

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN’S CHARTER

Division	:	Project Management Division (PMD)
Frontline Service	:	Submission of Documentary Requirements Leading to the Application for Government Recognition from the DepEd
Clients	:	School Owners/ Administrators /Principals
Requirements	:	Availability and adequacy of school site and building, including documents of ownership/contract of lease, location map, development plan (if still to be constructed), pictures, or architect’s plan of the building and classroom; School personnel plantilla indicating names, qualifications, experience, Professional Regulation Commission (PRC) license number, area of specialization, and subjects to be taught; Administration and supervision: educational qualifications, experience, salaries, and tenure of office (permanent, contractual, part-time, or full time) of school head and administrative and supervisory officials; Instructional program of the school including additional subjects required by the host government; Handbooks, policy manuals, reporting documents and procedures, including emergency procedures, to support the operation of the school; Annotated summary of textbooks to be used; Financial capacity of applicant, including resources to provide the requirements for the entire course and to support the school’s operation from year to year without depending solely on student fees; Philippine Schools Overseas Information Sheet (see Annex A); Authenticated and verified copy of permit or authorization from the host government. If not in English, the document must be accompanied by an official English translation; List/portfolio of the board of trustees or governing board or proprietors; Authenticated and verified copy of registration certificate issued by the Philippine Securities and Exchange Commission, or by the counterpart agency in the host country; Endorsement, with corresponding comments and/or recommendations as may be deemed necessary, from the Philippine Embassy or Consulate to the DepEd through the IACPSO Secretariat.
Fees	:	N/A
Schedule of Availability of Service:	:	Mondays - Fridays
Total Duration of the Process	:	3 days
How to Avail of the Service	:	Send formal letter with attached requirements to CFO

For application with complete documentary requirements

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Submission of application documents to the DepEd through the CFO	Check completeness of requirements	PMD personnel	PMD, 7 th flr	1 Day
2		Acknowledge receipt of application documents and write endorsement letter to the DepEd	PMD personnel	PMD, 7 th flr	Within 1 day

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3		Transmit endorsement letter and application documents to the DepEd	Liaison Officer	AFD, Citigold Center Bldng. 2	1 day
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Total: 3 days

Note: Evaluation for the application for Government Recognition from DepEd might take months depending on the availability of schedule of the ocular inspection team from IACPSO. Since evaluating procedure includes an on sight inspection of the applicants' facilities abroad.

as of 01 August 2018

For application with incomplete documentary requirements

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Submission of application documents to the DepEd through the CFO	Check completeness of requirements	PMD personnel	PMD, 7 th flr	1 Day
2		Acknowledge receipt of application documents and request to submit additional documents before endorsing the application to DepEd	PMD personnel	PMD, 7 th flr	Within 1 day
3		Transmit acknowledgement letter to the applicant school	PMD personnel	PMD, 7 th flr	1 day

Total: 3 days

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Application for Government Recognition from the DepEd
 (CFO receipt of recommendation made by the ocular inspection team from IACPSO)**
 Clients : School Owners/ Administrators /Principals
 Fees : N/A
 Schedule of Availability of Service: Mondays - Fridays
 Total Duration of the Process : 2 days

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1		Receipt of the original copy of the Certificate of Recognition	PMD personnel	PMD, 7 th flr	1 day
2		Transmit original copy of the Certificate of Recognition to PSO	PMD personnel	PMD, 7 th flr	Within 1 day

Total: 2 days

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Project Management Division (PMD)
Frontline Service	:	Submission of Documentary Requirements Leading to Application for Permit to Operate or Adopt the Philippine Curriculum from the DepEd
Clients	:	School Owners/ Administrators /Principals
Requirements	:	Survey to determine the viability of putting up a Philippine school (minimum of 100 enrollees); Availability and adequacy of school site and building, including documents of ownership/contract of lease, location map, development plan (if still to be constructed), pictures, or architect's plan of the building and classroom; School personnel plantilla indicating names, qualifications, experience, Professional Regulation Commission (PRC) license number, area of specialization, and subjects to be taught; Administration and supervision: educational qualifications, experience, salaries, and tenure of office (permanent, contractual, part-time, or full time) of school head and administrative and supervisory officials; Instructional program of the school including additional subjects required by the host government; Handbooks, policy manuals, reporting documents and procedures, including emergency procedures, to support the operation of the school; Annotated summary of textbooks to be used; Financial capacity of applicant, including resources to provide the requirements for the entire course and to support the school's operation from year to year without depending solely on student fees; Philippine Schools Overseas Information Sheet (see Annex A); Authenticated and verified copy of permit or authorization from the host government. If not in English, the document must be accompanied by an official English translation; List/portfolio of the board of trustees or governing board or proprietors; Authenticated and verified copy of registration certificate issued by the Philippine Securities and Exchange Commission, or by the counterpart agency in the host country; Endorsement, with corresponding comments and/or recommendations as may be deemed necessary, from the Philippine Embassy or Consulate to the DepEd through the IACPSO Secretariat.
Fees	:	N/A
Schedule of Availability of Service:	:	Mondays - Fridays
Total Duration of the Process	:	3 days
How to Avail of the Service	:	Send formal letter with attached requirements to CFO

