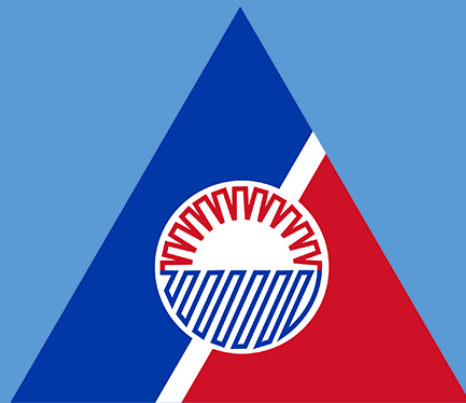


2019 CITIZEN'S CHARTER



**OVERSEAS
WORKERS
WELFARE
ADMINISTRATION**

Updated as of January 2020

OWWA CENTER F.B. Harrison Sts., Pasay City



THE OWWA

By virtue of R.A. 10801 or the Overseas Workers Welfare Administration Act of 2016,

The OWWA is a national government agency vested with the special function of developing and implementing welfare programs and services that respond to the needs of its member-OFWs and their families. It is endowed with powers to administer a trust fund to be called the OWWA Fund. Being a chartered institution, the OWWA shall not fall under any of the following categories: government instrumentalities with corporate powers (GICPs), government corporate entities (GCEs), government financial institutions (GFIs) and/or government-owned or -controlled corporations (GOCCs).

The OWWA shall be an attached agency of the Department of Labor and Employment (DOLE).



VISION, MISSION AND CORE VALUES

I. VISION

By 2023, OWWA has instituted more effective mechanisms to ensure that the rights and interests of Overseas Filipino Workers (OFWs) and their families are adequately protected and safeguarded.

II. MISSION

As a national agency, OWWA is vested with special function of developing and implementing welfare programs and service that responds to the needs of its member-OFWs and their families. It is endowed with power to administer a trust fund to be called the OWWA Fund.

III. CORE VALUES (QUALITY POLICY)

The OWWA is committed to:

- a) Upholding and practicing the principles of good governance;
- b) Managing its funds transparently and judiciously;
- c) Delivering **Caring, Attentive, Responsive and Efficient Services (CARES)** to its client-customers;
- d) Reviewing regularly its organizational context to better serve its clients;
- e) Utilizing properly all its resources, and developing its human resource;
- f) Guarantee to utilize properly all its resources, including the development its human resource;
- g) Maintaining its good image to its public; and
- h) Ensuring the total satisfaction of its external and internal clients.



FUNCTIONS

The OWWA shall exercise the following functions per R.A. 10801:

- a) To protect the interest and promote the welfare of member-OFWs in all phases of overseas employment in recognition of their valuable contribution to the overall national development effort;
- b) To facilitate the implementation of the provisions of the Labor Code of the Philippines (Presidential Decree No. 442, as amended) and the Migrant Workers and Overseas Filipinos Act of 1995 (Republic Act No. 8042, as amended), concerning the responsibility of the government to promote the well-being of OFWs. Pursuant thereto, and in furtherance thereof, it shall provide legal assistance to member-OFWs;
- c) To provide social and welfare programs and services to member-OFWs, including social assistance, education and training, cultural services, financial management, reintegration, and entrepreneurial development services;
- d) To provide prompt and appropriate response to global emergencies or crisis situations affecting OFWs and their families;
- e) To ensure the efficiency of collections and the viability and sustainability of the OWWA Fund through sound, judicious, and transparent investment and management policies;
- f) To undertake studies and researches for the enhancement of the social, economic, and cultural well-being of member-OFWs and their families;
- g) To develop, support and finance specific projects for the welfare of member-OFWs and their families; and
- h) To ensure the implementation of all laws and ratified international conventions within its jurisdiction.



