

OVERSEAS WORKERS WELFARE ADMINISTRATION

CITIZEN'S CHARTER



OWWA

Updated as of February 2025

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



THE OWWA

By virtue of R.A. 10801 or the Overseas Workers Welfare Administration Act of 2016, the OWWA became a national government agency vested with the special function of developing and implementing welfare programs and services that respond to the needs of its member-OFWs and their families.

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

VISION, MISSION, VALUE STATEMENT, AND QUALITY POLICY

I. VISION

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

II. MISSION

The Overseas Workers Welfare Administration (OWWA) is a national government agency vested with the special function of developing and implementing welfare programs and services that respond to the needs of its member-OFWs and their families. It is endowed with powers to administer a trust fund to be called the OWWA Fund.

III. CORE VALUES

The OWWA Core Values are:

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

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

Integrity - Upholding and practicing principle of good governance; and

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

IV. QUALITY POLICY

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

OWWA is committed to:

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

FUNCTIONS

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

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

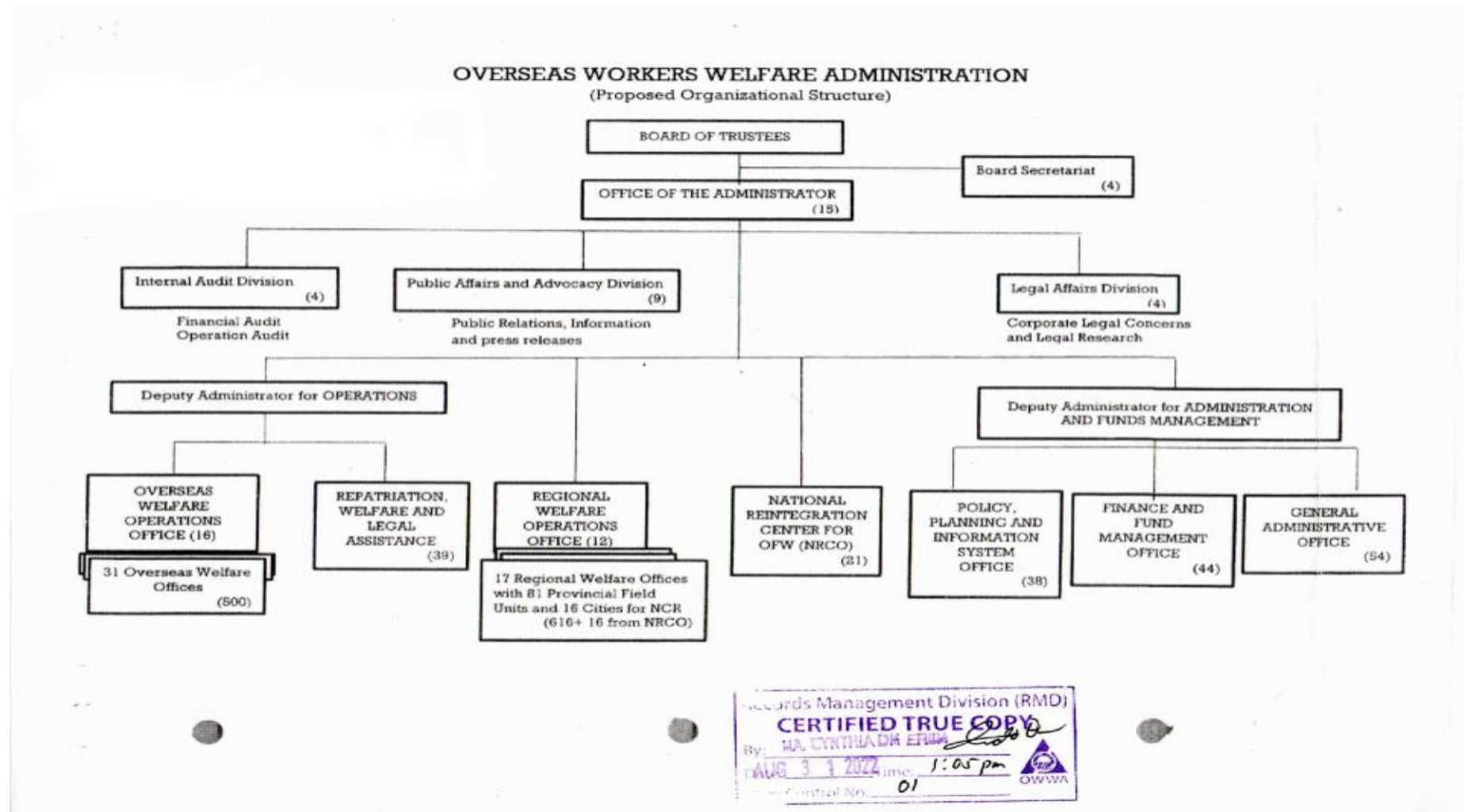


Overseas Workers Welfare Administration

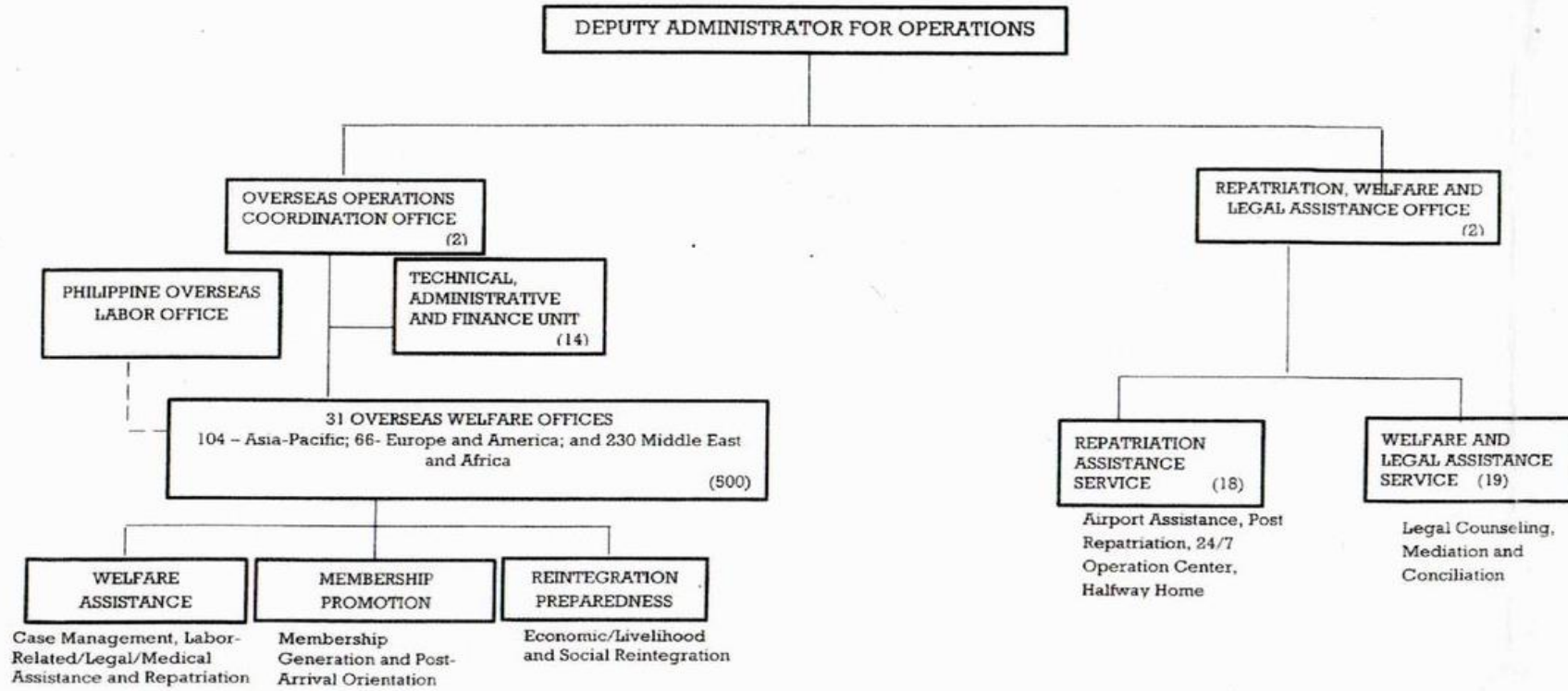


- f) To undertake studies and researches for the enhancement of the social, economic, and cultural well-being of member-OFWs and their families;
- g) To develop, support and finance specific projects for the welfare of member-OFWs and their families; and
- h) To ensure the implementation of all laws and ratified international conventions within its jurisdiction.

