

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;

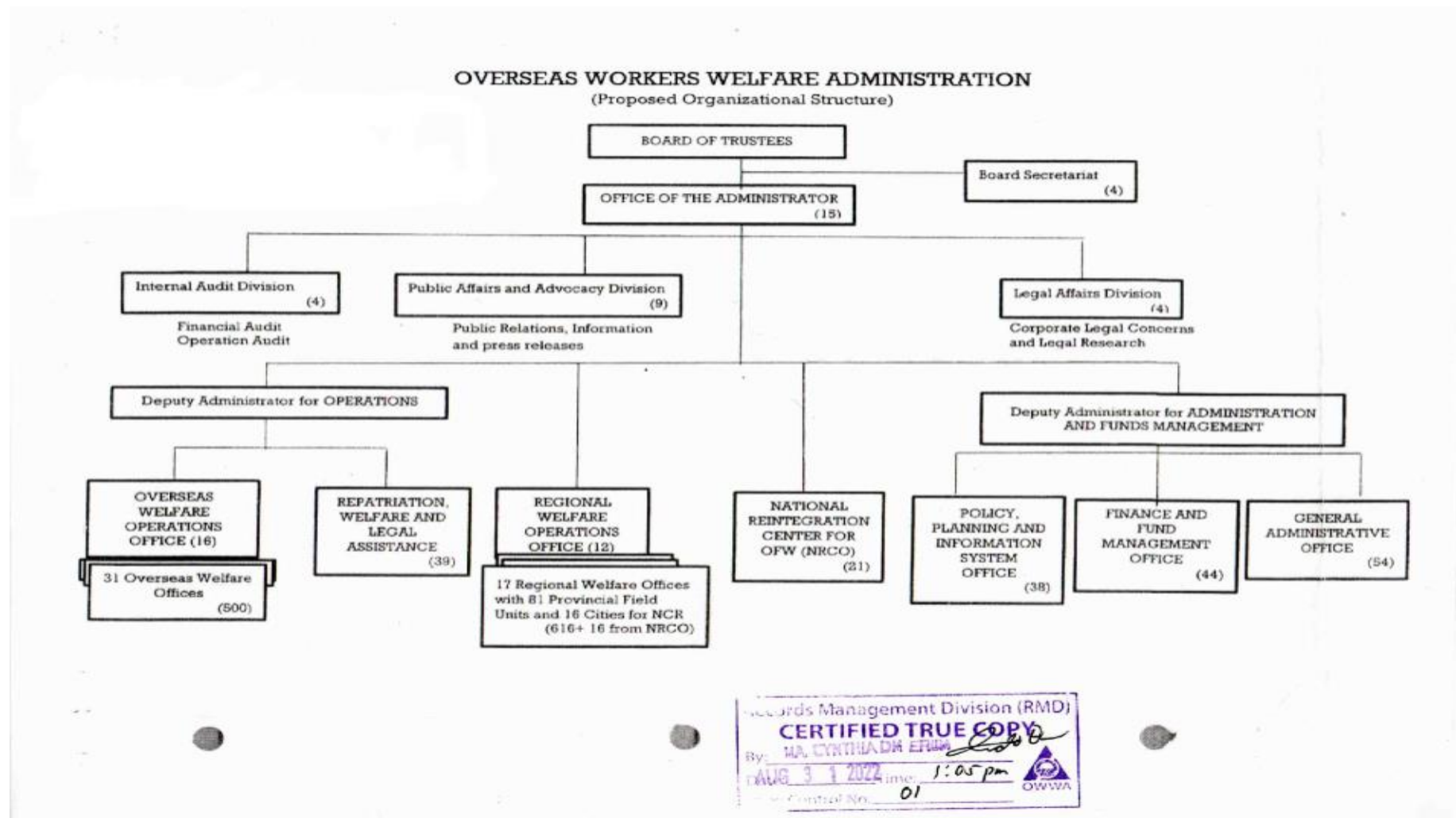


Overseas Workers Welfare Administration

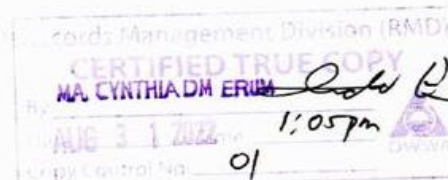