LIST OF SERVICES: CENTRAL OFFICE

1. REPATRIATION ASSISTANCE PROGRAM

Bringing back of distressed OFWs and human remains. Emergency repatriation is carried out in the event of any political unrest or natural calamities. Workers are accorded with airport assistance, temporary shelter at the OWWA Halfway Home, psycho-social counseling, stress debriefing, and transport services or fares for their onward travel to their respective provinces.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Repatriation Assistance Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members and other Overseas Filipinos
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Valid Passport I.D.	DFA
2) Intake Sheet Form	OWWA RAD
3) Other Special Requirements: <ul style="list-style-type: none"> a. Overseas Employment Contract or other proof of employment overseas b. Travel Document c. Boarding Pass or Proof of Repatriation 	POLO or POEA DFA OFW



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Accomplished Application Form or Intake Form	Provide queuing form to client.	5 minutes	Application or Intake Form	None	RAD OWWA
2) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	RAD Guard Duty or Officer of the Day
3) Go to designated case officer: a. Table 1. Asian Countries b. Table 2. Kuwait, Lebanon, Bahrain, Oman and Jordan c. Table 3. Qatar, Dubai, Abu Dhabi, Africa and other Middle East Countries d. Table 5. North and South Africa, Europe and Seabased Workers	Interview and Evaluate the case of the client.	15 to 30 minutes	Intake Form	None	RAD Case Officer
4) Wait for the telephone coordination from the concerned RAD Case Officer: a) Appropriate coordination with the Legal Service b) Appropriate coordination, update and service delivery with POLO in concerned job site.	Coordinate with concerned offices. Provide updates and render service to the client.	3 to 5 days *Depending on the nature of the case	None	None	RAD Case Officer
END OF PROCESS					



2. FACILITATION OF SINGLE ENTRY APPROACH (SEnA) FOR OVERSEAS FILIPINO WORKERS

Single Entry Approach is an administrative approach to provide a speedy, impartial, inexpensive and accessible settlement procedure for all issues/complaints arising from employer-employee relations to prevent them from ripening into full blown disputes. Under this approach, all labor and employment disputes shall undergo a 30-day mandatory conciliation-mediation process to effect settlement among the contending parties.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Legal Service
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Repatriated OFW Members and their Authorized/Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Passport or any valid I.D.	DFA
2) Request for Assistance Form (R.A. Form)	OWWA-LEGAL
3) Other Additional Requirements depending on the case: <ul style="list-style-type: none"> a. Overseas Employment Contract b. Pay Slip c. POLO Case Study Report or Referral 	POEA/POLO Employer/PRA/FRA OWWA POLO

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Request for Assistance		5 minutes	R.A Form	NONE	
2) Interview	Sending of Notice to PRA re: Schedule Conference	10 minutes	R.A Form	NONE	SEADO
3) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes	R.A Form/Notice	NONE	OWWA-LEGAL



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes		NONE	Or RWO conducting SENA
5) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes		NONE	
6) Settlement or Referral to NLRC&POEA	/Give endorsement letter to NLRC&POEA	5 minutes	Settlement form/ Endorsements letter	NONE	

3. ISSUANCE OF ACCREDITATION FOR THE PRE-DEPARTURE ORIENTATION SEMINAR (PDOS) PROVIDERS

The accreditation is issued to qualified Local Manning Agencies, Philippine Recruitment Agencies, Industry Associations, and Non-Government Organizations for the conduct of Pre-Departure Orientation Seminar (PDOS) to departing overseas Filipino workers, both landbased and seabased.

a. Info about the service

CONCERNED OFFICE/DIVISION:	PDOS Development and Monitoring Unit (PDMU)
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Business Entity (G2B)
WHO MAY AVAIL:	Local Manning Agencies; Philippine Recruitment Agencies; Industry Associations; Non-Government Organizations
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished Application Form	PDMU



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2) Trainer's bio-data and copy of Certificate of Participation / Completion of PDOS Trainers' Training	PDMU
3) Copy of license to operate from POEA (in case of recruitment/manning)	Philippine Overseas Employment Administration
4) Copy of incorporation/registration documents and literature on institutional mission and operations (in case of NGOs)	Securities and Exchange Commission

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit Application Form	Receive and check completeness of entries in the application form	10 minutes	Application Form	none	PDMU
2) Ensure attendance of Trainers to the orientation Training of Trainers	Conduct Training of Trainers / Orientation for PDOS Trainers	16 hours	Attendance/ Certificate of Participation/ Completion	none	PDMU
3) Prepare PDOS Venue for Inspection	Conduct of ocular inspection of the PDOS Venue	4 hours	Checklist	none	PDMU
4) Comply with requirements and qualifications	If documentary requirements are complete, the Trainers have completed the orientation/TOT, and the PDOS venue is in order,	1 hour	Memorandum to the Administrator	none	PDMU



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	recommends to the approval of accreditation				
5) Obtain certificate of accreditation	Issues certificate of accreditation	10 minutes	Certificate of accreditation	none	PDMU
END OF PROCESS					

