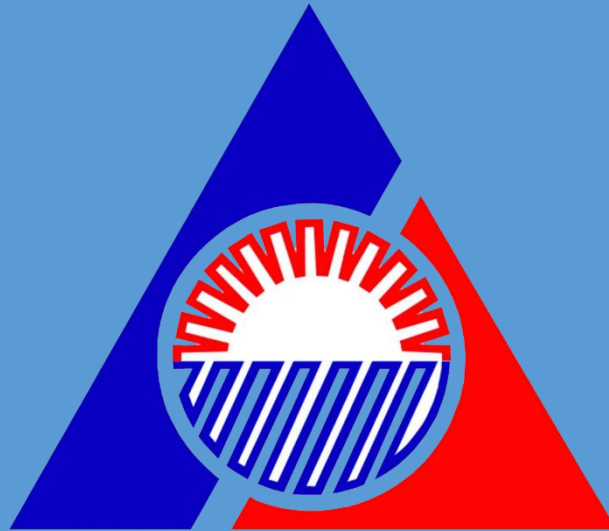


OVERSEAS WORKERS WELFARE ADMINISTRATION

CITIZEN'S CHARTER



Updated as of March 2024

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



THE OWWA

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

The OWWA is an attached agency of the Department of Migrant Workers (DMW) as per R.A. 11641, S. 2021.



VISION, MISSION, VALUE STATEMENT, AND QUALITY POLICY

I. VISION

By 2030, OWWA is the global leader in migrant workers welfare.

II. MISSION

The Overseas Workers Welfare Administration (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.

III. CORE VALUES

The OWWA Core Values are

Professionalism - Maintaining its good image to its publics, including the development of its human resource.

Accountability - Managing its Fund transparently and judiciously. Guarantee to utilize properly all its resources;

Responsiveness with Commitment - Ensuring Client-Centric Services which is oriented towards the total satisfaction of its external and internal clients.

IV. QUALITY POLICY

The Overseas Workers Welfare Administration commits to the promotion and protection of the welfare and interest of the OFWs and their Families in general, and its Members particular, the continual improvement of its programs and services, systems and procedures, and to ensure viability of its fund.



Overseas Workers Welfare Administration

OWWA is committed to:

- Uphold and practice the principles of good governance;
- Manage the OWWA Funds transparently and judiciously;
- Deliver Caring, Attentive, Responsive, and Efficient Services (CARES) to its client-customers;
- Review regularly its Organizational Context to better serve its clients;
- Utilize properly all its resources, and developing its human resource;
- Maintain its good image to its publics: and
- Ensure 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;

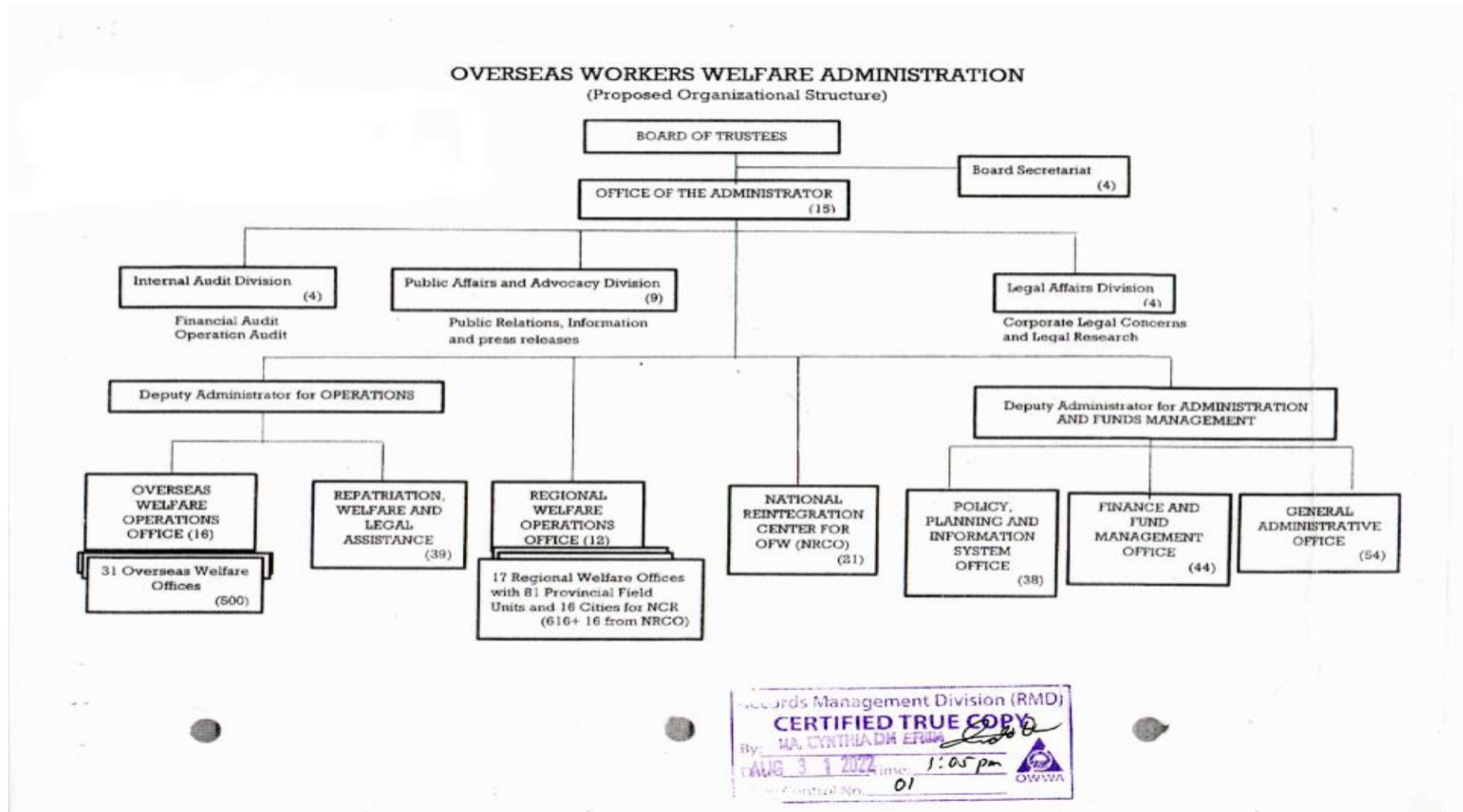


Overseas Workers Welfare Administration

- 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.

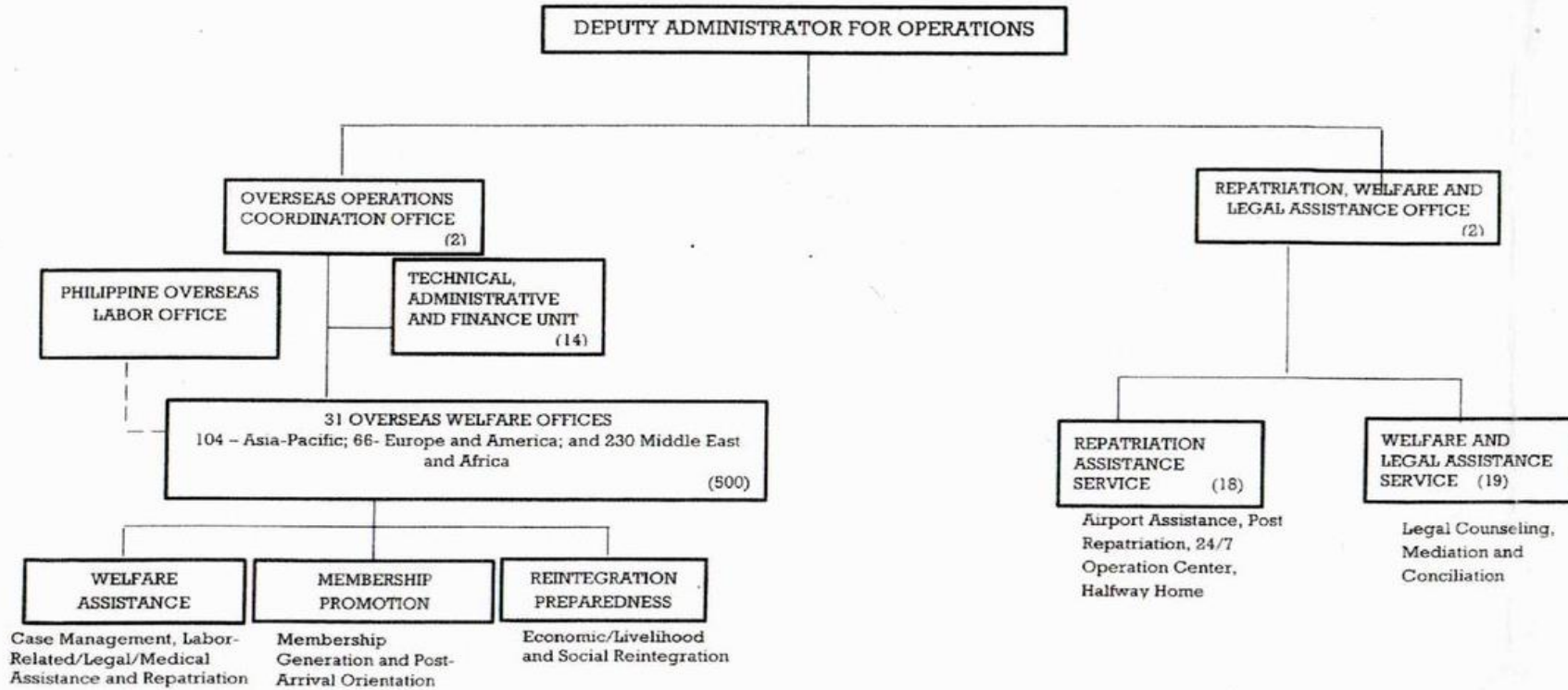


OWWA ORGANIZATIONAL STRUCTURE





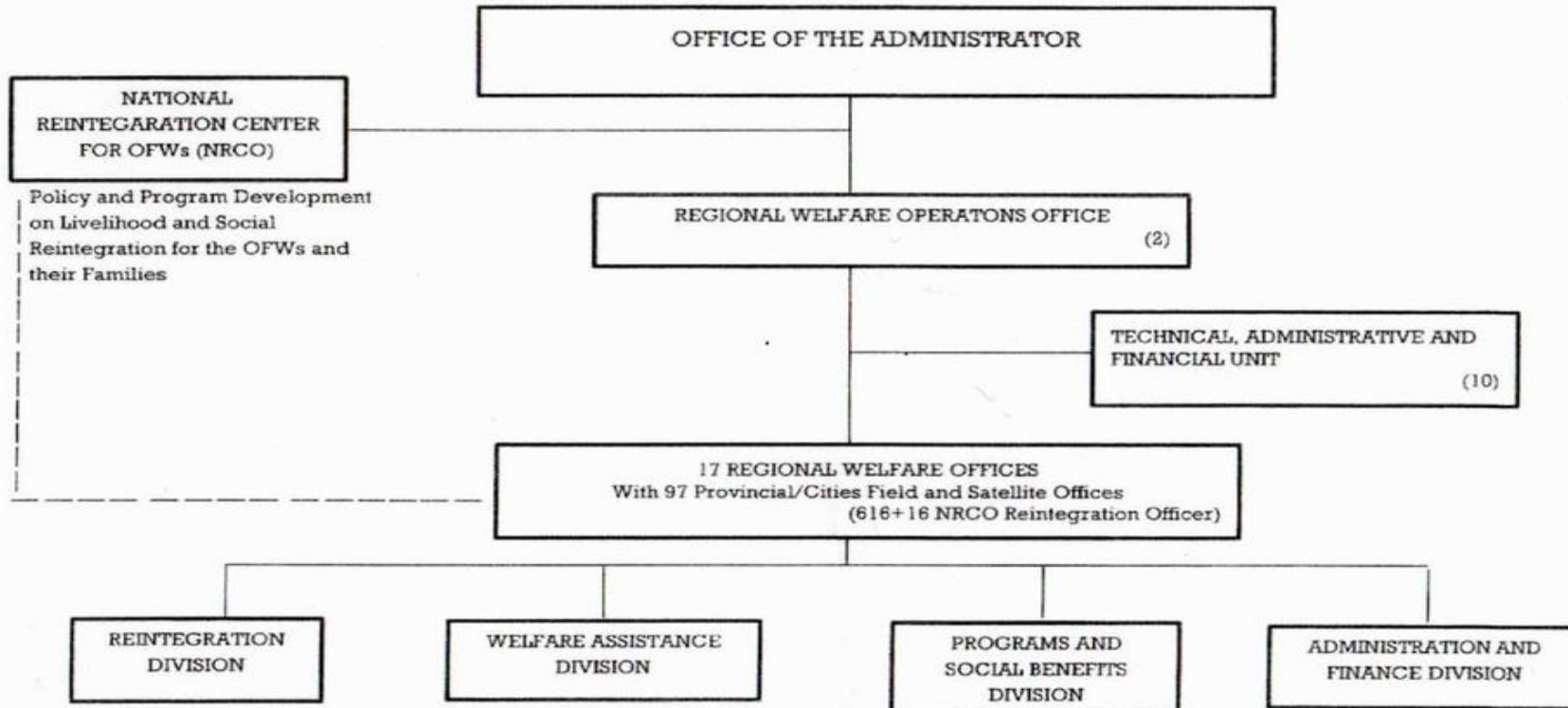
WELFARE OPERATIONS
(Overseas, Repatriation and Legal Assistance)



