

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Approval of Vouchers and Checks**
 Clients : CFO-Administrative and Finance Division (AFD)
 Requirements :

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

Release time : Approximately until the next working day upon receipt of vouchers and checks
 How to Avail of the Service : Forward to the OED

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Forward voucher and check/ADAs to the OED	The OED Staff receives the voucher and check/ADA.	Client	OED Office-CFO Main	5 minutes	
Step 2	Wait for the receipt of the voucher and check/ADAs	The OED Staff acknowledges receipt of the voucher and check/ADA. Immediately upon receipt, the OED Staff verifies if the voucher and check/ADAs have been signed by authorized signatories from the AFD.	OED Staff	OED Office-CFO Main	10 minutes	
Step 3a	Wait for the signed voucher and check/ADAs	All vouchers and checks/ADAs received from AFD will be reviewed and verified by the Executive Assistant III. If complete & in order, routes to Executive Director (ED) for approval and signature. The Executive Director will approve and sign the vouchers and checks/ADAs.	Executive Director and OED Staff	OED Office-CFO Main	Until the next working day from receipt	To follow up your request, please call: (02) 552-4775 to 76

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		Once signed, the OED personnel will verify if all the necessary documents have been signed by the Executive Director.				
Step 3b		If incomplete, puts note/s and sends back to AFD, without ED's signature. When completed, back to steps 1-3a				
Step 4	Receipt of signed vouchers and checks/ADAs	After being signed by the Executive Director, the OED staff will return the signed vouchers and checks/ADAs to the AFD.	OED Staff	OED Office-CFO Main	10 minutes	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Management of Official Correspondence**
 Clients : All Divisions of CFO
 Requirements :

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

Release time : Approximately until the next working day upon receipt of request
 How to Avail of the Service : Forward the documents to the OED

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Forwards the official correspondence to the OED for the Executive Director's signature	The OED staff will receive the documents from various divisions/employees. The OED Staff verifies the document to see if it was initialed by the Division Head.	OED Staff	OED Office-CFO Main	10 minutes	
Step 2	Have OED staff sign their (client's) receiving logbook.	Make corresponding inbound entry in the OED logbook.	OED Staff	OED Office-CFO Main	10 minutes	
Step 3	Wait for status update from OED re: official correspondence	Forward the official correspondence to the Executive Director for signature. ED reviews official correspondence and if everything is in order, signs it and all accompanying necessary documents. Once signed, the OED staff will check if all the necessary documents have been signed by the Executive Director.	Executive Director and OED Staff	OED Office-CFO Main	Until the next working day from receipt	To follow up your request, please call: (02) 552-4775 to 76

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		After being signed by the Executive Director, the OED staff will return the signed document/s to the designated division/employee.				
Step 4	Receipt of signed official correspondence	Make the corresponding outbound entry in OED's logbook	OED Staff	OED Office-CFO Main	10 minutes	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Management of Outbound Requests or Correspondence**
 Clients : ED, External Clients, and AFD
 Requirements : Monthly Financial/Budget Reports
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 8:00 AM to 5:00 PM
 Release time : Approximately 4 working days upon receipt of request
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Submit letter with supporting documents addressed to the ed (For referral/endorsement requests such as financial assistance, medical assistance, passport applications, etc.).	Receive document. Make corresponding inbound entry in assigned OED staff's logbook.	OED Staff	OED Office-CFO Main	10 minutes	
Step 2	Wait for response from the OED staff.	<p>The ED shall review the request.</p> <p>Receive instruction from the ED to answer to invitations or letters of request.</p> <p>Draft the correspondence, endorsement, or transmittal letter upon receipt.</p> <p>Forward the drafted letter to the Executive Director for review and signature.</p> <p><i>Only if instructed by the Executive Director, the administrative officer shall apply necessary changes or edits to the draft.</i></p> <p>ED to sign the letter, upon which OED staff forwards it to client.</p>	OED Staff	OED Office-CFO Main	within 2 working days from receipt	

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<p>Step 3</p>	<p>Receive status update from OED staff. If client decides to pick up the document, he/she shall sign and acknowledge receipt at the outgoing logbook of the OED.</p> <p>-----</p> <p>The client shall wait for status update from the OED staff if he/she decides to have document delivered.</p>	<p>Inform external client of status and next steps.</p> <p>Make the corresponding outbound entry in the logbook of the assigned OED staff.</p> <p>-----</p> <p>The administrative officer shall conduct the standard procedure prior to the delivery of the document (ARIS request, filling up of certification, and formal presentation of the document).</p> <p>File receiving copy of the document</p>	<p>OED Staff</p>	<p>OED Office-CFO Main</p>	<p>If for pickup, 10 minutes. If for delivery, within 2 working days</p>	
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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Management of Organizational Meetings headed by the Executive Director**
 Clients : Committee Members
 Requirements : Letter/Email Request