OWWA ORGANIZATIONAL STRUCTURE

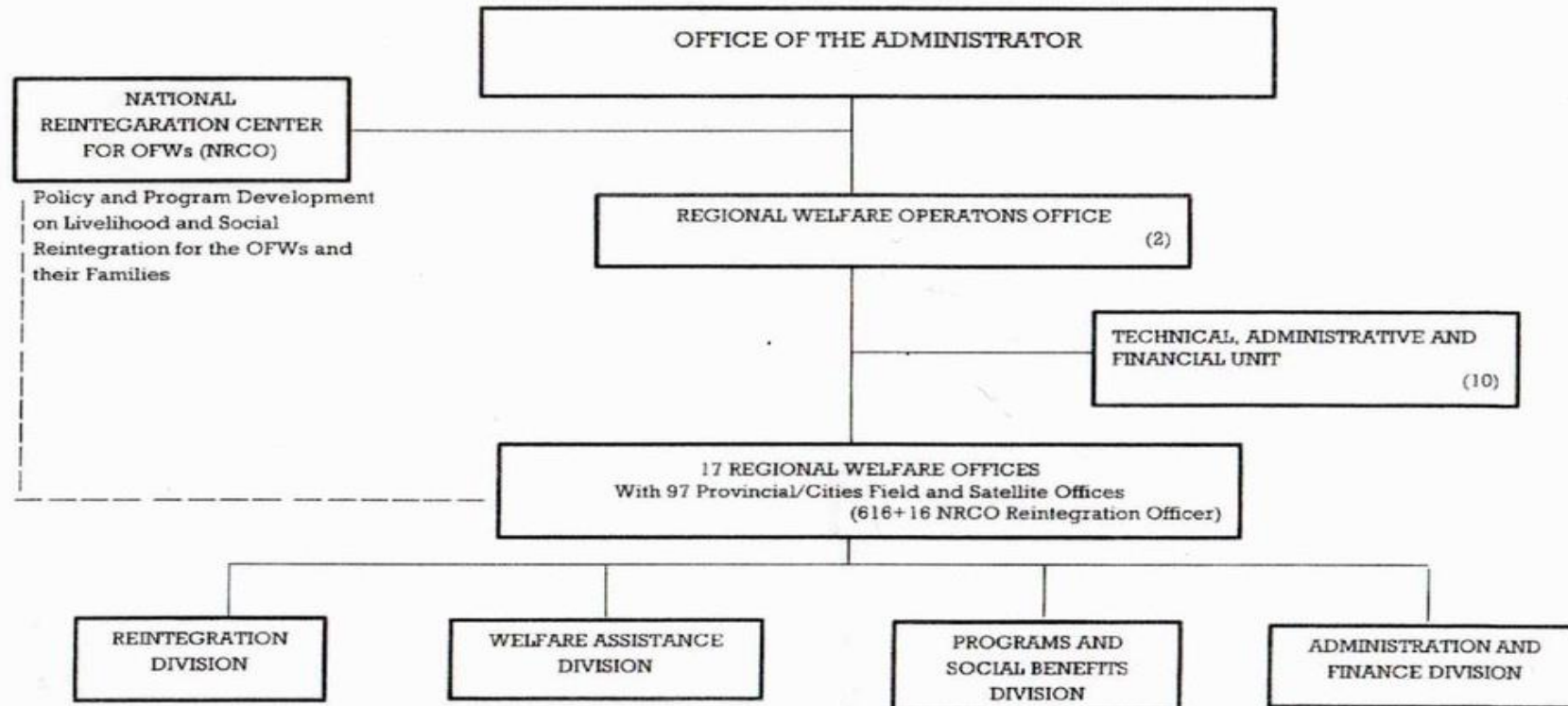



**WELFARE OPERATIONS
(Overseas, Repatriation and Legal Assistance)**



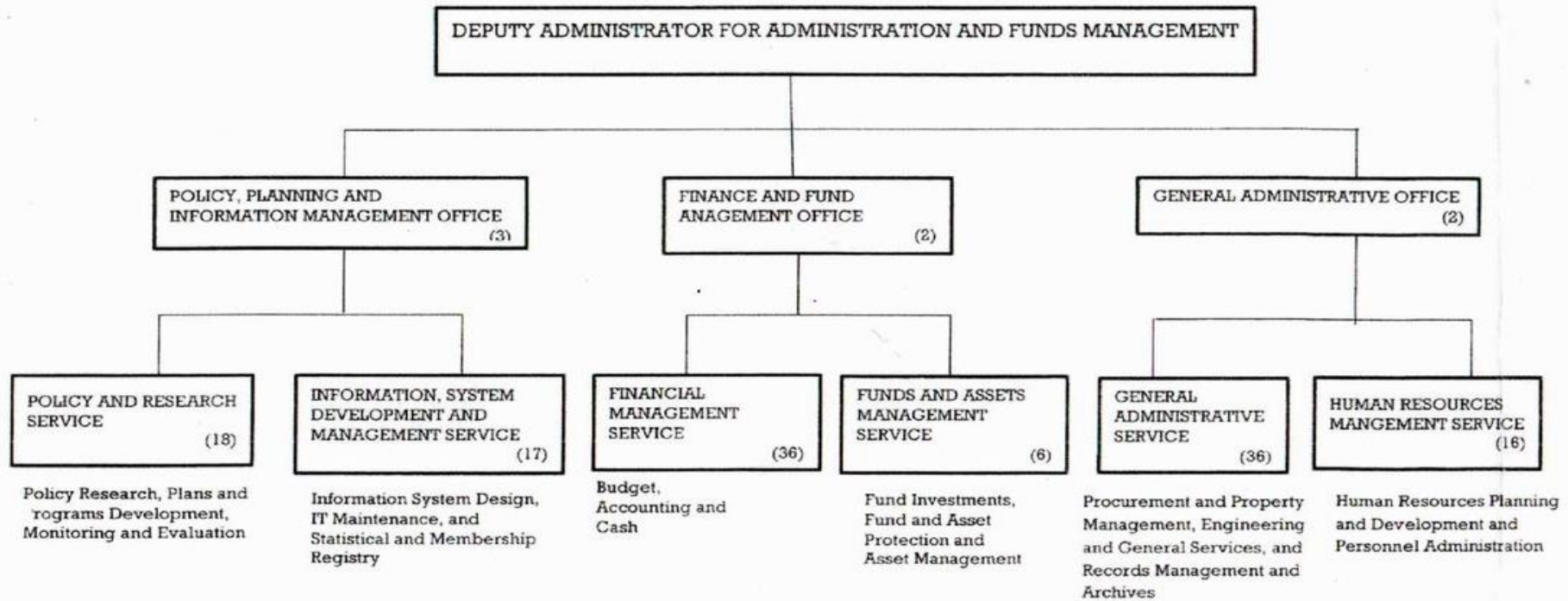
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REGIONAL OPERATIONS



