



**OVERSEAS WORKERS WELFARE
ADMINISTRATION**

CITIZEN'S CHARTER

2025 (1st Edition)

AGENCY PROFILE

I. **Mandate:**

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.

II. **Vision:**

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

III. **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.

IV. **Service Pledge:**

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.

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.

LIST OF SERVICES

Central/Head Office

External Services	1
Repatriation Assistance Program	2-7
Facilitation of Single Entry Approach (SEnA) for OFWs	8-10
Recognition for the Pre-Departure Orientation Seminar Providers	10-13
24/7 Operations Center	13-15
Membership Collection	16-17

Regional Welfare Offices

External Services	
Skills for Employment Scholarship Program (SESP)	18-20
Seafarers Upgrading Program (SUP)	20-23
Education for Development Scholarship Program (EDSP)	23-26
OFW Dependent Scholarship Program (ODSP)	27-29
Education and Livelihood Assistance Program for the Dependents of Deceased OFW Members (ELAP)	30-35
Pre-Departure Orientation Seminar (PDOS)	36-39
Comprehensive Pre-Departure Education Program (CPDEP)	39-42
Balik Pinas, Balik Hanapbuhay (BPBH)	43-45
Tulong Puso	46-49
OFW-Enterprise Development and Loan Program (EDLP)	49-51
Welfare Assistance Program (WAP)	
Disability Benefits	55-57
Death and Burial Benefits	
Supplementary Medical Assistance (MEDPLUS)	59-61
Welfare Case	62-63

Internal Services	64
--------------------------	----



OWWA



BAGONG PILIPINAS

65-66

Freedom of Information (FOI)

Courier Services (Mail and Parcel Delivery) thru Sub-Contractors and Messengers

Courier Services (Mail and Parcel Distribution)

Records Management and Handling

Procurement of Goods through the Procurement Service- Department of Budget and Management

Procurement of Goods through Shopping

73- 74

Fund Transfer/ Payment Procedures

Information and Communication Technology (ICT)

Preventive Maintenance and Technical Support Services

Development of Online Application for OWWA's Programs and Services

81-82

Request for Transportation Service

83

Payroll Processing

84-85

Filing of Complaints and Feedback, Contact Information:

86-87

ARTA, PCC, CSC Contact -Center ng Bayan

Customer Feedback and Complaint Mechanism

88-90

OWWA Directory

91-109



CENTRAL OFFICE EXTERNAL SERVICES

1. REPATRIATION ASSISTANCE PROGRAM

This is bringing back of distressed OFWs and human remains to the country. 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.

Office or Division:	Repatriation Assistance Division (RAD)
Classification:	Complex
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	OFW Members and other Overseas Filipinos

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Valid Passport I.D. or Travel Document	Department of Foreign Affairs (DFA)
2. OFW Repatriation Information Sheet	OWWA RAD
3. Overseas Employment Contract or other proof of employment overseas	Department of Migrant Workers
4. Boarding Pass or Proof of Repatriation	OFW
5. I.D bearing proof of residence	OFW

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1.Next-of-Kin (NOK) files a request for assistance at the Repatriation and Assistance division (RAD) for returning OFWs or arriving human remains of deceased OFW.	1.RAD case officer will interview the client and will collect information on the case of the OFW. The case officer will coordinate with the OWWA Overseas Offices	None	5 minutes	Case Officer, RAD Cargo Officer, RAD

<p><i>(for arriving human remains proceed to Client's Steps No.6)</i></p>	<p>for necessary preparations for the return home of the OFW or shipment of human remains.</p>			
<p>2.Upon arrival at the airport, proceed to the OWWA Assistance Counters.</p>	<p>2.For coordinated arrival, the OFW will be met by the OWWA Airport officer and will be assisted on the arrival processes at the airport. After that the OFW will be brought to the OWWA Assistance Counter. At the counter, the OWWA Airport Officers will assess and orient the clients on the post-repatriation services that will be provided.</p>	<p>None</p>	<p>15 minutes</p>	<p>OWWA Airport Office</p>
<p>1) Fill-out the OFW Repatriation Information Sheet (ORIS)</p>	<p>OWWA Officers will assist in accomplishing the forms.</p>	<p>None</p>	<p>20 minutes</p>	<p>OWWA Airport Officer</p>
<p>2) Submit the accomplished ORIS forms to the OWWA Officer</p>	<p>Collect the forms and evaluate for the completeness / correctness. For the clients who only availed of the airport assistance, they shall be guided by the OWWA Airport Officer to</p>	<p>None</p>	<p>30 minutes</p>	<p>OWWA Airport Officer</p>

	<p>the area where they will be fetched by their NOK. For those who availed of the post-repatriation services, the officer will coordinate with the Repatriation Assistance Division (RAD) and will request a vehicle to fetch the OFWs at the airport to be brought to the RAD at the OWWA main office.</p>			
<p>3) Upon arrival at RAD office, give confirmation to the front frontline officer on the assistance requested.</p> <p>a) Financial Assistance</p> <p>b) Transportation Assistance (bus fare for OFWs residing within Luzon or domestic plane ticket for Visayas and Mindanao)</p> <p>c) Psychosocial counseling and stress debriefing</p>	<p>RAD Officers will collect the required documents and will process the assistance requested.</p> <p>a.) For OFWs availing transportation assistance; For those residing within Luzon, RAD officer will provide the bus fare with amount based on the approved tariff. Service to the nearest bus terminal will also</p>	None	30 minutes	<p>Frontline Officer, RAD Booking Officer, RAD Medical Officer, RAD Case Officer, RAD SDO</p>

	<p>be accorded to the client.</p> <p>For those residing in Visayas and Mindanao, RAD booking officer will arrange the domestic flight with preference to the soonest available flight. For those who will need to wait for their flight, a temporary accommodation will be provided and a service to the domestic airport on the date of the flight.</p> <p>b.) For those qualified for financial assistance, the RAD case officer will evaluate the requirement and will endorse to the SDO for cash disbursement.</p> <p>c.) For those who will avail of the psychosocial counseling or stress debriefing, RAD medical officer will conduct the initial assessment for endorsement to the accredited</p>			
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	councilor. The counseling or debriefing shall be scheduled accordingly.			
4) For arriving human remains at the airport cargo. The NOK or consignee will provide contact and arrival details and other pertinent information on the arrival of the human remains.	The RAD Cargo officer will meet the consignee or NOK at the designated cargo terminal for the arrival of the remains and will assist the consignee throughout the process of the release of the human remains from the cargo.	<i>* fees required by the offices concerned</i>	2 hours upon release of the documents from the cargo. <i>*will depend on the process time of the offices concerned for the release from the cargo (i.e.; cargo terminal, Bureau of Customs and the Bureau of Human Quarantine)</i>	RAD Cargo Officer
	TOTAL	None	3 Hours and 40 minutes	

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

The Single Entry Approach (SEnA) is a form of alternative mode of dispute resolution (ADR) which 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, thus preventing 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 case, its implementing rules and regulations under Department Order No. 249, Series of 2025 issued by the Department of Labor and Employment (DOLE), and such other related circulars as may be issued by competent authorities on the matter.

CONCERNED OFFICE/DIVISION:	Overseas Workers Welfare Administration (OWWA)-Office of the Legal Staff/ Regional Welfare Offices / Overseas Offices
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFWs and/or their Authorized Representatives/Qualified Dependents; private recruitment agencies (PRAs); and foreign principals/employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For Parties (OFWs and PRAs)	
1.1 Passport or any valid I.D.	Department of Foreign Affairs (DFA) or any government office which issued the ID
1.2 Request for Assistance Form (RFA)	OWWA-Office of the Legal Staff/Regional Welfare Offices / Overseas Offices
1.3 Documents to be presented during the SENA conference depending on the case: <ul style="list-style-type: none"> a. Employment Contract b. Overseas Employment Certificate (OEC) c. OFW Information Sheet 	Department of Migrant Workers (DMW) / PRA / Employer DMW DMW OWWA Philippine Embassy at the foreign post

d. OFW Membership Record e. Travel Document f. Affidavit of Quitclaim, Compromise and Waiver	OWWA-Office of the Legal Staff/Regional Welfare Offices/overseas Offices
2. For Representatives a. Special Power of Attorney (SPA) for Relatives of OFWs; b. Secretray's Certificate with Authorization for PRAs or FRAs c. Entry of Appearance for Counsels	Office of the Notary Public where the OFW or relative reside Office of the PRA or FRA Office of the legal counsel of either party

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1.Fill-up Request for Assistance (RFA Form)	1.Assists the client in accomplishing the RFA form.	None	10 minutes	SENA Desk Office (SEADO) assists the complaining-party
2.Interview and assessment	2.SEADO interviews, evaluates the submitted RFA Form and validates the statements of the complaining party.	None	10 minutes	SEADO
3.Raffle of cases to SEADO	3.The SENa records officer docket the case and raffles it to SEADO-Hearing Officer for assignment.	None	5 minutes	Designated SENa record officer of the OWWA-Office of the Legal Staff/Regional Welfare Offices / Overseas Offices
4.Issuance and receipt of Notice of SENa Conference	4.The records officer prepares the Notice of Conference and sends it through email	None	5 minutes	Designated SENa record officer of the OWWA-Office of the Legal Staff/Regional Welfare Offices / Overseas Offices
5.Conciliation-mediation Conference		None		SEADO-Hearing Officer

<p>5.1 Face-to-Face SENA Conference</p>	<p>5.1 SEADO schedules and facilitates conciliation-mediation hearings within 30-day period.</p>		<p>15 minutes</p>	
<p>5.2 Online SEEnA Conference</p>	<p>5.2 SEADO schedules and facilitates conciliation-mediation hearings within 30-day period through online platform, e.g. Zoom, Microsoft Teams, Facebook, Messenger Conference Call at the option of the parties</p>		<p>15 minutes</p>	
<p>6. Settlement of labor and employment claims</p>	<p>6. SEADO facilitates and assists the parties in the settlement of claims and the issuance of the Affidavit of Quitclaim, Compromise and Waiver.</p>	<p>None</p>	<p>15 minutes</p>	<p>SEADO-Hearing Officer</p>
<p>7. Referral to appropriate quasi-judicial agency (DMW and/or NLRC), tribunal or appropriate court,</p>	<p>7. In case the Parties failed to reach amicable settlement, SEADO refers them to the concerned quasi-judicial agency</p>	<p>None</p>	<p>10 minutes</p>	<p>SEADO-Hearing Officer</p>

as the case may be	(either or both DMW and NLRC), appropriate court or tribunal, as the case may be			
	TOTAL	None	1 Hour and 10 minutes	

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 (OFWs), both land based, and sea based.

CONCERNED OFFICE/DIVISION:	PDOS Development and Monitoring Unit (PDMU)
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Business Entity (G2B)
WHO MAY AVAIL:	Local Manning Agencies; Philippine Recruitment Agencies; Industry Associations; Non-Government Organizations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Letter of Intent and photograph of Valid Business Permit	Philippine Recruitment Agency
2) Copy of license to operate from DMW (in case of recruitment/manning)	Department of Migrant Workers
3) Deployment Report form DMW for past three (3) years (applicable for PRAs and LMAs only)	Department of Migrant Workers
4) Copy of Job Order for Domestic Workers bound for KSA (for Supplemental PDOS)	Foreign Recruitment Agency and Migrant Workers Office
5) Accomplished Application Form (PDOS Provider Data Sheet), OWWA Standard format of PDOS Certificate, and Specimen Signatory Form	PDMU

6) Endorsement Letter, Trainer's registration form, resume, certificate of employment, copy of Diploma or Transcript of Records, copy of Certificate of Participation / Completion of PDOS Trainers' Training, and company ID	Philippine Recruitment Agency/Local Recruitment Agency/Local Manning Agency
7) Copy of incorporation/registration documents and literature on institutional mission and operations (for NGOs)	Securities and Exchange Commission
8) Photographs of Actual PDOS Venue	Philippine Recruitment Agency

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	RESPONSIBLE PERSON/OFFICE
1.Submission of Accomplished Application Form and other requirements	1.Receive and check completeness/c orrectness of entries in the application form	none	10 minutes	PDOS Staff, PDMU
2.Ensure attendance of Trainers to the Orientation Training of Trainers	2.Conduct Training of Trainers / Orientation for PDOS Trainers	none	16 hours	PDOS Staff, PDMU
3.Prepare PDOS Venue for Monitoring and Inspection	3.Conduct of ocular inspection of the PDOS Venue and PDOS proper	none	4 hours	PDOS Staff, PDMU
4.Recommendation for Approval of Registration	4.Comply with requirements and qualifications, and recommend for	none	3-5 days (Depends on the availability of the signatories)	PDOS, PDMU

	approval of registration			
5. Obtain certificate of accreditation	5. Issue certificate of recognition	none	10 minutes	PDOS Staff, PDMU
	TOTAL	None	5 days, 20 hours and 20 minutes	

4. 24/7 OPERATIONS CENTER

The OWWA 24/7 Operations Center is a round-the-clock helpdesk under the Overseas Workers Welfare Administration (OWWA). It provides immediate assistance and coordination for distressed Overseas Filipino Workers (OFWs) and their families.

Key Functions:

- Emergency Assistance – Handles coordination of urgent welfare cases, including repatriation, medical emergencies, and crisis situations.
- Inquiries & Concerns – Responds to calls, emails, and messages from OFWs and their families regarding benefits, programs and assistance.
- Case Monitoring & Coordination – Works with Philippine embassies, MWO (Migrant Workers Office), and other government agencies to assist OFWs in distress.
- Repatriation & Welfare Cases – Assists in bringing home OFWs facing problems abroad, including legal, financial, or medical issues.

It serves as a lifeline for OFWs, ensuring they have government support anytime, anywhere.

