased	Inspect goods/items delivered and issue to requesting division	Supply Officer	AFD –CFO		

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division (AFD)
 Service : **Procurement Process for Alternative Mode without Posting/Bidding**
 Clients : CFO Personnel from Various Divisions
 Requirements : Computer Desktop/Office Supplies/ Internet Connection, Telephone connection

Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Turnaround time : 5 working days
 How to Avail of the Service : Through ARIS

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Prepare Purchase Request with complete specification of items being requested.	Review and approve/disapprove Purchase Request based on approved Annual Procurement Plan (APP) and availability of funds	AFD Division Head	Other CFO Division	45 minutes	
Step 2		Forward the Purchase Request to BAC Chairperson for approval	BAC Chairperson	AFD -CFO	30 minutes	
Step 3		Forward/farm-out the RFQ to prospective suppliers/providers and follow-up response	BAC Secretariat	AFD -CFO	2 days	
Step 4		Coordinate with the BAC TWG for the opening and evaluation of quotations submitted	BAC Secretariat	AFD -CFO	Half day	
Step 5		Open submitted quotations in the presence of BAC member/s and end-user. Discuss specifications and requirements, and decide to recommend the award	BAC Secretariat/TWG	AFD -CFO	1 hour	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 6		Prepare Abstract of Canvass and route for signature of BAC members	BAC Secretariat/TWG	AFD -CFO	1 hour	
Step 7		Forward the Abstract of Quotation to BAC Chairperson	BAC Secretariat	AFD -CFO	Half day	
Step 8		Approve and sign Abstract of Quotation	BAC Chairperson	AFD -CFO		
Step 9		Prepare Purchase Order (PO) which will serve as a contract for the supplier to deliver the items	BAC Secretariat	AFD -CFO	1 hour	
Step 10		Route the Purchase Order for signature by the accountant as to fund availability, and by the Head of Agency together with BAC Resolution for approval to award the contract.	BAC member, Accountant and Head of Agency	AFD -CFO	1 day	
Step 11		Forward the Purchase Order to the supplier for signature (conforme) of supplier signifying latter's approval to the terms set by agency (procuring entity).	BAC Secretariat	AFD -CFO	Half day	
Step 12	Receive and inspect items purchased	Inspect items delivered and issue to end-user (requesting division)	Supplier/Provider	AFD -CFO		Time may vary depending on terms and condition stated in the Purchase Order.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division
Service	: Processing of Claims through Petty Cash Fund
Clients	: CFO Employee
Requirements	: Petty Cash Voucher with attached supporting documents
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	: After approval of Admin and Finance Head

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
	Make a request and submit Petty Cash Voucher (signed by Division Head) with attached supporting documents to AFD		CFO employee	AFD-Citigold Bldg I & Bldg II		
Step 1		Acknowledge and receive request and endorse to AFD Head for approval	Records Officer	AFD-Citigold Bldg II	5 minutes	
Step 2		Head of AFD will approve and sign Petty Cash Voucher and return to Records Officer	Head of Administrative and Finance	AFD-Citigold Bldg II	5 minutes	
Step 3		Release Cash A. Receive approved Petty Cash Voucher from Records Officer B. Review supporting Documents C. Record to Petty Cash Fund Register	Petty Cash Custodian	AFD-Citigold Bldg II	5 minutes	Depend on the availability of funds.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division
Service	: Processing of Terminal Leave Benefits
Clients	: Resigned CFO Employee
Requirements	: Clearance form with attached supporting documents as required by HR
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	: 2 days after receipt of documents from HR