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SUPPORT SERVICES



Records Management Division (RMD)
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EXTERNAL SERVICES

A. CENTRAL OFFICE

B. REGIONAL WELFARE OFFICES

LIST OF SERVICES: CENTRAL OFFICE

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.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Repatriation Assistance Division
CLASSIFICATION:	Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members and other Overseas Filipinos
SCHEDULE OF AVAILMENT:	24 hours / 7 days a week

b. Basic Requirements

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) Other Special Requirements, as necessary: <ul style="list-style-type: none"> a. Overseas Employment Contract or other proof of employment overseas b. Boarding Pass or Proof of Repatriation 	DMW OFW

c. I.D bearing proof of residence	
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c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<p>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.</p> <p><i>(for arriving human remains proceed to Client's Steps No.6)</i></p>	<p>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 for necessary preparations for the return home of the OFW or shipment of human remains.</p>	<p><i>*Depending on the nature of the case</i></p>	<p>Request for Assistance Intake Sheet</p>	<p>None</p>	<p>Case Officer, RAD Cargo Officer, RAD</p>
<p>2) Upon arrival at the airport, proceed to the OWWA Assistance Counters.</p>	<p>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>15 minutes</p>	<p>None</p>	<p>None</p>	<p>OWWA Airport Office</p>

3) Fill-out the OFW Repatriation Information Sheet (ORIS)	OWWA Officers will assist in accomplishing the forms.	15-20 minutes	ORIS	None	OWWA Airport Officer
4) Submit the accomplished ORIS forms to the OWWA Officer	OWWA Officer will 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 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.	20-30 minutes	None	None	OWWA Airport Officer

<p>5) 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 to 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 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</p>	<p>At least 30 minutes</p> <p><i>*Depending on the nature of case and correctness/ completeness of requirements</i></p>	<p>None</p>	<p>None</p>	<p>Frontline Officer, RAD Booking Officer, RAD Medical Officer, RAD Case Officer, RAD SDO</p>
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	<p>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 councilor. The counseling or debriefing shall be scheduled accordingly.</p>				
<p>6) 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.</p>	<p>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</p>	<p>1.5-2 hours upon release of the documents from the cargo.</p> <p><i>*will depend on the process time</i></p>	<p><i>* forms required by the offices concerned</i></p>	<p><i>* fees required by the offices concerned</i></p>	<p>RAD Cargo Officer</p>

	human remains from the cargo.	<i>of the offices concerned for the release from the cargo (i.e.; cargo terminal, Bureau of Customs and the Bureau of Human Quarantine)</i>			
END OF PROCESS					

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.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Overseas Workers Welfare Administration (OWWA)-Office of the Legal Staff/ Regional Welfare Offices / Overseas Offices
CLASSIFICATION:	Complex to Highly Technical
TYPE OF TRANSACTION:	Government to Citizen (G2C)

WHO MAY AVAIL:	OFWs and/or their Authorized Representatives/Qualified Dependents; private recruitment agencies (PRAs); and foreign principals/employers
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Passport or any valid I.D.	Department of Foreign Affairs (DFA) or any government office which issued the ID
2) Request for Assistance Form (RFA)	OWWA-Office of the Legal Staff/Regional Welfare Offices / Overseas Offices
3) Special Power of Attorney, Secretary’s Certificate (in case of PRAs) and/or Entry of Appearance (in case a party is represented by Counsel)	Either party to the case, counsel, notary public
4) Other Additional Requirements depending on the case: <ul style="list-style-type: none"> a. Employment Contract b. Overseas Employment Certificate (OEC) c. OFW Information Sheet d. OFW Membership Record e. Travel Document 	Department of Migrant Workers (DMW) / PRA / Employer DMW DMW OWWA DFA / Philippine Embassy at the jobsite
5) Affidavit of Quitclaim, Compromise And Waiver	OWWA-Office of the Legal Staff /Regional Welfare Offices / Overseas Offices

c. How to avail the service

CLIENT’S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Fill-up Request for Assistance (RFA Form)	Assists the client in accomplishing the RFA form.	10 minutes	RFA	NONE	SENA Desk Office (SEADO) assists the complaining-party
2) Interview and assessment	SEADO interviews, evaluates the submitted RFA Form and validates the statements of the complaining party.	10 minutes	RFA	NONE	SEADO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
3) Raffle of cases to SEADO	The SEnA records officer docket the case and raffles it to SEADO-Hearing Officer for assignment.	5 minutes	RFA docketing and records management system	NONE	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	The records officer prepares the Notice of Conference and sends it through email	5 minutes	Notice of Conference	NONE	Designated SEnA record officer of the OWWA-Office of the Legal Staff/Regional Welfare Offices / Overseas Offices
5) Conciliation-mediation Conference	SEADO schedules and facilitates conciliation-mediation hearings within 30-day period.	15 minutes per case	RFA; Notice of Conference; Minutes of Proceedings; and employment and travel documents, as may be presented by the Parties during conference	NONE	SEADO-Hearing Officer
6) Settlement of labor and employment claims	SEADO facilitates and assists the parties in the settlement of claims and the issuance of	15 minutes	Minutes of Proceedings; and Affidavit	NONE	SEADO-Hearing Officer

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	the Affidavit of Quitclaim, Compromise and Waiver.		of Quitclaim, Compromise and Waiver		
7) Referral to appropriate quasi-judicial agency (DMW and/or NLRC), tribunal or appropriate court, as the case may be	In case the Parties failed to reach amicable settlement, SEADO refers them to the concerned quasi-judicial agency (either or both DMW and NLRC), appropriate court or tribunal, as the case may be	10 minutes	Referral	NONE	SEADO-Hearing Officer
END OF PROCESS					

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

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

a. Info about the service

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

SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM
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b. Basic Requirements

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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM (Other Requirements)	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submission of Accomplished Application Form and other requirements	Receive and check completeness/correctness of entries in the application form	10 minutes	<ul style="list-style-type: none"> • Letter of Intent • PDOS Provider Application Form • Specimen Signatory Form • Trainer's Form • OWWA Standard format of PDOS Certificate • Endorsement Letter • Trainer's registration form • Trainer's resume • Certificate of employment • Copy of Diploma or Transcript of Records • Copy of Certificate of Participation / Completion of PDOS Trainers' Training • Company ID, and • Photographs of Actual PDOS Venue / Training Room 	none	PDOS Staff, PDMU

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM (Other Requirements)	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
2) Ensure attendance of Trainers to the Orientation Training of Trainers	Conduct Training of Trainers / Orientation for PDOS Trainers	16 hours	Attendance/ Certificate of Participation/ Completion	none	PDOS Staff, PDMU
3) Prepare PDOS Venue for Monitoring and Inspection	Conduct of ocular inspection of the PDOS Venue and PDOS proper	4 hours	PDOS Monitoring Form and Certificate of Appearance	none	PDOS Staff, PDMU
4) Recommendation for Approval of Registration	Comply with requirements and qualifications, and recommend for approval of registration	3-5 days (Depends on the availability of the signatories)	<ul style="list-style-type: none"> Memorandum to the Administrator Cover Letter for PRA Certificate of Registration 	none	PDOS, PDMU
5) Obtain certificate of accreditation	Issue certificate of recognition	10 minutes	Certificate of accreditation	none	PDOS Staff, PDMU
END OF PROCESS					

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.