CONCERNED OFFICE/DIVISION:	OP-Center and OWWA Regional Welfare Office Programs and Services Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Overseas Filipino Workers (OFW), agencies, family members, or other concerned individuals

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Proof of employment and contract employer details	Overseas Employer/OFW
2. Medical/hospital reports, police report (if applicable)	OFW
3. Passport copy, flight details. Proof of displacement or of being in distress	Department of Foreign Affairs

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Report a case through hotline, email, or walk-in.	1. Receive the report and log it into the system.	5 minutes	None	Operations Center Staff on duty OWWA RWO
2. Provide necessary details about the case.	2. Ask follow-up questions to verify and clarify details.	10 minutes	None	Operations Center Staff on duty OWWA RWO
3. Submit supporting documents (if required and necessary).	3. Review and validate the provided documents	30 minutes		Operations Center Staff on duty OWWA RWO
4. Await case assessment and action plan.	4. Assess the urgency and category of the case, then coordinate with relevant concerned agencies/ offices/units	2 hours	None	Operations Center Staff on duty OWWA RWO
5. Receive updates on the case.	5. Conduct follow-ups and provide			Operations Center Staff on duty OWWA RWO

	progress updates.			
6.Acknowledge Case resolution.	6.Close the case after informing the client regarding updates on his/her request/query	5 minutes		Operations Center Staff on duty OWWA RWO
	TOTAL	2 Hours and 50 minutes	None	

5. MEMBERSHIP COLLECTION

OWWA is a membership institution with membership contribution worth USD \$25.00. This entitles the members to various benefits from OWWA's programs and services. OFWs can be a member by: (1) compulsory registration upon processing of employment contracts of OFWs at the POEA; and (b) voluntary registration of OFWs at job sites, or through electronic registration.

OWWA members are entitled to an array of Social Benefits, Education & Training, Repatriation and Reintegration Services. They are also entitled to OWWA special programs and services.

The validity of membership shall be considered active until the expiration of the OFWs existing employment contract or after two (2) years from contract effectivity, whichever comes first. Thereafter, OWWA membership shall be renewed, provided there is proof of active employment. OFWs may renew their OWWA membership through OWWA Mobile App or at Overseas Jobsites. Next-of-Kin or relatives may renew the OFW membership at the nearest Regional Welfare Office in their area.

CONCERNED OFFICE/DIVISION:	Membership Processing Center
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Overseas Filipino Workers (OFW)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Copy of passport showing photo and personal data	Department of Foreign Affairs
2. Proof of Employment	OFW
3. Information Sheet	OWWA

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1. Accomplish or Fill-out the membership form	1. Provide membership form	None	5 minutes	Collecting Officer, OWWA
2. Submit passport and accomplished form for verification	2. Received the passport and form for checking and verification	None	10 minutes	Collecting Officer, OWWA
3. Proceed to payment and pay the amount of 25USD	3. Received the account of 25USD		5 minutes	Collecting Officer, OWWA
4. Wait the release of Official receipt	4. Issues and release the official receipt to the OFW	None	5 minutes	Collecting Officer, OWWA
	5. Encode the details of OFW to the Membership Processing System (MPS)	None	10 minutes	Collecting Officer, OWWA
	TOTAL	None	35 minutes	



REGIONAL WELFARE OFFICES

EXTERNAL SERVICES

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

SESP is a short-term courses/training program consisting of a maximum of Php14,500.00 per training course leading to completion of a technical or vocational course in any school accredited by TESDA, MARINA, and other government training institutions.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division Education and Training Unit
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members (active status) and their beneficiaries (spouse, child, or sibling of a single OFW ages 24 years old and below.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO Office
2) 2x2 colored ID Photo (2 Copies)	OFW Member
3) Proof of OWWA contribution/membership	OFW Member/OWWA RWO Office
4) Birth Certificate for: <ul style="list-style-type: none"> ● OFWs child ● OFWs sibling 5) Marriage Certificate for OFW's spouse 6) Certificate of No Marriage (CENOMAR)	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)

CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1.Get queuing number or queue in line for SESP application.	1.Provide queuing number to ensure	None	1 minute	Assigned Guard on Duty, OWWA RWO

	orderliness in queuing line.			
<p>2. Present valid I.D or passport at Education and Training Unit/Focal for verification of Membership Record.</p> <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) 	<p>2. Check membership and evaluate submitted requirements.</p> <p>Issue schedule of claiming NOA.</p>	None	<p>10 minutes</p> <p>7 days</p>	Education and Training Unit Staff, OWWA RWO
<p>3. Claim/Get Notice of Award on scheduled date.</p> <ul style="list-style-type: none"> Get queuing number 	3. Issue queuing number for claiming of NOA.	None	1 minute	Assigned Guard on Duty, OWWA RWO
4. Go to designated SESP Desk/Counter if the number is called to claim/get the Notice of Award (NOA).	4. Release NOA	None	1 minute	Education and Training Unit Staff, OWWA RWO
	TOTAL	None	7 days and 13 minutes	

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 an accredited maritime training centers/institutions to ensure

competitive advantage in meeting International Maritime Organizations (IMO) competency standards.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division Education and Training Unit
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Seafarer- Active OWWA Member *For the first availment, a single membership payment entitles a seafarer to a training course of his/her choice. *Subsequent entitlements shall only be allowed after 3 recorded OWWA membership payments.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.Application Form	OWWA RWO Office
2.2x2 Colored ID Photo (2 Original Copies)	OFW Member
3.Seaman’s Identification Record Book (SIRB) and Original Passport	
4.Membership Record	OWWA RWO Office
5.Enrollment Confirmation	

CLIENT’S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON/OFFICE
1.Get queuing number or queue in line for SUP application.	1.Provide queuing number or ensure orderliness in the queuing line.	None	1 minute	Assigned Guard on Duty, OWWA RWO
2.Present I.D. or Passport at the Education and Training Unit/Focal	2.Check membership and evaluate	None	10 minutes	Education and Training Unit Staff OWWA RWO

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). 	submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs		7 days	
3) Claim/Get Notice of Award on scheduled date. Get queuing number	Issue queuing number for claiming of NOA.	None	1 minute	Assigned Guard on Duty OWWA RWO
4) Go to designated SUP desk/counter to obtain the Notice of Award (NOA)	Release NOA.	None	1 minute	Education and Training Unit Staff OWWA RWO
	TOTAL	None	7 days and 13 minutes	

4. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

EDSP is a scholarship grant to qualified beneficiary/dependent of an active OWWA member who intends to enroll in a 4–5-year baccalaureate course in any preferred college/university in the Philippines with financial assistance amounting to Php60,000.00 per school year. Must belong to the top 1,000 passers of the qualifying examination administered by the Department of Science and Technology - Science Education Institute (DOST-SEI).

CONCERNED OFFICE/DIVISION:	Regional Welfare Office (RWO) Regional Operations Coordination Service (ROCS) Management Information System Division (MISD)
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	Planning and Program Development Division (PPDD)
CLASSIFICATION:	Simple to Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependent
SCHEDULE OF AVAILMENT:	Monday to Sunday / through the link online during the prescribed application period

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Online Scholarship Application Form through scholarship.owwa.gov.ph	OWWA RWO - Official FB Page 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 and without failing grades.	Applicant
3. One valid I.D of OFW member and/or Authorized Representative	Government Issued or Company Issued I.D.
4. Proof of Relationship to OFW Member i.e birth certificate	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
5. Proof of enrollment i.e Registration Card	
6. 2 pcs. 2x2 I.D. Picture with name tag	Government Issued or Company Issued I.D.
6. 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 of OFW ● OFW CENOMAR ● Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
7. Proof of enrollment i.e. Registration Card, O.R. Tuition Fees and other school fees or Course Syllabus	School Registrar

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
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<p>1.Submit online application and requirements to Scholarship Online Application System (scholarship.owwa.gov.ph)</p>	<p>1.1 Auto queuing of applications for review and verification .</p>	<p>10 minutes</p>	<p>None</p>	<p>EDSP Focal of Education and Training Unit OWWA RWO</p>
	<p>1.2 If the requirements are complete, approve the application . If incomplete, inform the applicant to comply needed requirements within 3-5 working days.</p>	<p>10 minutes</p>	<p>None</p>	<p>EDSP Focal of Education and Training Unit OWWA RWO</p>
	<p>1.3 Review and sign masterlist of pre-approved applicants Endorse master list to ROCS/PPDD for submission to</p>	<p>2 working days</p>	<p>None</p>	<p>EDSP Focal of Education and Training Unit/ PSD Chief & Director II OWWA RWO EDSP Focal of Education and Training Unit ROCS/PPDD</p>

	DOST-SEI.			
	1.4 RWO prepares examination permits and releases examination permits to approved applicants. PPDD receives list of qualifiers from DOST.	5 working days	None	EDSP Focal of Education and Training Unit OWWA RWO PPDD
2) Obtain confirmation of the results of application 2.2 Notice of Approval 2.3 Notice of Disapproval	Issue Notice of Award (NOA) together with the schedule and venue of scholarship orientation.	3 working days	None	EDSP Focal of Education and Training Unit OWWA RWO
3) Attend Scholarship Orientation Submit notarized copies of Scholarship Agreement together with the proof of enrolment and grades	Conduct scholarship orientation Assist the scholarship qualifier in the accomplishment of the Scholarship Agreement and advise him/her to have it notarized	3 hours 1 hour	 P50.00- P100.00 *Notary Public	EDSP Focal of Education and Training Unit OWWA RWO

	Prepare the voucher for educational grant.	3 working days		
	Release the scholarship grant through LBP.			
	TOTAL	14 Days	None	

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 in the Philippines.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division Education and Training Unit
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependent
SCHEDULE OF AVAILMENT:	Monday to Sunday / through the link online during the prescribed application period

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Online Scholarship Application Form (scholarship.owwa.gov.ph)	OWWA RWO – Official FB Page OWWA Central Office Website
2) OFW Membership Record	OWWA RWO
3) 2 pcs. I.D. Picture with name tag	Applicant

4) At least one (1) valid I.D. of OFW member and/or Authorized Representative	Government Issued or Company Issued I.D.
5) Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> • OFW Birth Certificate, if dependent is sibling of OFW • OFW CENOMAR • Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
6) Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) indicating 80% GWA without failing grades	School Registrar
7) Other Special Requirements: <ul style="list-style-type: none"> • Certificate of Good Moral Character • Medical Certificate i.e. Physically Fit to attend school (if student has medical pre-condition/s) • Proof of OFW's monthly salary (Employment Contract, Overseas Employment Certificate or OEC, Pay Slip, etc.) 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility Applicant/OFW

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1.Submit online application and requirements to Scholarship Online Application System (scholarship.owwa.gov.ph)	1.Auto queuing of applications for review and verification.	10 minutes	None	ODSP Focal of Education and Training Unit OWWA RWO
	If the requirements are complete, approve the application. If incomplete, inform the applicant to comply needed requirements within 3-5 working days.	10 minutes	None	ODSP Focal of Education and Training Unit OWWA RWO
2.Obtain confirmation of the results of application	2.Issue Notice of Award	3 days	None	ODSP Focal of Education and

2.2 Notice of Approval 2.3 Notice of Disapproval	together with the schedule and venue of scholarship orientation.			Training Unit OWWA RWO
3. Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	3. Conduct scholarship orientation	3 hours	P50.00- P100.00 *	ODSP Focal of Education and Training Unit OWWA
	Assist the scholarship qualifier in the accomplishment of the Scholarship Agreement and advise him/her to have it notarized	1 hour	*Notary Public	
	Prepare the voucher for educational grant.	1 day		
Release the scholarship grant through LBP.	3 days	Cashier or Authorized Personnel RWO NCR RWO		
	TOTAL	7 Days, 4 Hours and 20 minutes	None	

Note: Schedule of 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.

5. EDUCATION AND LIVELIHOOD ASSISTANCE PROGRAM FOR DEPENDENTS OF DECEASED OFW (EDUCATIONAL ASSISTANCE COMPONENT)

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.

- Educational Assistance - intended for deceased OFW with school-age qualified dependent. The eldest or the first born of not more than 21 years of age, 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 educational assistance from primary (Kindergarten) - P5,000.00, secondary- P8,000.00 and tertiary education - P10,000.00 per annum/school year.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division Education and Training Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents Incarcerated OFW under life sentence (Active Member with dependent)
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> a. Birth Certificate of applicant, if applicant is child of OFW or sibling b. Birth Certificate of OFW, if applicant is sibling or parent of OFW 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
3) 2 pcs. 2 X 2 colored ID photo of applicant if name tag	Applicant
4) Death Certificate of OFW (1 copy)	PSA/LCR
5) School Record of Qualified Dependent for Educational Assistance (1 copy) <ul style="list-style-type: none"> • Form 137/138 • Transcript of Record • Certificate of Grades (if college level) 	School Registrar

6) Other Special Requirements: <ul style="list-style-type: none"> • Certificate of Good Moral Character • Medical Certificate i.e. Physically Fit to attend school (if student has medical pre-condition/s) 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility
7) Official List of OFWs who are incarcerated or meted out of death penalty in foreign countries	OWWA/Department of Foreign Affairs

Note: Schedule of 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. EDUCATION AND LIVELIHOOD ASSISTANCE PROGRAM FOR DEPENDENTS OF DECEASED OFW (LIVELIHOOD ASSISTANCE COMPONENT)

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 (one-time release of grant)

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Reintegration Unit
CLASSIFICATION:	Highly Technical
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR a. Marriage Certificate, if applicant is spouse of OFW	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)

b. Birth Certificate of applicant, if applicant is child of OFW or sibling c. Birth Certificate of OFW, if applicant is sibling or parent of OFW d. Certificate of No Marriage (CENOMAR) of OFW	
3) 2 pcs. 2 X 2 colored ID photo of applicant if name tag	Applicant
4) Death Certificate of OFW	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
5) Entrepreneurial Development Training Certificate (EDT)	OWWA RWO
6) Business Plan	Applicant
7) Official List of OFWs who are incarcerated or meted out of death penalty in foreign countries	OWWA/Department of Foreign Affairs

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	Assigned Guard on Duty OWWA RWO
2. If deceased/incarcerated OFW has qualified dependent for ELAP-Livelihood, proceed to Reintegration Unit	2. Check endorsement from Social Benefits Unit and provide list of requirements and application form for livelihood assistance.	5 minutes	None	Reintegration Unit Staff OWWA RWO
3. Submit the accomplished forms and complete requirements	3. Review and evaluate requirements submitted for qualification to livelihood assistance.	5 minutes	None	Reintegration Unit Staff OWWA RWO
Obtain schedule of the Entrepreneurship	Release Notice of Schedule of EDT.	15 days		

Development Training (EDT)				
4. Attend the training/ orientation schedule in the designated venue provided.	4. Conduct the EDT	2 hours	None	Reintegration Unit Staff OWWA RWO
5. Wait for the Notice from the Reintegration Unit and/or Cashier for the release of assistance. <i>Note: Bring at least two (2) valid I.D.s of the claimant/dependent</i>	5. Release Livelihood assistance.	30 minutes	None	Cashier or Authorized Personnel OWWA RWO
	TOTAL	15 days, 2 hours and 41 minutes	None	

Note: Schedule of 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.