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
	Make a request for the release of Terminal Leave Benefits		Resigned CFO employee and Records Officer	AFD-Citigold Bldg I & Bldg II		
Step 1		The Accounting Assistant will acknowledge received documents from the Records Officer, and prepare Disbursement Voucher (DV)	Accounting Assistant	AFD-Citigold Bldg II	5 minutes	
Step 2		The Budget Officer will acknowledge Disbursement Voucher with supporting documents from the Accounting Assistant and prepare Obligation Request (OR) to obligate the Terminal Leave of Resigned Employee	Budget Officer	AFD-Citigold Bldg II	3 minutes	
Step 3		The Accounting Assistant will record the DV with OR to Check Disbursement Journal and prepare Journal Entry Voucher, then endorse to the Accountant for review and verification	Accounting Assistant and Accountant	AFD-Citigold Bldg II	15 minutes	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Step 4		The Disbursing Officer will prepare Check or List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA), Advice of Check Issued and Cancelled, Summary of LDDAP-ADA Issued and Invalidated Entries (SLIIE) using the Electronic Modified Disbursement System (EMDS) of Landbank (LBP)	Disbursing Officer/Cashier	AFD-Citigold Bldg II	10 minutes	
Step 5		The AFD Head will certify the DV and OR for the availability of Allotment/Cash. Sign Check, LDDAP-ADA, ACIC, SLIIE and approve EMDS for LBP processing	Head of Administrative and Finance	AFD-CFO Bldg II	5 mins	
Step 6		Approve Disbursement Voucher and countersign Check, LDDAP-ADA, ACIC and SLIIE	Head of Agency	OSEC-CFO Bldg I	10 mins	
Step 7		Forward LDDAP-ADA, ACIC, SLIIE to for processing of Landbank	Disbursing Officer/Liaison Officer	LBP, Intramuros	1 day	
Step 8		Receive Terminal Leave Benefits through ATM/Debit Card	Resigned Employee		2 nd day	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division
Service	: Preparation of Payroll of Employees (Permanent and Contract of Service)
Clients	: Resigned CFO Employee
Requirements	: DTR, Payroll Register, Approved Overtime/Official Business
Fees	: Php 0
Schedule of Availability of Service	: Every 10 th and 25 th of the month
Release time	: 10 th and 25 th of the month

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
	Completion of Daily Time Record (DTR), filing of Overtime and Official Business for processing of Payroll		Resigned CFO employee and Records Officer	AFD-Citigold Bldg I & Bldg II		
Step 1		The Payroll Master/Accounting Assistant will process and print approved Daily Time Record, then distribute to concerned employee for signature and for signature of the Division Head	Accounting Assistant/Payroll Master/CFO Employee/Division Head	AFD-Citigold Bldg II	20 minutes	
Step 2		Computation and recording of regular pay, overtime & undertime to Payroll Sheet, preparation of Payroll Register and Disbursement Voucher	Accounting Assistant/Payroll Master	AFD-Citigold Bldg II	15 minutes	
Step 3		The Budget Officer will obligate allotment for payroll and prepare Obligation Request	Budget Officer	AFD-Citigold Bldg II	5 minutes	
Step 4		The accounting Assistant will receive Disbursement Voucher and Obligation Request and record the same to Check Disbursement Journal and prepared Journal Voucher. The Accountant will review propriety and completeness of documents and	Accounting Assistant & Accountant	AFD-Citigold Bldg II	15 minutes	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

		certify Disbursement Voucher and JEV				
Step 5		The Disbursing Officer will prepare List of Due and Demandable Accounts Payable-Advice to Debit Account (LDDAP-ADA), Advice of Check Issued and Cancelled, Summary of LDDAP-ADA Issued and Invalidated Entries (SLIIE) using the Electronic Modified Disbursement System (EMDS) of Landbank (LBP) and Financial Data Entry System (FINDES) of LBP.	Disbursing Officer/Cashier	AFD-Citigold Bldg II	20 minutes	
Step 6		The AFD Head will certify the DV and OR for the availability of Allotment/Cash. Sign Check, LDDAP-ADA, ACIC, SLIIE, FINDES and approve EMDS for LBP processing	Head of Administrative and Finance		10 minutes	
Step 7		Approve Disbursement Voucher and Countersign Check, LDDAP-ADA, ACIC, FINDES	Head of Agency	OSEC-CFO Bldg I	10 minutes	
Step 8		Forward ADA/ACIC/SLIIE/FINDES to Landbank for processing.	Disbursing Officer/Cashier & Liaison Officer	LBP-Intramuros	1 day	LBP requires 2 days submission of payroll before the 10 th and 25 th of the month.
Step 9		Receive salary thru ATM/Debit Card	CFO Employee		2 nd day	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division
 Service : **Processing of First Salary**
 Clients : CFO Employee
 Requirements : All Supporting documents from HR
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Release time : Three days upon receipt of complete documents from HR