For application with complete documentary requirements

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Submission of application documents to the DepEd through the CFO	Check completeness of requirements	PMD personnel	PMD, 7 th flr	1 Day
2		Acknowledge receipt of application documents and if the documentary requirements are	PMD personnel	PMD, 7 th flr	Within 1 day

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		complete, write endorsement letter to the DepEd			
3		Transmit endorsement letter and application documents to the DepEd	Liaison Officer	AFD, Citigold Center Bldg.	1 day

Total: 3 days

Note: Evaluation for the application for permit to operate or adopt the Philippine curriculum from DepEd might take months depending on the availability of schedule of the ocular inspection team from IACPSO. Since evaluating procedure includes an on sight inspection of the applicants' facilities abroad.

as of 01 August 2018

For application with incomplete documentary requirements

No	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submission of application documents to the DepEd through the CFO	Check completeness of requirements	PMD personnel	PMD, 7 th flr	1 Day
2		Acknowledge receipt of application documents and request to submit additional documents before endorsing the application to DepEd	PMD personnel	PMD, 7 th flr	Within 1 day
3		Transmit acknowledgement letter to the applicant school	PMD personnel	PMD, 7 th flr	1 day

Total: 3 days

Note: The endorsement of the application documents to DepEd will depend on how soon the applicant school will be able to submit the additional documents. The CFO will only endorse the application documents to DepEd when all the necessary documents are submitted.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Application for Permit to Operate or Adopt the Philippine Curriculum from the DepEd (CFO receipt of recommendation made by the ocular inspection team from IACPSO)**
 Clients : School Owners/ Administrators /Principals
 Fees : N/A
 Schedule of Availability of Service: Mondays - Fridays
 Total Duration of the Process : 2 days

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1		Receipt of the original copy of permit with the report of ocular inspection/ recommendations.	PMD personnel	PMD, 7 th flr	1 day
2		Transmit original copy of permit and/or recommendation to PSO.	PMD personnel	PMD, 7 th flr	1 day

Total: 2 days

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN’S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Small-Scale Infrastructure – Classroom Project**
 Clients : Overseas Donors/DEPED/Public Schools/NGOs
 Requirements : Detailed LINKAPIL-Small Scale Infrastructure Intent Form, Validation Report of classroom shortage/needs, and the beneficiary must be a public school
 Fees : None
 Schedule of Availability of Service : Mondays to Fridays
 Total Duration of the Process : 13.5 days
 How to Avail of the Service : Clients may send/submit their intention/reports/inquiries/requirements through e-mail address or mail/courier

NO	CLIENT STEP/PROCEDURE	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Overseas donors inform CFO of their intent to fund the construction of new classrooms / repair of damaged classrooms in a public schools in the Philippines	CFO acknowledges the intention of the overseas donor/s	PMD Personnel	PMD	1.5 day
2		CFO coordinates with the DepEd and request for validation of classroom shortage/needs of additional classrooms in a particular public school	PMD Personnel	PMD	1.5 day
3	The DEPED endorses a qualified public school to CFO for the donation of additional classrooms/repair of damaged classrooms	CFO acknowledges the endorsement of the DEPED and forwarded it to the overseas donor/s for consideration	PMD Personnel	PMD	1.5 day
4	The overseas donors informs CFO of their approval to the endorsement and transmits the intended funds through the CFO for the classroom donation	CFO acknowledges the funds transferred by the overseas donors	PMD Personnel	PMD	2 days