7. IN-HOUSE 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.

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 and Canada
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

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 Migrant Workers Office in country of work	MWO or DMW
4) For workers going to Japan, Certificate of Eligibility (COE) at Addendum to the Master Employment Contract	Foreign Employer/Foreign Recruitment Agency and MWO
5) For workers going to Canada, Labor Marketing Impact Assessment (LMIA)	Foreign Employer

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get Philippine Recruitment Agencies (PRAs) fill-up and submit documentary requirements via online In-House PDOS Enrollment portal/s: a. Bound to Canada: https://tinyurl.com/owwapdoscanada b. Bound to Japan: https://tinyurl.com/owwapdosjapan	1. Enrollment staff send schedule of training to the PRAs registered email after checking the completeness and correctness of information based on their online application form and submitted requirements.	5 minutes	None	OWWA In-House PDOS Staff
2. Attend the Pre-departure Orientation Seminar	2. Conduct the PDOS for ready to leave Overseas Filipino Workers (OFWs) bound to Japan and Canada.	1 day	None	PDOS Resource Speaker
3. Obtain Electronic Certificate of Attendance a day after the PDOS.	3. Release the Electronic-Certificate of Attendance via PRAs and OFWs Email.	30 minutes	None	OWWA In-House PDOS Staff

	TOTAL	1 day and 35 minutes	None	
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8. PRE-DEPARTURE ORIENTATION SEMINAR (PDOS) FOR NAME-HIRE & Government Placement Branch

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 OFWs life abroad, health & safety, travel tips, airport procedure, and government programs & services. The orientation-seminar are country-specific and in-some cases, skill-specific

CONCERNED OFFICE/DIVISION:	PDOS Name-Hire and GPB
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Departing Overseas Filipino Workers under the Name-Hire Category and Government Placement Branch
SCHEDULE OF AVAILMENT:	Monday – Thursday / 9:00AM – 11:00AM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) One Photocopy of Passport	DFA and Concerned Embassy
2) Photocopy of Employment Contract verified by Migrant Workers Office in country of work	Migrant Workers Office in country of work
3) E-Registration Form (For Clearance/For Compliance Phase 2)	Department of Migrant Workers (DMW), Name-Hire – Online Services Portal
4) For workers under the Government Placement Branch (KSA, Taiwan, Germany, South Korea, Japan, Israel), Endorsement Letter	DMW - Government Placement Bureau

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Scan the QR Code for PDOS	1. Assist the trainees	1 minute	None	PDOS Staff

2. Fill-out online application form	2. Verify identity of trainees vis-à-vis submitted documents.	2 minutes	None	PDOS Staff
3. Attend PDOS Training	3. Conduct PDOS	2 hrs	None	PDOS Resource Speaker
4. Obtain Electronic Certificate of Attendance at the end of seminar	4. Send Electronic Certificate thru the respective email addresses of trainees	1 minute	None	PDOS Staff
	TOTAL	2 Hours and 4 minutes	None	

9. COMPREHENSIVE PRE-DEPARTURE EDUCATION PROGRAM (CPDEP)

Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs) is a 1 to 6 days In-House Language and Culture Familiarization training for Domestic Workers (DW) prior to their employment overseas which is intended to equip DWs with the basic/survival communication skills to ensure their welfare and well-being in facing labor migration challenges.

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Domestic Workers prior to their employment overseas
SCHEDULE OF AVAILMENT:	Online Enrollment Monday to Friday/ 8:00 AM – 5:00 PM

For Agency Hire

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Endorsement Letter	Philippine Recruitment Agency (PRA)
2. Passport Bio Page	Department of Foreign Affairs
3. PDOS Certificate	PRA / PDOS Provider / In-House PDOS Name-Hire (OWWA RWO)

4. Employment Contract	PRA / Employer
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For Name-Hire

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. E-Registration	Department of Migrant Workers (DMW), Name-Hire Online Services Portal
2. Endorsement Letter	In-House PDOS Name-Hire (OWWA RWO)
3. PDOS Certificate	In-House PDOS Name-Hire (OWWA RWO)
4. Passport Bio Page	Department of Foreign Affairs
5. Employment Contract	Employer

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<p>1. Online Enrollment</p> <p>a. Agency Hired Enroll through prep.owwa.gov.ph using the officially registered e-mail address of the PRA.</p> <p>b. Name-Hired Enroll through prep.owwa.gov.ph using your personal e-mail address.</p> <p>During registration, complete the required information in the enrollment form and upload the</p>	1. Receives Online Enrollment	Online Enrollment is open from 8:00 A.M. to 12:00 NN	None	CPDEP Enrollment Staff

necessary documents on prep.owwa.gov.ph				
2.Evaluates Application, Supporting Documents and Release of Training Schedule	2.Checks completeness and correctness of information of Domestic Worker from application form and supporting documents submitted online ZOOM Meeting IDs will be sent to PRA's or the Name Hire's e-mail address a day before the scheduled training	Schedule of Training is sent to PRAs and Name-Hire's e-mail addresses from 1:00 P.M to 5:00 P.M. on the same day of enrollment.	None	CPDEP Enrollment Staff
3.Attend the Online Language Training and Culture Familiarization on the given schedule.	3.CPDEP instructors facilitate online training sessions	<ul style="list-style-type: none"> • 1 day – <i>Singapore and Culture Familiarization</i> • 2 days – <i>KSA</i> • 4 days - <i>PDOS KSA</i> • 3 days - <i>Arabic, Cantonese, and Hebrew</i> • 6 days – <i>Mandarin</i> 	None	CPDEP Instructors and Staff
4.Release of E-Certificate of Attendance (E-COA)	4.Generates the E-COA based on		None	Training Program Manager and CPDEP Staff

	trainees' attendance. E-COAs will be sent to the PRA's and Name Hire's E-mail address the day after completion of the training.			
	TOTAL	16 days	None	

10. 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 to OFW members of OWWA a) Non-active member-OFWs with one (1) contribution - Php5,000.00; non-active-member-OFWs with more than one contribution - Php10,000.00; and b) 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.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Reintegration Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Repatriated, Displaced, Distressed OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.OWWA Membership Records	OWWA RWO

<p>2.Application Form with Personal Undertaking that the cash assistance will be used solely for livelihood activities of OFW</p> <p>3.Proof of repatriation or return to the Philippines (passport or travel document, airline ticket, boarding pass</p> <p>4.Proof of displacement (termination letter, referral letter/certification from Migrant Workers Office (MWO) or Philippine Embassy, Single Entry Approach (SEnA) or complaint, request for repatriation, etc.)</p> <p>5.Certificate of Entrepreneurial Development Training</p> <p>6.Other supporting documents such proof of Residency (Barangay Certificate/Clearance)</p>	<p>OWWA RWO/ Reintegration Unit or Focal Person</p> <p>MWO OWWA with jurisdiction of the OFW jobsite</p> <p>Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, MWO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division OWWA</p> <p>Barangay where the OFW resides</p>
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CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	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.	10 seconds	None	Assigned Guard on Duty OWWA RWO
2) Present and submit requirements	Check membership status. Issue membership record and give application Form). Review accomplished application form and completeness of requirements	20 minutes	None	Reintegration Unit Staff OWWA RWO

	Issue schedule of EDT session for qualified OFWs			
3) Attend the scheduled EDT session at the OWWA RWO	Conduct the EDT Session Issue certificate of attendance	4 hours	None	Reintegration Unit Staff OWWA RWO
4) After the EDT session, submit the application forms and complete requirements	Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan Issue schedule of Business Site inspection <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>	10 minutes 7 Days	None	Reintegration Unit Staff OWWA RWO
5) Prepare for the Business Site Inspection by the OWWA RWO	Conduct the Business Site inspection.	30 minutes		Family Welfare Officer/ Business Inspector OWWA RWO

	Conduct final review and approval of the BPBH application.	5 minutes		Director II, OWWA RWO
6) For approved applications, claim the financial assistance	Release financial assistance	5 minutes	None	Cashier, OWWA RWO Authorized Personnel
	TOTAL	7 days, 5 hours and 20 seconds	None	

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. TULONG PANGKABUHAYAN PARA SA PAG-UNLAD NG SAMAHANG OFW O TULONG PUSO PROGRAM

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, 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 P150,000.00 to P1,000,000.00 livelihood grant depending on the number of OFW members and the type of proposed livelihood project approved.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Reintegration Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW OWWA Members
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Application Form 2. A copy of their registration certificate issued by DOLE, CDA, or SEC 3. OFW Group Profile and Members' Profile indicating 80% thereof are OWWA members and/or their families Audited Financial Statements certified by the Association/Group Treasurer and Auditor, when applicable 4. 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) 5. Affidavit of undertaking by the OFW Group How to manage and grow the business 6. 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	OWWA RWO/ Reintegration Unit or Focal Person DOLE, CDA or SEC OFW Group/Association OFW Group/Association OFW Group/Association OFW Group/Association OFW Group/Association

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFIC E
1. Accomplish Application Form including submission all supporting documentary requirements	1. Initial assessment of submitted application and documents	10 minutes	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO
2. Attend Pre-Orientation and Pre-Social Preparation through webinar or face-to-face	2. Conduct the Pre-Orientation and Pre-Social Preparation webinar/ face-to-face	2 hours	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO
3. Provide additional information or clarification, as needed	3. Evaluation and review of submitted documentary requirements	30 minutes <i>*Depending on completeness of documents</i>	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO

<p>4. Justify or clarify the Business Plan/Proposal</p>	<p>4. 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>	<p>5 days</p>	<p>None</p>	<p>Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO</p> <p>Reintegration Unit Staff Tulong Puso Focal Person / Family Welfare Officer OWWA RWO</p>
<p>5. Compliance for approval of application or appeal if application is disapproved</p>	<p>5. Deliberation of RRC to Approve or Disapprove proposal</p>	<p>1 day</p>		<p>Regional Review Committee (RRC) and Director II, OWWA RWO</p>
<p>6. For approved applications, claim the financial assistance</p>	<p>6. Release financial assistance check</p>	<p>Release of grant in 3 tranches (succeeding release of tranches after must be within</p>	<p>None</p>	<p>Cashier, Authorized Personnel OWWA RWO</p>

		30 days upon receipt of the 1st tranche provided they have fully complied with the program's guidelines		
	TOTAL	36 days, 2 hours and 40 minutes		

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.

12. OFW - ENTERPRISE DEVELOPMENT AND LOAN PROGRAM (EDLP)

The OFW Enterprise Development Loan Program (EDLP), formerly know as OFW-Reintegration Program (OFW-RP), is an enterprise development intervention and loan facility of the Overseas Workers Welfare Administration (OWWA) in partnership with the Land Bank of the Philippines (LBP). It aims to help OFWs and their families in establishment of viable business enterprises that will provide them with steady income stream and create employment opportunities in their community.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Reintegration Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished Application Form	OWWA RWO Reintegration Unit or EDLP Focal Person
2) Certification from OWWA that the borrower is Bonafide OWWA member and an eligible borrower under the OFW-EDLP	
3) Certification from RWO that the OFW-borrower and/or his/her Attorney-in-fact has completed the Enhanced Entrepreneurial Development Training (EEDT); and	OWWA RWO Reintegration Unit or EDLP Focal Person

4) Completed Business Proposal/Plan	Applicant
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CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on Duty OWWA RWO
2. Present and submit requirements	2. Check membership status	At least 5 minutes per transaction Issue schedule of EDT session for qualified OFWs	None	Reintegration Unit Staff OWWA RWO
3. Attend the scheduled EDT session at the OWWA RWO	3. Conduct the EDT Session Issue certificate of attendance	Half-day session	None	Reintegration Unit Staff OWWA RWO
4. For After the EDT session, submit the application form and complete requirements	4. Receive the complete requirements including the Certificate of Attendance to the EDT and Business Plan	10 minutes	None	Reintegration Unit Staff OWWA RWO
5. Evaluation and review documents	5. Evaluate completeness of requirements	3 days	None	Reintegration Unit EDLP Focal Person, Chief, Program Services Division and

	and eligibility of applicant			Director II OWWA RWO
6. For qualified applications, refer application to LBP	6. Qualified applications with documentary requirements and submitted business proposals are referred to the Land Bank of the Philippines (LBP) Once documents are received, applicants are informed that the LBP will communicate with them for the evaluation of their business project	2 days	None	Reintegration Unit EDLP Focal Person OWWA RWO
	TOTAL	5 days, 4 hours, 15 minutes and 10 seconds	NONE	

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.