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submit documentary requirements to HR	Documentary requirements will be checked/reviewed by the HR Officer for completeness and provide Certified True Copy of Appointment Paper and Certificate of Assumption	CFO personnel	AFD - CFO Main	10 minutes	
Step 2	Wait for the advice of the Cashier/ Disbursing Officer if the Check/ADA has been forwarded to LBP	Acknowledge receipt of complete documents from the Records Officer, compute first salary and prepare Disbursement Voucher	Payroll Master	Finance – CFO Main	5 minutes	
Step 3		Acknowledge prepared Disbursement Voucher, record Obligation and prepare Obligation Request (OR) then certify box B or OR	Budget Officer	Finance – CFO Main	3 minutes	
Step 4		Record received Disbursement Voucher with Obligation Request to Check Disbursement Journal and prepare Journal Entry Voucher,	Accounting Assistant	Finance – CFO Main	3 minutes	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

		then endorse to Accountant for review and verification				
Step 5		Review propriety and completeness of documents, certify box C of DV and JEV	Accountant	Finance – CFO Main	3 minutes	
Step 6		Prepare Check or Advice to Debit Account (ADA), ACIC/SLIIE using the Electronic Modified Disbursement System (EMDS) of LBP	Cashier/ Disbursing Officer	Finance – CFO Main	10 minutes	
Step 7		Certify box A of DV and box A of Obligation Request for the availability of Allotment/Cash and completeness of supporting documents, sign Check/ADA/ACIC/SLIIE and approve to EMDS for LBP processing	Finance Director	Finance – CFO Main	5 minutes	
Step 8		Approve Disbursement Voucher and countersign Check/ADA/ACIC/SLIIE	Executive Director/Head of Agency	Office of the Executive Director – CFO Main	5 minutes	
Step 9		Forward ADA/ACIC/SLIIE to Landbank and release Check/LBP validation of ADA (1 day after submission to LBP)	Cashier/ Disbursing Officer	Finance – CFO Main		

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Preparation of Check/ADA to External Clients/Creditors
Clients	: External Clients/Creditor through the Supply Officer
Requirements	: Disbursement Voucher (DV), Obligation Request Status (ORS), Journal Entry Voucher (JEV), Other supporting documents, Check, LDDAP-ADA, Computer and Internet
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	: 1 hour upon receipt of the requirements from Supply Officer
How to Avail of the Service	: Submission of Request to prepare Check/ADA and requirements to Finance