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

Release time : 10 working days
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	ED sends instructions to OED staff for Notice of Meeting	<ul style="list-style-type: none"> Confirm receipt of notice of meeting from ED Draft notice of meeting for attendees signed by ED Release notice of meeting through any approved channels of communication and ensure receipt of notice by attendees 	OED Staff	OED Office-CFO Main	2 hours	
Step 2	Attendee clients will receive notice of meeting from OED	Request for agenda items from each division that will attend the meeting	OED staff	OED Office-CFO Main	2 hours	
Step 3	Submit requested agenda items to OED	Receive agenda items submitted by attendee divisions.	OED Staff	OED Office-CFO Main	2 working days	
Step 4	Prepare presentations for the meeting while waiting for meeting date	<p>Consolidate individual agenda of each division into general meeting agenda</p> <p>Prepare necessary materials, logistics, and OED presentation for the meeting</p>	OED Staff	OED Office-CFO Main	3 working days	
Step 5	Attend the meeting	Get attendance; take down minutes of the meeting; and	Executive Director and OED Staff	OED Office-CFO Main	4 hours	

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		distribute copies of agenda and accompanying necessary materials for the meeting.				
Step 6	Wait for minutes of the meeting	Prepare minutes of the meeting, have it approved and signed by the ED, distribute hard copies thereof and send by email.	OED Staff	OED Office-CFO Main	3 working days	
Step 7	Receive minutes of the meeting	Ensure receipt of approved minutes of the meeting.	OED Staff	OED Office-CFO Main	2 hours	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Management of Meetings - Inbound Courtesy Calls / Visits**
 Clients : External Clients
 Requirements : Email/Letter Request
 Fees : Php 0
 Schedule of Availability of Service : Mondays to Fridays – 8:00 AM to 5:00 PM
 Release time : 1 hour and 5 minutes
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Request for appointment	Request subject for approval/scheduling	OED Staff	OED Office-CFO Main	15 minutes	
Step 2	Coordination for the confirmation of appointment	Initiate/respond to follow-ups; Ask for confirmed list	OED Staff	OED Office-CFO Main	30 minutes	
Step 3	Attend to the scheduled appointment	Notify the front desk personnel of the confirmed meeting with the list of confirmed guest/s	OED Staff	OED Office-CFO Main	N/A	
Step 4	Upon entering the agency, leave valid ID to the front desk officer	Check the confirmed list; Provide Visitor's ID/Pass and Visitor's Exit Validation Slip in exchange of the visitor's valid ID	Front Desk Officer	OED Office-CFO Main	5 minutes	
Step 5	Proceed to the designated meeting area/room	Assist guest/s upon entry; Get attendance	OED Staff	OED Office-CFO Main	5 minutes	
Step 6	Attend the meeting	Accommodate guest/s	Executive Director and OED Staff	OED Office-CFO Main	N/A	
Step 7	Before leaving the agency, fill up the Visitor's Exit Validation Slip and let the assigned person from the office to sign it for validation.	Sign the Visitor's Exit Validation Slip	OED Staff	OED Office-CFO Main	5 minutes	
Step 8	Surrender the validated Visitor's Exit Validation Slip to the front desk officer to claim valid ID	Get the slip and file	Front Desk Officer	OED Office-CFO Main	5 minutes	

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Division : Office of the Executive Director (OED)
 Service : **Calendar Management**
 Clients : External Clients, CFO-ED
 Requirements :

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

Release time : 1 working days from receipt
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Request for appointment	Confirm receipt of request via email or delivered hard copy and contact client to verify appointment details.	OED Staff	OED Office-CFO Main	Within the working day if received in the morning; until 12:00 noon of the next working day if received in the afternoon.	
Step 2	Confirm appointment	<ul style="list-style-type: none"> Receive confirmation from the Executive Director or approval to send a CFO representative. Coordinate travel itinerary of the Executive Director with external client. 	OED Staff, Executive Director, and/or CFO Representative	OED Office-CFO Main	4 hours	
Step 3	Executive Director will check if calendar is up to date	<ul style="list-style-type: none"> OED staff will log the appointment into the Executive Director's Google calendar including exact time and date, participation, attire and other remarks. 	OED Staff	OED Office-CFO Main	10 minutes	

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		<ul style="list-style-type: none">• Duplicate the same in the CFO Google calendar.				
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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Local Travel of the Executive Director**
 Clients : CFO-ED
 Requirements :