13.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 and/or their families, whether at the jobsite or in-country, in any one of the following circumstances:

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

Bereavement assistance

Disability assistance for OWWA members who were victims of crimes or accidents

Medical assistance for OWWA members who have illnesses that are not covered under MEDplus

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Social Benefits Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member or Qualified Dependent
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Calamity Assistance 1.1 At least two (2) valid I.D.s of OFW or Claimant 1.2 Authorization Letter with I.D. of OFW, if claimant is not the OFW 1.3 Barangay Certificate as resident of disaster/emergency affected community 1.4 If victim of fire incident, secure Certification <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>	Government issued or company issued OFW member Barangay Council Bureau of Fire Protection
2. Bereavement Assistance 2.1 At least two (2) valid I.D.s of Claimant 2.2 Proof of relationship with OFW i.e. Marriage Contract, Birth Certificate, CENOMAR 2.3 Death Certificate	Government issued or company issued Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
3. Disability Assistance 3.1 At least two (2) valid I.D.s of Claimant 3.2 Medical Certificate/Examination Procedure Result	Government issued or company issued

<p>3.2 Accident/Police Report 3.3 If claimant is not the OFW, Special Power of Attorney (SPA)</p>	<p>Competent Practitioner and Medical Institution/Facility Police Authorities with jurisdiction on the incident Legitimate Law/Legal Practitioner</p>
<p>4. Medical Assistance 4.1 At least two (2) valid I.D.s of OFW or Claimant 4.2 Authorization Letter with I.D. of OFW, if claimant is not the OFW 4.3 Original Medical Certificate/ Abstract with PTR No. of Attending Physician</p>	<p>Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility</p>

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	1) Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on Duty OWWA RWO
2) Present OFW I.D. and based on status of membership, obtain application form if qualified	2) Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	None	Social Benefits Unit Staff OWWA RWO
3) Submit accomplished application form and required documents for validation/evaluation	3) Review and evaluate submitted requirements if approved or disapproved	15 minutes	None	Social Benefits Units Staff, Chief Program and Services Division and Director II, OWWA RWO
4) For approved applications, proceed to claim financial assistance	4) Release financial assistance.	3 weeks	None	Cashier or Authorized Personnel OWWA RWO

	TOTAL	3 weeks, 20 minutes and 10 seconds	None	
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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.

14. DISABILITY BENEFIT

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

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Social Benefits Unit
CLASSIFICATION:	Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

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	
3. Foreign Medical Certificate with English Translation	Competent medical practitioner from legitimate medical institution/facility
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/Manning Agency
6. One (1) copy of 1x1 picture	OFW member
7. If claimant is not OFW, submit Authorization Letter with I.D. of OFW	OFW and/or authorized claimant

8. At least one (1) valid I.D. of authorized claimant	OFW's authorized claimant
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CLIENT'S STEPS	AGENCY ACTION	PROCESsing TIME	FEEs TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	1. Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on duty 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. 	2. Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	None	Social Benefits Unit Staff OWWA RWO
3. Submit Application form and requirements that are subject for evaluation of the medical retainer, processor and evaluator.	3. Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	None	Medical Retainer, Processor, Evaluator Social Benefits Unit and Director II 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.	15 days	None	Cashier or Authorized Personnel OWWA RWO

	TOTAL	15 days, 20 minutes and 10 seconds.		
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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.

15. 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

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Social Benefits Unit
CLASSIFICATION:	Highly Technical
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

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	
3. Two (2) Valid IDs and One (1) copy of ID Picture of claimant (1x1)	Qualified Claimant
4. Death Certificate (local or foreign; police/accident report - if death was caused by accident)	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)
5. Burial Permit and Official Receipt of payment in funeral	City/Municipal LGU
6. Affidavit of Undertaking executed by claimant	Notary Public

<p>7. Proof of Relationship to OFW Member</p> <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 	<p>Philippine Statistics Authority or Local Civil Registry (PSA/LCR)</p>
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CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	1) Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on duty OWWA RWO
2) Present OFW I.D. and based on status of membership, obtain application form and checklist of requirements if qualified	2) Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	None	Social Benefits Unit Staff OWWA RWO
3) Submit accomplished claim form and required documents for validation/evaluation	3) Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	None	Social Benefits Unit Staff OWWA RWO
4) For approved applications, proceed to claim financial assistance	4) Release financial assistance.	3 weeks	None	Cashier or Authorized Personnel OWWA RWO
	TOTAL	3 weeks, 10 minutes and 10 seconds.	None	

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.

16. SUPPLEMENTARY MEDICAL ASSISTANCE (MEDPLUS)

The MEDPLUS Program for OFWs aims to provide the OFW- members afflicted with dreaded disease with relief in the payment of their hospital/medical bills through sharing in the medical cost equivalent to the PhilHealth case rate benefits but not to exceed FIFTY THOUSAND PESOS (Php 50,000) per OFW-member.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division - Social Benefits Unit
CLASSIFICATION:	Highly Technical
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

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	
3) Two (2) Valid IDs and One (1) copy of ID Picture of claimant (1x1)	Qualified Claimant
4) Benefit Payment Notice (BPN) from PhilHealth	PhilHealth
5) Medical Certificate with reflecting date/s of Procedure	Competent medical practitioner from legitimate medical institution/facility
6) Duly notarized Special Power of Attorney executed by the OFW, if the OFW is abroad and the filer-claimant is the next-of-kin (NOK)	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 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)

<ul style="list-style-type: none"> • Birth Certificate of the claimant and death certificate of deceased spouse, for OFWs child 	
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f. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on duty OWWA RWO
2. Present OFW I.D. and based on status of membership, obtain application form and checklist of requirements if qualified	2. Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	None	Social Benefits Unit Staff OWWA RWO
3. Submit accomplished claim form and required documents for validation/evaluation	3. Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	None	Social Benefits Unit Staff OWWA RWO
4. For approved applications, proceed to claim financial assistance	4. Release financial assistance.	3 weeks	None	Cashier or Authorized Personnel OWWA RWO
	TOTAL	3 weeks, 20 minutes and 10 seconds.	None	

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.

16. WELFARE CASE

Welfare Case refers to any situation where an Overseas Filipino Worker (OFW) or their family needs assistance due to problems affecting their well-being, employment, or safety.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Programs and Services Division - Workers Assistance Unit
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFWs and their families
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of Passport/Travel Document or Identification of OFW	
2. If the requesting party is not the OFW, copy of proof of relationship of the family member/Next-of-Kin (NOK) to the OFW	Philippine Statistics Authority/ Local Civil Registry (PSA/LCR)
3. Copy of Employment Contract of OFW	OFW
4. OFW Membership Record (MR)	OWWA RWO
5. Intake Sheet	OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Get queuing number or queue in line for the counter of Workers Assistance Unit	1. Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	Assigned Guard on duty OWWA RWO
2. Present a copy of passport/travel document or any identification of	2. Check membership status of OFW	5 minutes	None	Workers Assistance Unit Staff OWWA RWO

OFW and proof of relationship to the OFW (if OFW is not the requesting party) to the Clients Assistance Desk Officer for the verification of OWWA membership record				
3.Fill out the Intake Sheet and submit necessary pertinent documents depending on the type of concern or request.	3.Review the accomplished Intake Sheet and the completeness of details and necessary documents	15 minutes	None	Workers Assistance Unit Staff OWWA RWO
4.Once assistance is filed, wait for the appropriate action on the request for assistance	4.Process the request and provide feedback to the client upon receipt of update from the concerned office regarding the request for assistance	5 minutes	None	Workers Assistance Unit Staff OWWA RWO
	TOTAL	25 minutes and 10 seconds	None	

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.

17. 24/7 OPERATIONS CENTER

The OWWA 24/7 Operations Center is a round-the-clock helpdesk under the Overseas Workers Welfare Administration (OWWA). It provides immediate assistance and coordination for distressed Overseas Filipino Workers (OFWs) and their families.

Key Functions:

- Emergency Assistance – Handles coordination of urgent welfare cases, including repatriation, medical emergencies, and crisis situations.
- Inquiries & Concerns – Responds to calls, emails, and messages from OFWs and their families regarding benefits, programs and assistance.
- Case Monitoring & Coordination – Works with Philippine embassies, MWO (Migrant Workers Office), and other government agencies to assist OFWs in distress.
- Repatriation & Welfare Cases – Assists in bringing home OFWs facing problems abroad, including legal, financial, or medical issues.

It serves as a lifeline for OFWs, ensuring they have government support anytime, anywhere.

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Programs and Services Division – 24/7 Operations Center
CLASSIFICATION:	Simple to Complex
TYPE OF TRANSACTION:	Welfare Assistance /Emergency Support / Repatriation / Other Cases
WHO MAY AVAIL:	Overseas Filipino Workers (OFW), agencies, family members, or other concerned individuals
SCHEDULE OF AVAILMENT:	24/7 (Open at all times)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1.For welfare concern	Proof of employment, contract employer details and fill out of intake sheet
2.For emergency cases	Medical/hospital reports, police report (if applicable)
3.For repatriation cases	Passport copy, flight details. Proof of displacement or of being in distress

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1.Report a case through hotline, email, or walk-in.	1.Receive the report and log it into the system.	5 minutes	None	Operations Center Staff on duty OWWA RWO

2. Provide necessary details about the case.	2. Ask follow-up questions to verify and clarify details.	10 minutes	None	Operations Center Staff on duty OWWA RWO
3. Submit supporting documents (if required and necessary).	3. Review and validate the provided documents	30 minutes (depending on the complexity of the case)		Operations Center Staff on duty OWWA RWO
4. Await case assessment and action plan.	4. Assess the urgency and category of the case, then coordinate with relevant concerned agencies/ offices/units	2 hours	None	Operations Center Staff on duty OWWA RWO
5. Receive updates on the case.	5. Conduct follow-ups and provide progress updates.	72 hours		Operations Center Staff on duty OWWA RWO
6. Acknowledge Case resolution.	6. Close the case after informing the client regarding updates on his/her request/query	5 minutes		Operations Center Staff on duty OWWA RWO
	TOTAL	3 days and 50 minutes.	None	

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.

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).

1. FREEDOM OF INFORMATION (FOI)

Office or 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

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Sign up at the www.foi.gov.ph to create an account	1. Review and accept request for information	10 minutes	None	Receiving Officer
	Research and draft response then send to client via the E-FOI link	3 days for simple information and 7 days for complex information	None	FOI Decision Makers Receiving Officer
2. Acknowledge receipt of OWWA response	2. Monitor the E-FOI link for feedbacks and customer satisfaction	1 day after response was sent	None	Receiving Officer
	TOTAL	8 days and 10 minutes	NONE	

2. 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.

Office or Division:	Records Management Division (RMD)
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 – 9:00 AM

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Mailing 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	

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Submit two (2) copies of MCRF including the mail/parcel for delivery Note: If more than 5 items an electronic submission is required If for local mails, submit filled-up RRR and DEMS	1. Check as to the completeness, correctness, and accuracy of the MCRF and crosscheck with the items for delivery in RRR and DEMS	10 minutes	none	RMD Receiving Officer

	1.1 Identify weigh, price, and attach bar code	10 minutes	none	RMD Courier Encoder Administrative Aide VI Records Officer II
	1.2 Encode at the Daily Delivery Form (DMDF)	5 minutes	none	RMD Courier Encoder
	TOTAL	25 minutes	None	

3. COURIER SERVICES (MAIL AND PARCEL DISTRIBUTION)

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

Office or Division:	Records Management Division (RMD)
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 – 3:00 PM

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit Contact Tracing Form with number and Courier's	Check as to the completeness, correctness, and	5 minutes	none	Records Officer II

Acknowledgement Receipt	accuracy of the information			
	If compliant, return to the courier the stamped and signed Contract Tracing Form and Courier's Acknowledgement Receipt	5 minutes	none	Administrative Aide VI Record Officer RMD Chief
	TOTAL	10 minutes	None	

4. RECORDS MANAGEMENT AND HANDLING

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

Office or Division:	Records Management Division (RMD)
Classification:	Simple
Type of Transaction:	Government to Government (G2G)
Who may avail:	Internal Clients (OWWA Officers/Heads of Unit)
Schedule of Availment	Monday to Friday/ 8:00 AM – 5:00 PM (or beyond)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Official Document Dissemination Form (OODF)	Records Management Division or through electronic requests (records@owwa.gov.ph)
2) Signed Documents/Official Issuance	

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Submit the signed IRL including the	1.1 Check the completeness,	10 minutes	none	Records Officer II

documents for dissemination	correctness, and accuracy of both the IRI and the document for dissemination. Stamp receipt then affix date and sign the receiving copy of client			
	1.2. Classify and write title then assign the official record number	15 minutes	none	Administrative Aide VI Record Officer RMD Chief
	1.3. Digitize and disseminate the official records to the official email address of recipients	10 minutes	none	Administrative Aide VI
	1.4. Print proof of dissemination then file		none	
	TOTAL	35 minutes	None	

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

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

Office or 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 – 5:00 PM
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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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	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	none	PPMD Officer
	1.2 Consolidate all submitted PPMP into APP	Within set deadline	none	PPMD Officer
	1.3 Prepare RIS	1 day	none	PPMD Officer
	1.4 Review and endorse for approval of the GAS Director the RIS	1 day	none	GAS Director
	1.5 Prepare the PR	1 day	none	PPMD Officer
	1.6 Review and endorse PR for approval of the Administrator	2 days	none	Chief, PPMD GAS Director

			AFMO Director Deputy Administrator
1.7 Approve the PR	1 day	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	none	PPMD Officer PPMD Chief Accounting Division Administrator
1.10 Deliver cheque payment and purchase the goods from PS-DBM	1 day	none	Supply Officer
1.11 Refers to Technical Property Inspection Committee (TPIC) the Inspection and Acceptance Report (IAR)	1 day	none	Supply Officer TPIC
1.12 Stores in stockroom	2 days	none	Supply Officer Storekeeper III
	TOTAL	12 days	None

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.