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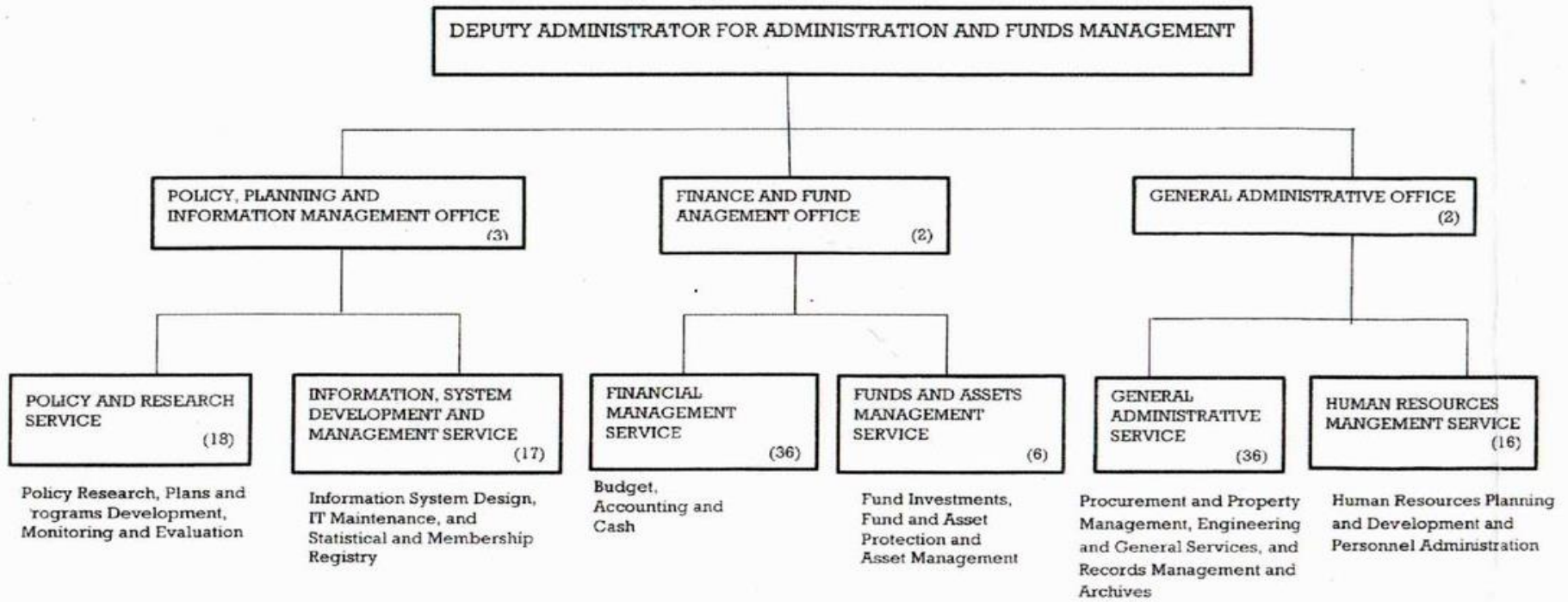
REGIONAL OPERATIONS



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OWWA



SUPPORT SERVICES



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EXTERNAL SERVICES

A. CENTRAL OFFICE

B. REGIONAL WELFARE OFFICES



LIST OF SERVICES: CENTRAL OFFICE

1. REPATRIATION ASSISTANCE PROGRAM

This is the 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, as necessary: <ul style="list-style-type: none"> a. Overseas Employment Contract or other proof of employment overseas b. Travel Document 	DMW DFA



c. Boarding Pass or Proof of Repatriation	OFW
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c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
The appointment system is strictly implemented to better serve clients. (Observe social distancing protocols to prevent the spread of COVID-19). Appointment Scheduler App at the OWWA Website www.owwa.gov.ph					
1) Registration to the DMW-OWWA OFW Assistance Information System (OASIS) Online Application to schedule intent to return or repatriate in the Philippines	Provide information on testing, quarantine, temporary accommodation, or transportation service to clients.	10 minutes	Online Application Form	None	RAD OWWA MISD OWWA
2) Upon arrival at the airport, register to the OWWA Uwian na App or fill-up Intake Form (Project CARE)	Provide queuing number or ensure orderliness in the queuing line.	5 minutes	Uwian na App or Intake Form	None	OWWA Airport Arrival Team and Team Hotel-Booking Unit
3) Submit the accomplished intake sheets and register to masterlist of arriving OFWs:	Collect intake sheets and group OFWs according to category (i.e. land-based or sea-based)	15 to 30 minutes	Masterlist of Landbased and Seabased OFWs	None	RAD Case Officer
4) Give confirmation assistance to be provided a) Financial Assistance; b) Transportation Assistance; c) Temporary Shelter; d) Medical Assistance; or	Coordinate with concerned OWWA Units	At least 30 minutes to 3 to 5 days *Depending on the nature of	None	None	RAD Case Officer



e) Others as need arise	Provide updates and render service to the client.	case and correctness/ completeness of requirements			
END OF PROCESS					

2. FACILITATION OF SINGLE ENTRY APPROACH (SEnA) FOR OVERSEAS FILIPINO WORKERS AND/OR THEIR QUALIFIED DEPENDENT (FAMILIES)

The Single Entry Approach is a voluntary mode of dispute resolution where it utilizes the conciliation-mediation process as an immediate intervention to effect speedy, impartial, voluntary and amicable settlement of all labor and employment issues arising from employer-employee relationship to prevent them from ripening into full blown case. Under this approach, the parties shall undergo a 30-day mandatory conciliation-mediation process to effect mutual settlement, pursuant to Republic Act No. 10396, the law which provides for the mandatory conciliation of all labor cases.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Office of the Legal Staff, OWWA-Central Office / Regional Welfare Offices / Overseas Offices
CLASSIFICATION:	Complex to Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFWs and/or their Authorized Representatives/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 or any government office which issued the ID
2) Request for Assistance Form (R.A. Form)	Office of the Legal Staff, OWWA-Central Office / Regional Welfare Offices / Overseas Offices
3) Other Additional Requirements depending on the case: <ul style="list-style-type: none"> a. Employment Contract b. Overseas Employment Contract 	Department of Migrant Workers (DMW) / PRA / Employer DMW



Overseas Workers Welfare Administration

c. OFW Information Sheet d. OFW Membership Record or e. Passport and/or travel documents	DMW OWWA DFA / Philippine Embassy
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c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Fill-up Request for Assistance (RFA Form)	Provide and assist client in accomplishing the RFA form.	7 minutes	RFA	NONE	SENA Desk Office (SEADO)
2) Interview	SEADO interviews and evaluates the submitted RFA Form.	7 minutes	RFA	NONE	SEADO
3) Conciliation Conference	Schedule and facilitate conciliation-mediation hearings within 30-day period.	20 minutes per hearing	Notices and Minutes of Proceedings	NONE	SEADO / OWWA Legal Staff / RWOs / Overseas Offices
END OF PROCESS					

3. RECOGNITION OF PROVIDERS TO CONDUCT PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

The recognition to conduct 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)



Overseas Workers Welfare Administration

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
2) Trainer’s bio-data and copy of Certificate of Participation / Completion of PDOS Trainers’ Training	PDMU
3) Copy of license to operate from DMW (in case of recruitment/manning)	Philippine Overseas Employment Administration
4) Copy of incorporation/registration documents and literature on institutional mission and operations (for 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) Submission of accomplished Application Form	Receive and check completeness/correctness 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



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
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 completed the orientation/TOT, and the PDOS venue is in order, recommend to the approval of accreditation	1 hour	Memorandum to the Administrator	none	PDMU
5) Obtain certificate of accreditation	Issue certificate of recognition	10 minutes	Certificate of accreditation	none	PDMU
END OF PROCESS					

LIST OF SERVICES: REGIONAL WELFARE OFFICES (RWO)

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

SESP is a short term training with 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



Overseas Workers Welfare Administration

SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM
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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
Appointment Scheduler App at the OWWA Website www.owwa.gov.ph (appointment.owwa.gov.ph)					



Overseas Workers Welfare Administration

1) Get queuing number or queue in line for EDSP scholarship application	Provide queuing number or ensure orderliness in queuing line.	1 minute	None	None	Assigned Guard 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 accomplished application form and requirements. • Get schedule to claim Notice Of Award (NOA) 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 1 day 7 days	Membership Record Application Form	None	Duty Officer OWWA RWO
3) Claim/Get Notice of Award on scheduled date. Get Priority Number until number is called	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Duty Officer OWWA RWO
4) Go to Counter 1 to claim/get the Notice of Award (NOA).	Release NOA	5 minutes	Notice of Award	None	Duty Officer OWWA RWO
END OF PROCESS					



Note:

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

2. SEAFARERS UPGRADING PROGRAM (SUP)

SUP is a short-term training program for seafarers with a maximum tuition fee 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
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c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
Appointment Scheduler App at the OWWA Website appointment.owwa.gov.ph					
1) Get queuing number or queue in line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard OWWA RWO
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 accomplished application form and requirements. • Get your schedule to claim Notice of Award (NOA). 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 3 days 7 days	Membership Record Application Form	None	Duty Officer OWWA RWO



Overseas Workers Welfare Administration

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
Appointment Scheduler App at the OWWA Website appointment.owwa.gov.ph					
5) Claim/Get Notice of Award on scheduled date. Get Priority Number until number is called	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Duty Officer OWWA RWO
3) Go to designated SUP desk/counter to obtain the Notice of Award (NOA)	Release NOA.	5 minutes	Notice of Award	None	Duty Officer OWWA RWO
END OF PROCESS					

Note:

- *For applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 3 days (3 working days) after submitting the completed requirements.*
- *For 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.*



3. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

EDSP is a scholarship grant to qualified dependents of OFWs consisting of a maximum of **Php60,000.00** per school year until the completion of the 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 (RWO) Regional Operations Coordination Service (ROCS) Management Information System Division (MISD)
CLASSIFICATION:	Simple to Complex
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) Online Scholarship Application Form	OWWA RWO Official FB Page- EDSP 2 OWWA Central Office Website- EDSP 1
2) Proof of grades i.e. Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) indicating 80% GWA without failing grades	Applicant
3) Other Supporting Documents (for submission upon approval): 3.1 At least one (1) valid I.D. of OFW member and/or Authorized Representative 3.2 2 pcs. I.D. Picture with name tag 3.3 Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> ● OFW Birth Certificate, if the dependent is sibling ● OFW CENOMAR, if single ● Dependent’s Birth Certificate 	Government Issued or Company Issued I.D. Philippine Statistics Authority or Local Civil Registrar



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3.4 Proof of enrollment i.e. Registration Card, O.R. Tuition Fees and other school fees or Course Syllabus	School Registrar

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit online application and requirements to Scholarship Online Application System	1.1 Auto queuing of applications for review and verification.	5-10 minutes	EDSP Online Application Form	None	Focal on Education and Training/ EDSP OWWA RWO
	1.2 If qualifying requirements are complete, approve the application. If incomplete, inform the applicant to comply needed requirements within 3-5 working days.	5-10 minutes	OWWA Application Systems: Membership Processing System; DMW/ POEA Intra System; Benefits Availment Program (BAP)	None	Focal on Education and Training/ EDSP OWWA RWO
2) Obtain confirmation of the results of application 3.1 Notice of approval 3.2 Notice of Disapproval	Issue Notice of Award together with the schedule and venue of scholarship orientation.	2-3 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO