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

 Release time : Approximately 6 working days
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Forward the invitation to the assigned person upon receipt	Provide other necessary attachments for the approval of the release of travel funds	OED Staff	OED Office-CFO Main	10 minutes	
Step 2	Wait for other necessary attachments	Coordinate with the Appointments Secretary other details such as travel fares and accommodation if will be shouldered by the host Reserve flight booking and ensure accommodation details			1 working day	
Step 3	Check the completeness and correctness of the received request and sign it	Ensure that submitted documents are in order	OED Staff	OED Office-CFO Main	3 hours	
Step 4	Upon approval of the request, receive travel funds on usual accounting process	Track	OED Staff	OED Office-CFO Main	2 working days	
Step 5	Forward documents required to certify the completeness of travel to the assigned OED staff for consolidation	Ensure that received documents are complete and in order Prepare other travel documents to certify completion of the travel	OED Staff	OED Office-CFO Main	2 working days after the travel period	

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Step 6	Check and sign documents certifying the completion of the travel	Submit documents to AFD for checking and/or the usual administrative process	OED Staff	OED Office-CFO Main	3 hours	
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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Foreign Travel of the Executive Director**
 Clients : CFO-ED
 Requirements :

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

Release time : Approximately 37 working days
 How to Avail of the Service :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Forward the invitation to the assigned person upon receipt	Prepare other necessary documents to prepare request to the immediate superior to travel	OED Staff	OED Office-CFO Main	10 minutes	
Step 2	Wait for the request letter and sign upon checking the correctness of travel details	Send the signed request letter to the office of the Executive Director's immediate supervisor subject to approval	OED Staff	OED Office-CFO Main	1 working day	
Step 3	Wait for the release of Travel Authority	Prepare documentary requirements for validation of official passport, if applicable Check if country of destination requires Visa	OED Staff	OED Office-CFO Main	11 working days	Per Memo of the Office of the Executive Secretary, Office of the President plus 1 day pick up/delivery time
Step 4	Validate Official Passport and request for Note Verbale upon release of Travel Authority	Submit passport validation requirements to DFA	OED Staff	DFA	2 working days	

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Step 5	Prepare other travel documents to be needed in the travel (visa, if applicable) and submit to corresponding Consular office (if personal appearance is required)	Assist the ED in the completion and the submission of visa requirements	OED Staff	OED Office-CFO Main	3 working days	
Step 6	Wait for the release of visa	Track release of visa Prepare other documents for the request of travel fund	OED Staff	OED Office-CFO Main	Approximately 11 working days	Will greatly depend on the Consular Office release of Visa plus one day pick up time
Step 6	Sign required travel documents and request of travel funds	Ensure correctness and completeness of the documents Submit documents to AFD	OED Staff	OED Office-CFO Main	2 hours	
Step 7	Wait for the release of travel funds	Ensure completeness of documentary requirements for submission to AFD	OED Staff	OED Office-CFO Main	2 working days	
Step 8	Receive the travel funds on usual accounting process upon approval of the request	Track	OED Staff	OED Office-CFO Main	1 working day	
Step 9	Prepare post travel narrative and other necessary post travel documents	Assist in preparing the documents	OED Staff	OED Office-CFO Main	3 working days	
Step 10	Forward boarding passes, receipts, Certificate of Appearance, Post Travel Narrative for submission of liquidation/travel report	Consolidate forwarded documents Prepare other travel certifications and liquidation report and attach all necessary documents	OED Staff	OED Office-CFO Main	1 working day	

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Step 11	Check and sign travel report and other required documents upon approval	Ensure that submitted documents are complete and in order	OED Staff	OED Office-CFO Main	1 working day	
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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Project Management**
 Clients : CFO-PPRD
 Requirements :

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 :

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	ED (client) gives instructions for a project she wants implemented	Project initiation - measure the value and feasibility of project. Output: Project Case Study & Feasibility Study	OED Staff	OED Office-CFO Main	depends on project	
Step 2	Approve project based on feasibility and case study results	Project planning - planning the steps, timeline, and budget/resources for executing the project Output: Checklist/s, Step-by-step Project Implementation Guide, GANTT Chart, & Budget Plan	OED Staff	OED Office-CFO Main	depends on project	
Step 3	Approve the outputs of Step 2	Project execution - delivering the deliverables, releasing resources allocated, and keeping project team members on track	OED Staff	OED Office-CFO Main	depends on project timeline	
Step 4	Expect status reports on project	Project monitoring and control - monitor progress of implementation and control deviations from allotted time and cost for project	OED Staff	OED Office-CFO Main	depends on project timeline	

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		Output: Periodic Status Reports				
Step 5	Expect evaluation report	Project closure - document and evaluate the project upon completion against objectives and accomplishment indicators, and communicate the same to stakeholders. Output: Evaluation Report	OED Staff	OED Office-CFO Main	within 2 weeks from completion of project	

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Office of the Executive Director (OED)
 Service : **Approval of Media Content for Publication**
 Clients : PPRD, MISD and other Source Divisions
 Requirements :