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5		CFO prepares and facilitates the signing/notarization of the MOA, which defines the responsibilities of the parties involved in the classroom project	PMD Personnel	PMD	1.5 day
6		CFO requests the issuance of the whole funds or in tranches and releases the funds to the fund manager (as stated in the approved MOA) for the classroom project	PDM Personnel	PMD	3 days (1.5 day for the request of issuance and 1.5 day for the release of check/funds)
7	The partner-public school/fund manager provides CFO with monitoring report/s of the implementation and completion of the classroom project as stated in the provision of the MOA	CFO acknowledges the submitted monitoring/completion report/s and transmits to the overseas donor/s for reference	PMD Personnel	PMD	1.5 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Project Management Division (PMD)
Frontline Service	:	LINKAPIL: Adopt-A-Scholar Project
Clients	:	Economically disadvantage but scholastically-qualified students/ school/ colleges/ universities
Requirements	:	Accomplished Student Profile Form, copy of Certificate of Enrollment, copy of latest grades/report card, and must have a general average of 85% or its equivalent
Fees	:	None
Schedule of Availability of Service	:	Mondays to Fridays
Total Duration of the Process	:	12.5 days
How to Avail of the Service	:	Clients may send/submit their intention/reports/inquiries/requirements through e-mail address or mail/courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Overseas donors inform CFO of their intent to provide scholarship grant to student/s in an educational institution (public school/ college/ university) in the Philippines	CFO acknowledges the intention of the overseas donor/s	PMD Personnel	PMD	1.5 day
2		CFO identifies and coordinates with an educational institution in the Philippines and requests to endorse qualified student/s for the scholarship grant.	PMD Personnel	PMD	1.5 day
3	The educational institution endorses to CFO qualified student/s for the scholarship grant	CFO acknowledges the endorsement and endorses to the overseas donors the qualified student/s for consideration	PMD Personnel	PMD	1.5 day
4	The overseas donors inform CFO of their approval to the endorsement and transmits the intended funds through the CFO for the scholarship grant	CFO acknowledges the funds transferred by the overseas donors	PMD Personnel	PMD	2 days

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5		CFO prepares and facilitates the signing/notarization of the MOA, which defines the responsibilities of the parties involved in the scholarship grant	PMD Personnel	PMD	1.5 day
6		CFO requests the issuance of funds and releases the funds to the partner-educational institution or to the beneficiary-student (as stated in the approved MOA) for the scholarship grant	PMD Personnel	PMD	3 days (1.5 day for the request of issuance and 1.5 day for the release of check/funds)
7	The partner-educational institution provides CFO with monitoring report/s of the scholarship grants (every end of semesters or school year, depending on the provision stated in the MOA)	CFO acknowledges the submitted report/s and transmits to the overseas donor/s for reference	PMD Personnel	PMD	1.5 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Projects Management Division (PMD)
 Frontline Service : **Health & Welfare - Feeding Program**
 Clients : Overseas Donors/NGOs/Educational Institutions/Communities/LGUs
 Requirements : Detailed LINKAPIL-Feeding Program Intent Form and copy of the legal entity of the partner-NGO/community Like SEC/CDA
 Fees : None
 Schedule of Availability of Service : Mondays to Fridays
 Total Duration of the Process : 12 days
 How to Avail of the Service : Clients may send/submit their intention/reports/inquiries/requirements through e-mail address or mail/courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Overseas donors inform CFO of their intent to provide feeding program for undernourished children/students	CFO acknowledges the intention of the overseas donor/s	PMD Personnel	PMD	1.5 day
2		CFO identifies and coordinates with a qualified partner (NGO/educational institution) and requests to send a project proposal for the feeding program	PMD Personnel	PMD	1.5 day
3	The partner-NGO/educational institution submits a project proposal for the feeding program	CFO acknowledges and evaluates the submitted project proposal; and endorses the project proposal for the feeding program to the overseas donor/s	PMD Personnel	PMD	1.5 day
4	Upon approval, the overseas donors transfer the intended funds through the CFO for the feeding program	CFO acknowledges the funds transferred by overseas donors	PMD Personnel	PMD	1.5 day
5		CFO prepares and facilitates the signing/notarization of the MOA, which defines the responsibilities of the parties involved in the feeding program	PMD Personnel	PMD	1.5 day

