

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Submission of nominations to the Presidential Awards for Filipino Individuals and Organizations Overseas (PAFIOO)
Clients	:	Filipino individuals and organizations based in the Philippines and abroad
Requirements	:	Nomination and endorsement forms, supporting documents, courier service, 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	:	Three (3) days upon receipt of the original nomination documents.
How to Avail of the Service	:	Through courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	<p>Send original nomination and endorsement forms as well other supporting documents to the Awards Secretariat via courier service:</p> <p>Presidential Awards Secretariat COMMISSION ON FILIPINOS OVERSEAS 1345 Citigold Center, Pres. Quirino Avenue corner Osmeña Highway, 1007 Manila, Philippines</p>		Client	N/A		
Step 2	Wait for an acknowledgement of the nomination	<p>Assigned PPRD personnel shall review submitted documents based on compliance criteria/requirements of the Presidential Awards.</p> <p>Nomination will be acknowledged through an official letter sent via e-mail by PPRD.</p>	PPRD Head and Staff	PPRD – CFO Main	3 days upon receipt of the nomination documents	<p>If no acknowledgement is received, please send an e-mail to presidentialawards2018@gmail.com or call (632) 552-4764</p>

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Preparation of the minutes of meeting by the IAC-MOF for the Month of Overseas Filipinos - Preparation of Minutes of IAC-MOF Meeting/s
Clients	:	Overseas Filipinos, Former OFs and their families left behind
Requirements	:	Letter of request, 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	:	N/A
How to Avail of the Service	:	Through letter of request (mail, email or fax)

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	IAC-MOF members attend regular meeting	CFO as Secretariat prepares the minutes of the previous meeting	PPRD Head and Staff	N/A	4 days after the meeting	
Step 2	Draft of the minutes is circulated among IAC-MOF members for inputs	CFO will collect comments and inputs to the draft minutes	PPRD Head and Staff	PPRD – CFO Main	3 days	
Step 3	Final version of the minutes is circulated for approval	Secretariat will provide official minutes of meeting	PPRD Head and Staff	PPRD – CFO Main	1 day	

Reference: PPRD Manual of Operations
as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Submission of Nominations to the biennial Migration Advocacy and Media Awards
Clients	:	Individual, government and private media outlets, institutions and practitioners in the fields of print, radio, movie, television, advertising and internet based in the Philippines and abroad
Requirements	:	Nomination form, copy of media entry, courier service, 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	:	Approximately 1-3 working days* upon receipt of the nomination
How to Avail of the Service	:	Through courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	<p>Send nomination form and copy of media entry to the Awards Secretariat via courier service:</p> <p>MAM Awards Secretariat COMMISSION ON FILIPINOS OVERSEAS 1345 Citigold Center, Pres. Quirino Avenue corner Osmeña Highway, 1007 Manila, Philippines</p>		Client	N/A		
Step 2	<p>Wait for an acknowledgement of the nomination</p>	<p>Nomination will be acknowledged through an official letter sent via e-mail by the PPRD staff.</p> <p>Compliance of the nomination documents to the requirements of the MAM Awards is initially reviewed by the assigned PPRD staff.</p>	PPRD Head and Staff	PPRD – CFO Main	1-3 days upon receipt of the nomination documents	If no acknowledgement received, please send an e-mail to mamawards@cffo.gov.ph or call (632) 552-4764

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Request for Speech / Message of the CFO Executive Director
Clients	:	National / Local government agencies, international organizations, civil society and academe
Requirements	:	Invitation / letter of request, 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	:	Approximately 15 working days* upon receipt of request
How to Avail of the Service	:	Through an invitation / letter of request sent via e-mail and fax

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	<p>Send invitation / letter of request addressed to the CFO Executive Director through e-mail: info@cfo.gov.ph or fax: (02) 561-8160</p> <p>a. State the name of the organization</p> <p>b. Indicate the purpose, event, date, time and venue</p> <p>c. Attach relevant documents i.e. program, concept paper, briefing notes, etc.</p>		Client	N/A	3-5 minutes	
Step 2	<p>Wait for an acknowledgement of the invitation / request</p>	<p>All invitations / letters of request for speech or message are forwarded to the Office of the Executive Director (OED) for review and further instruction to PPRD.</p> <p>The PPRD Head receives the invitation / request forwarded by the OED for appropriate action.</p>	OED, PPRD Head and Staff	OED and PPRD – CFO Main	1-3 working days	If no acknowledgement received, please call (02) 552-4761 to 67.