Info about the service

CONCERNED OFFICE/DIVISION:	OP-Center and OWWA Regional Welfare Office Programs and Services Division
CLASSIFICATION:	Simple to Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Overseas Filipino Workers (OFW), agencies, family members, or other concerned individuals
SCHEDULE OF AVAILMENT:	24/7 (Open at all times)

b. Basic Requirements

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

c. How to avail the service

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

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.

Info about the service

CONCERNED OFFICE/DIVISION:	Membership Processing Center
CLASSIFICATION:	Simple to Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Overseas Filipino Workers (OFW)
SCHEDULE OF AVAILMENT:	8:00 – 5:00 PM (Monday to Friday)

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Copy of passport showing photo and personal data	Department of Foreign Affairs

2. Proof of Employment	OFW
3. Information Sheet	OWWA

c. How to avail the service

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

LIST OF SERVICES: REGIONAL WELFARE OFFICES (RWO)

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.

a. Info about the service

CONCERNED OFFICE/DIVISION:	OWWA Regional Welfare Office Program Services Division Education and Training Unit
CLASSIFICATION:	Simple to 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.
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO Office
2) 2x2 colored ID Photo (2 Copies)	OFW Member
3) Proof of OWWA contribution/membership	OFW Member/OWWA RWO Office

<p>3) Claim/Get Notice of Award on scheduled date.</p> <ul style="list-style-type: none"> Get queuing number 	<p>Issue queuing number for claiming of NOA.</p>	<p>10 seconds</p>	<p>Notice of Award</p>	<p>None</p>	<p>Assigned Guard on Duty, OWWA RWO</p>
<p>4) Go to designated SESP Desk/Counter if the number is called to claim/get the Notice of Award (NOA).</p>	<p>Release NOA</p>	<p>1 minute</p>	<p>Notice of Award</p>	<p>None</p>	<p>Education and Training Unit Staff, OWWA RWO</p>
<p>END OF PROCESS</p>					

Note:

- For applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 3 days (3 working days) after submission of completed requirements.
- For applicants from other regions, Notice of Awards (NOA) can be claimed 7 days (7 working days) after submission of completed requirements to make way for the verification process in the regional office.

2. SEAFARERS UPGRADING PROGRAM (SUP)

SUP is a short-term training program for seafarers with a maximum tuition fee of Php7,500.00 per upgrading course in an accredited maritime training centers/institutions to ensure competitive advantage in meeting International Maritime Organizations (IMO) competency standards.

a. Info about the service

<p>CONCERNED OFFICE/DIVISION:</p>	<p>OWWA Regional Welfare Office Program Services Division Education and Training Unit</p>
<p>CLASSIFICATION:</p>	<p>Simple to Complex</p>

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

b. Basic Requirements

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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in line for SUP application.	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	None	Assigned Guard on Duty, OWWA RWO
2) Present I.D. or Passport at the Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> If the membership is valid, submit accomplished application form and requirements. Get your schedule to claim Notice of Award (NOA). 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 3 days 7 days	Membership Record Application Form	None	Education and Training Unit Staff OWWA RWO
5) Claim/Get Notice of Award on scheduled date. <ul style="list-style-type: none"> Get queuing number 	Issue queuing number for claiming of NOA.	10 seconds	Notice of Award	None	Assigned Guard on Duty OWWA RWO
3) Go to designated SUP desk/counter to obtain the Notice of Award (NOA)	Release NOA.	1 minutes	Notice of Award	None	Education and Training Unit Staff OWWA RWO
END OF PROCESS					

Note:

- For applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 3 days (3 working days) after submitting the completed requirements.
- For applicants from other regions, Notice of Awards (NOA) can be claimed for 7 days (7 working days) after submitting the completed requirements to make way for the verification process in the regional office.

3. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

EDSP is a scholarship grant to qualified 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).

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office (RWO) Regional Operations Coordination Service (ROCS) Management Information System Division (MISD) 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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Online Scholarship Application Form (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

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
3) Other Supporting Documents (for submission upon application): <ul style="list-style-type: none"> At least one (1) valid I.D. of OFW member and/or Authorized Representative 2 pcs. 2x2 I.D. Picture with name tag 	Government Issued or Company Issued I.D.
4) 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)
5) Proof of enrollment i.e. Registration Card, O.R. Tuition Fees and other school fees or Course Syllabus	School Registrar

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit online application and requirements to Scholarship Online Application System (scholarship.owwa.gov.ph)	1.1 Auto queuing of applications for review and verification.	5-10 minutes	EDSP Online Application Form	None	EDSP Focal of Education and Training Unit OWWA RWO
	1.2 If the requirements are complete, approve the application. If incomplete, inform the applicant to comply	5-10 minutes	OWWA Application Systems: Membership Processing	None	EDSP Focal of Education and Training Unit OWWA RWO

	needed requirements within 3-5 working days.		System; DMW/ POEA Intra System; Benefits Availment Program (BAP)		
	1.3 Review and sign masterlist of pre-approved applicants Endorse masterlist to ROCS/PPDD for submission to DOST-SEI.	1-2 working days	Masterlist	None	EDSP Focal of Education and Training Unit/ PSD Chief & Director II OWWA RWO EDSP Focal of Education and Training Unit ROCS/PPDD
	1.4 RWO prepares examination permits and releases examination permits to approved applicants. PPDD receives list of qualifiers from DOST.	3-5 working days	Examination Permit	None	EDSP Focal of Education and Training Unit OWWA RWO PPDD
2) Obtain confirmation of the results of application 2.2 Notice of Approval	Issue Notice of Award (NOA) together with the schedule and	2-3 working days	Notice of Award	None	EDSP Focal of Education and Training Unit OWWA RWO

2.3 Notice of Disapproval	venue of scholarship orientation.				
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 Prepare the voucher for educational grant. Release the scholarship grant through LBP.	2-3 hours 30 minutes to 1 hour 1 day Within 2-3 days	Attendance Scholarship Agreement Voucher and other Financial Documents	P50.00- P100.00 *Notary Public	EDSP Focal of Education and Training Unit OWWA RWO Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

4. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

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

a. Info about the service

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

b. Basic Requirements

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 	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> 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.) 	<p>School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility</p> <p>Applicant/OFW</p>

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit online application and requirements to Scholarship Online Application System (scholarship.owwa.gov.ph)	Auto queuing of applications for review and verification.	5-10 minutes	ODSP Online Application Form	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.	5-10 minutes	OWWA Application Systems: Membership Processing System; DMW/POEA Intra System; Benefits Availment Program (BAP)	None	ODSP Focal of Education and Training Unit OWWA RWO

<p>2) Obtain confirmation of the results of application</p> <p>2.2 Notice of Approval</p> <p>2.3 Notice of Disapproval</p>	<p>Issue Notice of Award together with the schedule and venue of scholarship orientation.</p>	<p>2-3 working days</p>	<p>Notice of Award</p>	<p>None</p>	<p>ODSP Focal of Education and Training Unit OWWA RWO</p>
<p>3) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement</p>	<p>Conduct scholarship orientation</p> <p>Assist the scholarship qualifier in the accomplishment of the Scholarship Agreement and advise him/her to have it notarized</p> <p>Prepare the voucher for educational grant.</p> <p>Release the scholarship grant through LBP.</p>	<p>2-3 hours</p> <p>30 minutes to 1 hour</p> <p>1 day</p> <p>Within 2-3 days</p>	<p>Attendance</p> <p>Scholarship Agreement</p> <p>Voucher and other Financial Documents</p>	<p>P50.00-P100.00*</p> <p>*Notary Public</p>	<p>ODSP Focal of Education and Training Unit OWWA</p> <p>Cashier or Authorized Personnel RWO NCR RWO</p>
<p>END OF PROCESS</p>					