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6		CFO requests the issuance of funds and releases the funds to the partner-NGO/educational institution (as stated in the approved MOA) for the livelihood project	PDM Personnel	PMD	3 days (1.5 day for the request of issuance and 1.5 day for the release of check/funds)
7	The partner-NGO/community provides CFO with monitoring report/s of the implementation of the feeding program as stated in the provision of the MOA	CFO acknowledges the submitted monitoring report/s and transmits to the overseas donor/s for reference	PDM Personnel	PMD	1.5 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **J1 Pre-Departure Orientation Seminar (PDOS)**
 Clients : J1 Visa holders
 Requirements : Passport, J1 Visa, Registration Form and Photocopy of DS2019
 Fees : Php 400.00
 Schedule of Availability of Service : Wednesday and Friday (2 regular session per week), other schedule may be made available upon prior notice

Verification of form and registration time is between 12:00pm to 2:00pm. PDOS starts at 2:00 pm.

Total Duration of the Process : 1 hour and 53 mins.
 How to Avail of the Service : Reserve a slot to attend the J-1 PDOS then proceed to CFO on the scheduled appointment and bring the requirements

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Present ID to guard	Issue J1 number for queuing Issue registration form (if not printed by the client)	CFO guard	CFO Lobby	3 mins.
2	Present requirements to counter	Verify documents	PMD personnel	Counter 4 and 5, GF (Registration Area)	10 mins.
3	Pay the registration fee and give passport with requirements to cashier	Issue official receipt	Cashier	Counter 6	5 mins.
4	Attendance to PDOS	Conduct PDOS Sticker printing (simultaneous with PDOS)	PDOS officer PMD personnel	PDOS Room (2 nd flr. Canada Room during Wednesdays; 9 th flr. Training Room during Fridays) 7 th flr. For sticker printing	90 mins.
5	Receive passport	Issue passport	PDOS officer/ Counter personnel	PDOS room	5 mins.

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **J1 Revalidation of Registration**
 Clients : J1 Visa holders who previously attended J1 PDOS
 Requirements : Passport, J1 Visa, and Photocopy of DS2019
 Fees : Php 400.00
 Schedule of Availability of Service : Monday to Friday, 9:00 am to 5:00 pm
 Total Duration of the Process : 25 mins
 How to Avail of the Service : Proceed to CFO and bring the requirements

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Present ID to guard	Issue J1 visitor's pass and registration form (if not printed by the client)	CFO guard	CFO Lobby	2 mins.
2	Present requirements to PMD personnel	Verify documents	PMD personnel	PMD, 7 th Flr.	10 mins.
3	Pay the registration fee	Issue official receipt	Cashier	Registration Area, GF	5 mins.
4	Give passport and requirements to PMD personnel	Print CFO J1 Sticker	PMD personnel	PMD, 7 th Flr.	5 mins.
5	Receive passport	Issue passport	PMD personnel	PMD, 7 th Flr.	3 mins.

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Livelihood Project**
 Clients : Overseas Donors / Community / NGOs / Cooperatives / LGUs
 Requirements : Detailed LINKAPIL-Livelihood Project Proposal Intent Form and copy of the legal entity of the partner-NGO/community like SEC/CDA
 Fees : None
 Schedule of Availability of Service : Mondays to Fridays
 Total Duration of the Process : 12 days
 How to Avail of the Service : Clients may send/submit their intention/reports/inquiries/requirements through e-mail address or mail/courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Overseas donors inform CFO of their intent to provide livelihood assistance/project to a qualified beneficiary in the Philippines	CFO acknowledges the intention of the overseas donors	PMD Personnel	PMD	1.5 day
2		CFO identifies and coordinates with a SEC/CDA registered NGO/community and requests to send project proposal, for evaluation	PMD Personnel	PMD	1.5 day
3	The qualified NGO/community provides a project proposal for the livelihood project to CFO	CFO acknowledges and evaluates the submitted project proposal; and endorses the project proposal for the livelihood project to the overseas donor/s	PMD Personnel	PMD	1.5 day
4	Upon approval, the overseas donors transfer the intended funds for the livelihood project	CFO acknowledges the funds transferred by overseas donors	PMD Personnel	PMD	1.5 day