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
		Invitation / request will be acknowledged through e-mail by the assigned PPRD staff. If necessary, the PPRD staff may also seek clarification and further information on the invitation / request.				
Step 3	Wait for the copy of speech / message	<p>The assigned PPRD staff drafts the speech / message and submits the draft to the PPRD Head for review.</p> <p>The PPRD Head either returns the draft to the originating staff for additional work or endorses it to the Executive Director for final review and approval.</p> <p>Once approved by the Executive Director, a copy of the speech / message is printed. If required by the requesting party, an advanced copy of the speech / message and corresponding powerpoint presentation are sent via e-mail.</p>	OED, PPRD Head and Staff	OED and PPRD – CFO Main	5-12 working days	To follow up your request, please call: (02) 552-4761 to 67.

*May be adjusted according to the schedule of the event and/or deadline set by the requesting party.

Reference: [PPRD Manual of Operations](#)
as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Issuance and Distribution of CFO Publications
Clients	:	Overseas Filipinos, academe, researchers, migrant organizations, public
Requirements	:	Letter of request, 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	:	Within the day
How to Avail of the Service	:	Through letter of request (mail, email or fax) or by walk-in

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Send letter of request to the CFO	CFO official publications (<i>Accomplishment Reports, Primer about CFO, Compendium of CFO Statistics, Handbook for OFs, Filipino Ties, etc.</i>) are available at CFO website for free, but any interested party may request for a hardcopy of the publication if available	Client	N/A		
Step 2	Wait for an acknowledgement thru letter, email or phone call	CFO will verify the request, and acknowledge thru letter, email or phone call	Client, PPRD Head and Staff	PPRD – CFO Main	1-3 days upon receipt of the letter request	
Step 3	Pick-up the publication at CFO Main Office (Or wait for the delivery of publication)	In some cases especially if the use of publication is for official purposes, the CFO have the publication/s delivered to the requesting party	Client, PPRD Head and Staff	PPRD – CFO Main	1-3 days upon receipt of the letter request	

Reference: PPRD Manual of Operations
as of 01 August 2018

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Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Submission of Nominations to the Presidential Awards for Filipino Individuals and Organizations Overseas (PAFIOO)
Clients	:	Filipino individuals and organizations based in the Philippines and abroad
Requirements	:	Nomination and endorsement forms, supporting documents, courier service, 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	:	Three (3) days upon receipt of the original nomination documents.
How to Avail of the Service	:	Through courier

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	<p>Send original nomination and endorsement forms as well other supporting documents to the Awards Secretariat via courier service:</p> <p>Presidential Awards Secretariat COMMISSION ON FILIPINOS OVERSEAS 1345 Citigold Center, Pres. Quirino Avenue corner Osmeña Highway, 1007 Manila, Philippines</p>		Client	N/A		
Step 2	Wait for an acknowledgement of the nomination	<p>Compliance of the nomination documents to the requirements of the Presidential Awards is initially reviewed by the assigned PPRD staff.</p> <p>Nomination will be acknowledged through an official letter sent via e-mail by the PPRD staff.</p>	PPRD Head and Staff	PPRD – CFO Main	3 days upon receipt of the nomination documents	<p>If no acknowledgement is received, please send an e-mail to presidentialawards2018@gmail.com or call (632) 552-4764</p>

Reference: PPRD Manual of Operations and 2018 Primer of the Presidential Awards

as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Request for CFO Physical Targets and/or Accomplishment Report
Clients	:	Office of the President, Senate, Congress, Department of Budget and Management, other government agencies and institutions, and public
Requirements	:	Letter of request, computer and internet connection / fax machine
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 8:00 AM to 5:00 PM
Release time	:	Approximately 3 working days* upon receipt of request
How to Avail of the Service	:	Through letter of request sent via e-mail or fax

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Send letter of request through e-mail: info@cfo.gov.ph or fax: (02) 561-8160 a. State full name, office name and address, and contact information b. Indicate preferred format and deadline of submission of Physical Targets and Accomplishment Report	All letters of request received will be assessed by the Head of Agency and routed to PPRD Head for appropriate action.	Client	N/A	N/A	
Step 2	Wait for an acknowledgement of the request	PPRD will immediately acknowledge thru letter, email, or phone call.	PPRD Head and Staff	PPRD Office - CFO Main	Immediately within the day after the request has routed to PPRD	If no acknowledgement received, please call (02) 552-4761 to 67.
Step 3	Wait for the requested Physical Targets and/or Accomplishment Report	After the preliminary validation and consolidation, CFO will then transmit the requested approved Physical Targets and/or Accomplishment Report to the requesting party via e-mail, fax and/or courier.	PPRD Head and Staff	PPRD Office - CFO Main	1-3 days	To follow up your request, please call: (02) 552-4761 to 67.