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.

a. Info about the service

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

b. Basic Requirements

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	PSA/LCR
5) School Record of Qualified Dependent for Educational Assistance <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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	None	Assigned Guard on Duty OWWA RWO
2) If deceased OFW has qualified dependent for ELAP-Educational Assistance, proceed to Education and Training Unit and obtain ELAP	Check endorsement from Social Benefits Unit and provide list of requirements and application form	5 minutes	Membership record	None	Education and Training Unit Staff OWWA RWO

application form and checklist of requirements.					
3) Submit the accomplished forms and complete requirements for ELAP - Educational Assistance and wait for the result of the evaluation	Review and evaluate requirements submitted for qualification to Educational Assistance Release Notice of Scholarship Orientation schedule.	5 minutes 2-3 weeks	ELAP Educational Assistance Application Form Notice	None	Education and Training Unit Staff OWWA RWO
4) Attend the Scholarship Orientation schedule	Conduct the Scholarship Orientation and facilitate signing of scholarship agreement.	1-2 hours	Attendance Scholarship Agreement	None	Education and Training Unit Staff OWWA RWO
5) Obtain the Notice of Award (NOA) <i>Note: Bring at least two (2) valid I.D.s of the claimant/dependent</i>	Release Notice of Award for the educational assistance as basis for periodical release of cash assistance to school-age dependent.	5 minutes	Notice of Award	None	Education and Training Unit Staff OWWA RWO
6) Wait for the notice from the Education and Training Unit/Cashier for the release of assistance	Release educational assistance	5 minutes	Check	None	Cashier or Authorized Personnel OWWA RWO

END OF PROCESS

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)

a. Info about the service

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

b. Basic Requirements

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 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	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	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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	None	Assigned Guard on Duty OWWA RWO
2) If deceased/incarcerated OFW has qualified dependent for ELAP-Livelihood, proceed to Reintegration Unit	Check endorsement from Social Benefits Unit and provide list of requirements and application form for livelihood assistance.	5 minutes	Membership record	None	Reintegration Unit Staff OWWA RWO

<p>3) Submit the accomplished forms and complete requirements</p> <p>Obtain schedule of the Entrepreneurship Development Training (EDT)</p>	<p>Review and evaluate requirements submitted for qualification to livelihood assistance.</p> <p>Release Notice of Schedule of EDT.</p>	<p>5 minutes</p> <p>2-3 weeks</p>	<p>ELAP Livelihood Application Form</p> <p>Notice</p>	<p>None</p>	<p>Reintegration Unit Staff OWWA RWO</p>
<p>4) Attend the training/orientation schedule in the designated venue provided.</p>	<p>Conduct the EDT</p>	<p>1-2 hours</p>	<p>Attendance EDT Certificate</p>	<p>None</p>	<p>Reintegration Unit Staff OWWA RWO</p>
<p>5) Wait for the Notice from the Reintegration Unit and/or Cashier for the release of assistance.</p> <p><i>Note: Bring at least two (2) valid I.D.s of the claimant/dependent</i></p>	<p>Release Livelihood assistance.</p>	<p>30 minutes</p>	<p>Claim Stub/Form</p>	<p>None</p>	<p>Cashier or Authorized Personnel OWWA RWO</p>
<p>END OF PROCESS</p>					

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.

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Photocopy and Original Passport and Working Visa	DFA and Concerned Embassy
2) Endorsement Letter	Philippine Recruitment Agency
3) Employment Contract verified by 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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	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	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	Online Enrollment Form	None	OWWA In-House PDOS Staff
2) Attend the Pre-departure Orientation Seminar	Conduct the PDOS for ready to leave Overseas Filipino Workers (OFWs) bound to Japan and Canada.	1 day (8:00am – 5:00pm)	Enrollment Card	None	PDOS Resource Speaker
3) Obtain Electronic Certificate of Attendance a day after the PDOS.	Release the Electronic-Certificate of Attendance via PRAs and OFWs Email.	15-30 minutes	Electronic Certificate of Attendance	None	OWWA In-House PDOS Staff
END OF PROCESS					

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

d. Info about the service

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

e. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) 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

f. How to avail the service

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

				BE PAID	
1) Scan the QR Code for PDOS	Assist the trainees	1 minute	Google Form	None	PDOS Staff
2) Fill-out online application form	Verify identity of trainees vis-à-vis submitted documents.	1-2 minutes	None	None	PDOS Staff
3) Attend PDOS Training	Conduct PDOS	2hrs (9:00am-11:00am)	None	None	PDOS Resource Speaker
4) Obtain Electronic Certificate of Attendance at the end of seminar	Send Electronic Certificate thru the respective email addresses of trainees	1 minute	Electronic Certificate of Attendance	None	PDOS Staff
END OF PROCESS					

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.

a. Info about the service

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

b. Basic Requirements

b.1 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

b.2 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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	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 necessary documents on prep.owwa.gov.ph</p>	Receives Online Enrollment	Online Enrollment is open from 8:00 A.M. to 12 :00 NN	Online Enrollment Form	None	CPDEP Enrollment Staff
<p>2) Evaluates Application, Supporting Documents and Release of Training Schedule</p>	Checks completeness and correctness of information of Domestic Worker from application	Schedule of Training is sent to PRAs and Name-Hire's e-mail addresses from 1:00	None	None	CPDEP Enrollment Staff

	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	P.M to 5:00 P.M. on the same day of enrollment.			
3) Attend the Online Language Training and Culture Familiarization on the given schedule.	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	None	CPDEP Instructors and Staff
4) Release of E-Certificate of Attendance (E-COA)	Generates the E-COA based on 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.	None	None	Training Program Manager and CPDEP Staff
END OF PROCESS					

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.

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
a. OWWA Membership Records	OWWA RWO
b. Application Form with Personal Undertaking that the cash assistance will be used solely for livelihood activities of OFW	OWWA RWO/ Reintegration Unit or Focal Person
c. Proof of repatriation or return to the Philippines (passport or travel document, airline ticket, boarding pass	MWO OWWA with jurisdiction of the OFW jobsite
d. 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.)	Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, MWO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division
e. Certificate of Entrepreneurial Development Training	OWWA Barangay where the OFW resides

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
f. Other supporting documents such proof of Residency (Barangay Certificate/Clearance)	

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds		None	Assigned Guard on Duty OWWA RWO
2) Present and submit requirements	a) Check membership status. b) Issue membership record and give application Form). c) Review accomplished application form and completeness of requirements d) Issue schedule of EDT session for qualified OFWs	20 minutes	Membership record Accomplished Application Form Schedule of EDT	None	Reintegration Unit Staff OWWA RWO
3) Attend the scheduled EDT session at the OWWA RWO	a) Conduct the EDT Session b) Issue certificate of attendance	Half-day session	Attendance/Registration Form Certificate of Attendance Business Plan	None	Reintegration Unit Staff OWWA RWO
4) After the EDT session, submit the application	Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan	10 minutes	Accomplished Application Form	None	Reintegration Unit Staff OWWA RWO

forms and complete requirements	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>	At least seven (7) days after the EDT session	Certificate of Attendance Business Plan		
5) Prepare for the Business Site Inspection by the OWWA RWO	Conduct the Business Site inspection. Conduct final review and approval of the BPBH application.	At least 30 minutes At least 5 minutes- review	N/A		Family Welfare Officer/ Business Inspector OWWA RWO Director II, OWWA RWO
6) For approved applications, claim the financial assistance	Release financial assistance	5 minutes	Claim Stub/Form	None	Cashier, OWWA RWO Authorized Personnel
END OF PROCESS					