4. REINTEGRATION PROGRAMS AND SERVICES

SERVICE: OWWA-NRCO CENTRAL OFFICE ASSIST WELL

The National Reintegration Center for OFWs (NRCO) provides necessary reintegration services in form of livelihood assistance, small business management training, and even employment facilitation.

a. Info about the service:

CONCERNED OFFICE/DIVISION:	National Reintegration Center for OFWs (NRCO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Repatriated and Returned OFW and their Authorized/Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished NRCO Profile Form	Central and Regional Offices
2) Proof of repatriation in the Philippines (Passport or Travel Documents, airline tickets, boarding pass)	(responsibility of the client to provide the copy)
3) Proof of Overseas Employment or endorsement from Philippine Overseas Labor Office (POLO)	(responsibility of the client to provide the copy)
4) Any valid I.D	(responsibility of the client to provide the copy)
5) Salaysay (Undertaking)	(responsibility of the client to provide the copy)



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) For client's who will visit the Central or Regional Office, secure an entry pass and NRCO Profile Form	Provide entry pass and NRCO Profile Form	5 Minutes	NRCO Profile Form	NONE	Assigned Guard
2) Submit the duly accomplished NRCO Profile, Passport or Travel Documents and other requirements to the NRCO Officer of the Day.	Evaluate the submitted documents. Verification of Membership Record.	15 Minutes		NONE	NRCO Duty Officer of the day (All Division) Monday- PCMD Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD
3) Client will wait for the recommendation/advice from the NRCO Officer of the Day.	NRCO Duty Officer will interview the OFWs and to recommend kind of assistance to be provided. If qualified for OWWA-NRCO Livelihood Programs or other services, it will be referred to the respective OWWA Regional Welfare Offices (RWOs) through an endorsement letter based on the registered residential address of the clients. If qualified to other services, it will be referred to other concerned government agencies depending on the type of assistance requested.	Not more than 24 hours	NRCO Endorsement Letter	NONE	NRCO Duty Officer of the day (All Division) Monday- PCMD Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD
4) Client will receive text/email on action on his/ her request.		By schedule			NRCO Duty Officer of the day (All Division) Monday- PCMD



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	RWOs and Concerned government agencies will notify OFWs on the next steps.				Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD

5. SA'PINAS, IKAW ANG MA'AM AT SIR PROGRAM (SPIM)

Employment reintegration program that provides opportunities to OFWs who are also Licensure Examination for Teachers (LET) passers to practice their profession as Teacher 1 for elementary and junior high school in various public schools.

a. Info about the service

CONCERNED OFFICE/DIVISION:	National Reintegration Center for OFWs (NRCO)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Repatriated and Returned OFW Members who are passers of Licensure Examination for Teachers (LET)
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Passport or any valid I.D.	DFA
2) Application Form	OWWA NRCO
3) Copy of Professional Regulation Commission (PRC) ID	PRC
4) Copy of Certificate of Board Rating;	PRC
5) Copy of Passport (including the pages with arrival and departure stamps);	DFA
6) Copy of Certificate of Employment abroad or any documentary proof; and	POEA
7) Copy of Certificate of Employment as a teacher (if available).	Employer

c. How to avail the service



Overseas Workers Welfare Administration

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Send or e-mail requirements at nrc@owwa.gov.ph or spims.updates@gmail.com .	Receive and validate application and requirements. SPIMS Focal to acknowledge the application with three (3) working days.	5 minutes	SPIMS Form (available online at www.nrc.gov.ph)	None	SPIMS Officer of the Day, NRCO
2) For walk-in clients in OWWA-NRCO or Regional Offices, get queuing number. Wait to be called.	Release queuing number.	5 minutes	SPIMS Form	None	SPIMS Officer of the Day, NRCO
3) Submit requirements to the SPIMS Officer of the Day	Receive and evaluate application and requirements.	10 minutes	None	None	SPIMS Officer of the Day, NRCO
4) Attend to Online Refresher Course as required by the SPIMS Officer of the Day.	Recommend for the need to obtain online refresher course for the applicant or proceed to next step.	5 minutes	Certificate of Attendance	None	SPIMS Officer of the Day, NRCO
5) If no need for refresher course, requirement shall be retained to NRCO for on-ward submission to Department of Education.	Inform the applicant to proceed with DepEd plantilla position application. Endorse the application to DepEd for processing of application for plantilla position.	5 minutes	Endorsement Letter	None	SPIMS Officer of the Day, NRCO
END OF PROCESS					



LIST OF SERVICES: REGIONAL WELFARE OFFICES (RWO)

1. PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

PDOS is a mandatory orientation-seminar aimed to orient departing migrant workers with basic information that are most beneficial to them, e.g. work standards, general profile of the country of destination, stages of the OFW's life abroad, health & safety, travel tips, airport procedure, and government programs & services. The orientation-seminars are country-specific and in some cases, skill-specific.

Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs) - a mandatory orientation-seminar for departing HSWs to address the difficulty confronting the OFWs relating to language barrier, as well as the culture of destination countries.

a. Info about the service

CONCERNED OFFICE/DIVISION:	PDOS Development and Monitoring Unit/RWO
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Departing Overseas Filipino Workers bound for Japan, Canada and Germany
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Xerox Copy and Original Passport and Working Visa	DFA and Concerned Embassy
2) Endorsement Letter	Philippine Recruitment Agency
3) Employment Contract verified by Philippine Overseas Labor Office in the country of work	POLO or POEA



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4) For workers going to Japan, Certificate of Eligibility (COE) at Addendum to the Master Employment Contract	
5) For workers going to Canada, Labor Marketing Impact Assessment (LMIA)	

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Enrollment Form at the Registration Desk	Release the Enrollment Form to OFW.	5 minutes	Enrollment Form	None	PDOS Staff Registration Desk, OWWA RWO
2) Fill-up and submit the Enrollments Form, and get the Enrollment Card for the schedule of training at the Registration Desk	<ul style="list-style-type: none"> ➤ Review and accept the Enrollment Form. ➤ Issue the Enrollment Card. 	10 minutes	<ul style="list-style-type: none"> ➤ Enrollment Form ➤ Enrollment Card 	None	PDOS Staff Registration Desk, OWWA RWO
3) Attend the training schedule for: <ul style="list-style-type: none"> a. PDOS- Skilled Workers b. CPDEP- Professional Housekeepers 	Conduct PDOS Conduct CPDEP	1 day (8:00am-5:00pm) 2 days (8:00am-5:00pm)	<ul style="list-style-type: none"> ➤ Attendance Form ➤ Enrolment Card 	None	PDOS Resource Speaker CPDEP Resource Speaker
4) Obtain Certificate of Attendance at the end of the seminar	Release the Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Training Room
END OF PROCESS					



2. COMPREHENSIVE PRE-DEPARTURE EDUCATION PROGRAM (CPDEP)

Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs) - a mandatory orientation-seminar for departing HSWs to address the difficulty confronting the OFWs relating to language barrier, as well as the culture of destination countries.

a. Info about the service

CONCERNED OFFICE/DIVISION:	PDOS Development and Monitoring Unit/RWO
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	<ul style="list-style-type: none"> ➤ Accredited Liaison Officer (LO) of Philippine Recruitment Agencies (PRAs) for agency-hire ➤ Name-hire or Direct-hire workers endorsed by OWWA Satellite Office
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Valid Passport	DFA
2) Employment Contract verified by Philippine Overseas Labor Office in the country of work	POEA or POLO
3) Certificate of Attendance ng Pre-Departure Orientation Seminar (PDOS)	OWWA or Accredited PDOS Provider
4) Endorsement letter: 4.1 Agency Hire 4.2 Name-Hire	Philippine Recruitment Agency OWWA RWO where PDOS certification was obtained



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Fill-up and submit the Enrollment Form together with the complete requirements at the Registration Counter	Accept and review the accomplished Enrolment Form and requirements.	5 minutes	Enrollment Form	None	CPDEP Staff Registration Room, OWWA RWO
2) Obtain the Enrollment Card to get the training schedule and venue	Release enrolment card	10 minutes	Enrolment Card	None	CPDEP Staff Registration Romo, OWWA RWO
3) Attend the Language Training and Culture Familiarization in the given training venue and schedule stated in the Enrolment Card	Conduct the seminar/training: <ul style="list-style-type: none"> ➤ Arabic/Cantonese/ Hebrew ➤ Mandarin ➤ Culture Familiarization 	3 days 6 days 1 day	<ul style="list-style-type: none"> ➤ Attendance Form ➤ Enrolment Card 	None	Instructors Designated Training Rooms, OWWA RWO
4) Obtain Certificate of Attendance at the end of the seminar/training	Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Instructors Designated Training Rooms, OWWA RWO