3) Attend Scholarship Orientation and submit notarized Scholarship Agreements together with the proof of enrolment and grades	Conduct scholarship orientation	1-2 hours	Attendance	P50.00- P100.00	Focal on Education and Training/ EDSP
	Assist the applicants in the accomplishment/ notarization of the Scholarship Agreement	30 minutes to 1 hour	Scholarship Agreement	*Notary Public	OWWA RWO
	Prepare the voucher for educational grant.	1 day	Voucher and other Financial Docs		
	Release the scholarship grant through LBP.	Within 2-3 days			
END OF PROCESS					

4. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

ODSP is 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.

d. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office	
CLASSIFICATION:	Simple to Complex	
TYPE OF TRANSACTION:	Government to Citizen (G2C)	



Overseas Workers Welfare Administration

WHO MAY AVAIL:	OFW Member's Qualified Dependents	
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM	

e. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4) Scholarship Application Form	OWWA RWO
5) OFW Membership Record	OWWA RWO
6) 2 pcs. I.D. Picture with name tag	Applicant
7) At least one (1) valid I.D. of OFW member and/or Authorized Representative	Government Issued or Company Issued I.D.
8) 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
9) Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) indicating 80% GWA without failing grades	School Registrar
10) 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

f. How to avail the service



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
Appointment Scheduler App at the OWWA Website www.owwa.gov.ph (appointment.owwa.gov.ph)					
1) Get queuing number or queue in the line for ODSP scholarship application, for walk in Submit online application and requirements to regional e-mail address, for online	Provide queuing number or ensure orderliness in the queuing line. Listing of online application for schedule of review and evaluation	30 seconds to 30 minutes depending on the bulk of application	Scholarship Application Form	None	Assigned Guard OWWA RWO
2) Provide additional information about the application, if needed	Check membership records and evaluate submitted requirements. Inform the applicants of the initial result of the evaluation i.e. approved or disapproved.	5-10 minutes *Depending on the completeness or compliance to qualifications/ requirements	Application Form and Membership Record	None	Education and Training Unit Duty Officer OWWA RWO
3) Obtain confirmation of the results of application 3.3 Notice of approval 3.4 Notice of Disapproval	Issue Notice of Award together with the schedule and venue of scholarship orientation.	2-3 working days	Notice of Award	None	Education and Training Unit Duty Officer 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	Education and Training Unit Duty Officer OWWA RWO
END OF PROCESS					

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

ELAP is 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
1. Marriage Certificate, if applicant is spouse of OFW	✓		
1. Birth Certificate of applicant, if applicant is child of OFW or sibling	✓	✓	
1. Birth Certificate of OFW, if applicant is sibling or parents of OFW	✓	✓	
1. Certificate of No Marriage (CENOMAR) of OFW	✓		
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
1. Form 137/138		✓	
1. Transcript of Record		✓	



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1. Certificate of Grades (if college level)		✓	
Other Special Requirements: 1. Certificate of Good Moral 2. 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
Appointment Scheduler App at the OWWA Website www.owwa.gov.ph (appointment.owwa.gov.ph)					
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 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	Duty Officer OWWA RWO



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<p>3) Submit the accomplished forms and requirements to the Reintegration Unit/Desks. Obtain schedule of the Entrepreneurship Development Training (EDT)</p>	<p>Review and evaluate requirements submitted for qualification to livelihood assistance.</p> <p>Release Notice of Schedule of EDT.</p>	<p>5 minutes</p> <p>2-3 weeks</p>	<p>ELAP Livelihood Application Form</p> <p>Notice</p>	<p>None</p>	<p>Duty Officer OWWA RWO</p>
<p>4) If deceased OFW has qualified dependent for ELAP-Educational Assistance, proceed to Education and Training Unit/Desk and get requirements checklist</p>	<p>Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for educational assistance.</p>	<p>5 minutes</p>	<p>Scholarship Application Form</p>	<p>None</p>	<p>Duty Officer OWWA RWO</p>
<p>5) Submit the complete requirements for ELAP - Educational Assistance Application and wait for the result of the evaluation.</p>	<p>Review and evaluate requirements submitted for qualification to educational assistance.</p> <p>Release Notice of Schedule of Scholarship Orientation.</p>	<p>5 minutes</p> <p>2-3 weeks</p>	<p>None</p> <p>Notice</p>	<p>None</p>	<p>Duty Officer OWWA RWO</p>
<p>6) Attend the training/orientation in the designated schedule and venue provided.</p> <p>a. EDT for Livelihood Assistance</p> <p>b. Scholarship Orientation</p>	<p>Conduct the EDT. Conduct the Scholarship Orientation and facilitate signing of scholarship agreement.</p>	<p>1-2hours each session</p>	<p>Attendance Claim Stub Scholarship Agreement</p>	<p>None</p>	<p>Duty Officer OWWA RWO</p>



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<p>7) Obtain the Notice from the Reintegration Unit/Desk and/or Education and Training Unit/Desk for the release of assistance.</p> <p>Note: Bring at least two (2) valid I.D.s of the claimant/dependents</p>	<p>Release Livelihood assistance.</p> <p>Release Notice of Award for the Education Assistance as basis for periodical release of cash assistance to school-age dependent.</p>	<p>30 minutes</p>	<p>Claim Stub/ Form</p>	<p>None</p>	<p>Cashier or Authorized Personnel</p> <p>OWWA RWO</p>
<p>END OF PROCESS</p>					

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.

6. PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

PDOS is a mandatory orientation-seminar aimed at orienting departing migrant workers with basic information 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.

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) Photocopy 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 country of work	POLO or POEA
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 Enrollment Form at the Registration Desk	Release Enrollment Form to OFW.	5 minutes	Enrollment Form	None	PDOS Staff Registration Desk, OWWA RWO
2) Fill-up and submit Enrollments Form, and get Enrollment Card for the schedule of training at Registration Desk	Review and accept the Enrollment Form. Issue the Enrollment Card.	10 minutes	Enrollment Form Enrollment Card	None	PDOS Staff Registration Desk, OWWA RWO



3) Attend training schedule for:				None	PDOS Speaker	Resource
a. PDOS- Skilled Workers	Conduct PDOS	1 day (8:00am-5:00pm)	Attendance Form			
b. CPDEP- Professional Housekeepers	Conduct CPDEP	2 days (8:00am-5:00pm)	Enrolment Card		CPDEP Speaker	Resource
4) Obtain Certificate of Attendance at end of the seminar	Release the Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Training Room	
END OF PROCESS						

7. COMPREHENSIVE PRE-DEPARTURE EDUCATION PROGRAM (CPDEP)

Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs) is 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:	Complex
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 country of work	Department of Migrant Workers or Migrant Workers Office
3) Certificate of Attendance of 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
Online Registration using designated email address for the enrollment of trainees, and appointment via phone calls for the release of Certificate of Attendance (COAs)_					
1) Online Enrollment through prep.owwa.gov.ph	Enrollment staff send schedule of training to their registered email after checking completeness and correctness of information from their online application form and submitted requirements	30 minutes	Google Form	None	CPDEP Enrollment Staff/ IT Room OWWA RWO
2) Attend the Language Training and Culture	Conduct the seminar/training: ➤ Arabic/Cantonese/ Hebrew	3days	None	None	Instructors Designated Zoom Link, OWWA RWO



Familiarization through the provided ZOOM link	<ul style="list-style-type: none"> ➤ KSA ➤ Mandarin ➤ Culture Familiarization and Stress Management 	4 days 2 days 6 days 1 day			
3) Obtain Certificate of Attendance at end of seminar/training	Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Instructors Designated Training Rooms, OWWA RWO
END OF PROCESS					

8. BALIK PINAS, BALIK HANAPBUHAY (BPBH)

BPBH is a package of livelihood support/assistance intended to provide immediate relief to returning member-OFWs, to wit:

- Cash assistance OFWs: a) Non-Members of OWWA- **Php5,000.00**; b) In-active Members with at least one (1) contribution- **Php10,000.00**; and c) Active Members of OWWA- **Php20,000.00** as start-up or additional capital for the livelihood project;
- Entrepreneurship development training; and
- Other services that will enable the target beneficiaries to start/manage a livelihood undertaking through self-employment, such as provision of marketing linkages and job referral.

a. Info about the service

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



b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> a. OWWA Membership Records b. Application Form with Personal Undertaking (Sariling Salaysay) that the cash assistance will be used solely for livelihood activities of OFW c. Proof of repatriation or return to the Philippines (passport or travel documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance) 	<p>OWWA RWO</p> <p>OWWA RWO/ Reintegration Unit or Focal Person</p> <p>POLO OWWA with jurisdiction of the OFW jobsite</p> <p>Issuing Airline for Air tickets/Boarding Pass</p> <p>Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division</p> <p>Barangay where the OFW resides</p>

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
Appointment Scheduler App at the OWWA Website www.owwa.gov.ph (appointment.owwa.gov.ph)					
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line. Give application Form	5 minutes	Application Form	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present and submit requirements	Check membership status	At least	Membership record	None	Reintegration Unit Staff OWWA RWO



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	<p>Issue membership record for (member OFWs),</p> <p>Review accomplished application form and completeness of requirements</p> <p>Issue schedule of EDT session for qualified OFWs</p>	5 minutes per transaction	<p>Accomplished Application Form</p> <p>Schedule of EDT</p>		
3) Attend the scheduled EDT session at the OWWA RWO	<p>Conduct the EDT Session</p> <p>Issue certificate of attendance</p>	Half-day session	<p>Attendance/Registration Form</p> <p>Certificate of Attendance</p> <p>Business Plan</p>	None	Reintegration Unit Staff OWWA RWO
4) After the EDT session, submit the application forms and complete requirements	<p>Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan</p> <p>Issue schedule of Business Site inspection</p> <p><i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i></p>	<p>10 minutes</p> <p>At least seven (7) days after the EDT session</p>	<p>Accomplished Application Form</p> <p>Certificate of Attendance</p> <p>Business Plan</p>	None	Reintegration Unit Staff OWWA RWO
5) Prepare for the Business Site	Conduct the Business Site inspection.	At least 30 minutes	N/A	Site visit report from	Family Welfare Officer/ Business Inspector



Inspection by the OWWA RWO	Conduct final review and approval of the BPBH application. Schedule release of cash assistance and send OFW notice of approval and claiming of cash assistance.	At least 10 minutes- review At least seven (7) days after approval		OWWA RWO i.e. narrative and photos	OWWA RWO Reintegration Unit Staff OWWA RWO Reintegration Unit Staff OWWA RWO
6) For approved applications, claim the financial assistance	Release financial assistance either through check, cash pay-out or money transfer.	10 minutes	Claim Stub/Form	None	Cashier, OWWA RWO Authorized Personnel/ Money Transfer 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. TULONG PANGKABUHAYAN PARA SA PAG-UNLAD NG SAMAHANG OFW O TULONG PUSO PROGRAM



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Tulong Puso Program is a one-time livelihood financial grant that supports the proposed business plan for both start-up and expansion of the OFW Groups, duly recognized by the Department of Labor and Employment (when OWWA used to be an attached agency of DOLE), Cooperative Development Authority (CDA), and the Securities and Exchange Commission (SEC). It is composed of livelihood components: a) start-up, b) expansion, and c) restoration. It provides a minimum of P50,000.00 to P1,000,000.00 livelihood grant depending on the number of OFW members and the type of proposed livelihood project approved.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office thru the National Reintegration Center for OFWs (NRCO)
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. Accomplished Application Form	OWWA RWO/ Reintegration Unit or Focal Person
b. A copy of their registration certificate issued by DOLE, CDA, or SEC	DOLE, CDA or SEC
c. OFW Group Profile and Members' Profile indicating 80% thereof are OWWA members and/or their families	OFW Group/Association
d. Audited Financial Statements certified by the Association/Group Treasurer and Auditor, when applicable	OFW Group/Association
e. A certification signed by the OFW Group President indicating the names of duly authorized representatives to deal with the concerned RWO in the entire program phases (maximum of three)	OFW Group/Association
f. Affidavit of undertaking by the OFW Group How to manage and grow the business	OFW Group/Association
	OFW Group/Association



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
g. Business proposal and feasibility of study with proof of equity of at least 20% comprising of available and/or existing capital assets, bank accounts/statements, and other similar proof	

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
Appointment Scheduler App at the OWWA Website www.owwa.gov.ph (appointment.owwa.gov.ph)					
1) Start Online Application	Consolidate online application on first come first serve basis	10-30 minutes	Application Form Checklist of Requirements Compilation of requirements	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Attend Pre-Orientation and Pre-Social Preparation through webinar	Conduct the Pre-Orientation and Pre-Social Preparation	1-2 hours	Attendance/Registration Form Certificate of Attendance	None	Reintegration Unit Staff OWWA RWO
3) Provide additional information or clarification, as needed	Evaluation and review of submitted documentary requirements	15-30 minutes	Application Form and Documentary requirements	None	Reintegration Unit Staff OWWA RWO