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

11. 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.

a. Info about the service

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

b. Basic Requirements

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

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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Accomplish Application Form including submission all supporting documentary requirements	Initial assessment of submitted application and documents	10 minutes	Application Form Checklist of Requirements Compilation of requirements	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO
2) Attend Pre-Orientation and Pre-Social Preparation through webinar or face-to-face	Conduct the Pre-Orientation and Pre-Social Preparation webinar/ face-to-face	1-2 hours	Attendance/Registration Form Certificate of Attendance	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO
3) Provide additional information or clarification, as needed	Evaluation and review of submitted documentary requirements	15-30 minutes <i>*Depending on completeness of documents</i>	Application Form and Documentary requirements	None	Reintegration Unit Staff Tulong Puso Focal Person OWWA RWO

<p>4) Justify or clarify the Business Plan/Proposal</p>	<p>Review and evaluate the business plan/proposal:</p> <ul style="list-style-type: none"> - Conduct site visit - Interviews and coordination with LGUs - Submit recommendation to the Regional Review Committee (RRC) <p>Issue schedule of Business Site inspection</p> <p><i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i></p>	<p>3-5 days</p>	<p>Certificate of Attendance Business Plan</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>Deliberation of RRC to Approve or Disapprove proposal</p>	<p>1 day</p>	<p>N/A</p>		<p>Regional Review Committee (RRC) and Director II, OWWA RWO</p>
<p>6) For approved applications, claim the financial assistance</p>	<p>Release financial assistance check</p>	<p>Release of grant in 3 tranches (succeeding release of tranches after must be within 30 days upon</p>	<p>Check voucher</p>	<p>None</p>	<p>Cashier, Authorized Personnel OWWA RWO</p>

		receipt of the 1st tranche provided they have fully complied with the program's guidelines			
END OF PROCESS					

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

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.

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished Application Form 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 4) Completed Business Proposal/Plan	OWWA RWO Reintegration Unit or EDLP Focal Person OWWA RWO Reintegration Unit or EDLP Focal Person OWWA RWO Reintegration Unit or EDLP Focal Person Applicant

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	Application Form	None	Assigned Guard on Duty OWWA RWO
2) Present and submit requirements	Check membership status	At least 5 minutes per transaction Issue schedule of EDT session for qualified OFWs	Membership record Schedule of EDT	None	Reintegration Unit Staff OWWA RWO
3) Attend the scheduled EDT session at the OWWA RWO	Conduct the EDT Session Issue certificate of attendance	Half-day session	Attendance/Registration Form Certificate of Attendance	None	Reintegration Unit Staff OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
			Business Plan		
4) For After the EDT session, submit the application form and complete requirements	Receive the complete requirements including the Certificate of Attendance to the EDT and Business Plan	10 minutes	Accomplished Application Form Certificate of Attendance Business Plan	None	Reintegration Unit Staff OWWA RWO
5) Evaluation and review documents	Evaluate completeness of requirements and eligibility of applicant	1 day	N/A	None	Reintegration Unit EDLP Focal Person, Chief, Program Services Division and Director II OWWA RWO
6) For qualified applications, refer application to LBP	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	N/A	None	Reintegration Unit EDLP Focal Person OWWA RWO
END OF PROCESS					

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

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:

- a. Calamity assistance for OWWA members and their families affected by natural calamities/disasters, such as super typhoons, earthquakes, heavy flooding, etc.
- b. Bereavement assistance
- c. Disability assistance for OWWA members who were victims of crimes or accidents
- d. Medical assistance for OWWA members who have illnesses that are not covered under MEDplus

d. Info about the service

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

e. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Calamity Assistance a. At least two (2) valid I.D.s of OFW or Claimant	Government issued or company issued

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Barangay Certificate as resident of disaster/emergency affected community d. If victim of fire incident, secure Certification <p><i>Note: Calamity Assistance can be claimed by OFW members who are residing in areas where there is declared a State of Calamity by the Local Government Unit or the Office of the President.</i></p>	<p>OFW member Barangay Council</p> <p>Bureau of Fire Protection</p>
<p>2) Bereavement Assistance</p> <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of Claimant b. Proof of relationship with OFW i.e. Marriage Contract, Birth Certificate, CENOMAR c. Death Certificate 	<p>Government issued or company issued Philippine Statistics Authority or Local Civil Registry (PSA/LCR)</p>
<p>3) Disability Assistance</p> <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of Claimant b. Medical Certificate/Examination Procedure Result c. Accident/Police Report d. If claimant is not the OFW, Special Power of Attorney (SPA) 	<p>Government issued or company issued Competent Practitioner and Medical Institution/Facility Police Authorities with jurisdiction on the incident Legitimate Law/Legal Practitioner</p>
<p>4) Medical Assistance</p> <ul style="list-style-type: none"> e. At least two (2) valid I.D.s of OFW or Claimant f. Authorization Letter with I.D. of OFW, if claimant is not the OFW g. Original Medical Certificate/ Abstract with PTR No. of Attending Physician 	<p>Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility</p>

f. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	None	Assigned Guard on Duty OWWA RWO
2) Present OFW I.D. and based on status of membership, obtain application form if qualified	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Unit Staff OWWA RWO
3) Submit accomplished application form and required documents for validation/evaluation	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	Release financial assistance.	2-3 weeks	Check voucher	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

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

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.

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	
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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	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. 	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record Application Form	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.	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form	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.	2-3 weeks		None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

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

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

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	
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
7) Proof of Relationship to OFW Member <ul style="list-style-type: none"> • OFW CENOMAR, if single • Marriage Certificate • Birth Certificate of OFW, if the claimant is the parent • Birth Certificate of the claimant and death certificate of deceased spouse, for OFW's child 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	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	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Unit Staff OWWA RWO

3) Submit accomplished claim form and required documents for validation/evaluation	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Claim Form	None	Social Benefits Unit Staff OWWA RWO
4) For approved applications, proceed to claim financial assistance	Release financial assistance.	2-3 weeks		None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

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

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.

d. Info about the service

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

e. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	
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 ● Birth Certificate of the claimant and death certificate of deceased spouse, for OFWs child 	Philippine Statistics Authority or Local Civil Registry (PSA/LCR)

f. How to avail the service

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

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

17. 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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

1) Get queuing number or queue in line for the counter of Workers Assistance Unit	Provide queuing number or ensure orderliness in the queuing line.	10 seconds	None	None	Assigned Guard on duty OWWA RWO
2) Present a copy of passport/travel document or any identification of 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	Check membership status of OFW	5 minutes	Membership record	None	Workers Assistance Unit Staff OWWA RWO
3) Fill out the Intake Sheet and submit necessary pertinent documents depending on the type of concern or request.	Review the accomplished Intake Sheet and the completeness of details and necessary documents	15 minutes	Intake Sheet	None	Workers Assistance Unit Staff OWWA RWO
4) Once assistance is filed, wait for the appropriate action on the request for assistance	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	None	Workers Assistance Unit Staff OWWA RWO
END OF PROCESS					

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

18. 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.