6. PROCUREMENT OF GOODS THROUGH SHOPPING

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

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Consolidate documentary requirements such as CNAs, RIS, and PR	1.1 Prepare the approve RPQ	1 day	None	Supply Officer PPMD Chief
	1.2 Posting to PhilGEPS, OWWA website and bulletin board.	7 days	None	Supply Officer
	1.3 Prepares and approves the APQ based on the result of review of available goods to PS PHILGEPS.	3 days	None	PPMD Officer PPMD Chief GAS Director BAC Members Administrator/TWG/ COA Representative
	1.4 Prepare PO and documents for procurement	3 days	None	PPMD Officer PPMD Chief GAS Director BAC Members Administrator

	1.5 Notify the suppliers to deliver goods by sending required documents	3 days	None	PPMD Officer
	1.6 Receives the delivery of supplies/equipment	Depends on the delivery schedule	None	Supply Officer Supplier
	TOTAL	17 days	None	

7. 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.

CONCERNED OFFICE/DIVISION:	Financial Management Service (FMS) – Budget Division, Accounting Division and Cash Division
CLASSIFICATION:	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

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Originating unit to prepare Disbursement Vouchers with BURS /	1.1 Budget Division receives DVs together with BURS/ORS from	7 days	None	Budget Division Personnel

<p>ORS and documentary requirements</p>	<p>the originating units</p> <p>1.2 Budget Division ascertains availability of funds and records to FUR according to budget classification</p> <p>1.3 Approves and signs box B of BURS/ORS certifying budget availability and obligation to proper budget code/classification</p> <p>1.4 Assigns BURS/ORS number and endorses the BURS/ORS with DV to FMS-Accounting Division</p> <p>1.5 Accounting Division receives signed BURS/ORS, DVs and other supporting documents from the Budget Division</p> <p>1.6 Process the Disbursement Vouchers for fund release/payment</p>			<p>Accounting Division Personnel</p> <p>Cash Division Personnel</p>
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	<p>1.7 Certifies and signs DV and forwards to Approving Officers</p> <p>1.8 Cash Division checks received DVs from Approving Officers Offices</p> <p>1.9 Prepares cheques/debit advice and records the same to Warrant Register</p> <p>1.10 Verifies accuracy of cheques/DAs prepared</p> <p>1.11 Forwards cheques/DAs to signatories</p>			
2.If documentary requirements are insufficient	<p>2.Returns complete document to originating unit for compliance/clarification of lacking documents/requirements (if applicable)</p> <p>*Same process as above if insufficiency is complied.</p>		None	Concerned FMS Division Requesting Office/Division/Unit
	TOTAL	7 days	None	

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.

8. 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.

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

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

ICT PREVENTIVE MAINTENANCE PROCESSES

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1.Plans/Updates Inventory of all ICT Related Machines and Equipment at the Head Office	1.The technical staff shall update all ICT related machines and equipment at the head office and indicate there in the details and specifications of each.	2 days base on the scheduled date	None	Technical Support Staff
2.Reviews Updated Inventory of all ICT Related Machines and Equipment at the Head Office and Prepares ICT Semiannual Preventive Maintenance Schedule on the same	2.The Chief MISD shall prepare Semiannual Preventive Maintenance Schedule of all ICT related	1 day	None	Chief MISD

	machines and equipment at the head office			
3. Reviews the Schedule of Preventive Maintenance and gives Approval on the same	3.If Policy & Program Development Office Director IV seeks clarification/ revision, return to Step 2.	1 day	None	Policy & Program Development Office Director IV
4.Implements Monthly Preventive Maintenance Schedule	4.For the implementation of the Annual Preventive Maintenance Schedule, refer to Work Instructions	2 hours	None	Technical Support Staff Chief, MISD
5.Keeps and Updates Records of Conduct of Preventive Maintenance	5.The conducted preventive maintenance and the rendered technical support services to ICT machines and equipment.	1 hour	None	Technical Support Staff
	TOTAL	4 days and 3 hours	None	

TECHNICAL SUPPORT SERVICES

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
6.Request for Technical Support Services of All OWWA Units on ICT Related Concerns	6.Request for Technical Support Services of All OWWA Units on ICT Related Concerns	5 minutes	None	All Concerned Offices
7.Assign of Technical Support Services to All	7.Technical support services	5 minutes	None	Admin Assistant

OWWA Units on ICT Concerns	for ICT machines and equipment were provided, as documented in the corresponding			
8.Encode some of the details in FM – OWWA – 07.07.02 to support website	8.Deliver technical support services for ICT machines and equipment using the FM-OWWA-07.07.02 form, which encodes feedback, requests, problems, and our technical team's actions on the support website.	30 minutes	None	Technical Support Staff
9.Submit a monthly technical support report.	9.Form on the support MISD website. Chief MISD signs and approves the report for submission to Director IV-PPDO, QMR, MRT & IA	3 days	None	Technical Support Staff / Chief MISD
	TOTAL	3 days and 40 minutes	None	

9. 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.

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)

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	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	7 days	None	Information Technology Officer MISD
	1.2 Conduct series of meeting and coordination	2 hours		MISD
	1.3 Develop the online application	3 days		ITO III MISD
2. Program implementers and Management request for updates on the status of application	2. Present and demonstrate the use of online application based on the	4 hours		MISD

	request and inputs of the Management and implementers			
3. Program implementers request for orientation	3. Conduct final orientation and demonstration on the use of online application	4 hours		MISD
4. Program Implementers and clients use the final online application	4. Launch the final application Continuously provide technical support/assistance	3 days		MISD
	TOTAL	13 days and 10 hours	None	

10. REQUEST FOR TRANSPORT SERVICE

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

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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Transport Request Form (TRF)	Engineering and General Services Division Office

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1. Request Transport Request Form (TRF)	1. Provide TRF upon request by requesting person/unit	1 minute	None	Administrative Officer – EGSD
2. Submit accomplished Transport Request Form (TRF) to EGSD Office	2. Review of all TRFs received in order to efficiently schedule driver and vehicle assignments	5 minutes	None	Dispatching Officer – EGSD
3. Wait for Approval	3. Approve TRF by OIC, EGSD	3 minutes	None	Division Chief/Officer-in-Charge, EGSD
	TOTAL	9 minutes	None	

CUSTOMER FEEDBACK AND COMPLAINT MECHANISM

Customer feedback forms gathered from the Public Assistance and Complaints 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 as well as the timely resolution of complaints, if any.

CONCERNED OFFICE/DIVISION:	Advocacy and Social Marketing Division (ASMD) 4 th Floor, OWWA Center Building
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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Survey Form	ASMD, PACD and the program and service implementers

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
For Feedback: 1.For walk-ins: clients may answer the Customer Satisfaction Measurement Questionnaire (CSMQ) in the Public Assistance & Complaints Desk located in the lobby and put it in the feedback and complaint drop box. For online clients: CSMQ can be access through a google link or QR Code provided or email asmd@owwa.gov.ph .	1. Collect accomplished CSMQ from the drop boxes provided in the lobby and in all program and service implementers	1 Day	None	ASMD
	2. Consolidate all collected CSMQs, including client complaints, if any	2 Days	None	ASMD
	3. Analyze data and prepare report on the status of CSMQ Reports	1 Day	None	ASMD

	4.Submit report to management copy furnished concerned offices/units on the status of the CSMQ Reports or complaints, if any	30 minutes	None	ASMD
<p>2.For Complaints:</p>	2.1 The Info-desk or Recipient Officer assess the complaint and always tries to resolve the complaint quickly and to the complainant’s satisfaction whenever possible.	1 Day	None	Info-desk Officer or Recipient Officer/ASMD
<p>A complaint may be made in person, by phone, by email, or in writing to asmd@owwa.gov.ph</p>	<p>2.2 If complaint cannot be resolved, the Info-desk or Recipient Officer submit this to ASMD for endorsement of the complaint to the following concerned units for proper handling.</p> <p>Welfare programs and services (external) – Regional Operations Coordination Offices (ROCS)</p>	1 Day	None	ASMD/ROCS/OPC /LEGAL/HRMDD

	<p>for coordination with the respective Regional Welfare Offices (RWOs)</p> <p>Case Management – 24/7 Operations Center</p> <p>Single Entry Approach (SENA) and other labor complaints – Office of the Legal Staff (OLS)</p> <p>Involving OWWA personnel or its Officers – Human Resources Management & Development Division (HRMDD)</p>			
	<p>2.3 Investigation, Resolution/Decision</p> <p>The decision/resolution be given to clients via email.</p>	<p>Simple Complaint – 3 Days and Complex Complaint – 10 Days</p>	<p>None</p>	<p>ROCS/LEGAL/ OPC/ HRMDD</p>
	<p>TOTAL</p>	<p>15 days</p>	<p>None</p>	

FEEDBACK AND COMPLAINTS MECHANISMS

<p>How To Send Feedback?</p>	<p>For walk-ins: clients may answer the Customer Satisfaction Measurement Questionnaire (CSMQ) in the Public Assistance & Complaints Desk located in the lobby and put it in the feedback and complaint drop box.</p> <p>For online clients: CSMQ can be access through a google link or QR Code provided or email asmd@owwa.gov.ph</p>
<p>How Feedback is Processed?</p>	<p>ASMD collect accomplished CSMQ from the drop boxes provided in the lobby and in all program and service implementers. Consolidate all collected CSMQs, including client complaints, if any. Analyze data and prepare report on the status of CSMQ Reports. Submit report to management copy furnished concerned offices/units on the status of the CSMQ Reports or complaints, if any.</p>
<p>How To File Complaint?</p>	<p>To file a complaint against the Agency or its personnel, provide the following details:</p> <ol style="list-style-type: none"> 1. Full name and Contact Information of the Complainant 2. Sex (Male or Female) 3. Narrative/Details of the Complaint 4. Evidence 5. Name of the person/office being complained <p>Complaints may be sent to asmd@owwa.gov.ph or call the following contacts information provided below:</p>
<p>Contact Information of OWWA Handling Complaints</p>	<p>ALENNIE JOYCE M. ALAGAR (FOCAL PERSON) OVERSEAS WORKERS OFFICER III Advocacy & Social Marketing Division (ASMD) 4th Floor, OWWA Center Building Tel #88917601 local 5603/5604 CP #09278710305 (viber) Email: asmd@owwa.gov.ph/cssasmd@gmail.com</p> <p>ATTY. ANA PATRICIA JACOBO OIC, LEGAL STAFF OFFICE Ground Floor, OWWA Center Building Tel #88917601 local 5110/5111/5112 CP # 09175805720 Email: owwa.legal@yahoo.com/legal@oww.gov.ph</p> <p>ATTY. SHERYLIN MALONZO DIRECTOR IV, 24/7 OPERATIONS CENTER 2nd Floor, OWWA Center Building Tel #88917601 local 5418/5516/5517 Direct Line: 85511560</p>

	<p>Email: OWWAcares@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>
<p>How are Complaints being Processed?</p>	<p>The Info-desk or Recipient Officer assess the complaint and always tries to resolve the complaint quickly and to the complainant's satisfaction whenever possible. If complaint cannot be resolved, the Info-desk or Recipient Officer submit this to ASMD Focal Person for endorsement of the complaint to the following concerned units for proper handling.</p> <p>Welfare programs and services (external) – Regional Operations Coordination Offices (ROCS) for coordination with the respective Regional Welfare Offices (RWOs)</p> <p>If complaint cannot be resolved, the Info-desk or Recipient Officer submit this to ASMD for endorsement of the complaint to the following concerned units for proper handling and investigation.</p> <p>Welfare programs and services (external) – Regional Operations Coordination Offices (ROCS) for coordination with the respective Regional Welfare Offices (RWOs)</p> <p>Case Management – 24/7 Operations Center</p> <p>Single Entry Approach (SENA) and other labor complaints – Office of the Legal Staff (OLS)</p> <p>Involving OWWA personnel or its Officers – Human Resources Management & Development Division (HRMDD)</p> <p>The decision/resolution should be submitted to the CART and CART should send the results/feedback to clients via email.</p> <p>For follow-ups or queries, the client may call the contact information provided above.</p>



OWWA HOTLINE	METRO MANILA	1348
 1348	REGIONAL (MOBILE PHONE)	(02) 1348
	INTERNATIONAL	(+632) 1348



- +63-915-079-5005 (GLOBE)**
- +63-969-169-7068 (SMART)**
- +63-966-473-9543 (GLOBE)**



WHATS APP

+63-966-473-9543 (NEW NUMBER)





OWWA DIRECTORY

CENTRAL OFFICE REGIONAL WELFARE OFFICES OWWA OVERSEAS POST

Central Office

No	NAME OF OFFICE/ DEPARTMENT/DIVISION	HEAD/CHIEF	TRUNKLINE E 8891-76-01	ROOM	DIRECTLINES/TEL/FAX EMAIL ADDRESS
1	OFFICE OF THE ADMINISTRATOR	ARNALDO A. IGNACIO <i>Administrator</i>	5401	401	8834-0124 8834-0148
2	OFFICE OF THE EXECUTIVE ASSISTANT	MARILYN R. VAIL <i>Head</i>	5402	401	8551-66-51
		ATTY. EDELYN A. DUNGAN-CLAUSTRO <i>Chief of Staff</i>	5403 5404		Telefax 8551-6651 eas@owwa.gov.ph
3	LEGAL	ATTY. ANNA PATRICIA JACOBO <i>OIC</i>	5110	811	+639175805720
			5111		8551-6638
		EMILIANA PELAYO <i>Staff</i>	5112		owwa.legal@yahoo.com legal@owwa.gov.ph