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		*Depending on completeness of documents			
4) Justify or clarify the Business Plan/Proposal	<p>Review and evaluate the business plan/proposal:</p> <ul style="list-style-type: none"> - Conduct site visit - Interviews and coordination with LGUs - Submit recommendation to the Regional Review Committee (RRC) <p>Issue schedule of Business Site inspection</p> <p><i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i></p>	3-5 days	Certificate of Attendance to training Business Plan	None	<p>Reintegration Unit Staff OWWA RWO</p> <p>Family Welfare Officer/ Business Inspector OWWA RWO</p>
5) Compliance to approval Or Appeal to disapproval	<p>Deliberation of RRC</p> <p>Approve or Disapprove</p>	1 day	N/A	Notice of Approval or Disapproval	<p>Reintegration Unit Staff OWWA RWO</p> <p>Reintegration Unit Staff OWWA RWO</p>
6) For approved applications, claim the financial assistance	Release financial assistance either through check, cash pay-out or money transfer.	Within 30 days for the release of three (3)	Claim/Awarding Form	None	Cashier, OWWA RWO Authorized Personnel/ OWWA RWO/NRCO



		tranches of livelihood grant			
END OF PROCESS					

10. 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.
- 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
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b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1) Calamity Assistance</p> <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>	<p>Government issued or company issued</p> <p>OFW member</p> <p>Barangay Council</p> <p>Bureau of Fire Protection</p>
<p>2) Bereavement Assistance</p> <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 	<p>Government issued or company issued</p> <p>PSA or LCR</p> <p>PSA or LCR</p> <p>Notary Public</p>
<p>3) Disability Assistance</p>	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 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) 	<ul style="list-style-type: none"> Government issued or company issued Competent Practitioner and Medical Institution/Facility Police Authorities with jurisdiction on the incident Legitimate Law/Legal Practitioner
<p>4) Medical Assistance</p> <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. Original Medical Certificate/ Abstract with PTR No. of Attending Physician 	<ul style="list-style-type: none"> Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility
<p>5) Relief Assistance</p> <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. Proof of Displacement e.g. Termination of Contract, Working Visa, etc. d. Certification from OWWA-POLO of OFW's job sites 	<ul style="list-style-type: none"> 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
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	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.

11. DISABILITY BENEFIT



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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. <ul style="list-style-type: none"> 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	Duty Officer Social Benefits Unit OWWA RWO
3) Application form and requirements are subject for evaluation of the medical retainer, processor and evaluator.	Review and evaluate submitted requirements.	15 minutes	Application Form	None	Medical Retainer, Processor, Evaluator Social Benefits Unit



	Inform OFW/claimant about final approval/disapproval of application				OWWA RWO
4) Once approved, 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					

12.DEATH AND BURIAL BENEFIT

Death Benefit is an 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 is an 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 o 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 OFWs 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



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1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Guard on-duty OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form and checklist of requirements	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
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/Duty Officer 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					

Note: All programs and services of the National Reintegration Center for OFWs (NRCO) shall no longer be reflected/included in the OWWA 2022 Citizen’s Charter due to transfer of the NRCO to the Department of Migrant Workers (DMW).



INTERNAL SERVICES



LIST OF INTERNAL SERVICES

1. CUSTOMER FEEDBACK

Customer feedback forms gathered from the Public Information Desk and the program and service implementers are monitored, measured, analyzed and evaluated to assess client/customer satisfaction to determine that the Agency is meeting the expectations of its clients.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Advocacy and Social Marketing Division (ASMD)
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Government (G2G)
WHO MAY AVAIL:	OWWA Offices/Units/ Process Owners
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM to 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Survey Form	Public Information Desk and the program and service implementers

c. How to avail the service



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Public Information Desks of program/service implementers collect customer survey from clients and submit to head office for consolidation and reporting.	a. Collect accomplished Client / Customer Feedback Survey Form from concerned office/units	1 Hour	Accomplished Customer Feedback Survey Form	None	ASMD
	b. Consolidate all submitted Client/Customer Satisfaction Information, including client complaints, if any	8 Hours	Raw Data Report	None	ASMD
	c. Analyze data and prepare report on the status of Client/Customer Feedback System	4 hours	Raw Data Report	None	ASMD
	d. Submit report to management copy furnished concerned offices/units on the status of client/customer feedback system for the period covered	30 minutes	Client/ Customer Satisfaction/ Feedback Report	None	ASMD
END OF PROCESS					

2. FREEDOM OF INFORMATION (FOI)

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division (RMD)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C) Government to Government (G2G) Government to Citizens
WHO MAY AVAIL:	External Clients



SCHEDULE OF AVAILMENT:	24/7 Monday to Sundays and Holidays
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b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Electronic Mail/Internet Technology Connection 2) Personal email address 3) Valid Government Issues Identification	e-FOI Portal and OWWA Transparency Seal at www.owwa.gov.ph

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Sign up at the www.foi.gov.ph to create an account	Review and accept request for information	10 minutes	E-FOI generated template	None	Receiving Officer
	Research and draft response them send to client via the E-FOI link	1-3 days for simple information and 4-7 days for complex information	E-FOI generated template	None	FOI Decision Makers Receiving Officer
2) Acknowledge receipt of OWWA response	Monitor the E-FOI link for feedbacks and customer satisfaction	1 day after response was sent	E-FOI generated template	None	Receiving Officer
END OF PROCESS					



3. COURIER SERVICES (MAIL AND PARCEL DELIVERY) THRU SUB-CONTRACTORS AND MESSENGER

Handling the courier services of delivering official documents and non-documents to OWWA’s overseas and regional offices including other individuals and government agencies from the public and private sectors.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G) Government to Business (G2B)
WHO MAY AVAIL:	OWWA Officers
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 10:00 AM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Mail and courier request form	Records Management Division or through electronic request (records@owwa.gov.ph)
2) Philippine Postal Corporation Forms	Records Management Division
3) Registry Return Request (RRR)	
4) Document or Parcel for Delivery	

c. How to avail the service

CLIENT’S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE



Overseas Workers Welfare Administration

<p>1) Submit two (2) copies of MCRF including the mail/parcel for delivery</p> <p>Note: If more than 5 items an electronic submission is required If for local mails, submit filled-up RRR and DEMS</p>	<p>Check as to the completeness, correctness, and accuracy of the MCRF and crosscheck with the items for delivery in RRR and DEMS</p>	<p>10 minutes</p>	<p>MCRF</p>	<p>none</p>	<p>RMD Receiving Officer</p>
	<p>Identify weigh, price, and attach bar code</p>	<p>10 minutes</p>	<p>MCRF</p>	<p>none</p>	<p>RMD Courier Encoder Administrative Aide VI Records Officer II</p>
	<p>Encode at the Daily Delivery Form (DMDF)</p>	<p>5 minutes</p>	<p>DMDF</p>	<p>none</p>	<p>RMD Courier Encoder</p>
	<p>For Local Destination: Delivery at the Pasay City Central Post Office</p> <p>For International Destination: To be picked-up by the courier service provider</p>	<p>1 hour inclusive of travel and waiting time at the Post Office (pooled mail delivery at 10:00 AM)</p> <p>Within the day</p>	<p>MCRF</p>	<p>none</p>	<p>RMD Courier Encoder Administrative Aide VI</p>



Acknowledge receipt of 2 nd Copy of MCRF	Provide clients with copy of MCRF with Post Office Marks and bar code for ease of tracking	2 minutes (part of the distribution process at 3:00 PM)	DMDF	none	RMD Courier Encoder
END OF PROCESS					

4. COURIER SERVICES (MAIL AND PARCEL DISTRIBUTION)

Distribution of received official documents and non-documents to OWWA’s Central Offices/Units and Individuals.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G) Government to Business (G2B)
WHO MAY AVAIL:	OWWA Officers
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 2:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) RMD Contract Tracing Form 2) Daily Mail Distribution Report	OWWA Lobby Guard Records Management Division or through electronic requests (records@owwa.gov.ph)



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit Contact Tracing Form with number and Courier's Acknowledgement Receipt	Check as to the completeness, correctness, and accuracy of the information	5 minutes	MCRF	None	Records Officer II
	If compliant, return to the courier the stamped and signed Contract Tracing Form and Courier's Acknowledgement Receipt	5 minutes	MCRF	None	Administrative Aide VI Record Officer RMD Chief
END OF PROCESS					

5. DOCUMENTS DISSEMINATION AND FILING PROCEDURE

Process of setting controls: receiving/filing/archival and distribution of official information or records of the agency to the identified internal clients.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G)
WHO MAY AVAIL:	Internal Clients (OWWA Officers/Heads of Units)
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM (or beyond)

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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Overseas Workers Welfare Administration

1) Issuance Recipient List (IRL)	Records Management Division or through electronic request (records@owwa.gov.ph)
2) Signed Documents/Official Issuance	

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit the signed IRL including the documents for dissemination	Check the completeness, correctness, and accuracy of both the IRI and the document for dissemination. Stamp receipt then affix date and sign the receiving copy of client	10 minutes	Issuance Recipient List	None	PMD Receiving Officer
	Classify and write title then assign the official record number	15 minutes	Issuance Recipient List	None	Division Chief Records Officer II
	Digitize and disseminate the official records to the official email address of recipients	10 minutes	Issuance Recipient List	None	Administrative Aide VI
	Print proof of dissemination then file				
END OF PROCESS					



6. PROCUREMENT OF GOODS THROUGH THE PROCUREMENT SERVICE- DEPARTMENT OF BUDGET AND MANAGEMENT (PS-DBM) INCLUDING PROCESS FOR REQUISITION SLIP BY CONCERNED OFFICE/UNITS

a. Info about the service

CONCERNED OFFICE/DIVISION:	Procurement and Property Management Division (PPMD)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G)
WHO MAY AVAIL:	OWWA Offices/Units/ Process Owners
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM to 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Annual Procurement Plan (APP)	BAC Secretariat/PPMD
2) Project Procurement Management Plan (PPMP)	Concerned Office/Units
3) Purchase Request (PR)	PPMD
4) Requisition and Issuance Slip (RIS)	PPMD

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit APP and PPMP	1.1 Collect the PPMP periodically from concerned Office/Units	Within set deadline	Office/Unit PPMP	None	PPMD Officer
	1.2 Consolidate all submitted PPMP into APP	within set deadline	OWWA PPMP	None	PPMD Officer
	1.3 Prepare RIS	1 day	RIS	None	PPMD Officer
	1.4 Review and endorse for approval of the GAS Director the RIS	1 day	RIS	None	GAS Director



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	1.5 Prepare the PR	1 day	PR	None	PPMD Officer
	1.6 Review and endorse PR for approval of the Administrator	1-2 days	PR	None	Chief, PPMD GAS Director AFMO Director Deputy Administrator
	1.7 Approve the PR	1 day	PR	None	Administrator
	1.8 Check the availability of requisitioned of goods in the Procurement Service (PS) through the PHILGEPS website	1 day		None	Supply Officer
	1.9 Prepare the Agency Purchase Request (APR) for procurement through the PS-DBM	1 day	APR	None	PPMD Officer PPMD Chief Accounting Division Administrator
	1.10 Deliver cheque payment and purchase the goods from PS-DBM	1 day	APR	None	Supply Officer
	1.11 Refers to Technical Property Inspection Committee (TPIC) the Inspection and Acceptance Report (IAR)	1 day	IAR	None	Supply Officer TPIC
	1.12 Stores in stockroom	1-2 days	Stock Card	None	Supply Officer Storekeeper III
END OF PROCESS					

Note:

If the requisitioned goods are not available with PS-DBM, involving an amount not exceeding P1,000,000.00, proceed to Procedures on the Procurement through Shopping.