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submission of Requirements (Purchase Request, Purchase Order, BAC Resolution, Abstract of Canvass, Delivery Receipt, Sales Invoice, and Inspection and Acceptance Report) to Finance		Supply Officer	AFD – CFO Main		
Step 2	Wait for the issuance of Check/ADA	Receive and log received documents, and prepare Disbursement Voucher (DV) including BIR Forms 2306 and 2307	Accountant Assistant 1	AFD – CFO Main	5 minutes Upon receipt of the documents from supply officer	
Step 3		Receive DV from accounting assistant 1 and recording Obligation and prepare Obligation Request Status (ORS) and certify box B from ORS	Budget Officer	AFD – CFO Main	3 minutes upon receipt of DV from Accounting Assistant	
Step 4		Receive DV and ORS from Budget Officer Record transaction to E-NGAS and Prepare JEV, and endorse to Accountant for review and verification	Accounting Assistant 2	AFD – CFO Main	5 minutes upon receipt of DV and ORS from Budget Officer	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Step 5		Review propriety and completeness of documents. Certify box C of DV and sign JEV.	Chief Accountant	AFD – CFO Main	15 minutes upon receipt of the DV, ORS and JEV from Accounting Assistant 2	
Step 6		Prepare Check/Advice to Debit Account (ADA), ACIC/SLIIE using the Electronic Modified Disbursement System (EMDS) of Landbank of the Philippines	Cashier/Disbursing Officer	AFD – CFO Main	20 minutes upon receipt of DV, ORS, JEV and Other supporting docs from the Chief Accountant	
Step 7		Certify box A of DV and box A of ORS for the availability of Allotment/Cash and completeness of supporting documents, sign Check/ADA/ACIC/SLIIE and approve to EMDS for LBP processing	AFD Director	AFD – CFO Main	5 minutes upon receipt of the Check/ADA, ACIC/SLIIE, DV, ORS, JEV from Cashier	
Step 8		Approve DV and countersign Check/ADA/ACIC/SLIIE.	Chairperson/ Executive Director	OSEC – CFO Main	10 minutes upon receipt of the documents from AFD Head/Director	
Step 9		Forward ADA/ACIC/SLIIE to Landbank of the Philippines (LBP)	Cashier/Disbursing Officer/Liason Officer	AFD – CFO Main		

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Administrative and Finance Division (AFD)
Service	:	Preparation of Deposit of Collection
Clients	:	National Treasury
Requirements	:	Official Receipt, Daily Collection Report, Computer, Printer, Deposit Slip BIR Form 2000, Internet, BIR Application and Cash.
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	:	15 minutes
How to Avail of the Service	:	

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1		Receive Total Daily Collection from Cashier and Record Cash received to Cash Receipts Record (CRR)	Head Cashier	AFD – CFO Main	5 minutes upon receipt of daily collection from cashier	
Step 2		Prepare List of Collection and Deposit and Deposit Slip, BIR payment slip together with the attached BIR Form 2000	Head Cashier	AFD – CFO Main	5 minutes	
Step 3		Check Accuracy of deposit based on daily collection report. Sign BIR Payment Slip and Documentary Tax Declaration/Return	Chief Accountant / AFD Head	AFD – CFO Main	3 minutes	
Step 4		Endorse to Liaison Officer for deposit. Submit to LandBank for deposit.	Head Cashier / Liaison Officer	AFD – CFO Main	2 minutes	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Administrative and Finance Division
 Service : **Collection of Registration Fees**
 Clients : CFO Clientele
 Requirements : Official Receipt, Computer, Printer, OR System
 Fees : Php 400.00/ Php 800.00 (for Re-issuance)
 Schedule of Availability of Service : Mondays to Fridays – 08:00 AM to 05:00 PM

Release time : 5 minutes upon receipt of BAR coded appointment
 How to Avail of the Service : Submission of verified BAR coded appointment and Passport to Cashier

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submit verified barcoded appointment form/verified application form and passport to cashier		Client	N/A		
Step 2	Wait for the issuance of Official Receipt issued by the Cashier	Receive verified barcoded appointment form/verified application form. Stamp the OR Number to Form and input Reference No. to OR System, Receive Cash from Client and Issue Official Receipt (OR)	CFO Cashier / Collecting Officer	Ground Floor – CFO Main	5 minutes upon receipt of documents from clients	
Step 3		Generate Daily Collection Report and Submit to AFD Head and Head Cashier.	CFO Cashier / Collecting Officer	AFD – CFO Main		

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Administrative and Finance Division (AFD)
Service	:	Checking of Liquidation Report for International/Foreign Travel
Clients	:	CFO Personnel
Requirements	:	Liquidation Reports, supporting documents, computer, internet connection and telephone, Daily Subsistence Allowance (DSA) from UNDP
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	:	One (1) hour upon receipt of the liquidation report and supporting documents.
How to Avail of the Service	:	Personal service