4	INTERNAL AUDIT DIVISION	LORELEI R. PINEDA <i>OIC</i>	5513	502	+639175968173
		NADINE JOYCE HERRERA <i>Staff</i>	5515		owwa_iad@yahoo.com 8551-6642 Internal_audit@owwaa.gov.ph
5	BOARD SECRETARIAT	ATTY. PATRICIA D. FAMARAN <i>Board Secretary</i>	5410	401	+639175805718
		SEAN ASHLEY BAITA <i>Staff</i>			llanesevelyn@yahoo.com Ext. 8551-6640 board_sec@owwa.gov.ph
6	OFFICE OF THE DEPUTY ADMINISTRATOR FOR OPERATIONS	ATTY. MARY MELANIE H. QUIÑO <i>Deputy Administrator</i>	5501	503	da.operations@owwa.gov.ph

		CHONA BALANGON <i>Staff</i>	5503		
7	OFFICE OF THE DEPUTY ADMINISTRATOR FOR ADMINISTRATION AND FUND MANAGEMENT	EMMA V. SINCLAIR <i>Deputy Administrator</i>	5807	805	+639603209250
		MIRAFLORES BRAGADO <i>Staff</i>	5806		8832-1230
					da.emmasinclair@owwa.gov.ph
9	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		
10	GENERAL ADMINISTRATIVE SERVICE	RONALD A. MINA <i>Director II</i>	5301	304	+639173186656
		GREGORIA T. LIM <i>Staff</i>	5303		general_admin@owwa.gov.ph Telefax 8834-0170
11	ENGINEERING AND GENERAL SERVICES DIVISION	JUAN M. PARCO JR. <i>OIC</i>	5309	305	egsd@owwa.gov.ph

8551-6506

		RODRIGO MENDOZA Staff			egsd2004@yahoo.com
	TRANSPORT VEHICLE MONITORING	CARMELITA A. GLER / DEMETRIO ILANO	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	REX JASON JAVIER	5008	10th flr.	
12	PROCUREMENT & PROPERTY MANAGEMENT DIVISION	NIMFA C. UNICA OIC	5310	301	procurement@owwa.gov.ph 8833-0113 Telefax 8833-1010 owwa_ppmd@yahoo.com
		ENGR. GERARDO GATCHALIAN Staff	5304		

13	HUMAN RESOURCE MANAGEMENT & DEVELOPMENT DIVISION	ZOSIMA MARIA SANTOS <i>OIC</i>	5311	302	8551-6652 hrmdd@owwa.gov.ph
		DAYLENE R. ALA <i>Staff</i>	5312		
14	CLINIC	NURSE MARY ROSE SANCHEZ	5313		
15	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>			
16	FINANCIAL MANAGEMENT SERVICE	HERMINIGILDO D. MENDOZA <i>Director II</i>	5407	402	+639175968199 fms@owwa.gov.ph

		JOY JACOBO <i>Staff</i>	5411		Telefax 8833-0191
17	BUDGET DIVISION	ARDREN B. MASDO <i>OIC</i>	5408	402	budget.owwa@yahoo.com 8551-6633 budget@owwa.gov.ph
		AIMIE A. MALUSAY <i>Staff</i>	5414		
18	ACCOUNTING DIVISION	MARIA GIEZL T. LANUZA <i>OIC</i>	5505	402	+639171120795 8834-0180 8551-6632 owwa_acctg@yahoo.com
		IRIS CHESTER COGUIZ <i>Staff</i>	5504 / 5511		
19	CASH DIVISION	JOHN CARLO TRAQUIÑA <i>OIC</i>	5416	S	+639175573961 8832-1274 cash@owwa.gov.ph
		MIRAFLO BRAGADO <i>Staff</i>	5409		
		MARLOU JOHN S. FORMANES <i>Staff</i>	5108		

20	FUND & INVESTMENT MANAGEMENT OFFICE	ROSALIA SUSANA B. CATAPANG <i>Director IV</i>	5602	602	<p>Telefax 8891-6115</p> <p>fimo@owwa.gov.ph</p>
21	REGIONAL OPERATION COORDINATION SERVICES	ANICETA G. DEUNA <i>Director II</i>	5611	203	<p>+639175968183</p> <p>8551-6644</p> <p>Telefax 8551-1134</p> <p>rocs@owwa.gov.ph</p>
22	24/7 OPERATION CENTER	ATTY. SHERILYN MALONZO <i>Director IV</i>	5418	401	OWWAcares@owwa.gov .ph

			DOLORES S. ALVAREZ <i>Staff</i>	5516 / 5517				8551-15-60
23	OVERSEAS OPERATION COORDINATION SERVICES		ROSALIA SUSANA B. CATAPANG Director IV	5803		803		+639173284232 8551-6646
			MERCY M. ILANO <i>Chief Administrative Officer</i>	5804		806		8551-6655
				5805				oocs@owwa.gov.ph dir.owwa@owwa.gov.ph area1_oocs@owwa.gov.ph

24	REPATRIATION & ASSISTANCE DIVISION	NOEMI M. TAÑAG <i>OIC</i>	5201	201	+639175908658 8551-6648 Telefax 8551-6647 8834-0720 8891-7728 rad@owwa.gov.ph
		JOANA	5213		
		LORENZO			
		NOEMI/JUVY	5206		
	AIRPORT ASSISTANCE COUNTER	MALVIN SANGCO			
	OFW HALFWAY HOUSE	KATE	5210		
		GUARD	5211		
		GUARD	5901	9th flr.	

25	POLICY & PROGRAM DEVELOPMENT OFFICE	MA. LOURDES V. REYES <i>Director II</i>	5610	603	ppdo@owwa.gov.ph
			5609		8551-6645
26	PLANNING & PROGRAM DEVELOPMENT DIVISION	EMER JANETTE BAMBA <i>OIC</i>	5620	603	+639179681563
		SAYNA DARVIN <i>Staff</i>	5616		8834-0089 / 8834-0140
27	PDOS DEVELOPMENT MONITORING UNIT	EDUARDO Y. MENDOZA <i>Head</i>	5608		Telefax 8834-0190
					pdmu@owwa.gov.ph

		RHIA <i>Staff</i>			
28	ADVOCACY & SOCIAL MARKETING DIVISION	MICHAEL JEROME MABANAG <i>OIC</i>	5604	603	+639175805716
					asmd@owwa.gov.ph
		ANTHONY M. BUENDIA <i>Staff</i>	5603		Telefax 8891-7741
		ASMD STUDIO	5819		
29	MEMBERSHIP PROCESSING CENTER	PRISCILLA PAMELA FLORES <i>Chief</i>		701	+639175805715

				membership@owwa.gov.ph
		VERIFICATION STAFF	5701	
			5704	8551-3661
	MAINTENANCE & TECHNICAL UNIT	LEX R. PINEDA	5703	702
	ENCODING	ENCODERS	5702	703
	SATELLITE OFFICE - POEA	JOEL ROMA <i>Balik Manggagawa / Land Based</i>		Ground Fl. POEA
		MA. DIVINA MOTAS <i>in-house / Sea Based</i>		2nd Fl. POEA
				8705-1129
				8820-4595
30	MANAGEMENT & INFORMATION SYSTEM DIVISION	JOSEPH JOHN PADILLA <i>Chief</i>	5612	601
		PATRICIA <i>Staff</i>	5605	
				8834-01-39
				misd@owwa.gov.ph
				misdowwa@yahoo.com

31		E-CARD E-CARD	101 5808	5114 8th Floor	
32	COMMISSION ON AUDIT	REBECCA B. SABUELBA <i>Supervising Auditor</i>	5507 5509	604	8833-01-17 coa.owwa@yahoo.com.ph
		MARWIN SAJORDA <i>Staff</i>	5508		
33	CANTEEN		5314		
34	WEA OFFICE	ARDREN B. MASDO <i>President</i>	5818		
35	REBATE		5214		
39	KALINGAP HELP		5101	FRONT DESK	
40	LANDBANK		5109		8833-3608

Regional Welfare Offices

Head Of Office/ Designation/ Contact Number	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,	02	Program Services	8551-6643

	Pasay City (besides KFC / LRT Gil Puyat Station) owwancr.psd@gmail.com wau@owwa.gov.ph language_trng@owwa.gov.ph		Admin and Finance Cashier Director's Office: Social Benefits Unit Education and Training Unit Reintegration Unit Welfare Assistance Unit Intramuros - DEVCEN	8551-6650 8804-0658 8834-0721 8832-1241 8832-1268 8834-0719 8551-6851 8527-3656	
MARTEL R. DASAYON Director II, RWO - CAR	2nd Flr. Gestdan Centrum Building 80 Bokawkan Road, Corner P. Burgos St Baguio City 2600 car@owwa.gov.ph	074	9171880633	422-1809 0917-500-1294 / 0917-320-1091 0999-994-9296 / 0927-114-9778	
GERARDO C. RIMORIN Director II, RWO - 1	2nd Flr. Kenny Plaza, Quezon Avenue, City of San Fernando, La Union 2500 region1@owwa.gov.ph / owwalaunion@yahoo.com DOLE OWWA AKAP- 09207742167; 09519894032; 09128324778; 09100006479;	072	09998395646 Program Services Social Benefits Unit SBU (WAP MEDICAL Education and Training Unit	0908-863-4250/ 700-2792 8884584 / 9998395646 0908-863-4300/0995-366-5132 0927-620-7300 0949-163-9739; 0938-636-3687;	

	09107413300; 09454824705; 09060275229;		Welfare Assistance Unit NRCO Reintegration Unit ADMINISTRATIVE AND FINANCE DIVISION	0928-173-6607/0956- 0910-967-4663; 0912-829-9225 09705626704/09464454864/096 0927 -6207300/700 0330	
			OWWA REBATE PROGRAM OWWA ROSALES PANGASINAN- OWWA ILOCOS NORTE- OWWA ILOCOS SUR: OWWA Dagupan	- 0963-612-0809/ 0951-717-4670755,232,244 0918-391-6364 9179635119 9074043900	
VIRSIE B. TAMAYAO Director II, RWO - 2	#13 Dalan na Pavyulurun, Reg'l. Gov't. Ctr. Carig Sur, Tuguegarao City region2@owwa.gov.ph	078	09354688521		396-0200
			Education and Training Unit SENA WAP Welfare Assistance Unit	373-0316 / 396-0127 0975 071 5816 - 0935 501 9751 0935 331 9088/ 0935-386-8321 0926-811-3502/	
				0918-965-3746 / 09175047915	
			<i>Ilagan City - Sub-office</i> <i>OSSCO Santiago City Suboffice</i> <i>Quirino Satellite Office</i> <i>Nueva Vizcaya Sattelite Office</i>	0997 288 3976 / 0927 122 9963 0935-787-2351 / 0935-610-5642 9,351,474,185 9,365,709,007	



OWWA



BAGONG PILIPINAS

			DOLE AKAP	0936 723 7093 / 0917 632 6072	
MS. REDINA C. MANLAPAZ Officer-in-Charge. RWO 3	Matulungin cor. Mahusay St., Diosdado Macapagal Government Center, Brgy. Maimpis, City of San Fernando, Pampanga.	O45	Direct Line RWO3 / WAU	300-7400	
			Program Services Division SM Satellite Office Clark Int'l. Airport Satellite Office	9176597743 901-4502 9178376493	
	region3@owwa.gov.ph		Welfare Assistance Unit /SENA WAP Disability, Medplus) EDSP / ELAP Scholarship EASE ELAP LIV. ODSP / SESP / SUP Reintegration Unit DOLE AKAP & Other Special Programs Cash Unit	9566924369 9566924303 9566924334 9566924319 9566924403 9566924352 9566924338 9566924361 9566924407 9566924396	
			Tele Med	09663845018 / 09663845016	

			FWO-Aurora FWO-Bataan FWO-Bulacan FWO-Nueva Ecija FWO-Pampanga FWO-Tarlac FWO - Zambales	9566924357 9566924331 9558938827 9566924323 9566924356 9566924353 9566924422	
ROSARIO C. BURAYAG Director II, RWO - 4A	Ground Floor Parian Commerce Center II, National Highway, Brgy. Parian, Calamba City, Laguna 4027 region4a@owwa.gov.ph	049	Membership Collection Education and Training Unit Social Benefits Unit RU WELFARE CASES WAP CASH - Project EASE REBATE TABANG OFW DOLE AKAP Cavite Provincial Satellite Office Laguna Provincial Satellite Office Batangas Provincial Satellite Office	523-7857 536-1080 0910-931-7157 0915-830-3001 0951-290-1668 0912-443-5016 0935-566-1505 0947-272-8409 9636519044 0919-838-5744 0951-244-1378 / 0967-299-0477 9381371841 9634760835 9260268407 9385821554 9308572651	



			Rizal Provincial Satellite Office Quezon Provincial Satellite Office Landline	9512838666 9977381346 (049) 523-7857 (049) 523-7418	
GERALD M. TAN Director II, RWO - 4B	Unit 8-C 8th Floor Marc 2000 Tower 1973 Taft Avenue cor. San Andres St. Malate, Manila 1004 region4b@owwa.gov.ph	02	8353-9016		8353-8986
		043	Oriental Mindoro	441-8156/0926- 723-0466	
		043	Occidental Mindoro	0948-028-9989	
		042	Marinduque Field Office	0905-813-8102	
		042	Romblon Field Office	0938-339- 3189/0963-697- 9028	
		048	Palawan Field Office	0936-285-5158	
			0961-457-3685		
MS. JENIVIE D. AGUALLO Officer-in-Charge, RWO - 5	4th Floor Ayala Malls Brgy. 36, Capantawan, Legazpi, Albay 4500 region5@owwa.gov.ph	052	09175018749	201-4247 /201- 5937	
			ADMIN	0906-355-1471 / 0963-779-9430	
			Livelihood	0929-141-8015 / 0995-728-2671	
			Scholarship	0905-486-7306	
		054	Social Benefits	9214750192	
			Repatriation	0921-475-0192	
			E-card/ Rebate/AKAP/Others	9682914437	
	<u>Sattelite Office</u> <u>NAGA -</u>		NAGA	0919-497-6151	