7. PROCUREMENT OF GOODS THROUGH SHOPPING

a. Info about the service

CONCERNED OFFICE/DIVISION:	Procurement and Property Management Division (PPMD)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G)
WHO MAY AVAIL:	OWWA Offices/Units/ Process Owners
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM to 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Certificate of Non-Availability of Supplies (CNAS)	PS-DBM
2) Requisition and Issue Slip (RIS)	PPMD
3) Purchase Request (PR)	PPMD
4) Request for Price Quotation (RPQ)	PPMD
5) Abstract of Price Quotation (APQ)	PPMD
6) Purchase Order (PO)	PPMD

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Consolidate documentary requirements such as CNAs, RIS, and PR	a. Prepare the approve RPQ	1 day	RPQ	None	Supply Officer PPMD Chief
	b. Posting to PhilGEPS, OWWA website and bulletin board.	7 days	RPQ	None	Supply Officer
	c. Prepares and approves the APQ based on the result of review of available goods to PS PHILGEPS.	1-3 days	APQ	None	PPMD Officer PPMD Chief GAS Director BAC Members



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
					Administrator/TWG/C OA Representative
	d. Prepare PO and documents for procurement	1-3 days	PO	None	PPMD Officer PPMD Chief GAS Director BAC Members Administrator
	e. Notify the suppliers to deliver goods by sending required documents	1-3 days	PO/NTP	None	PPMD Officer
	f. Receives the delivery of supplies/equipment	Depends on the delivery schedule	PO/Sales Invoice/Delivery Receipt	None	Supply Officer Supplier
END OF PROCESS					

8. FUND TRANSFER/ PAYMENT PROCEDURE

This process is from budget allocation to release of funds/payments by the Financial Management Service (FMS) that ensures timely release of funds/payments to its internal and external clients.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Financial Management Service (FMS) – Budget Division, Accounting Division and Cash Division
CLASSIFICATION:	Simple to Complex
TYPE OF TRANSACTION:	G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government
WHO MAY AVAIL:	OFW Members and other Overseas Filipinos, Public and Private agencies/institutions, OWWA Employees
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM



b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Budget Utilization Request and Status (BURS) / Obligation Request and Status (ORS)	FMS
2) Disbursement Voucher	FMS
3) Basic Documentary Requirements depending on kinds of transactions	FMS

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Originating unit to prepare Disbursement Vouchers with BURS / ORS and documentary requirements	1.1 Budget Division receives DVs together with BURS/ORS from the originating units 1.2 Budget Division ascertains availability of funds and records to FUR according to budget classification 1.3 Approves and signs box B of BURS/ORS certifying budget availability and obligation to proper	7 days	BURS/ ORS	None	Budget Division Personnel



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	budget code/classification 1.4 Assigns BURS/ORS number and endorses the BURS/ORS with DV to FMS-Accounting Division 1.5 Accounting Division receives signed BURS/ORS, DVs and other supporting documents from the Budget Division 1.6 Process the Disbursement Vouchers for fund release/payment 1.7 Certifies and signs DV and forwards to Approving Officers 1.8 Cash Division checks received DVs from Approving Officers Offices		DV Checks		Accounting Division Personnel Cash Division Personnel



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	1.9 Prepares cheques/debit advice and records the same to Warrant Register 1.10 Verifies accuracy of cheques/DAs prepared 1.11 Forwards cheques/DAs to signatories				
2) If documentary requirements are insufficient	Returns complete document to originating unit for compliance/clarification of lacking documents/requirements (if applicable) *Same process as above if insufficiency is complied.			None	Concerned FMS Division Requesting Office/Division/Unit
END OF PROCESS					

Note: The processing period of DV and BUR depends on the completeness of requirements as well as the length of time the Requesting Office/Division/Unit complies with the needed documents/requirements.



9. INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) PREVENTIVE MAINTENANCE AND TECHNICAL SUPPORT SERVICES

Regular preventive maintenance of all computer software/hardware and other IT equipment in the central offices. It also includes database maintenance, network maintenance and website maintenance.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Management Information Systems Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Government (G2G) and Government to Citizen (G2C)
WHO MAY AVAIL:	All offices/divisions/units of the central office
SCHEDULE OF AVAILMENT:	Monday to Sunday

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Technical Support Assistance Request Form	MISD
2) ICT Maintenance and Technical Support Log Card	MISD
3) ICT Annual Preventive Maintenance Plan	MISD

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Monthly Schedule of Preventive Maintenance	Conducts the scheduled preventive maintenance and technical support services	1 day On scheduled date	Annual Preventive and Technical Support Plan	None	Information Technology Officers
2) Request of IT Technical Support through call, e-mail, SMS, walk-ins/personal	2.1 Que the requests for technical assistance	5-10 minutes	Clients Survey Form	None	ITO I MISD



	2.2 Conduct actual repair and other technical assistance	At least 10 minutes			
3) Request for technical recommendations on hardware and software which needs repair beyond MISD capacity.	Provide technical recommendations, as needed	1 hour	Technical recommendations	None	Chief/ITO III, ITO I MISD
END OF PROCESS					

10.DEVELOPMENT OF ONLINE APPLICATION OF OWWA’S PROGRAMS AND SERVICES

The MISD developed a system wherein our clients – the OFWs and their families can avail the OWWA’s programs and services thru online application. Some of the systems developed are the OWWA App, OFW Rebate Program, DOLE-AKAP, OFW e-Card, EASE-Tabang OFWs etc.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Management Information Systems Division
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to OFWS/families, Government to Government and other private entities
WHO MAY AVAIL:	OFW Members/families and other Public and Private agencies/institutions
SCHEDULE OF AVAILMENT:	Monday to Sunday (7:00 AM-7:00 PM)

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Memorandum of Instruction (MOI) or Guidelines	Policy and Program Development Office (PPDO) or Concerned Office/Unit or other government/non-government agency
2) Application Form	Policy and Program Development Office (PPDO) or Concerned Office/Unit or other government/non-government agency
3) Reporting Matrix	Policy and Program Development Office (PPDO) or Concerned Office/Unit or other government/non-government agency



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Request for development of application	1.1 Gather information necessary for the development i.e. MOI, report template and application form	At least seven (7) days	MOI, Report and Application template	None	Information Technology Officer MISD
	1.2 Conduct series of meeting and coordination	1-2 hours	N/A		MISD
	1.3 Develop the online application	At least 3 days	N/A		ITO III MISD
2) Program implementers and Management request for updates on the status of application	2.1 Present and demonstrate the use of online application based on the request and inputs of the Management and implementers	4 hours	N/A		MISD
	2.2 Finalize the online application	1-3 days	N/A		ITO III MISD
3) Program implementers request for orientation	Conduct final orientation and demonstration on the use of online application	4 hours	N/A		MISD
4) Program Implementers and clients use the final online application	Launch the final application Continuously provide technical support/assistance	Within 3 days upon finalization and approval of the application	N/A		MISD
END OF PROCESS					



11. REQUEST FOR TRANSPORT SERVICE

Ensure that OWWA Operating units are provided with transportation services. Ensure that transport services are safe and convenient to clients.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Engineering and General Services Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C) and Government to Government (G2G)
WHO MAY AVAIL:	OFW Members and other Overseas Filipinos, OWWA Employees
SCHEDULE OF AVAILMENT:	Monday to Sunday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Transport Request Form (TRF)	Engineering and General Services Division Office
2) Service Request Form	Disseminated to all OWWA Official thru their email address.

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Request Transport Request Form (TRF)	Provide TRF upon request by requesting person/unit	1 minute	TRF	None	Administrative Officer – EGSD
2) Submit accomplished Transport Request Form (TRF) to EGSD Office	Review of all TRFs received in order to efficiently schedule driver and vehicle assignments	5 minutes	TRF	None	Dispatching Officer – EGSD
3) Wait for Approval	Approve TRF by OIC, EGSD	3 minutes	TRF	None	Division Chief/Officer-in-Charge, EGSD
END OF PROCESS					



12.PAYROLL PROCESSING

Monthly payroll processing for the OWWA Regular, Casual, and Contractual Employees at the Central, Regional Welfare Offices, and Overseas Posts.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Human Resource Management and Development Division (HRMDD)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OWWA Regular, Contractual and Casual Employees
SCHEDULE OF PROCESSING//RELEASING:	Monthly Cut-off: (1-15) of the month; Salary will be released every 13th of the month (16-30/31) of the month; Salary will be released every 28th of the month

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Daily Time Record	OWWA APPS (e-DTR), Concerned office/units
2) Leave Records	HRMDD
3) List/Record of Deductions such as, (whichever is applicable) GSIS, PAG-IBIG, PHILHEALTH, PFI and WEA Loan Remittances, and Disallowances if there's any.	From Concerned Offices of GSIS, PAG-IBIG, PHILHEALTH, Provident Fund Inc. (PFI), Welfare Employees Association (WEA), and Accounting Division (for the disallowances, if there's any)



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit of Daily Time Record (DTR) and other supporting documents i.e. application for leave, etc.	a. Receive and check the DTR and update the employees Leave Card	5 minutes per DTR record	DTR form Leave Card	None	Focal Person HRMDD
	b. The Payroll Officer shall check the necessary deductions of premiums and loan remittances and disallowances and late/under-time/absences if applicable; and adjust the salary based on the final deductions	7 hours	Billings/ Statement of Accounts from GSIS, PAG-IBIG, PHILHEALTH, Provident Fund Inc. (PFI), Welfare Employees Association (WEA), and Accounting Division	Not applicable	Chief/OIC Payroll Officer HRMDD
	c. Prepare the necessary disbursement vouchers and Final Payroll	1 hour	Disbursement Voucher (DV)/Obligation Request and Status (ORS) Forms	Not applicable	Chief/OIC Payroll Officer HRMDD
	d. Secure signature on the DVs	2 minutes	DVs/ORS Forms	Not applicable	Chief/OIC Payroll Officer HRMDD
	e. Logged-out the payroll for received by the GAS every 13th and 28th of the month	1 minute	DVs/ORS/Payroll Documents	Not applicable	Duty Officer HRMDD
END OF PROCESS					



FEEDBACK AND COMPLAINTS PROCEDURES	
How to send feedback?	<p>Answer Client Satisfaction Survey provided by Duty Officer at the Help Desk/ Complaints Desk, in two ways:</p> <ol style="list-style-type: none">1) Through designated drop box2) Through online survey using a link or QR code
How feedback is processed?	<ol style="list-style-type: none">1. Accomplished forms from drop box are collated and results are summarized/consolidated at Central Office and in each Regional Welfare Offices.2. Negative feedbacks are endorsed to concerned office in OWWA Head Office/RWOs for appropriate action.
How to file complaint?	<p>Submit Statement under oath (Sinumpaang Salaysay) with the following:</p> <ol style="list-style-type: none">1. Details of complaints2. Concerned parties (name or office)3. Evidence / any proof <p>Email eas@owwa.gov.ph; legal@owwa.gov.ph</p>



<p>How complaints are processed?</p>	<p>Complaints received will be processed as follows:</p> <ol style="list-style-type: none">1. The Office of the Administrator/Office of the Deputy Administrator for Administration will receive all complaints filed.2. The concerned party/office will be notified to formally reply to the complaint.3. The complainant will be informed in writing of the action taken on the complaint.4. When necessary, a complaint can be formally endorsed to the OWWA Administrative Complaints Committee.5. When resolved, the complainant will be informed in writing. <p>Email to Office of the Administrator: eas@owwa.gov.ph</p>
<p>Contact Information of ARTA, PCC, and CCB</p>	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>



OWWA Cares!