Info about the service

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)

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For welfare concern	Proof of employment, contract employer details and fill out of intake sheet
For emergency cases	Medical/hospital reports, police report (if applicable)

For repatriation cases	Passport copy, flight details. Proof of displacement or of being in distress
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c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
7) Report a case through hotline, email, or walk-in.	Receive the report and log it into the system.	5 minutes	None	None	Operations Center Staff on duty OWWA RWO
8) Provide necessary details about the case.	Ask follow-up questions to verify and clarify details.	5-10 minutes	Intake Sheet	None	Operations Center Staff on duty OWWA RWO
9) Submit supporting documents (if required and necessary).	Review and validate the provided documents	10 - 30 minutes (depending on the complexity of the case)			Operations Center Staff on duty OWWA RWO
10) Await case assessment and action plan.	Assess the urgency and category of the case, then coordinate with relevant concerned agencies/offices/units	30 minutes to 2 hours		None	Operations Center Staff on duty OWWA RWO
11) Receive updates on the case.	Conduct follow-ups and provide progress updates.	Ongoing (as needed)			Operations Center Staff on duty OWWA RWO
12) Acknowledge Case resolution.	Close the case after informing the client regarding updates on his/her request/query	5 minutes			Operations Center Staff on duty OWWA RWO

END OF PROCESS

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

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

INTERNAL SERVICES



LIST OF INTERNAL SERVICES

1. FREEDOM OF INFORMATION (FOI)

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division (RMD)
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C) Government to Government (G2G)

	Government to Citizens
WHO MAY AVAIL:	External Clients
SCHEDULE OF AVAILMENT:	24/7 Monday to Sundays and Holidays

b. Basic Requirements

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

c. How to avail the service

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

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.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G) Government to Business (G2B)
WHO MAY AVAIL:	OWWA Officers
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 9:00 AM

b. Basic Requirements

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	

c. How to avail the service

CLIENT’S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit two (2) copies of MCRF including the mail/parcel for delivery	Check as to the completeness, correctness, and accuracy of the MCRF	10 minutes	MCRF	none	RMD Receiving Officer

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

	Marks and bar code for ease of tracking	process at 3:00 PM)			
END OF PROCESS					

3. COURIER SERVICES (MAIL AND PARCEL DISTRIBUTION)

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

a. Info about the service

CONCERNED OFFICE/DIVISION:	Records Management Division
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Government (G2G) Government to Business (G2B)
WHO MAY AVAIL:	OWWA Officers
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 3:00 PM

b. Basic Requirements

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

c. How to avail the service

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

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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

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

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

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

Note:

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

6. PROCUREMENT OF GOODS THROUGH SHOPPING

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

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

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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

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

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

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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

ICT PREVENTIVE MAINTENANCE PROCESSES

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Plans/Updates Inventory of all ICT Related Machines and Equipment at the Head Office	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.	1 - 2 days base on the scheduled date	FM-OWWA-IPM-07.07.01	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	The Chief MISD shall prepare Semiannual Preventive Maintenance Schedule of all ICT related machines and equipment at the head office	1 day atleast	FM-OWWA-IPM-07.07.01	None	Chief MISD
3) Reviews the Schedule of Preventive Maintenance and gives Approval on the same	If Policy & Program Development Office Director IV seeks clarification/ revision, return to Step 2.	1 day atleast	None (Reviewing the schedule)	None	Policy & Program Development Office Director IV
4) Implements Monthly Preventive Maintenance Schedule	For the implementation of the Annual Preventive Maintenance Schedule, refer to Work Instructions	1 - 2 hours	FM-OWWA-IPM-07.07.05	None	Technical Support Staff Chief, MISD
5) Keeps and Updates Records of Conduct of Preventive Maintenance	The conducted preventive maintenance and the rendered technical support services to ICT machines and equipment.	1 hour	Technical encoding for the record	None	Technical Support Staff
END OF PROCESS					

TECHNICAL SUPPORT SERVICES

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Request for Technical Support Services of All OWWA Units on ICT Related Concerns	Request for Technical Support Services of All OWWA Units on ICT Related Concerns	At least 5 minutes	None	None	All Concerned Offices

2) Assign of Technical Support Services to All OWWA Units on ICT Concerns	Technical support services for ICT machines and equipment were provided, as documented in the corresponding	at least 2 to 5 minutes	FM-OWWA-IPM-07.07.04	None	Admin Assistant
3) Encode some of the details in FM – OWWA – 07. 07.02 to support website	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.	At least 15 minutes or 30 minutes (it depends on the problem)	FM-OWWA-07.07.02	None	Technical Support Staff
4) Submit a monthly technical support report.	Form on the support MISD website. Chief MISD signs and approves the report for submission to Director IV-PPDO, QMR, MRT & IA	1 to 3 days	FM-OWWA 07-07.02	None	Technical Support Staff / Chief MISD
END OF PROCESS					

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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Program Implementers and clients use the final online application	Launch the final application Continuously provide technical support/assistance	Within 3 days upon finalization and approval of the application	N/A		MISD
END OF PROCESS					

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.

a. Info about the service

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

b. Basic Requirements

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

c. How to avail the service

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

11. PAYROLL PROCESSING

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

a. Info about the service

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

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Daily Time Record	OWWA APPS (e-DTR), Concerned office/units

2) Leave Records	HRMDD
3) List/Record of Deductions such as, (whichever is applicable) GSIS, PAG-IBIG, PHILHEALTH, PFI and WEA Loan Remittances, and Disallowances if there's any.	From Concerned Offices of GSIS, PAG-IBIG, PHILHEALTH, Provident Fund Inc. (PFI), Welfare Employees Association (WEA), and Accounting Division (for the disallowances, if there's any)

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit of Daily Time Record (DTR) and other supporting documents i.e. application for leave, etc.	a. Receive and check the DTR and update the employees Leave Card	5 minutes per DTR record	DTR form Leave Card	None	Focal Person HRMDD
	b. The Payroll Officer shall check the necessary deductions of premiums and loan remittances and disallowances and late/under-time/absences if applicable; and adjust the salary based on the final deductions	7 hours	Billings/ Statement of Accounts from GSIS, PAG-IBIG, PHILHEALTH, Provident Fund Inc. (PFI), Welfare Employees Association (WEA), and Accounting Division	Not applicable	Chief/OIC Payroll Officer HRMDD

	c. Prepare the necessary disbursement vouchers and Final Payroll	1 hour	Disbursement Voucher (DV)/Obligation Request and Status (ORS) Forms	Not applicable	Chief/OIC Payroll Officer HRMDD
	d. Secure signature on the DVs	2 minutes	DVs/ORS Forms	Not applicable	Chief/OIC Payroll Officer HRMDD
	e. Logged-out the payroll for received by the GAS every 13th and 28th of the month	1 minute	DVs/ORS/Payroll Documents	Not applicable	Duty Officer HRMDD
END OF PROCESS					

FEEDBACK AND COMPLAINTS PROCEDURES	
How to send feedback?	<p>Answer Client Satisfaction Survey provided by Duty Officer at the Help Desk/ Complaints Desk, in two ways:</p> <ol style="list-style-type: none"> 1) Through designated drop box 2) Through online survey using a link or QR code

<p>How feedback is processed?</p>	<ol style="list-style-type: none"> 1. Accomplished forms from drop box are collated and results are summarized/consolidated at Central Office and in each Regional Welfare Offices. 2. Negative feedbacks are endorsed to concerned office in OWWA Head Office/RWOs for appropriate action.
<p>How to file complaint?</p>	<p>Submit Statement under oath (Sinumpaang Salaysay) with the following:</p> <ol style="list-style-type: none"> 1. Details of complaints 2. Concerned parties (name or office) 3. Evidence / any proof <p>Email eas@owwa.gov.ph; legal@owwa.gov.ph</p>
<p>How complaints are processed?</p>	<p>Complaints received will be processed as follows:</p> <ol style="list-style-type: none"> 1. The Office of the Administrator/Office of the Deputy Administrator for Administration will receive all complaints filed. 2. The concerned party/office will be notified to formally reply to the complaint. 3. The complainant will be informed in writing of the action taken on the complaint. 4. When necessary, a complaint can be formally endorsed to the OWWA Administrative Complaints Committee. 5. When resolved, the complainant will be informed in writing. <p>Email to Office of the Administrator: eas@owwa.gov.ph</p>