3. SKILLS-FOR-EMPLOYMENT SCHOLARSHIP PROGRAM (SESP)

A short term (6 months to 2 years) training program consisting of a maximum of **Php14,500.00** per training course leading to completion of a technical or vocational course in any school accredited by TESDA, MARINA, and other government training institutions.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members and their Authorized/Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) 2x2 colored ID Photo (2 Copies)	OFW Member
3) At least two (2) Valid I.D.s	Government Issued or Company Issued
4) Diploma, High School Report Card or any proof of High School completion	School Registrar
5) Proof of applicant’s relationship with the OFW - member <ul style="list-style-type: none"> ● Birth certificate of the applicant, for OFWs child ● Birth certificate of the applicant and OFW, for OFWs sibling ● Marriage certificate, for OFWs spouse ● Certificate of No Marriage (CENOMAR), if the OFW is single 	PSA



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard or Registration Desk OWWA RWO
2) Present I.D or passport at Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> If the membership is valid, submit the accomplished application form and requirements. Get your schedule for claiming the Notice Of Award (NOA). 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 2 days 3-7 days	Membership Record Application Form	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
3) Return on the given schedule for the issuance of Notice of Award. Get a Priority Number. Wait until your number is called.	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
4) Go to Counter 1 to obtain the Notice of Award (NOA).	Release NOA.	5 minutes	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO

Note:

- For the applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 2 days (2 working days) after submitting the completed requirements.
- For the applicants from other regions, Notice of Awards (NOA) can be claimed for 7 days (7 working days) after submitting the completed requirements to make way for the verification process in the regional office.



4. SEAFARERS UPGRADING PROGRAM (SUP)

A short-term training program for seafarers consisting of a maximum of **Php7,500.00** per upgrading course in accredited maritime training centers/institutions to ensure competitive advantage in meeting International Maritime Organizations competency standards.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Seafarer OFW Members
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) 2x2 Colored ID Photo (2 Copies)	OFW Member
3) Seaman’s Identification Record Book (SIRB) and/or Original Passport	MARINA
4) Membership Record	OWWA RWO

c. How to avail the service

CLIENT’S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard or Registration Desk OWWA RWO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
2) Present I.D. or Passport at the Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> ● If the membership is valid, submit the accomplished application form and requirements. ● Get your schedule for claiming the Notice Of Award (NOA). 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 2 days 3-7 days	Membership Record Application Form	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
3) Return on the given schedule for the issuance of Notice of Award. Get a Priority Number. Wait until your number is called.	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
4) Go to the designated SUP desk/counter to obtain the Notice of Award (NOA).	Release NOA.	5 minutes	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
END OF PROCESS					

Note:

- *For the applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 2 days (2 working days) after submitting the completed requirements.*
- *For the applicants from other regions, Notice of Awards (NOA) can be claimed for 7 days (7 working days) after submitting the completed requirements to make way for the verification process in the regional office.*



5. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

A scholarship grant to qualified dependents of OFWs consisting of a maximum of **Php60,000.00** per school year until the completion of baccalaureate course (4-5 years). For incoming freshmen, the selection of scholars is determined through the DOST national examinations. Only the top 400 passers are considered for entry as freshmen; 600 slots are for those who are already enrolled in college.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scholarship Application Form	OWWA RWO
OFW Membership Record	OWWA RWO
2pcs. I.D. Picture with Name Tag	Applicant
At least one (1) valid I.D. of the OFW and/or the Authorized Representative	Government Issued or Company Issued I.D.
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> ● OFW Birth Certificate, if dependent is sibling ● OFW CENOMAR, if single ● Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registrar
Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) <ul style="list-style-type: none"> ● For incoming first year, 80% GWA without failing grades ● For second to fifth year, 85% GWA without failing grades 	School Registrar



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Incoming 1 st Year College, Notice from RWOs of qualifying the DOST-OWWA Pre-Qualifying Examination for EDSP	OWWA RWO
Other Special Requirements: <ul style="list-style-type: none"> ● Certificate of Good Moral ● Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ EDSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements. Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes *Depending on the completeness or compliance to qualifications/ requirements	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO
3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours 30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00- P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
END OF PROCESS					

6. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

A scholarship program that offers financial assistance amounting to **Php20,000.00** per school year to qualified dependents of OFWs who receive a monthly salary of not more than US\$600.00, and who shall enroll, are currently enrolled or have been enrolled in any four-year or five-year baccalaureate course or associate course in any college or university.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Scholarship Application Form	OWWA RWO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2) OFW Membership Record	OWWA RWO
3) 2 pcs. I.D. Picture with name tag	Applicant
4) At least one (1) valid I.D. of OFW member and/or Authorized Representative	Government Issued or Company Issued I.D.
5) Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> ● OFW Birth Certificate, if dependent is sibling ● OFW CENOMAR, if single ● Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registrar
6) Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) indicating 80% GWA without failing grades	School Registrar
7) Other Special Requirements: <ul style="list-style-type: none"> ● Certificate of Good Moral ● Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for ODSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ ODSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements. Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes *Depending on the completeness or compliance to	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO



		qualifications/ requirements			
3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours 30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00- P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
END OF PROCESS					

7. EDUCATION AND LIVELIHOOD ASSISTANCE PROGRAM FOR DEPENDENTS OF DECEASED OFW

A program designed for survivors of deceased OFWs who were active OWWA members at the time of death and families of OFWs who are incarcerated/convicted and meted out the death penalty in foreign countries. It is intended to provide, aside from financial assistance for the continuing education of a qualified dependent, a livelihood activity of surviving members of the family to augment family income.

- Livelihood Assistance- P15,00.00
- Educational Assistance- intended for deceased OFW with school-age qualified dependent. The eldest or the first born shall be the qualified dependent, in cases where the eldest/first born is not qualified or able the next born child shall be elected. The assistance covers education assistance from primary (Kindergarten)- P5,000.00, secondary- P8,000.00 and tertiary- P10,000.00 education.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM



b. Basic Requirements

CHECKLIST OF REQUIREMENTS	LIVELIHOOD ASSISTANCE	EDUCATIONAL ASSISTANCE	WHERE TO SECURE
OFW Membership Record (MR)	✓	✓	OWWA RWO
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR			PSA/LCR
<ul style="list-style-type: none"> Marriage Certificate, if applicant is spouse of OFW 	✓		
<ul style="list-style-type: none"> Birth Certificate of applicant, if applicant is child of OFW or sibling 	✓	✓	
<ul style="list-style-type: none"> Birth Certificate of OFW, if applicant is sibling or parents of OFW 	✓	✓	
<ul style="list-style-type: none"> Certificate of No Marriage (CENOMAR), if OFW is single 	✓		
2 pcs. 2 X 2 colored ID photo of applicant if name tag	✓	✓	Applicant
Death Certificate of OFW	✓	✓	PSA/LCR
Entrepreneurial Development Training Certificate (EDT)	✓		OWWA RWO
Business Plan	✓		Applicant
School Record of Qualified Dependent for Educational Assistance			School Registrar
<ul style="list-style-type: none"> Form 137/138 		✓	
<ul style="list-style-type: none"> Transcript of Record 		✓	
<ul style="list-style-type: none"> Certificate of Grades (if college level) 		✓	
Other Special Requirements: <ul style="list-style-type: none"> Certificate of Good Moral Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 		✓ ✓	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard or Registration Desks OWWA RWO
2) Present/Submit the accomplished Endorsement Form from Social Benefits Unit/Desks and the OFW Membership Record. Obtain ELAP application forms and checklist of requirements.	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for livelihood assistance.	5 minutes	Membership record	None	ELAP Livelihood Focal OWWA RWO
3) Submit the accomplished forms and requirements to the Reintegration Unit/Desks. Obtain schedule of the Entrepreneurship Development Training (EDT)	Review and evaluate requirements submitted for qualification to livelihood assistance.	5 minutes	ELAP Livelihood Application Form	None	ELAP Livelihood Assistance Focal/ Reintegration Unit/Focal OWWA RWO
	Release Notice of Schedule of EDT.	2-3 weeks	Notice		
4) If deceased OFW has qualified dependent for ELAP-Educational Assistance, proceed to Education and Training Unit/Desk and get requirements checklist	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for educational assistance.	5 minutes	Scholarship Application Form	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
5) Submit the complete requirements for ELAP - Educational Assistance Application and wait for the result of the evaluation.	Review and evaluate requirements submitted for qualification to educational assistance.	5 minutes	None	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
	Release Notice of Schedule of Scholarship Orientation.	2-3 weeks	Notice		