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planning@owwa.gov.ph
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-  **Text**
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(0917) 898-6992
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-  **Website : www.owwa.gov.ph**



OWWA DIRECTORY

- A. CENTRAL OFFICE
- B. REGIONAL WELFARE OFFICES
- C. OWWA OVERSEAS POST



A. CENTRAL OFFICE

NAME OF OFFICE/ DEPARTMENT/DIVISION	HEAD/CHIEF	TRUNKLINE 8891-76-01	ROOM	DIRECTLINES/TEL/FAX EMAIL ADDRESS
OFFICE OF THE ADMINISTRATOR	ARNALDO A. IGNACIO <i>Administrator</i>	5401	401	8834-0124 8834-0148
OFFICE OF THE EXECUTIVE ASSISTANT	VEAH FLEURDELIZ ESCOTE <i>Executive Assistant Staff</i>	5402 5403 5404	401	8551-66-51 Telefax 8551-6651 eas@owwa.gov.ph
LEGAL	ATTY. ANNA PATRICIA JACOBO <i>OIC</i>	5110 5111 5112	811	8551-6638 legal@owwa.gov.ph
INTERNAL AUDIT DIVISION	LORELEI R. PINEDA <i>OIC. Internal Auditor</i>	5513	502	8551-6642 Internal_audit@owwa.gov.ph
	NADINE JOYCE HERRERA <i>Staff</i>	5515		
BOARD SECRETARIAT	ATTY. PATRICIA D. FAMARAN <i>Board Secretary</i>	5410	401	Ext. 8551-6640 board_sec@owwa.gov.ph
	ZEDY ANGELA GARCIA <i>Staff</i>			
OFFICE OF THE DEPUTY ADMINISTRATION FOR OPERATIONS	ATTY. MARY MELANIE H. QUIÑO <i>DIRECTOR V, Deputy Administrator</i>	5501 5502 5503	503	da.afm@owwa.gov.ph 8833-01-39 Fax 8891-77-65
OFFICE OF THE DEPUTY ADMINISTRATOR FOR ADMINISTRATION AND FUND MANAGEMENT	EMMA V. SINCLAIR <i>Deputy Administrator</i>	5806 5807 5807	801	8832-1329 da.emmasinclair@owwa.gov.ph



Overseas Workers Welfare Administration

ADMINISTRATIVE & FINANCIAL MANAGEMENT OFFICE	ATTY. EDELYN A. DUNGAN- CLAUSTRO <i>Director IV</i>	5305	808	8891-76-88 afmo@owwa.gov.ph
	JERRY MEDINA <i>Staff</i>	5306		
GENERAL ADMINISTRATIVE SERVICE	RONALD A. MINA <i>Director II</i>	5301	304	gas@owwa.gov.ph Telefax 8834-0170
	GREGORIA T. LIM <i>Staff</i>	5303		
ENGINEERING AND GENERAL SERVICES DIVISION	JUAN M. PARCO <i>OIC</i>	5309	305	egsd@owwa.gov.ph 8551-6506
	LUIS B. CHANECO <i>Staff</i>			
TRANSPORT VEHICLE MONITORING	CARMELITA A. GLER ANDREW V. RAÑOLA	5302 5315		
FACILITIES MAINTENANCE	ALLAN P. ALMODIEL	5000	10th flr	
SECURITY OFFICE		5113	ground flr.	
ENTRANCE GUARD		5105	ground flr.	
REPRODUCTION UNIT		5004	3rd flr.	
DBP SUPERVISOR	ALEXANDER P. CONEJOS	5008	10th flr.	
PROCUREMENT & PROPERTY MANAGEMENT DIVISION	ENGR. GERARDO S. GATCHALIAN <i>OIC-Chief</i>	5310	301	procurement@owwa.gov.ph 8833-0113 Telefax 8833-1010
	VINCENT E. CO <i>Staff</i>	5304		



Overseas Workers Welfare Administration

HUMAN RESOURCE MANAGEMENT & DEVELOPMENT DIVISION	NIMFA C. UNICA <i>OIC</i>	5311	302	8551-6652 hrmdd@owwa.gov.ph
	DAYLENE R. ALA <i>Staff</i>	5312		
CLINIC	NURSE MARY ROSE SANCHEZ	5313		
RECORDS MANAGEMENT DIVISION	MA. CYNTHIA DM. ERUM <i>CHIEF</i>	5307	302	records@owwa.gov.ph Telefax 8551-6649
	NICO EMMANUEL TATAD <i>Staff</i>			
FINANCIAL MANAGEMENT SERVICE	HERMINIGILDO D. MENDOZA <i>Director</i>	5407	402	fms@owwa.gov.ph Telefax 8833-0191
	CATHERINE C. DE GUZMAN <i>Staff</i>	5411		
BUDGET DIVISION	ARDREN B. MASDO <i>Chief</i>	5408	402	8551-6633 budget@owwa.gov.ph
	AIMIE A. MALUSAY <i>Staff</i>	5414		
ACCOUNTING DIVISION	MARIA GIEZL T. LANUZA <i>Chief</i>	5505	402	8834-0180 8551-6632 accounting@owwa.gov.ph
	IRISH CHESTER COGUIZ <i>Staff</i>	5504		
CASH DIVISION	NORA E. PALAD <i>OIC</i>	5419	S	8832-1274 cash@owwa.gov.ph
	ARLENE B. CIELO <i>Staff</i>	5409		
	MARLOU JOHN S. FORMANES <i>Staff</i>	5108		
FUND & INVESTMENT MANAGAMENT OFFICE	ROSALIA SUSANA B. CATAPANG <i>Director IV</i>	5502	602	Telefax 8891-6115 fimo@owwa.gov.ph 8551-6654
	MYRA ARCAS <i>Staff</i>	5606		
	CECIL DELANTAR	5607		
REGIONAL OPERATION COORDINATION SERVICES	BENNY REYES <i>Director</i>	5611	601	8551-6644 Telefax 8551-1134 rocs@owwa.gov.ph
	KAREN MALINIS <i>Staff</i>	5617		
HELPLINE KABAYAN	ATTY. SHERILYN MALONZO <i>Director IV</i>	5417	401	OWWAcares@owwa.gov.ph ecaresupport@owwa.gov.ph 8551-15-60
	DOLORES S. ALVAREZ <i>Staff</i>	5518		



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OVERSEAS OPERATION COORDINATION SERVICES	ROSALIA SUSANA B. CATAPANG <i>Director IV</i>	5803	803	8551-6646
	MICKEY SUAREZ AGUILAR <i>Staff</i>	5804	806	8551-6655
		5805		oocs@owwa.gov.ph dir.owwa@owwa.gov.ph area1_oocs@owwa.gov.ph area2_oocs@owwa.gov.ph finance_oocs@owwa.gov.ph
REPATRIATION & ASSISTANCE DIVISION	MA. REGINA ANGELA GALIAS <i>Director II</i>	5201	201	8551-6648
	JACKY/LENY/JOANA	5213		Telefax 8551-6647
	LORENZO			8834-0720
	NOEMI/JUVY	5206		8891-7728
AIRPORT ASSISTANCE COUNTER	MALVIN SANGCO			rad@owwa.gov.ph
OFW HALFWAY HOUSE	KATE	5210	9th flr.	
	GUARD	5211		
		5901		
POLICY & PROGRAM DEVELOPMENT OFFICE	JOCELYN O. HAPAL <i>Director IV</i>	5610	603	ppdo@owwa.gov.ph
	ALEXANDER MONTERO <i>Staff</i>	5609		8551-6645
PLANNING & PROGRAM DEVELOPMENT DIVISION	JOYCE J. DALISAY <i>OIC</i>	5620	603	8834-0089 / 8834-0140
	SAYNA DARVIN <i>Staff</i>	5616		planning@owwa.gov.ph



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PDOS DEVELOPMENT MONITORING UNIT	FLORENCIO TEVES III <i>OIC - Chief</i>	5608		Telefax 8834-0190 pdmu@owwa.gov.ph
	RUTH PANUNCIO <i>Staff</i>			
ADVOCACY & SOCIAL MARKETING DIVISION	FLORENCIO TEVES III <i>Chief</i>	5604	603	asmd@owwa.gov.ph Telefax 8891-7741
	ANTHONY M. BUENDIA <i>Staff</i>	5603		
MEMBERSHIP PROCESSING CENTER	PRISCILLA PAMELA FLORES <i>Chief</i>		701	membership@owwa.gov.ph 8551-3661
	VERIFICATION STAFF	5701 5704		
MAINTENANCE & TECHNICAL UNIT	LEX R. PINEDA	5703	702	8705-1129 8820-4595
ENCODING	ENCODERS	5702	703	
SATELLITE OFFICE - POEA	IRISH OBRA <i>Balik Manggagawa / Land Based</i>		Ground Flr. POEA	
	MA. DIVINA MOTAS <i>in-house / Sea Based</i>		2nd Flr. POEA	
MANAGEMENT & INFORMATION SYSTEM DIVISION	JOSEPH JOHN PADILLA <i>OIC</i>	5612	601	8834-01-39 misd@owwa.gov.ph
	JOAN ALMAZAR <i>Staff</i>	5605		
	E-CARD E-CARD	101 5808	5114 8th Floor	
COMMISSION ON AUDIT	MARY ANN S. MONTA <i>Supervising Auditor</i>	5507 5509	604	8833-01-17 coa@owwa.gov.ph
	MARWIN SAJORDA <i>Staff</i>	5508		
CANTEEN		5314		
WEA OFFICE	FLORENCIO TEVES III <i>President</i>	5809		
REBATE		5214		
TASK FORCE				
TEAM HOTEL BOOKING				8551-6641
TEAM HOTEL BILLING		5514	7th flr.	
		5006	10th flr.	
KALINGAP HELP		5101	FRONT DESK	
LANDBANK		5109		8833-3608



B. REGIONAL WELFARE OFFICES

Head Of Office/ Designation/ Conta	Office/E-mail Address	Area Code	Contact_Number/s	TeleFax	
MA. TERESA B. CAPA Director II, RWO - NCR	2nd Floor STWLPC Bldg., #336 Sen. Gil Puyat Avenue, Pasay City (besides KFC / LRT Gil Puyat Station) owwancr.psd@gmail.com ncr@owwa.gov.ph wau@owwa.gov.ph language_trng@owwa.gov.ph	02	HOTLINE Nos.		
			Program Services	8551-6643	8804-0640
			Admin and Finance	8551-6650	
			Cashier	8804-0658	
			Director's Office:	8834-0721	
			Social Benefits Unit	8832-1241 / 8834-0718	
			Education and Training Unit	8832-1268	
			Reintegration Unit	8834-0719	
Welfare Assistance Unit	8551-6851				
			DOLE AKAP - 0966-625-0016 / 0929-299-7953		
LUZVIMINDA C. TUMALIUAN Officer-in-Charge, RWO - CAR	2nd Flr. Gestdan Centrum Building 80 Bokawkan Road, Corner P. Burgos St Baguio City 2600 car@owwa.gov.ph	074	09171880633	422-1809	
			HOTLINES		
				0917-500-1294 / 0917-320-1091 099-9994-9296 / 0917-544-0786	
GERARDO C. RIMORIN Officer-In-Charge, RWO - 1	2nd Flr. Kenny Plaza,. Quezon Avenue, City of San Fernando, La Union region1@owwa.gov.ph / owwalaunion@yahoo.com DOLE OWWA AKAP- 09207742167; 09519894032; 09128324778; 09100006479; 09107413300; 09454824705; 09060275229; 09128299225	072	HOTLINES		
			09998395646		
			Program Services	0908-863-4250/ 700-2792	
			8884584 / 9998395646		
			Social Benefits Unit	0908-863-4300/0995-366-5132	
			SBU (WAP MEDICAL ASSISTANCE/MEDPLUS)	0927-620-7300 0949-163-9739; 0938-636-3687; 09469836340; 0906-535-9631;	
			Education and Training Unit	0918-231-4640	
			Welfare Assistance Unit	0928-173-6607/0956-5437846/0939-261-6634	
			Reintegration Unit	76755583/09292735584	
			NRCO	0910-967-4663; 0912-829-9225	
			ADMINISTRATIVE AND FINANCE DIVISION	0927 -6207300/ 700 0330	
			SATELLITE OFFICES		
			OWWA REBATE PROGRAM	- 0963-612-0809/ 0951-717-4670	



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			OWWA ROSALES PANGASINAN-	075 5232244	
			OWWA ILOCOS NORTE-	0918-391-6364	
			OWWA ILOCOS SUR:	9179635119	
			OWWA Dagupan	9074043900	
JUVILYN ANNS B. GUMABAY Officer-In-Charge, RWO - 2	#13 Dalan na Pavyulurun, Reg'l. Gov't. Ctr. Carig Sur, Tuguegarao City region2@owwa.gov.ph	O78	09354688521	373-0316 / 396-0127	396-0200
			Education and Training Unit	0975 071 5816 - 0935 501 9751	
			SENA	0935 331 9088/	
			WAP	0935-386-8321	
			Welfare Assistance Unit	0926-811-3502/	
			0918-965-3746 / 09175047915		
			SATELLITE OFFICES		
			Ilagan City - Sub-office	0997 288 3976 / 0927 122 9963	
			OSSCO Santiago City Suboffice	0935-787-2351 / 0935-610-5642	
			Quirino Satellite Office	0935 147 4185	
			Nueva Vizcaya Sattelite Office	0936 570 9007	
			DOLE AKAP	0936 723 7093 / 0917 632 6072	
ATTY. FALCONI V. MILLAR Director II. Region 3	Matulungin cor. Mahusay St., Diosdado Macapagal Regional Development Center, Maimpis, City of San Fernando, Pampanga.	O45	9176597743		961-6375
			NEW OFFICE	300-7400	
			SM	455-0756	
			Accounting	300-0967	
			WAD	9566924369	
			WAP	9566924303	
			Social Benefits Unit	9566924334	
			EDSP	9566924319	
			ELAP SCHO	9566924304	
			ELAP LIV.	9566924345	
ODSP	9566924338				
Reintegration	9566924361				
SESP	9566924417				
CASH	9566924396				
			HOTLINES:		
			0917-5100098 (045) 300-0480 / 300-0967 / 961-6375		
			SM Satellite Office)	(045) 455-0756	
ALLAN A. IGNACIO Director II, RWO - 4A	Penthouse 1-3, Penthouse Bldg. Chipeco Ave., Bgy. Halang, Calamba Laguna 4027 region4a@owwa.gov.ph	049	PSD	523-7418	523-7857
			Membership Collection	536-1080	
			Education and Training Unit	0910-931-7157	
			Social Benefits Unit	0915-830-3001	
			RU	0951-290-1668	
			WELFARE CASES	0912-443-5016	