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

5.		CFO prepares and facilitates the signing/notarization of the MOA, which defines the responsibilities of the parties involved in the scholarship grant	PMD Personnel	PMD	1.5 day
6.		CFO requests the issuance of funds and releases the funds to the partner-NGO/community (as stated in the approved MOA) for the livelihood project	PDM Personnel	PMD	3 days (1.5 day for the request of issuance and 1.5 day for the release of check/funds)
7.	The partner-NGO/community provides CFO with monitoring report/s of the implementation/operation of the livelihood project as stated in the provision of the MOA	CFO acknowledges the submitted monitoring report/s and transmits to the overseas donor/s for reference	PMD Personnel	PMD	1.5 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Project Management Division (PMD)
Frontline Service	:	Granting of No Objection Statement (NOS) on the basis of the Alternative Arrangement
Clients	:	Exchange Visitor Program (EVP) participants
Requirements	:	Proof of payment; waiver review file number; NOS application form; certificate of eligibility (DS2019/IAP Form 66), certificate of participation/completion of the EVP; Clearance from former employer in the Philippines
Fees	:	US\$ 125.00
Schedule of Availability of Service	:	Year-round
Total Duration of the Process	:	22 days (for applicants with complete documents)
How to Avail of the Service	:	Applicants must submit all the required documents and must strictly follow the procedures

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1.	Submit documentary requirements to the CFO	Acknowledge and process NOS application	EVP Secretariat	7 th Floor	3 days
2.		Deliberate NOS application through regular meeting	EVP Committee	7 th Floor Various agencies	1 day
3.		Issue and transmit notice of decision to offer alternative arrangement	EVP Secretariat		3 days
4.	Submit project proposal	Acknowledge proposal and transmit to agency concerned to evaluation	EVP Secretariat	7 th Floor Various agencies	3 days
5.		Evaluate project proposal*	EVP concerned agency	Various agencies	10 days*
6.		Once approved by agency concerned, inform applicant to proceed with project implementation	EVP Secretariat	7 th Floor	3 days
7.	Implement the project	Monitor the implementation*	EVP Committee	Partner institution	5 days*
8.	Submit terminal report and related documents	Acknowledge terminal report and transmit to agency concerned	EVP Secretariat	7 th Floor Various agencies	3 days

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9.		Evaluate terminal report*	EVP concerned agency	Various agencies	10 days*
10.		Once terminal report is approved by agency concerned, issue NOS endorsement and notice of approval	EVP Secretariat		3 days
11.		Transmit notice of approval to applicant and endorsement to Philippine Embassy Washington via courier	EVP Secretariat	7 th Floor	3 days

*Process is done by the applicant/committee member-agencies

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Automatic Granting of No Objection Statement**
 Clients : Exchange Visitor Program (EVP) participants
 Requirements of : Proof of processing fee payment; Waiver Review File Number; NOS application form; Certificate

Eligibility for EVP participant (DS2019/ IAP form 66); Certificate of Completion/ Participation of EVP Program; Original copy of clearance from former employer in the Philippines clearing the applicant from any contractual and financial obligation. (All documents issued by institutions/agencies in the US must be authenticated by the Philippine Embassy of Consulate)

WHICHEVER IS APPLICABLE: Marriage Certificate; Proof of spouse's citizenship; Certificate of No Marriage, Birth Certificate of minor US citizen child and other supporting documents.

Fees : US\$125
 Schedule of Availability of Service : Year-round
 Total Duration of the Process : 8 days (for applicants with complete documents)
 How to Avail of the Service : Applicants must submit all the required documents and must strictly follow the procedures

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Submit documentary requirements to CFO	Acknowledge and evaluate NOS application	EVP Secretariat	PMD, 7 th Flr.	2 days
2		Issue NOS endorsement and notice of approval	EVP Secretariat	PMD, 7 th Flr.	3 days
3		Transmit notice of approval to applicant and endorsement to Philippine Embassy Washington via courier	EVP Secretariat	PMD, 7 th Flr.	3 days

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Water Well System Project**
 Clients : Overseas donors/Public School/Community/NGO/LGU
 Requirements : Detailed LINKAPIL-Small Scale Intent Form/Project Proposal and Validation Report from local partner on the needs and feasibility of installing a water system
 Fees : None
 Schedule of Availability of Service : Mondays to Fridays
 Total Duration of the Process : 11 days
 How to Avail of the Service : Clients may send/submit their intention/reports/inquiries/requirements through e-mail address or mail/courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Overseas donors inform CFO of their intent to fund the installation of water system project in a public school/ community in the Philippines	CFO acknowledges the intention of the overseas donor/s	PMD Personnel	PMD	1.5 day
2		For consideration, CFO endorses a project proposal for the installation of water system project from a local partner/beneficiary (public school/community/NGO/LGU)	PMD Personnel	PMD	1.5 day
3	The overseas donors inform CFO of their approval to the endorsed project proposal and transmits the intended funds through the CFO for the installation of water system project	CFO acknowledges the funds transferred by the overseas donors	PMD Personnel	PMD	2 days
4		CFO prepares and facilitates the signing/notarization of the MOA, which defines the responsibilities of the parties involved in the classroom project	PMD Personnel	PMD	1.5 day