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
6) Attend the training/orientation in the designated schedule and venue provided. a. EDT for Livelihood Assistance b. Scholarship Orientation	Conduct the EDT. Conduct the Scholarship Orientation and facilitate signing of scholarship agreement.	1-2hours each session	Attendance Claim Stub Scholarship Agreement	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
7) Obtain the Notice from the Reintegration Unit/Desk and/or Education and Training Unit/Desk for the release of assistance. Note: Bring at least two (2) valid I.D.s of the claimant/dependents	Release Livelihood assistance. Release Notice of Award for the Education Assistance as basis for periodical release of cash assistance to school-age dependent.	30 minutes	Claim Stub/ Form	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

Note: Schedule on the conduct of orientations/trainings may vary from one RWO to another considering geographical locations and the complexity of cases in terms of qualifications and compliance to the requirements of the applicants.

8. WELFARE ASSISTANCE PROGRAM

WAP is an assistance extended to OWWA members, active or non-active, and/or their families, who are not eligible under any of the existing OWWA social benefit programs and services.

It seeks to provide cash relief assistance to OWWA members in any one of the following circumstances which are not covered under the regular programs implemented by the Secretariat:

- a. Calamity assistance for OWWA members and their families affected by natural calamities/disasters, such as super typhoons, earthquakes, heavy flooding, etc.



Overseas Workers Welfare Administration

- b. Bereavement assistance
- c. Disability assistance for OWWA members who were victims of crimes or accidents
- d. Medical assistance for OWWA members who have illnesses that are not covered under MEDplus
- e. Relief assistance for OWWA members who were displaced/laid-off due to economic/political/health crises, bankruptcy & other related conditions

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple-Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member or Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Calamity Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Barangay Certificate as resident of disaster/emergency affected community d. If victim of fire incident, secure Certification <p><i>Note: Calamity Assistance can be claimed by OFW members who are residing in areas where there is declared a State of Calamity by the Local Government Unit or the Office of the President.</i></p>	Government issued or company issued OFW member Barangay Council Bureau of Fire Protection
2) Bereavement Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of Claimant b. Proof of relationship with OFW i.e. Marriage Contract, Birth Certificate c. Death Certificate d. Joint Affidavit of two disinterested persons who witnessed the administration of burial rites 	Government issued or company issued PSA or LCR PSA or LCR Notary Public
3) Disability Assistance	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. At least two (2) valid I.D.s of Claimant b. Medical Certificate/Examination Procedure Result c. Accident/Police Report d. If claimant is not the OFW, Special Power of Attorney (SPA)	Government issued or company issued Competent Practitioner and Medical Institution/Facility Police Authorities with jurisdiction on the incident Legitimate Law/Legal Practitioner
4) Medical Assistance a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Original Medical Certificate/ Abstract with PTR No. of Attending Physician	Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility
5) Relief Assistance a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Proof of Displacement e.g. Termination of Contract, Working Visa, etc. d. Certification from OWWA-POLO of OFW's job sites	Government issued or company issued OFW member Employer OWWA-POLO

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
3) Submit accomplished application form and required documents for validation/evaluation	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form Claim Form/Stub	None	Social Benefits Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes (up to maximum of five working days)	Claim Stub/Form	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

Note: The processing time and venue of office may vary from one RWO to another depending on the current circumstances, particularly the magnitude of disasters and displacement of OFWs.

9. SUPPLEMENTAL MEDICAL ASSISTANCE PROGRAM FOR OFWs (MEDplus)

MEDplus is designed to provide supplemental medical relief for active OWWA and PhilHealth member-OFWs who are afflicted with dreaded diseases and were hospitalized, either at the jobsites or while in the Philippines. It is a financial assistance that aims to provide eligible availed with relief in the payment of their hospital/medical bills that is equivalent to the PhilHealth benefits under its case rate system, but not to exceed **Fifty Thousand Pesos (PhP 50,000.00)** per member.



a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member with active PhilHealth Membership
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) MEDPlus Application Form	OWWA RWO
3) One (1) Copy of Passport Size Picture	OFW Member or Claimant
4) Valid Passport	DFA
5) Valid Identification (I.D) Card	Government or Company issued
6) Member Data Record from PhilHealth	PhilHealth
7) Medical Certificate	Competent medical practitioner from legitimate medical institution/facility
8) If the family of OFW will claim the assistance because of: <ul style="list-style-type: none"> ● OFW is abroad: Duly notarized Special Power of Attorney executed by the OFW ● Deceased OFW: Death certificate of deceased OFW / marriage certificate or birth certificate of NOK-claimant issued by Philippine Statistics Authority (PSA) 	Legal Practitioner PSA or LCR