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			WAP CASH - Project EASE REBATE	0935-566-1505 0947-272-8409 9636519044 0919-838-5744	
			HOTLINES:		
				0951-244-1378	
			TABANG OFW DOLE AKAP	9381371841 9634760835	
			SATELLITE DESK		
			Cavite Provincial Satellite Office	9260268407	
			Laguna Provincial Satellite Office	9385821554	
			Batangas Provincial Satellite Office	9308572651	
			Rizal Provincial Satellite Office	9512838666	
			Quezon Provincial Satellite Office	9977381346	
			Landline	(049) 523-7857	
				(049) 523-7418	
GERALD M. TAN Director II, RWO - 4B	9/Flr Marc 2000 Tower 1973 Taft Avenue cor. San Andres St. Malate, Manila 1004 region4b@owwa.gov.ph	02	8353-9016		8353-8986
			SATELLITE OFFICES		
		043	Oriental Mindoro	441-8156	
		043	Occidental Mindoro	457-0463	
		042	Marinduque Field Office	754-7011	
		042	Romblon Field Office	567-5777	
		048	Palawan Field Office	433-2208	
			HOTLINE:		
			09392033694 / 09951265667		
JENIVIE D. AGUALLO Officer-In-Charge, RWO-5	4th Floor Ayala Malls Brgy. 36, Capantawan, Legazpi, Albay 4500	052	09175018749 ADMIN Livelihood Scholarship Repatriation	201-4247 / 201-5937 0906-355-1471 / 0963-779-9430 0929-141-8015 / 0995-728-2671 0905-486-7306 0921-475-0192	
			NAGA SATELLITE		
		054	NAGA Masbate Camarines Norte Sorsogon Catanduanes	205-6219 / 0917-332-4250 / 0919-497-6151 0995-245-9822 0949-138-4070 0949-347-4972 0910-302-7413	
RIZA JOY M MOLDES Officer-In-Charge, RWO - 6	Robinsons Land Corporation, Level 3-156 to 164A Corner Quezon-De Leon St. Iloilo City 5000	033	09178326336 Education and Training Unit Admin and Acctg.	337-4484 503-7091	
		033	Office of the Director	509-1075	



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	region6@owwa.gov.ph		HOTLINE:		
		O34	REBATE	09178327307/09178326336/09195752060 09512144915 432-2873	
	Bacolod Satellite Office		BACOLOD SATELLITE OFFICE		
			HOTLINE	0919 575 2060 0908-178-4336 / 0917-8329-076	
MARTEL R. DASAYON Director II, RWO - 7	2nd Floor, DOLE 7 Building, Gorordo Avenue Corner Gen. Maxilom Avenue Cebu City 6000 region7@owwa.gov.ph	O32	ADMINISTRATIVE AND FINANCE DIVISION Education and Training Unit Welfare Assistance Unit & Social Benefits Reintegration DOLE AKAP	231-5291 / 254-3199 0917-580-1773 0918-921-4932 / 0917-809-4754 0917-809-2631 0917-624-9113 / 0977-430-2030 0956-286-6394	
			HOTLINE:		
			0917-809-4754/0918-921-4932 / 0917-624-9113		
			SATELLITE DESK		
			Bohol Province	0926-125-7828	
			Negros Oriental Province	0981-056-7217 / 0926-945-2059	
			Siquijor Province	0950-569-3700 / 0955-910-5130	
AQUILINA C. TAROBAGO Director II, RWO - 8	Trece Martirez St. DOLE Compound, Tacloban City Leyte 6500 region8@owwa.gov.ph	053	09369954273 ADMIN & FINANCE Globe Hotline	832-1945 / 321-4376 888-3374 09275423597	321-6235
			Provincial and Unit Hotline Numbers		
			Leyte	09758746126/09062024519	
			Ormoc City	09687257228/09069209401	
			Southern Leyte	09995810573	
			Samar	09393987304	
			Eastern Samar	09380384117	
			Northern Samar	09385077376	
			Biliran	09756293730	
			Welfare Assistance Unit	09639771330	
			Social Benefit Unit	09175726764	
			Education and Training Unit	09686367216	
			Reintegration Unit	09178545388	
RON LIONEL M. BARTOLOME Director II, RWO - 9	3rd Floor Goodwill Center, Mayor Jaldon St. Canelar, Zamboanga City 7000	062	09393747402 SAO ACCOUNTING	991-2785 / 992-1693 993-0557 991-7764 955-2553 / 955-2651	991-7764
			HOTLINE:		



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	region9@owwa.gov.ph		0905-529-1791/ 09187025411			
HARRY B. BORRES Director II, RWO - 10	2nd Floor, Trinidad Building	08822	09173246405	722-863 / 728-341	857-5723	
	Corrales-Yacapin Street	088		857-6511		
	Cagayan de Oro City 9000		HOTLINE:			
	region10@owwa.gov.ph		0917-548-0033 / 09177716422			
CARMELO T. ELAYA Officer-In-Charge, RWO - 11	Doors 31 E-G, GB Cam Bldg.	082	09760694647	221-8593 / 322-9339 / 227-9536		
	Monteverde Street		PSD			322-9153
	Davao City 8000		ACCOUNTING	HOTLINE:		
	region11@owwa.gov.ph		0951-0523418 / 0963-5385149			
MARILOU M. SUMALINOG Officer-In-Charge, RWO - 12	Ilao Building	083	09178049498	228-1076	228-2153	
	Judge Alba Street, Zone 3		ADMIN.			228-1076 / 0917-8094-346
	Koronadal City 9506		Program and Services Division	228-7513 -		
	region12@owwa.gov.ph		ACCOUNTING	HOTLINE:		
			0917-572-1303 / 0908-888-1303			
UGA L. SULAIMAN Officer-In-Charge, RWO - BARMM	2nd flr Mags Audio Accessories Bldg.	064	09176220141	557-1815 / 421-7237	421-7236	
	039 Quezon Avenue		HOTLINE:			
	Cotabato City 9600		0917-622-0140			
	armm@owwa.gov.ph					
MA. IREEN C. CAMBALING Officer-In-Charge, RWO CARAGA	Nimfa Tiu Building II	085	09178648922	817 - 3504		
	J.P. Rosales Avenue		Admin & Finance			0938-231-2119
	Butuan City 8600		OWWA-NRCO	0912-328-9262		
	caraga@owwa.gov.ph		RU	0939-925-9895 / 0917-315-0590		
			Program and Services Division	0927-634-2677		
			Welfare Case Unit	0938-316-3838		
	ETU	HOTLINE:				
			0917-315-0590/0939-925-9895			



C. OWWA OVERSEAS POSTS

<p>ASIA (10 Posts) 1. BRUNEI</p>	<p><i>Welfare Officer Anuar A. Ampang</i> <i>Administrative Staff Maria Kristina Mallare</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office Simpang 336-17, Diplomatic Enclave, Kampong Kianggeh Jalan Kebangsaan, Bandar Seri Begawan, Brunei Darussalam T: POLO (006732) 2237052; Hotline: (00673) 7291316 T: OWWA (00673) 2225526; Hotline: (00673) 7291315 E: (POLO) polobrunei2007@gmail.com; polobrunei@dole.gov.ph E: (OWWA) brunei@owwa.gov.ph</p>
<p>2. HONGKONG-SAR</p>	<p><i>Welfare Officer Zosima Henedina A. Daquigan</i> <i>Administrative Staff Rhona Z. Fahigal</i> <i>Administrative Staff Dianna Rose A. Uyan</i> <i>Administrative Staff Rowella Munar</i></p>	<p>Philippine Consulate General Philippine Overseas Labor Office 2902 29/F, United Centre, 95 Queensway Admiralty Hongkong-China POLO : (00852) 28664882 / 28238567; Fax: (00852) 28613521; Hotline: (00852) 55291880 OWWA : (00852) 34604335; Fax: (00852) 34604336; OWWA Hotline: (00852) 63459324 E: (POLO) hkpolo2004@yahoo.com / polo.hongkong@yahoo.com E: (OWWA) hongkong@owwa.gov.ph</p>
<p>3. TOKYO-JAPAN</p>	<p><i>Welfare Officer Geronico Herrera</i> <i>Administrative Staff Jasie Damaso</i></p>	<p>Philippine Embassy Philippine Overseas Labor Office 5-15-5 Roppongi, Minato-Ku, Tokyo, 106-8537 Japan T: POLO (00813) 64410428/ 64410478 F: POLO (00813) 64413436 T: OWWA (00813) 64410959 / Hotline (00813) 64410959 E: (POLO) polotky@philembassy.net E: (OWWA) polo_tokyopost@yahoo.com.ph; japan@owwa.gov.ph</p>
<p>4. OSAKA-JAPAN</p>	<p><i>Welfare Officer Pilipina C. Dino</i> <i>Administrative Staff Luisito A. Bianzon</i></p>	<p>PHILIPPINE OVERSEAS LABOR OFFICE PCG-Osaka 7th flr Urban Center Midosuji, 4-3-5 Awaji-Machi, Chou-ku, Osaka Japan F: (001202) 8875830 T: +81 665 757 593 OWWA : +817024474016 E: (POLO) pcg.laborsection.welfare@gmail.com E: (OWWA) osaka.owwa.gov.ph</p>



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5. MACAU - SAR	<i>Welfare Officer Zosima Maria P. Santos</i> <i>Administrative Staff Aurora Abella</i>	Philippine Consulate General Philippine Overseas Labor Office Unit 1406, 14/F AIA Tower, 251-A 301, Avenida Commercial de Macau Macau-Special Administrative Region Telefax: (00853) 28715039, 2875711 loc. 115 OWWA Hotline: (00853) 66872509 E: (POLO) polomacau@yahoo.com E: (OWWA) macau@owwa.gov.ph
6. MALAYSIA	<i>Welfare Officer Leonor C. Mabagal</i> <i>Welfare Officer Rosanna G. Siray</i> <i>Administrative Staff Brenda S. Salazar</i> <i>Administrative Staff Edeline Cuevas</i>	Philippine Embassy Philippine Overseas Labor Office No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia POLO MWOFRC: No. 95 Jalan Perkasa, Taman Maluri, Cheras 55100 Kuala Lumpur, Malaysia T: POLO (603) 2148-4233 loc 122 / 21817299, OWWA (603) 9202 3756 Mobile: +60173687858 (WELOF), +60192501490 (AS Salazar) OWWA Hotline: (0060) 197326516 E: (POLO) polo_kualalumpur@yahoo.com E: (OWWA) malaysia@owwa.gov.ph
7. SINGAPORE	<i>Welfare Officer Marivic C. Clarin</i> <i>Administrative Staff Marylou O. Bibanco</i>	Philippine Embassy Philippine Overseas Labor Office 20 Nassim Road, Singapore 258395 T: POLO (0065) 65060546 ext 134 &135 M : +6581863459
		E: singapore@dole.gov.ph, polosingapore2@yahoo.com T: OWWA (0065) 69514001 ext107 E: singapore@owwa.gov.ph, owwasingapore15@yahoo.com M: +65 9023 5601, (WelOff) + 65 9457 4001 M LH : (Nina)+65 8422 1090, (Marga)+65 8161 4614, (Leo) +65 9785 4390