			Naga (BPBH/EDLP/Repat/Welfare Case) Masbate Camarines Norte Sorsogon Catanduanes	9481318138 0995-245-9822 0949-138-4070 0949-347-4972 0910-302-7413	
MR. JAMES B. MENDIOLA Officer-In-Charge, RWO - 6	Robinsons Land Corporation, Level 3-156 to 164A Corner Quezon-De Leon St. Iloilo City 5000 region6@owwa.gov.ph	O33	09178326336		currently not working still fixing Active
			Education and Training Unit	337-4484	
			Admin and Acctg.	503-7091	
			O33 Office of the Director	509-1075	
		O34	REBATE	0919-575-2060/ 0917-832-7307 09512144915 432-2873	
	<u>Bacolod Satellite Office</u>		HOTLINE	9195752060 0908-178-4336 / 0917-8329-076	
REYNALDO B. JACALAN Officer-In-Charge, RWO - 7	Lower Ground Floor, Machay Building Camputhaw, Gorordo Avenue Cebu City 6000 region7@owwa.gov.ph	O32	Education and Training Unit DOLE AKAP/Reintegration WAP Calamity Cashier Other concerns	231-5291 / 254-3199 09189214932 (Smart) / 09178092631 (Globe) 09176249113 (Globe) 0935-512-2867 (TM)/0960-852-6325 (SMART) 9778218986 0977-821-8986	



OWWA

BAGONG PILIPINAS

			Bohol Province Negros Oriental Province Siquijor Province	09851194206 (TNT) / owwa7bohol@gmail.com 09810567217 (TNT) / owwa7negor@gmail.com 0950-569-3700 (TNT) / 0955-910-5130 (TM) owwa7siquijor@gmail.com	
MARY CATHERINE O. PASTOR Officer-In-Charge, RWO - 8	DOLE Compound, Trece Martires St. Tacloban City, 6500 region8@owwa.gov.ph	053	Program and Services Division ADMIN & FINANCE GLOBE HOTLINE Leyte 1 District Leyte 2 District Ormoc City Southern Leyte Western Samar Eastern Samar Northern Samar Biliran Welfare Assistance Unit Education and Training Unit Reintegration Unit	832-1945 888-3374 9275423597 9393987304 9062024519 9675066891 9995810573 9675461973 9454862000 9385077376 9204791249 9625855481 9686367216 9393987304	
ROSALITO J. SULTAN Officer-In-Charge, RWO 9	3rd Floor Goodwill Center, Mayor Jaldon St. Canelar, Zamboanga City 7000 region9@owwa.gov.ph	062	Main Accounting Disbursing Programs and Services Division Field Offices Isabela City, Basilan	(062) 991 - 2785 0918 702 5411 (062) 955 - 2553 (062) 993 - 6219 (062) 313 - 4532 0977 047 2000	

		62	Pagadian City	(062) 947 -0521 0945 769 9691 0931 718 7650 0912 972 0352	
		65	Ipil, Zamboanga Sibugay Buug, Zamboanga Sibugay Liloy, Zamboanga del Norte Dipolog City	0967 872 0053 0905 771 4421 (065) 917 - 0188 0985 350 2967	
LEONOR C. MABAGAL Officer-In-Charge, RWO - 10	2nd Floor, Trinidad Building Corrales- Yacapin Street Cagayan de Oro City 9000 region10@owwa.gov.ph	O8822 088	09173246405	722-863 / 728-341 857-6511 0917-548-0033 / 09177716422	857-5723
GINA MAE L. QUIMORA Officer-In-Charge, RWO - 11	LynJun Alegre- Sardido BESJC Bldg., Cadelaria St., Ecoland, Bucana, Davao City region11@owwa.gov.ph	O82	09761041457 PSD ACCOUNTING	221-8593 / 227- 9536 0951-0523418 / 0963-5385149	
CHRISTELYN R. CACERES Officer-In-Charge, Region 12	Ilao Building Judge Alba Street, Zone 3 Koronadal City 9506 region12@owwa.gov.ph	083	9178049498 PROGRAMS AND SERVICES DIVISION RELEASING	228 1076 / 0917 809 4346 8776517	

			Social Benefits Program (Insurance) Welfare Case Cashier/EDLP (Loan Program) Balik Pinas, Balik Hanapbuhay Education and Scholarship Program DOLE AKAP OWWA Hotline	0963 177 5003 0917 572 1303 0906 9284 793 0909 273 5782 / 0931 974 5031/ 0981 1260003 0963 177 5016 0955 375 8991 0908 888 1303	
HABIB G. MALIK	2nd flr Mags Audio Accessories Bldg. 039 Quezon Avenue Cotabato City 9600 armm@owwa.gov.ph	064	9171409540	421-7236 557-1815 / 421-7237 0917-622-0140	(064) 421-7236
RODEL P. DELIGERO	Nimfa Tiu Building II J.P. Rosales Avenue Butuan City 8600 caraga@owwa.gov.ph	085	09178648922 Admin & Finance OWWA-NRCO RU Program and Services Division Welfare Case Unit ETU	815-1894 0938-231-2119 0912-328-9262 0939-925-9895 / 0917-315-0590 0927-634-2677 0938-316-3838	
0917-315-0590/0939-925-9895					

Overseas Post

COUNTRY / POST	NAME OF OFFICERS	CONTACT DETAILS
ASIA PACIFIC (12 Posts)		
1. BRUNEI	<p><i>Welfare Officer Maria Kristina Mallare</i> <i>Administrative Staff Heidi E. Leonardo</i></p>	<p>Embassy of the Republic of the Philippines, Brunei Migrant Workers Office Simpang 336-17, Diplomatic Enclave, Kampong Kianggeh Jalan Kebangsaan, Bandar Seri Begawan, Brunei Darussalam T: MWO (006732) 2237052; Hotline: (00673) 7291316 T: OWWA (00673) 2225526; Hotline: (00673) 7291315 E: (OWWA) brunei@owwa.gov.ph</p>
2. HONGKONG	<p><i>Welfare Officer Marilou M. Sumalinog</i> <i>Administrative Staff Dianna Rose A. Uyan</i> <i>Administrative Staff Rowella Munar</i> <i>Administrative Staff Jed C. Dela Cerna</i></p>	<p>Consulate General of the Philippines, Hong Kong, SAR Migrant Workers Office 2902 29/F, United Centre, 95 Queensway Admiralty Hongkong-China MWO : (00852) 28664882 / 28238567; Fax: (00852) 28613521; Hotline: (00852) 55291880 OWWA : (00852) 34604335; Fax: (00852) 34604336; OWWA Hotline: (00852) 63459324 E: (OWWA) hongkong@owwa.gov.ph</p>



<p>3. TOKYO-JAPAN</p>	<p><i>Welfare Officer Geronico Herrera</i> <i>Administrative Staff Josie Damaso</i></p>	<p>Embassy of the Republic of the Philippines, Tokyo, Japan</p> <p>Migrant Workers Office</p> <p>5-15-5 Roppongi, Minato-Ku, Tokyo, 106-8537 Japan</p> <p>T: MWO (00813) 64410428/ 64410478</p> <p>F: MWO (00813) 64413436</p> <p>T: OWWA (00813) 64410959 / Hotline (00813) 64410959</p> <p><u>E: (OWWA) MWO tokyopost@yahoo.com.ph; japan@owwa.gov.ph</u></p>
<p>4. OSAKA-JAPAN</p>	<p><i>OIC-Administrative Staff Jonel Q. Habon</i></p>	<p>Consulate General of the Philippines, Osaka, Japan</p> <p>Migrant Workers Office</p> <p>7th flr Urban Center Midosuji, 4-3-5 Awaji-Machi, Chou-ku, Osaka Japan</p> <p>F: (001202) 8875830</p> <p>T: +81 665 757 593</p> <p>OWWA : +817024474016</p> <p><u>E: (OWWA) osaka.owwa.gov.ph</u></p>
<p>5. MACAU - SAR</p>	<p><i>Welfare Officer Joyce J. Dalisay</i> <i>Administrative Staff Aurora Abella</i></p>	<p>Consulate General of the Philippines, Macau SAR</p> <p>Migrant Workers Office</p> <p>MO Space, 19 Floor Centro Comercial Cheng Feng Alvenda Dr. Carlos Assumpcao 336-342</p> <p>Macau-Special Administrative Region</p> <p><u>Telefax: (00853) 28715039, 2875711 loc. 115</u></p> <p>OWWA Hotline: (00853) 66872509</p> <p><u>E: (OWWA) macau@owwa.gov.ph</u></p>

<p>6. MALAYSIA</p>	<p><i>Welfare Officer Rosanna G. Siray</i> <i>Administrative Staff Edeline Cuevas</i> <i>Administrative Staff Maria Luisa Eddun</i></p>	<p>Embassy of the Republic of the Philippines, Kuala Lumpur, Malaysia</p> <p>Migrant Workers Office No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia MWO MWOFRFC: No. 95 Jalan Perkasa, Taman Maluri, Cheras 55100 Kuala Lumpur, Malaysia T: MWO (603) 2148-4233 loc 122 / 21817299, OWWA (603) 9202 3756 Mobile: +60173687858 (WELOF), +60192501490 (AS Salazar) OWWA Hotline: (0060) 197326516 E: (OWWA) malaysia@owwa.gov.ph</p>
<p>7. SINGAPORE</p>	<p><i>Welfare Officer Florencio D. Teves III</i> <i>Administrative Staff Marylou O. Bibanco</i></p>	<p>Embassy of the Republic of the Philippines, Singapore</p> <p>Migrant Workers Office #12, 13-14, Level 16, Devonshire Wing, 111 Someerset Road (TripleOne Somerset BLDG), Singapore 238164 T: MWO (0065) 65060546 ext 134 &135 M : +6581863459 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>
<p>8. SOUTH KOREA</p>	<p><i>Welfare Officer Cornelia DG. Chanco</i> <i>Adminsitrative Staff Nic Anne A. Somido</i></p>	<p>Embassy of the Republic of the Philippines, Seoul, South Korea</p> <p>Migrant Workers Office 2nd Flr 5-19 Itaewon-dong, Yongsan-gu, Seoul Republic of Korea</p>

		<p>T: MWO (00822) 37853634, 37853635</p> <p>F: (00822) 37853624</p> <p>MWO Hotline: (008210) 45736290</p> <p>OWWA Hotline: (008210)7358-5841</p> <p>E: (OWWA) southkorea@owwa.gov.ph</p>
<p>9. TAIWAN - KAOHSIUNG</p>	<p><i>Welfare Officer Zenaida S. Ramos</i> <i>Administrative Staff Racquel Lastimosa</i></p>	<p>Manila Economic and Cultural Office</p> <p>MECO Labor Affairs 9F-3, No. 80 Grand 50 Tower. Min Tzu 1st Road, San Min District Kaohsiung City, Taiwan</p> <p>T: (008867) 3982475 , 3987078</p> <p>F: (008867) 3980541;</p> <p>OWWA Hotline: (00886) 988976596</p> <p>E: (OWWA) kaohsiung@owwa.gov.ph / MWOkha@yahoo.com</p>
<p>10. TAIWAN - TAICHUNG</p>	<p><i>OIC-Administrative Staff Marian Reforsado</i></p>	<p>Manila Economic and Cultural Office</p> <p>Philippine Labor Center - Taichung 20F, No. 220 Longbang Building (Building B) Sec. 2, Taiwan Boulevard West District, Taichung City, Taiwan</p> <p>T: MWO (008864) 23029089 , OWWA (008864) 23029093</p> <p>F: MWO (008864) 23029091 , OWWA (008864) 23029095</p> <p>E: (OWWA) taichung@owwa.gov.ph</p>
<p>11. TAIWAN -</p>	<p><i>Welfare Officer Ruth Roselynn C. Vibar</i></p>	<p>Manila Economic & Cultural Office</p>

<p>TAIPEI</p>	<p><i>Administrative Staff Marne M. Halanes</i></p>	<p>55 & 57 Zhouzi Street, Neihu District, Taipei City, Taiwan 114 <u>T: (008862) 26588299 (OWWA Section). (008862) 26589210/11 (Labor Section)</u> F: (008862) 26589123 Hotline: (00886) 932218057 <u>E: (OWWA) taipei@owwa.gov.ph</u></p>
<p>12. NEW ZEALAND</p>	<p><i>Welfare Officer Sylvia Tolentino</i></p>	<p>Embassy of the Republic of the Philippines, Wellington, New Zealand</p> <p>Migrant Workers Office Level 1, 286 Thorndon Quay, Pipitea Wellington, New Zealand 6011 OWWA : +6442601161 <u>E: (OWWA) wellington@owwa.gov.ph</u></p>
<p>MIDDLE EAST AND AFRICA (13 POST)</p>		
<p>13. BAHRAIN</p>	<p><i>Welfare Officer Juvilyn Anns Gumabay</i></p>	<p>Embassy of the Republic of the Philippines</p> <p>Migrant Workers Office-Manama,Bahrain Villa No. 939, Road 3220, Block 334, Mahooz, Manama, Bahrain T: MWO (00973) 17740951, 17740139 (MWOFRFC) F: (00973) 17740829 T: OWWA (00973) 17721908 OWWA Hotline: (00973) 34673268 (WELOF Manlapaz) <u>E: (OWWA) bahrain@owwa.gov.ph</u></p>
<p>14. ISRAEL</p>	<p><i>Welfare Officer Dina C. Ponciano</i> <i>Administrative Staff Karen Joy B. Padduyao</i></p>	<p>Embassy of the Republic of the Philippines, Tel-Aviv, Israel</p> <p>Migrant Workers Office 18 Rehov Bnei Dan Street 6226009, Tel Aviv, Israel</p>