STEP NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
1	Submit Liquidation Report and supporting documents personally to the Record Officer		CFO Personnel	CFO Main		
2		Record Officer records in log book received liquidation report and supporting documents	Record Officer	AFD – CFO Main	2 minutes	
3		Submit report and documents to AFD Head for further instructions to concerned personnel	AFD Head	AFD – CFO Main	2 minutes	
4	Concerned employee to comply with the instruction of AFD Chief and repeat Step 1	Submit to Accountant if no further instruction, otherwise return to concerned employees to comply with the instruction from AFD Head	Accountant/ Concerned Employee	AFD – CFO Main	5 minutes	
5		Process submitted liquidation reports and supporting documents	Accountant	AFD – CFO Main	15 – 20 minutes	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

STEP NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
6	Concerned employee to complete documentation and repeat Step 1	Prepare Journal Entry Voucher (JEV) If complete documents, otherwise, return to concerned employees for completion.	Accountant/ Concerned Employee	AFD – CFO Main	10 minutes	
7	<p>a. Concerned employee settle the amount for refund with the Cashier</p> <p>b. Submit accomplished and approved PCV to the Cashier for reimbursement less than One Thousand pesos (P1,000.00)</p>	<p>Return to concerned employee one (1) copy of Liquidation Report if :</p> <p>a. Expenses incurred is less than amount of cash advance, instruct the said employee to refund unexpended amount to the Cashier. or</p> <p>b. If expenses incurred is greater than amount of cash advance and amount to be reimbursed is less than One Thousand pesos (P1,000.00), instruct the said employee to accomplish petty cash voucher (PCV) and submit approved PCV to Cashier for reimbursement</p>	Concerned Employee/ Accountant	AFD – CFO Main	5 minutes	
8		Submit to one (1) copy of Liquidation Report to Processing Clerk for preparation of Voucher				

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	: Administrative and Finance Division (AFD)
Service	: Checking of Liquidation Report for Local/Domestic Travel
Clients	: CFO Personnel
Requirements	: Liquidation Reports, supporting documents, computer, internet connection and telephone
Fees	: Php 0
Schedule of Availability of Service	: Mondays to Fridays – 08:00 AM to 05:00 PM
Release time	: One (1) hour upon receipt of the liquidation report and supporting documents.
How to Avail of the Service	: Personal service

STEP NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
1	Submit Liquidation Report and supporting documents personally to the Record Officer		CFO Personnel	CFO Main		
2		Record Officer records in logbook received liquidation report and supporting documents	Record Officer	AFD – CFO Main	2 minutes	
3		Submit report and documents to AFD Head for further instruction to concerned personnel	AFD Head	AFD – CFO Main	2 minutes	
4	Concerned employee to comply with the instruction of AFD Chief and repeat Step 1	Submit to Accountant if no further instruction, otherwise return to concerned employees to comply with the instruction from AFD Head	Accountant/ Concerned Employee	AFD – CFO Main	5 minutes	
5		Process submitted liquidation reports and supporting documents	Accountant	AFD – CFO Main	15 – 20 minutes	

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

6	Concerned employee to complete documentation and repeat Step 1	Prepare Journal Entry Voucher (JEV) If complete documents, otherwise, return to concerned employees for completion.	Accountant/ Concerned Employee	AFD – CFO Main	10 minutes	
7	Concerned employee settle the amount for refund with the Cashier Submit accomplished and approved PCV to the Cashier for reimbursement less than One Thousand pesos (P1,000.00)	Return to concerned employee one (1) copy of Liquidation Report if : Expenses incurred is less than amount of cash advance, instruct the said employee to refund unexpended amount to the Cashier; or If expenses incurred is greater than amount of cash advance and amount to be reimbursed is less than One Thousand pesos (P1,000.00), instruct the said employee to accomplish petty cash voucher (PCV) and submit approved PCV to Cashier for reimbursement	Concerned Employee/ Accountant	AFD – CFO Main	5 minutes	
8		Submit one (1) copy of Liquidation Report to Processing Clerk for preparation of Voucher				

as of 01 August 2018