<p>8. SOUTH KOREA</p>	<p><i>Welfare Officer Aniceta G. Deuna</i> <i>Administrative Staff Nic Anne Somido</i></p>	<p>Philippine Embassy Philippine Overseas Labor Office (POLO) 2nd Flr 5-19 Itaewon-dong, Yongsan-gu, Seoul Republic of Korea T: POLO (00822) 37853634, 37853635 F: (00822) 37853624 POLO Hotline: (008210) 45736290 OWWA Hotline: (008210)7358-5841 E: (POLO) labor@philembassy-seoul.com E: (OWWA) southkorea@owwa.gov.ph</p>
<p>9. TAIWAN - KAOHSIUNG</p>	<p><i>Welfare Officer Eduardo Y. Mendoza, Jr.</i> <i>Administrative Staff Racquel Lastimoso</i></p>	<p>Manila Economic and Cultural Office MECO Labor Affairs 9F-3, No. 80 Grand 50 Tower, Min Tzu 1st Road, San Min District Kaohsiung City, Taiwan T: (008867) 3982475 , 3987078 F: (008867) 3980541 OWWA Hotline: (00886) 988976596 E: (OWWA) kaohsiung@owwa.gov.ph / polokha@yahoo.com</p>
<p>10. TAIWAN - TAICHUNG</p>	<p><i>Welfare Officer Rosario C. Burayag</i> <i>Administrative Staff Marian Reforsado</i></p>	<p>Manila Economic and Cultural Office Philippine Labor Center - Taichung 20F, No. 220 Longbang Building (Building B) Sec. 2, Taiwan Boulevard West District, Taichung City, Taiwan T: POLO (008864) 23029089 , OWWA (008864) 23029093 F: POLO (008864) 23029091 , OWWA (008864) 23029095 E: (POLO) polotaichung@yahoo.com E: (OWWA) taichung@owwa.gov.ph</p>
<p>11. TAIWAN - TAIPEI</p>	<p><i>Welfare Officer Ruth Roselynn C. Vibar</i> <i>Administrative Staff Marne M. Halanes</i></p>	<p>Manila Economic & Cultural Office 55 & 57 Zhouzi Street, Neihu District, Taipei City, Taiwan 114 T: (008862) 26588299 (OWWA Section), T: (008862) 26589210/11 (Labor Section) F: (008862) 26589123 Hotline: (00886) 932218057 E: (POLO) mecolabor.taipei@yahoo.com E: (OWWA) taipei@owwa.gov.ph</p>



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<p>MIDDLE EAST & AFRICA (15 Posts)</p> <p>12. BAHRAIN</p>	<p><i>Welfare Officer Redina C. Manalapaz</i> <i>Administrative Staff Marissa P. Cruz</i></p>	<p>Embassy of the Philippines Villa No. 939, Road 3220, Block 334, Mahooz, Manama, Bahrain T: POLO (00973) 17740951, 17740139 (MWOFRFC) F: (00973) 17740829 T: OWWA (00973) 17721908 OWWA Hotline: (00973) 34673268 (WELOF Manlapaz) (00973) 37214911 (AS Bisquera) E: (POLO) polobahrain@yahoo.com E: (OWWA) bahrain@owwa.gov.ph</p>
<p>13. ISRAEL</p>	<p><i>Welfare Officer Dina C. Ponciano</i> <i>Administrative Staff Karen Joy B. Padduyao</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office 18 Rehov Bnei Dan Street 6226009, Tel Aviv, Israel T: POLO (009723) 5444531, 6010517, 6010521 F: (009723) 5444580 T: OWWA (009723) 6022469 OWWA Hotline: (00972) 507691533 (WELOF Ponciano) (00972) 507691533 (AS Sanchez) E: (POLO) polois_2012@yahoo.com E: (OWWA) israel@owwa.gov.ph</p>
<p>14. JORDAN</p>	<p><i>Welfare Officer Berna P. Del Castillo</i> <i>Welfare Officer Angel L. Cruz Jr</i> <i>Administrative Staff Rosalin Lavin</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office 113, Kaled Yassin Al Tahone St., Al Manar Building, Wadi Alseer Hay Al-Diyar, Dhei Ghabar, Amman, Jordan T: (009626) 5350169; (009626) 5930464; (009626) 5930385 T/F: (009626) 5350293 OWWA Hotline: E: (POLO) labattjordan2020@gmail.com E: (OWWA) jordan@owwa.gov.ph</p>
<p>15. KINGDOM OF SAUDI ARABIA - AL KHOBAR (ERO)</p>	<p><i>Welfare Officer Amelito S. Adel</i> <i>Welfare Officer Lorna Obedoza</i> <i>Administrative Staff Rocelda E. Galeria</i> <i>Administrative Staff Wilfredo Paquera Jr</i></p>	<p>Philippine Overseas Labor Office Room 501, Al Amaken Suites, Abo Aldar Alromy Street Al Jawhara, Al Khobar, Eastern Region, KSA Tel. No. : +966 3 8941846 / Fax No. : +966 3 8995714 Hotline : +966545664964 LH: Gelyn Alpuerto : 050-283-6652 / Irene Ocampo : 055-351-9740 E: (POLO) poloero_ksa@yahoo.com E: (OWWA) alkhobar@owwa.gov.ph</p>



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<p>16. KINGDOM OF SAUDI ARABIA - JEDDAH</p>	<p><i>Welfare Officer James B. Mendiola</i> <i>Welfare Officer Marilyn E. Jamero</i> <i>Welfare Officer Kristine Marie H. Sison</i> <i>Welfare Officer Nelson Borbon</i></p> <p><i>Administrative Staff Arlene F. Salloman</i> <i>Administrative Staff Sherwin Keith Abalos</i> <i>Administrative Staff Dexter F. Para</i></p>	<p>Philippine Overseas Labor Office 4663 Al Fajr St., Al-Rehab District 6, Jeddah 21412 Kingdom of Saudi Arabia M: (009665) 573084431 (WelOf Mendiola) OWWA Hotline: 0544737797 (WelOf Mendiola), 0545712323 (WelOf Jamero) E: (POLO) polo.jeddah321@gmail.com, polojeddahcommandcenter@gmail.com E: (OWWA) jeddah@owwa.gov.ph</p>
<p>17. KINGDOM OF SAUDI ARABIA - RIYADH and UNAIZAH (CRO)</p>	<p><i>Welfare Officer Racquel L. Llagas-Kunting</i> <i>Welfare Officer Sergio Borqueta Jr.</i> <i>Welfare Officer Allen Arroyo</i> <i>Administrative Staff Dolly Ann Camacho</i> <i>Administrative Staff Aprila Bisquera</i> <i>Administrative Staff Kristin Oliveras</i> <i>Administrative Staff Renato Dela Cruz</i> <i>Administrative Staff Jenny Umag</i></p>	<p>Philippine Overseas Labor Office 3627 Makkah Al Mukarramah Branch Road, Al Mutamarat, Riyadh 12711 8103 OWWA Hotline: (00966) 502850944 OWWA Hotline: (00966) 570042744 E: (POLO) poloriyadh2010@yahoo.com E: (OWWA) riyadh@owwa.gov.ph</p>
<p>18. KUWAIT</p>	<p><i>Welfare Officer Genevieve C. Aguilar-Ardiente</i> <i>Welfare Officer Emmanuel S. Diaz</i> <i>Welfare Officer Louella Marie B. Calanza</i> <i>Administrative Staff Benjamin Liston</i> <i>Administrative Staff Abdulsatar Sultan</i> <i>Administrative Staff Marjan Lolit Salazar</i> <i>Administrative Staff Shilanie Mamuric</i> <i>Administrative Staff Liwayway Ferrer</i> <i>Administrative Staff Robert Ryan Sison</i></p>	<p>Embassy of the Philippines Block 1 Street 107 Villa 35 Salwa,Kuwait 25600 OWWA Hotline: +965 94039063 T: POLO Hotline +96594039063 EMERGENCY HOTLINE : 112 E: (POLO) polokuwait2017@yahoo.com E: (OWWA) kuwait@owwa.gov.ph</p>
<p>19. LEBANON</p>	<p><i>Adminsitrativ Staff Windelin Marquez</i> <i>Adminsitrativ Staff Eunice Ann F. Flores</i></p>	<p>Embassy of the Philippines W Building, Rue Mar Geries, Hadath Baabda, Mount Lebanon, Republic of Lebanon POLO/OWWA Hotline: 0096171418657 E: (OWWA) lebanon@owwa.gov.ph E: (POLO) pololebanon@yahoo.com</p>



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<p>20. OMAN</p>	<p><i>Welfare Officer Aurea E. Rivero</i> <i>Administrative Staff Myrna Aquino</i></p>	<p>Embassy of the Philippines Shatti Al-Qurum P.O. Box 420, Postal Code 115, Madinat, Qaboos, Muscat, Sultanate of Oman T: POLO (00968) 2460 96917; (00968) 24605177; Hotline: (00968) 93557931 OWWA Hotline: (00968) 79905211 E: (POLO) polomuscat@gmail.com E: (OWWA) oman@owwa.gov.ph</p>
<p>21. QATAR</p>	<p><i>Welfare Officer Maribel C. Carisusa</i> <i>Welfare Officer Nestor Burayag</i> <i>Administrative Staff Emerita Germa</i> <i>Administrative Staff Monsour Edward Maninang</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office Ground Floor, Building No 24 Jawaan st., 808, Region 39, Alsaad Doha, State of Qatar 24900 T: (00974) 44868001 / 44861220 / 44884485 F: (00974) 44883858 OWWA Hotline: (00974) 77756733 E: (POLO) dohape.laborattache@gmail.com E: (OWWA) qatar@owwa.gov.ph</p>
<p>22. UNITED ARAB EMIRATES - ABU DHABI</p>	<p><i>Welfare Officer Julia F. Fabian</i> <i>Welfare Officer Romeo Asuit</i> <i>Administrative Staff Daisy Allio</i> <i>Administrative Staff Esmeralda Butic</i> <i>Administrative Staff Marco Antholin Santos</i> <i>Administrative Staff Heidi Hosillos</i></p>	<p>Philippine Overseas Labor Office W-48, Street No. 8, Sector 2-23, Plot No. 51 Al Qubaisat, Abu Dhabi United Arab Emirates 3125 T: POLO (009712) 6390024, 6582889, 6390023 M: (009712) 6390025 T: (009715) 62721578 OWWA Hotline: (00971) 561504363 E: (POLO) polo1@eim.ae E: (OWWA) abudhabi@owwa.gov.ph</p>
<p>23. UNITED ARAB EMIRATES - DUBAI</p>	<p><i>Welfare Officer Melvin D. Caseda</i> <i>Welfare Officer Esperanza Cobarrubias</i> <i>Welfare Officer Judith Santos</i> <i>Administrative Staff Ma. Femie Cierva</i> <i>Administrative Staff Ma. Fatima Dazal</i> <i>Administrative Staff Rolando Pocholo Talento</i> <i>Administrative Staff Tzarina Clasara</i></p>	<p>Philippine Consulate General Philippine Overseas Labor Office No. 35A Beirut St., Community 234, Al Qusais 3, P.O. Box 4960. Dubai United Arab Emirates T: (009714) 2207011 POLO - OWWA M: (00971) 563374646 M: (00971) 502274963 M: (00971) 505106170 (PRO) POLO Hotline: (00971) 506526626 OWWA Hotline: (00971) 505585536 E: (POLO) dubaipolo@ymail.co / polodubai@ymail.com E: (OWWA) dubai@owwa.gov.ph</p>



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34. MOROCCO	<i>Welfare Officer Rosemarie C. Cleofe</i>	Rabat, Morocco morocco@owwa.gov.ph
AMERICAS (10 Posts) 24. CANADA - TORONTO	<i>Welfare Officer Maria Lourdes V. Reyes</i>	Philippine Consulate General 160 Eglinton Avenue East, Suite 200, Toronto Ontario M4P 3B5, Canada T: (POLO) (1416) 975-8252 F: (POLO) (1416) 975-8277 E: (OWWA) toronto@owwa.gov.ph E: (POLO) polo_toronto@dole.gov.ph / polo_toronto2019@gmail.com
25. CANADA - 28. CYPRUS	<i>Welfare Officer Lilia F. De Guzman</i>	Philippine Overseas Labor Office Philippine Overseas Labor Office Flat 13 4th Floor, 26 Grivas Digenis Ave., 1066 Nicosia, Cyprus T: POLO (00357) 22106995 F: POLO (00357) 22106996 E: (POLO) polocyprus2016@yahoo.com



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31. GERMANY	<i>Welfare Officer Sylvia H. Gabriel Administrative Staff Joyce Ann Lorenzo</i>	Embassy of the Philippines Luisenstrasse 16, 10117 Berlin, Germany F: +490308649500 local 303 E: (OWWA) berlin@owwa.gov.ph
32. USA-LOS ANGELES	<i>Welfare Officer Mae D. Codilla Administrative Staff Freya E. Palad</i>	Embassy of the Philippines 1600 Massachusetts Ave. NW, Washington, DC 20036, United States of America POLO Hotline : 0012024679426 F: (001202) 8875830 E: (POLO) wcdpolousa@gmail.com / washington.dc.polo@gmail.com E: (OWWA) washington@owwa.gov.ph



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33. NEW ZEALAND	<i>Welfare Officer Sylvia Tolentino</i>	Philippine Overseas Labor Office Level 1, 286 Thorndon Quay, Pipitea Wellington, New Zealand 6011 OWWA : +6442601161 E: (POLO) polonewzealand@gmail.com E: (OWWA) wellington@owwa.gov.ph