



CERTIFICATION of COMPLIANCE

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor

I, **Maria Regina Angela G. Galias**, Filipino, of legal age, **Interim Officer-In-Charge** of the **Commission on Filipinos Overseas (CFO)**, being responsible and accountable in ensuring compliance with Section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following facts:

- 1) The CFO including its **two (2) satellite offices (Cebu and Clark) and extension desks (NAIA)** has established its service standards known as the Citizen's Charter that enumerates the following:
 - a. Vision and mission of the agency
 - b. Frontline services offered
 - c. Step-by-step procedure in availing of frontline services
 - d. Employee responsible for each step
 - e. Time needed to complete the procedure
 - f. Amount of fees
 - g. Required documents
 - h. Procedure for filing complaints
- 2) The Citizen's Charter is posted as information billboards in all the service offices of CFO that deliver frontline services.
- 3) The Citizen's Charter is positioned at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 4) The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
- 5) The Citizen's Charter is uploaded in the agency's website and accessible to the public.
- 6) The agency has undertaken self-assessment and reporting of improvements in its existing Citizen's Charter.
- 7) The Citizen's Charter shows the process improvements, specifically on the streamlining of procedures and shortened turnaround time, on the most availed frontline services:

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Frontline Service	Process Improvement	Action Taken to Improve Process	Results/Benefits
Emigrant Registration	Enhanced registration procedures	Since July 2015, clients have the option to fill up their registration form online via the CFO website (www.cfo.gov.ph). Clients can also register via computer terminals set up at the CFO registration area manned by CFO personnel.	Paperless registration that can be accomplished anytime, anywhere even before going to CFO. Additional convenience for those who want to accomplish the form on-sit
	Reduction of required documents to be submitted	CFO no longer requires clients to bring photocopies of registration requirements as well as ID photos.	Additional savings from the cost of photocopies and ID photo. Simpler registration process.
	Availability of online reservation	CFO implemented the online reservation system where clients can make an online appointment.	Clients no longer have to endure falling in line early in the morning just to get a slot. Clients can choose the date of their seminar.
	Additional PDOS session	Additional PDOS session are conducted (as the need arises) especially during specific months when there is an expected influx of registrants.	Additional clients are accomodated and are not asked to return the next day.
	Mobile PDOS	Conduct PDOS sessions in key areas such as Davao, Cagayan de -	Convenience as clients need not travel to Manila or

		Oro, Naga, Ilocos Norte and Pangasinan.	Cebu just to attend the PDOS Expected savings on the part of the clients who need not spend for travel, food and accommodation in Manila.
	Provision of free Wi-Fi access	CFO established Wi-Fi hotspots in its public areas that can be accessed free of charge by its clients.	Clients get to enjoy free high speed and reliable internet access for their connectivity needs. Clients can also save from mobile data charges.
	Opening of CFO Clark satellite office	CFO is part of the One Stop Shop for Overseas Filipinos that was set-up in Clark in September 2016.	Clients from Northern and Central Luzon, including that of the Cordillera Administrative Region, can avail of CFO's services without the need to go to Manila. Convenience, accessibility and savings are among the benefits enjoyed by clients from these areas.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

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MAY 31 2017

IN WITNESS HEREOF, I have hereunto set my hand this (day) of (month), (year) in (city, province), Philippines.

MARIA REGINA ANGELA G. GALIAS
Interim Officer-In-Charge
Commission on Filipinos Overseas

MAY 31 2017

SUBSCRIBED AND SWORN to before me this _____ of _____ 2017 in Manila, Philippines, with affiant exhibiting to me his/her CFO ID No. 01-103 issued on 01 January 2017 at CFO, Manila.

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ATTY. JOSELYN BONNIE V. VALEROS
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