<p>Contact Information of ARTA, PCC, and CCB</p>	<p>Anti-Red Tape Authority (ARTA): complaints@arta.gov.ph 8-478-5093</p> <p>Presidential Complaint Center (PCC): pcc@malacanang.gov.ph 8888</p> <p>Contact Center ng Bayan (CCB): email@contactcenterngbayan.gov.ph 0908-881-6565</p>
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CUSTOMER FEEDBACK AND COMPLAINT MECHANISM

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

a. **Info about the service**

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

b. Basic Requirements

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

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
For walk-ins: clients may answer the Customer Satisfaction Measurement Questionnaire (CSMQ) in the Public Desk Assistance Office 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 .	Collect accomplished CSMQ from the drop boxes provided in the lobby and in all program and service implementers	1 Day	Accomplished CSMQs	None	ASMD
	Consolidate all collected CSMQs, including client complaints, if any	2 Days	Raw Data Report in excel file	None	ASMD
	Analyze data and prepare report on the status of CSMQ Reports	1 Day	Raw Data Report	None	ASMD
	Submit report to management copy furnished concerned offices/units on the status of the CSMQ Reports or complaints, if any	30 minutes	Client Satisfaction Measurement Questionnaire Report	None	ASMD
For Complaints: A complaint may be made in person, by phone, by email, or in writing.	The Info-desk or Recipient Officer assess the complaint and always tries to resolve the complaint quickly and to the complainant's	1 Day	Complaint Form complete with details, name of the complainant, contact details, date, and the	None	Info-desk Officer or Recipient Officer/ASMD



satisfaction whenever possible.		nature of his/her complaint.		
<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.</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 &</p>	1 Day	<p>Complaint Form complete with details, name of the complainant, contact details, date, and the nature of his/her complaint.</p> <p>Endorsement Letter/Email</p>	None	ASMD

	Development Division (HRMDD)				
	Investigation, Resolution/Decision The decision/resolution be given to clients via email.	Simple Complaint – 3 Days and Complex Complaint – 10 Days	Complaint, Investigation Reports, Resolution/Decision	None	ROCS, OLS, OPC, HRMDD
END OF PROCESS					



OWWA CENTER, 7TH STREET, F.B CORNER, PASAY CITY



HOTLINE 1348



TELEPHONE NO. 8551-1560 OR 8551-6641



TEXT 0917-898-6992



TRUNK LINE: 8891-7601 TO 24 LOC. 5516-5519



E-MAIL: owwacares@owwa.gov.ph





OWWA DIRECTORY

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

A. CENTRAL OFFICE

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

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

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

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

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

B. REGIONAL WELFARE OFFICES

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

			OWWA ROSALES PANGASINAN-	075 5232244	
			OWWA ILOCOS NORTE-	0918-391-6364	
			OWWA ILOCOS SUR:	9179635119	
			OWWA Dagupan	9074043900	
JUVILYN ANNS B. GUMABAY Officer-In-Charge, RWO - 2	#13 Dalan na Pavyulurun, Reg'l. Gov't. Ctr. Carig Sur, Tuguegarao City region2@owwa.gov.ph	078	09354688521	373-0316 / 396-0127	396-0200
			Education and Training Unit	0975 071 5816 - 0935 501 9751	
			SENA WAP Welfare Assistance Unit	0935 331 9088/ 0935-386-8321 0926-811-3502/ 0918-965-3746 / 09175047915	
SATELLITE OFFICES					
			<i>Ilagan City - Sub-office</i>	0997 288 3976 / 0927 122 9963	
			<i>OSSCO Santiago City Suboffice</i>	0935-787-2351 / 0935-610-5642	
			<i>Quirino Satellite Office</i>	0935 147 4185	
			<i>Nueva Vizcaya Sattelite Office</i>	0936 570 9007	
			<i>DOLE AKAP</i>	0936 723 7093 / 0917 632 6072	
ATTY. FALCONI V. MILLAR Director II. Region 3	Matulungin cor. Mahusay St., Diosdado Macapagal Regional Development Center, Maimpis, City of San Fernando, Pampanga.	045	9176597743	300-7400	961-6375
			NEW OFFICE		
			SM	455-0756	
			Accounting	300-0967	
			WAD	9566924369	
			WAP	9566924303	
			Social Benefits Unit	9566924334	
			EDSP	9566924319	
			ELAP SCHO	9566924304	
			ELAP LIV.	9566924345	
ODSP	9566924338				
Reintegration	9566924361				
SESP	9566924417				
CASH	9566924396				
HOTLINES:					
			0917-5100098 (045) 300-0480 / 300-0967 / 961-6375		
			SM Satellite Office)	(045) 455-0756	
ALLAN A. IGNACIO Director II, RWO - 4A	Penthouse 1-3, Penthouse Bldg. Chipeco Ave., Bgy. Halang, Calamba Laguna 4027 region4a@owwa.gov.ph	049	PSD	523-7418	523-7857
			Membership Collection	536-1080	
			Education and Training Unit	0910-931-7157	
			Social Benefits Unit	0915-830-3001	
			RU	0951-290-1668	
			WELFARE CASES	0912-443-5016	



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



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



Overseas Workers Welfare Administration



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

C. OWWA OVERSEAS POSTS

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

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

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

<p>MIDDLE EAST & AFRICA (15 Posts)</p> <p>12. BAHRAIN</p>	<p><i>Welfare Officer Redina C. Manalapaz</i> <i>Administrative Staff Marissa P. Cruz</i></p>	<p>Embassy of the Philippines Villa No. 939, Road 3220, Block 334, Mahooz, Manama, Bahrain T: POLO (00973) 17740951, 17740139 (MWOFRFC) F: (00973) 17740829 T: OWWA (00973) 17721908 OWWA Hotline: (00973) 34673268 (WELOF Manlapaz) (00973) 37214911 (AS Bisquera) E: (POLO) polobahrain@yahoo.com E: (OWWA) bahrain@owwa.gov.ph</p>
<p>13. ISRAEL</p>	<p><i>Welfare Officer Dina C. Ponciano</i> <i>Administrative Staff Karen Joy B. Padduyao</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office 18 Rehov Bnei Dan Street 6226009, Tel Aviv, Israel T: POLO (009723) 5444531, 6010517, 6010521 F: (009723) 5444580 T: OWWA (009723) 6022469 OWWA Hotline: (00972) 507691533 (WELOF Ponciano) (00972) 507691533 (AS Sanchez) E: (POLO) polois_2012@yahoo.com E: (OWWA) israel@owwa.gov.ph</p>
<p>14. JORDAN</p>	<p><i>Welfare Officer Berna P. Del Castillo</i> <i>Welfare Officer Angel L. Cruz Jr</i> <i>Administrative Staff Rosalin Lavin</i></p>	<p>Embassy of the Philippines Philippine Overseas Labor Office 113, Kaled Yassin Al Tahone St., Al Manar Building, Wadi Alseer Hay Al-Diyar, Dhei Ghabar, Amman, Jordan T: (009626) 5350169; (009626) 5930464; (009626) 5930385 T/F: (009626) 5350293 OWWA Hotline: E: (POLO) labattjordan2020@gmail.com E: (OWWA) jordan@owwa.gov.ph</p>
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