*May be adjusted according to the deadline set by the requesting party

Reference: [PPRD Manual of Operations](#)
as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division	:	Policy, Planning and Research Division (PPRD)
Service	:	Request for Policy Inputs
Clients	:	Office of the President, Senate, Congress and other government agencies and institutions
Requirements	:	Letter of request, computer and internet connection / fax machine
Fees	:	Php 0
Schedule of Availability of Service	:	Mondays to Fridays – 8:00 AM to 5:00 PM
Release time	:	Approximately 10 working days* upon receipt of request
How to Avail of the Service	:	Through letter of request sent via e-mail or fax

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Send letter of request through e-mail: info@cfo.gov.ph or fax: (02) 561-8160 <ol style="list-style-type: none"> State full name, office name and address, and contact information Indicate preferred format and deadline of submission of policy inputs Attach draft policy subject for input of the Commission 		Client	N/A	N/A	
Step 2	Wait for an acknowledgement of the request	<p>All letters of request received will be assessed by the Head of Agency and routed to PPRD Head for appropriate action.</p> <p>Requests will be acknowledged through e-mail by the assigned PPRD staff. If necessary, the PPRD staff may also seek clarification on your request</p>	PPRD Head and Staff	PPRD Office - CFO Main	1-3 working days	If no acknowledgement received, please call (02) 552-4761 to 67.
Step 3	Wait for the requested policy inputs	The preparation of policy inputs requires thorough review of related literature, data gathering and	PPRD Head and Staff	PPRD Office - CFO Main	5-10 working days	To follow up your request, please call:

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NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
		<p>consultation with other divisions by the assigned PPRD staff. Once these information are gathered, the PPRD staff will draft policy inputs and prepare transmittal letter for preliminary review and endorsement of PPRD Head.</p> <p>Endorsed policy inputs and transmittal letter are subject for final review and approval of the Head of Agency.</p> <p>Approved policy inputs and transmittal letter will be sent by the PPRD staff to the requesting party via e-mail, fax and/or courier.</p>				(02) 552-4761 to 67.

*May be adjusted according to the deadline set by the requesting party

Reference: [PPRD Manual of Operations](#)
as of 01 August 2018

COMMISSION ON FILIPINOS OVERSEAS (CFO) CITIZEN'S CHARTER

Division : Policy, Planning and Research Division (PPRD)
 Service : **Request for Information**
 Clients : Public
 Requirements : Computer and internet connection

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

Release time : Approximately 15 working days* upon receipt of request
 How to Avail of the Service : Through the Freedom of Information Platform (eFOI) www.foi.gov.ph

NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 1	Create an eFOI account via https://www.foi.gov.ph/signup c. Indicate full name, address, contact information and password d. Provide a scanned copy of a valid government-issued ID		Client	N/A	5 minutes	The account will provide a dashboard indicating the statuses and results of your FOI request.
Step 2	Make a request for information via e-FOI a. Indicate the information or title of document requested b. Indicate coverage or time period of the request information/document requested c. State the intended purpose of the request d. Include additional remarks or instructions to CFO, if necessary.		Client	N/A	5 minutes	
Step 3	Wait for an acknowledgment of the request	The FRO will initially accept and forward the request to the CFO Decision Maker (FDM) for assessment and approval	CFO-FOI Receiving Officer (FRO)	PPRD Office - CFO Main	1-3 working days	

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NO	CLIENT STEP	AGENCY ACTION	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	DURATION	REMARKS
Step 4	Wait for the decision on your request	<p>The FDM will assess the request and decide whether to approve or deny the request. If necessary, the FDM may first seek clarification on the information/document requested. In this case the FRO will contact the requesting party. The 15 working days will commence the day after the required information is received. If no clarification is received from the requesting party after 60 working days, the request will be closed.</p> <p>Otherwise, FRO will promptly notify the requesting party if request is denied including grounds for denial.</p>	CFO-FOI Decision Maker (FDM), and CFO-FOI Receiving Officer (FRO)	PPRD Office - CFO Main	3-5 working days	<p>Circumstances on which the denial of request is based and remedies in case of denial can be found at the CFO FOI People's Manual: http://cfo.gov.ph/foi.html.</p>
Step 5	Wait for the requested information to be sent, posted and available online	<p>The approved request will be assigned to the Division concerned to locate and retrieve the information/document and to prepare the transmittal letter for approval of the FDM.</p> <p>Once approved, the FDM will post in the eFOI portal the information requested and transmittal letter. The FRO will also send the same set of documents to the requesting party via e-mail. If the information/document requested is in printed format, the FRO will provide pick up details to the requesting party.</p>	Division concerned, and CFO-FOI Receiving Officer (FRO)	PPRD Office - CFO Main	6-15 working days	

*An extension of 20 working days on top of the mandated 15 working days may be requested by the CFO if the information requested requires extensive search of record facilities, examination of voluminous records, the occurrence of fortuitous events or other analogous cases.

Reference: [CFO FOI People's Manual](#)

as of 01 August 2018