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5		CFO requests the issuance of the whole funds or in tranches and releases the funds to the fund manager (as stated in the approved MOA) for the water system project	PDM Personnel	PMD	3 days (1.5 day for the request of issuance and 1.5 day for the release of check/funds)
6	The local partner provides CFO with monitoring report/s of the implementation and completion of the water system project as stated in the provision of the MOA	CFO acknowledges the submitted monitoring/completion report/s and transmits to the overseas donor/s for reference	PMD Personnel	PMD	1.5 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Project Management Division (PMD)
Frontline Service	:	Youth Leaders in the Diaspora (YouLeaD)
Clients	:	2 nd and 3 rd generation Overseas Filipino Youth
Requirements	:	Information Sheet, Program Fee Authorization, Medical Authorization, Parental Consent, Proof of Payment of Program Fee, Travel Insurance Form
Fees	:	Dependent on the module
Schedule of Availability of Service	:	Year-Round
Total Duration of the Process	:	14-day activity
How to Avail of the Service	:	Informing the YouLeaD Secretariat

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Signify interest on joining the program	Design YouLeaD module according to the group's preferences	PMD Personnel	7 th Floor	3 days
2	Sign MOA/TOR on YouLeaD	Sign MOA/TOR on YouLeaD	PMD Personnel	7 th Floor	1 day
3	Pay the program fee and submit documentary requirements	Implement the module	PMD Personnel	7 th Floor	14 days
4	Give feedback on the program	Gather feedback from participants	PMD Personnel	7 th Floor	Simultaneous with implementation of module
					18 days

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division
 Frontline Service : **Simple PSO Inquiries**
 Clients : School Principals, Teachers, Proponents, Posts, Parents, Students, etc.
 Requirements : Inquiry letter
 Fees : N/A
 Schedule of Availability of Service: Mondays - Fridays
 Total Duration of the Process : 2 days
 How to Avail of the Service : Send letter inquiry thru e-mail/ phone-calls / official letter

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Send letter of inquiry	Acknowledge receipt with advise and/or recommendations	PMD personnel	PMD, 7 th flr	Within 1 day
2		Transmit letter to the client	PMD personnel	PMD, 7 th flr	1 day

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COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Request for Documents (Special Order, Graduation Message, etc) to the DepEd**
 Clients : School Principals, School Registrars, Teachers, Proponents, Posts
 Requirements : Letter of Request with attached documents
 Fees : N/A
 Schedule of Availability of Service: Mondays - Fridays
 Total Duration of the Process : 2 days
 How to Avail of the Service : Send official letter with attached requirements to CFO

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1	Send letter of request with attached documents to the DepEd through the CFO	Acknowledge receipt of request and write transmittal letter to the DepEd	PMD personnel	PMD, 7 th flr	Within 1 day
2		Transmit letter of request and attached documents to the DepEd	Liaison Officer	AFD, 2 nd flr. Citigold Center Bldg. 2	1 day

Total: 2 days

Note:

Average evaluation period for these documents in the Department of Education usually takes 15 – 20 working days

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Project Management Division (PMD)
 Frontline Service : **Receipt of Documents (Special Order, Acknowledgment letters, etc) from the DepEd**
 Clients : School Principals, School Registrars, Teachers, Proponents, Posts
 Requirements : Letter of Request with attached documents
 Fees : N/A
 Schedule of Availability of Service: Mondays - Fridays
 Total Duration of the Process : 3 days

NO	CLIENT STEP	AGENCY ACTION	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION OF ACTIVITY
1		Receipt of requested documents from the DepEd and routing of documents to PMD	AFD personnel	AFD, 2 nd flr. Citigold Center Bldg. 2	Within 1 day
2		Acknowledge receipt of documents and write transmittal letter to the PSO	PMD personnel	PMD, 7 th flr	Within 1 day
3		Transmit requested documents to PSO	PMD personnel	PMD, 7 th flr	1 day

Total: 3 days

as of 01 August 2018