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard
2) Present I.D at Counter 29 of the Social Benefits Unit for verification of Membership Record. <ul style="list-style-type: none"> If the membership and MDR are valid, acquire MedPlus Application Form and other needed documents. 	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Evaluator/Processor Counter 9 - SBU
3) Submit the accomplished application form and requirements; proceed to present claim stub and claim financial assistance through check or cash pay-out	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form Claim Form/Stub	None	Evaluator/Processor Counter 9 - SBU
4) After claiming the check, go to the Cashier - Releasing Window and present 2 valid IDs e.g. Passport, Postal, Voter's, Company, Driver's License, Senior Citizens, NBI Clearance (Original/Valid), PRC License	Release financial assistance.	5 minutes	Claim Stub/Form	None	Cashier Cash Unit
END OF PROCESS					



10. DISABILITY BENEFIT

Disability Benefit - this could be availed of by the OFWs for any accident-related disabilities ranging from **Php2,500.00 to Php25,000.00 for partial disability** and from **Php50,000.00 to Php100,000.00 for total/permanent disability**.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman’s Identification Record Book (SIRB) of the OFW - Member	MARINA
3) Foreign Medical Certificate with English Translation	OWWA- POLO
4) Medical Certificate (with indicated procedure of the medical examination/procedure of the doctor in Philippines)	Competent medical practitioner from legitimate medical institution/facility
5) Accident Report and/or Master’s Report (for seafarer)	Employer
6) One (1) copy of 1x1 picture	OFW member
7) If claimant is not OFW, submit Authorization Letter with I.D. of OFW	OFW’s authorized claimant
8) At least one (1) valid I.D. of authorized claimant	OFW’s authorized claimant



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard or Registration Desk OWWA RWO
2) Present your I.D or Passport at Social Benefits Unit/Desk for verification of Membership Record. ● If the membership is valid, obtain application form and ascertain the schedule for medical evaluation.	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record Application Form	None	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO
3) Return on the given schedule for the medical evaluation at Counter 9 of Social Benefits Unit. Submit the accomplished application form and requirements; proceed to present claim stub and claim financial assistance through check or cash pay-out	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form	None	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) After claiming the check, proceed to the Cashier - Releasing Window and present 2 valid IDs e.g. Passport, Postal, Voter's, Company, Driver's License, Senior Citizens, NBI Clearance (Original/Valid), PRC License. Submit copies of ID.	Release financial assistance.	5 minutes	Claim Stub/ Form	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

11.DEATH AND BURIAL BENEFIT

Death Benefit - insurance benefit to survivors of deceased OFWs who were active OWWA members at the time of death. The beneficiary is entitled to Php100,000.00 for deaths due to natural causes and Php200,000.00 for accidental death.

Burial Gratuity - in addition to the death benefit, a funeral grant of Php20,000.00 is given to the beneficiaries of the deceased OFW to assist them for the decent burial of their loved ones.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Deceased OFW Member's Qualified Dependent
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM



b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	MARINA
3) Two (2) Valid IDs and One (1) copy of ID Picture of claimant (1x1)	Qualified Claimant
4) Death Certificate (local or foreign; police/accident report - if death was caused by accident)	PSA or LCR
5) Burial Permit and Official Receipt of payment in funeral	City/Municipal LGU
6) Affidavit of Undertaking executed by claimant	Notary Public
7) Proof of Relationship to OFW Member <ul style="list-style-type: none"> ● OFW CENOMAR, if single ● Marriage Certificate ● Birth Certificate of OFW, if the claimant is the parent ● Birth Certificate of the claimant and death certificate of deceased spouse, for OFW's child 	PSA or LCR

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership	Check membership status	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
obtain application form and checklist of requirements	Issue membership record, inform OFW/claimant whether qualified or not qualified				
3) Submit accomplished claim form and required documents for validation/evaluation	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Claim Form	None	Social Benefits Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes	Claim Stub	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					



OWWA DIRECTORY

- A. CENTRAL OFFICE
- B. REGIONAL WELFARE OFFICES