		<p>T: MWO (009723) 5444531, 6010517, 6010521</p> <p>F: (009723) 5444580</p> <p>T: OWWA (009723) 6022469</p> <p>OWWA Hotline: (00972) 507691533 (WELOF Ponciano)</p> <p>E: (OWWA) israel@owwa.gov.ph</p>
15. JORDAN	<p>Welfare Officer Rosalin Lavin</p>	<p>Embassy of the Republic of the Philippines, Amman, Jordan</p> <p>Migrant Workers Office</p> <p>113, Kaled Yassin Al Tahone St., Al Manar Building, Wadi Alseer Hay Al-Diyar, Dhei Ghabar, Amman, Jordan</p> <p>T: (009626) 5350169; (009626) 5930464; (009626) 5930385 T/F: (009626) 5350293</p> <p>OWWA Hotline:</p> <p>E: (OWWA) jordan@owwa.gov.ph</p>
16. KINGDOM OF SAUDI ARABIA - AL KHOBAR (ERO)	<p>Welfare Officer Laureen C. Musa</p> <p>Administrative Staff Wilfredo Paquera Jr.</p> <p>Administrative Staff Renato Dela Cruz</p> <p>Administrative Staff Kimmy L. Verzosa</p>	<p>Embassy of the Republic of the Philippines, Riyadh, KSA</p> <p>Migrant Workers Office-AI Khobar, KSA</p> <p>2nd Floor Room 344 Al Khobar Mall</p> <p>Al Khobar, Eastern Region, KSA</p> <p>Tel. No. : +966 3 8941846 / Fax No. : +966 3 8995714</p> <p>Hotline : +966 5623 9926</p> <p>LH: Gelyn Alpuerto : 050-283-6652 / Irene Ocampo : 055-351-9740</p> <p>E: (MWO) mwo_alkhobar@dmw.gov.ph</p> <p>E: (OWWA) alkhobar@owwa.gov.ph</p>
17. KINGDOM OF SAUDI ARABIA -	<p>Welfare Officer Ricahrd Zeñeres</p> <p>Welfare Officer Harry B. Borres</p>	<p>Consulate General of the Philippines, Jeddah, KSA</p> <p>Migrant Workers Office</p> <p>4663 Al Fajr St., Al-Rehab District 6,</p>



<p>JEDDAH</p>	<p><i>Administrative Staff Dexter F. Paro</i> <i>Administrative Staff Sarah P. Togonon</i></p>	<p>Jeddah 21412 Kingdom of Saudi Arabia</p> <p>M: (009665) 573084431 (WelOf Mendiola) OWWA Hotline: 0544737797 (WelOf Mendiola), 0545712323 (WelOf Jamero)</p> <p>E: (OWWA) jeddah@owwa.gov.ph</p>
<p>18. KINGDOM OF SAUDI ARABIA - RIYADH and UNAIZAH (CRO)</p>	<p><i>Welfare Officer Sergio Borqueta Jr.</i></p> <p><i>Welfare Officer Allen J. Arroyo</i> <i>Administrative Staff Dolly Ann Camacho</i> <i>Administrative Staff Aprila Bisquera</i></p> <p><i>Administrative Staff Reggie Mark DG Arevalo</i> <i>Administrative Staff Jenny Umag</i> <i>Welfare Officer Eric Val T. Miranda</i></p>	<p>Embassy of the Republic of the Philippines, Riyadh, KSA</p> <p>Migrant Workers Office-Riyadh, KSA</p> <p>3627 Makkah Al Mukarramah Branch Road, Al Mutamarat, Riyadh 12711 8103</p> <p>OWWA Hotline: (00966) 502850944 OWWA Hotline: (00966) 570042744</p> <p>E: (MWO) mwo_riyadh@dmw.gov.ph</p> <p>E: (OWWA) welfare_riyadh@owwa.gov.ph</p>
<p>19. KUWAIT</p>	<p><i>Welfare Officer Genevieve C. Aguilar-Ardiente</i> <i>Welfare Officer Emmanuel Santiago C. Diaz</i></p> <p><i>Administrative Staff Marjan Lolit Salazar</i> <i>Administrative Staff Sheilanie Mamuric</i> <i>Administrative Staff Robert Ryan Sison</i></p>	<p>Embassy of the Republic of the Philippines, Kuwait</p> <p>Migrant Workers Office</p> <p>Sabah Al Salem, Block 2, Street 213, Building 257 State of Kuwait</p> <p>OWWA Hotline: +965 94039063 T: MWO Hotline +96594039063 EMERGENCY HOTLINE : 112</p> <p>E: (MWO) mwo_kuwait@dmw.gov.ph</p> <p>E: (OWWA) kuwait@owwa.gov.ph</p>

<p>20. LEBANON</p>	<p><i>Welfare Officer Windelin Marquez</i> <i>Administrative Staff Eunice Ann F. Flores</i> <i>Administrative Staff Absalon N. Aguilar Jr.</i></p>	<p>Embassy of the Republic of the Philippines, Beirut, Lebanon</p> <p>Migrant Workers Office</p> <p>W Building, Rue Mar Geries, Hadath Baabda, Mount Lebanon, Republic of Lebanon MWO/OWWA Hotline: 00961 71418657 OWWA Hotline: (00961) 3931476 E: (OWWA) lebanon@owwa.gov.ph</p>
<p>21. OMAN</p>	<p><i>Welfare Officer Carmelita T. Raquiza</i> <i>Administrative Staff Myrna Aquino</i></p>	<p>Embassy of the Republic of the Philippines, Muscat, Oman</p> <p>Migrant Workers Office</p> <p>Building No. 1041/1043(Embassy) 1045(MWO), Way No. 3015, Al-Kharjiyad St., Shatti Al-Qurum P.O. Box 420, Postal Code 115, Madinat, Qaboos, Muscat, Sultanate of Oman T: MWO (00968) 2460 96917; (00968) 24605177; Hotline: (00968) 93557931 OWWA Hotline: (00968) 79905211 E: (OWWA) oman@owwa.gov.ph</p>
<p>22. QATAR</p>	<p><i>Welfare Officer Luzviminda Tumaliuan</i> <i>Administrative Staff Emerita Germo</i> <i>Administrative Staff Monsour Edward Maninang</i> <i>Administrative Staff Zara Zita P. Reyes</i> <i>Administrative Staff Christabele Lirag</i></p>	<p>Embassy of the Republic of the Philippines, Doha, Qatar</p> <p>Migrant Workers Office</p> <p>Ground Floor, Building No 24 Jawaan st., 808, Region 39, Alsaad Doha, State of Qatar 24900 MWO Hotline: (00974) 33182459 OWWA Hotline: (00974) 30921758 SSS Hotline: (00974)</p>

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<p>23. UNITED ARAB EMIRATES - ABU DHABI</p>	<p><i>Welfare Officer Romeo Asuit</i> <i>Welfare Officer Ma. Ireen C. Cambaling</i> <i>Administrative Staff Daisy R. Alilio</i></p> <p><i>Administrative Staff Marco Antholin Santos</i> <i>Administrative Staff Heidi Hosillos</i> <i>Administrative Staff Mary Antoinette G. Cristobal</i></p>	<p>Embassy of the Republic of the Philippines, Abu Dhabi, UAE</p> <p>Migrant Workers Office</p> <p>W-48, Street No. 8, Sector 2-23, Plot No. 51 Al Qubaisat, Abu Dhabi United Arab Emirates 3125</p> <p>T: MWO (009712) 6390024, 6582889, 6390023</p> <p>M: (009712) 6390025</p> <p>T: (009715) 62721578</p> <p>OWWA Hotline: (00971) 561504363</p> <p>E: (OWWA) abudhabi@owwa.gov.ph</p>
<p>24. UNITED ARAB EMIRATES DUBAI</p>	<p><i>Welfare Officer Melvin D. Caseda</i></p> <p><i>Welfare Officer Esperanza Cobarrubias</i> <i>Welfare Officer Judith Santos</i> <i>Administrative Staff Femie Cierva</i></p> <p><i>Administrative Staff Rolando Pocholo Talento</i> <i>Administrative Staff Tzarina Clasara</i></p>	<p>Philippine Consulate General, Dubai, UAE</p> <p>Migrant Workers Office</p> <p>No. 35A Beirut St., Community 234, Al Qusais 3, P.O. Box 4960. Dubai</p> <p>United Arab Emirates</p> <p>T: (009714) 2207011 MWO - OWWA</p> <p>M: (00971) 563374646</p> <p>M: (00971) 502274963</p> <p>M: (00971) 505106170 (PRO)</p> <p>MWO Hotline: (00971) 506526626</p> <p>OWWA Hotline: (00971) 505585536</p> <p>E: (OWWA) dubai@owwa.gov.ph</p>
EUROPE AND AMERICAS (10 Post)		

<p>25. CANADA - TORONTO</p>	<p><i>Welfare Officer Benny I. Reyes</i> <i>Administrative Staff Catherine C. Romulo</i></p>	<p>Philippine Consulate General, Toronto, Canada Migrant Workers Office</p> <p>160 Eglinton Avenue East, Suite 200, Toronto Ontario M4P 3B5, Canada T: (MWO) (1416) 975-8252 F: (MWO) (1416) 975-8277 E: (OWWA) toronto@owwa.gov.ph</p>
<p>26. CANADA - VANCOUVER</p>	<p><i>Welfare Officer Allan A. Ignacio</i></p>	<p>Philippine Consulate General, Vancouver, Canada Migrant Workers Office</p> <p>Suite 601, World Trade Center Office Complex 999 Canada Place, Vancouver, BC, Canada V6C 3E1 T: (MWO) (1604) 641-1234 F: (MWO) (1604) 767-3354 E: (OWWA) vancouver@owwa.gov.ph</p>
<p>27. GREECE</p>	<p><i>Welfare Officer Marivic L. Mondina</i> <i>Administrative Staff Richie James Uy</i></p>	<p>Embassy of the Republic of the Philippines, Athens, Greece Migrant Workers Office</p> <p>10 Fthiotidos St., 11523 Ambelokipi, Athens, Greece Telefax: (0030) 2106983335 Telefax: (0030) 2106982871 OWWA Direct Line: +210 6982871 OWWA Hotline: +30 6943278819 COVID-19 Matters : +30 6908844747 E: owwagreece@yahoo.com E: (OWWA) greece@owwa.gov.ph</p>
	<p><i>Welfare Officer Petrona M. Bergado</i></p>	<p>Philippine Consulate General, Milan, Italy</p>

<p>28. ITALY - MILAN</p>	<p><i>Administrative Staff Jeanelyn B. Latosa</i></p>	<p>Migrant Workers Office Viale Stelvio 71-Via Bernina 18, 20159 Milan, Italy MWO Hotline : +39 3756572333 OWWA Hotline : +39 3756762592 E: (OWWA) milan@owwa.gov.ph</p>
<p>29. ITALY - ROME</p>	<p><i>Welfare Officer Norlita P. Lugtu Administrative Staff Roselily Villanueva</i></p>	<p>Embassy of the Republic of the Philippines, Rome, Italy Migrant Workers Office Via Aurelia 290-A Rome, Italy T/F: (003906) 39746101; (003906) 39740872 T: (003906) 39746621 local 237 E: (OWWA) owwarome@owwa.gov.ph / owwarome@yahoo.com</p>
<p>30. SPAIN</p>	<p><i>Welfare Officer Maria Corazon R. Sangco Administrative Staff Verusckha Ardel Maling</i></p>	<p>Embassy of the Republic of the Philippines, Madrid Migrant Workers Office Calle Serrano 161, 2B 28009, Madrid, Spain T: OWWA (0034) 917818626 T: MWO (0034) 915776755 /917818626 /640804090 OWWA Hotline: (0034) 697058728 E: (OWWA) spain@owwa.gov.ph E:(MWO) mwo_madrid@dmw.gov.ph</p>
<p>31. UNITED KINGDOM LONDON</p>	<p><i>Welfare Officer Sheila Mae J. Aguilar Administrative Staff Margie F. Ungson</i></p>	<p>Embassy of the Republic of the Philippines, London Migrant Workers Office 6 Suffolk St., London, SW1Y 4HG T: MWO (0044207) 4511832; (0044207) 8398039; (44207) 4511833 F: (0044207) 8397345</p>

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32. GERMANY	<p><i>Welfare Officer Sylvia H. Gabriel</i> <i>Administrative Staff Joyce Ann Lorenzo</i></p>	<p>Embassy of the Republic of the Philippines, Berlin, Germany</p> <p>Migrant Workers Office</p> <p>Luisenstrasse 16, 10117 Berlin, Germany Hotline: +490308649500 local 303</p> <p>E: (OWWA) berlin@owwa.gov.ph</p> <p>E: (MWO) mwo_berlin@dmw.gov.ph</p>
33. USA-LOS ANGELES		<p>Consulate General of the Philippines, Los Angeles, USA</p> <p>Migrant Workers Office</p> <p>3435 Wilshire Boulevard, Suite 2285, Los Angeles, California 90010 USA</p> <p>MWO Hotline : +1 213 223 1120 OWWA Hotline: +1 213 800 2836</p> <p>E: (OWWA) losangeles@owwa.gov.ph</p> <p>E: (MWO) mwo_losangeles@dmw.gov.ph</p>
34. USA-WASHINGTON DC	<p><i>Welfare Officer Mae D. Codilla</i> <i>Administrative Staff Freya E. Palad</i></p>	<p>Embassy of the Republic of the Philippines, Washington D.C., USA</p> <p>Migrant Workers Office</p> <p>1600 Massachusetts Ave. NW, Washington, DC 20036, United States of America</p> <p>MWO Hotline : 0012024679426 F: (001202) 8875830 OWWA Hotline: 0012024679413</p> <p>E: (OWWA) washington@owwa.gov.ph</p> <p>E: (MWO) mwo_washington@dmw.gov.ph</p>





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