

## POLICY & PROGRAM DEVELOPMENT

The agency undertakes constant review of various programs and services for enhancement/upgrading to be relevant to the needs of its member-OFWs.

Along this line, the office has also drafted and prepared legal instruments and policy papers on bilateral agreements on employment generation and protection and documents for congressional/senate hearings.

Likewise, it has developed information, education and communication materials, conducted institutional briefings to local officials and foreign guests, and documented events on OFWs, updated the OWWA website and did radio and television sponsorships/advertising placements.

On the technical side, it undertakes the review of the IT resource requirement, installed/maintained LAN/Wifi connections and diagnosed and repaired computer hardware and application systems of the agency.



## ADMINISTRATIVE & FINANCIAL MANAGEMENT

To prepare employees for greater responsibilities, the OWWA provided 37 training batches in skills enhancement and customer care to 732 employee participants.

As part of the agency's innovation, the Citizen's Charter was crafted to fine-tune the systems and procedures in availing programs and services and to promote transparency and accountability. The Charter also put in place feedback and grievance mechanisms in order to improve client relations and satisfaction.

Building administration, equipment repair and maintenance, transportation and reproduction services were also being undertaken, including the preventive maintenance of the elevators, PABX System, telephone lines, air-conditioning units and service vehicles among others.