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

Release time : 1.5 days
 How to Avail of the Service : Forward to the OED

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Source division forwards draft media content to OED via email	The OED Staff receives the draft media content and acknowledges receipt thereof.	OED Staff	OED Office-CFO Main	5 minutes	
Step 2	Wait for advice from OED re: status of the media content	<p>The assigned OED Staff will edit/comment on the draft media content according to the following schedule:</p> <ul style="list-style-type: none"> • One-pager holiday message, press release, public announcement or position statement • Filipino Ties newsletter and other voluminous publications <p>Upon completion of edits, OED Staff forwards the same to MISD for layout with instructions on the design as needed.</p>	OED Staff	OED Office-CFO Main	2 hours 1 working day per 10-page content	
Step 3	MISD lays out the edited media content according to appropriate web size standards	OED Staff advises source division about latest status of media content.	MISD graphic artist/designer and OED Staff	OED Office/MISD Office - CFO Main	2 hours per one-pager	To follow up your request, please call: (02) 552-4775 to 76

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Step 4a	MISD submits the laid out media content to OED for approval	<p>OED staff/COS will comment on layout for final rendition. If deemed ready for Executive Director's final approval, OED forwards the same to ED.</p> <p>If layout changes are deemed necessary, resends it back to MISD for layout edits with instructions on the redesign needed.</p>	MISD graphic artist/designer and OED Staff		10 minutes per one-pager	
Step 4b	MISD to redo layout of the edited media content according to appropriate web size standards following corresponding instructions from OED Staff	OED Staff advises source division about latest status of media content.	OED Staff	OED Office-CFO Main	30 minutes per one-pager	
Step 4c	MISD resubmits the relaid out media content to OED for approval	<p>OED staff/COS will comment on layout for final rendition. If deemed ready for Executive Director's final approval, OED forwards the same to ED.</p> <p>Steps 3b-d shall repeat until media content is deemed ready for ED's final approval.</p>	MISD graphic artist/designer and OED Staff		10 minutes per one-pager	
Step 5	MISD waits for final approval	<p>Executive Director reviews the finalized media content copy and design and signs on the document if approved.</p> <p>Steps 3b-d shall repeat should there be additional comments from the ED.</p> <p>If approved, OED staff shall forward to MISD for uploading on CFO website with corresponding instructions on which webpage to place or publish.</p>	Executive Director/OED Staff		Until the next working day	

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Step 6	MISD uploads the media content on the instructed webpage	OED staff/COS will get URL link from website post of the final rendition of the media content, post the same on the pertinent or relevant social media pages maintained by CFO, and request the Admin of the Peso Sense Facebook page to repost it there.	MISD website admin/OED Staff		20 minutes	
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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Office of the Executive Director (OED)
Service	:	Approval of Legal Documents (Contracts, MOAs, MOUs, Position Statements, Policy Papers/Manuals, etc.)
Clients	:	PPRD, MISD, and other Source Divisions; legal consultant
Requirements	:	
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 8:00 AM to 5:00 PM
Release time	:	2 days, 4 hours and 55 minutes
How to Avail of the Service	:	Forward to the OED

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Source division forwards draft media content to OED via email	The OED Staff receives the legal document and acknowledges receipt thereof.	OED Staff	OED Office-CFO Main	5 minutes	
Step 2	Wait for advice from OED re: status of the media content	The assigned OED Staff will edit/comment on the draft legal document according to the following schedule: <ul style="list-style-type: none"> • 5-page document <p>Upon completion of edits/comments, OED Staff forwards the same to the legal consultant for authorized vetting.</p>	OED Staff	OED Office-CFO Main	4 hours	
Step 3	Legal consultant vets the document	OED Staff advises source division about latest status of legal document.	Legal consultant and OED Staff	OED Office/MISD Office - CFO Main	2 days	To follow up your request, please call: (02) 552-4775 to 76
Step 4	Legal consultant forwards comments/recommendations to OED	OED Staff forwards legal consultant's comments/recommendations to the	Executive Director, legal consultant and OED Staff		10 minutes	

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		<p>Executive Director for her guidance before signing the legal document.</p> <p>If revisions are necessary, OED advises source division of the recommendation/s from the legal consultant.</p>				
Step 5	Source division receives advice from OED on latest status of legal document	OED waits for revised legal document from source division.	OED Staff	OED Office-CFO Main	30 minutes	
Step 6	Source division resubmits legal document to OED for final signature of the ED	<p>OED staff receives revised legal document from source division and forwards the same to the ED for final approval and signing.</p> <p>OED Staff releases signed legal document to source division upon ED's approval and signature.</p>	OED Staff	OED Office-CFO Main	10 minutes	

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