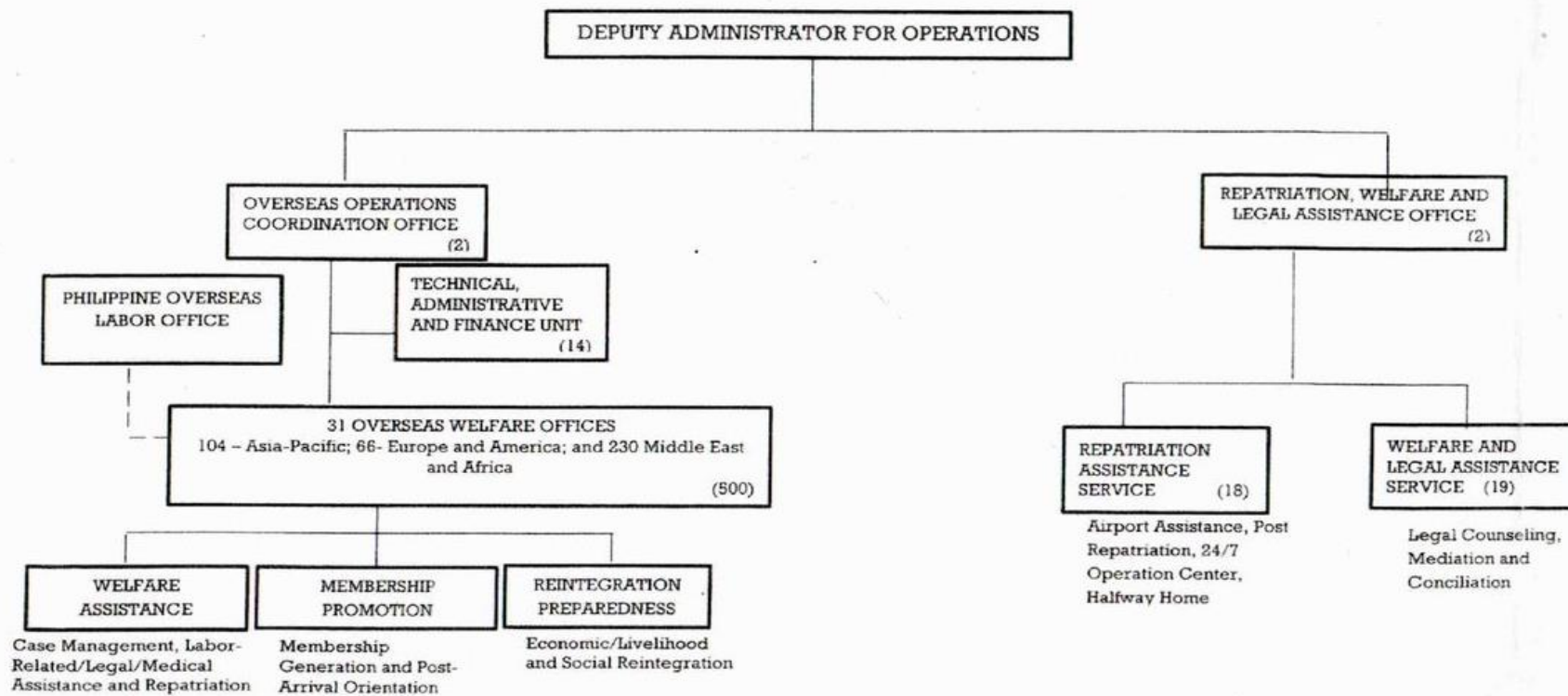


- f) To undertake studies and researches for the enhancement of the social, economic, and cultural well-being of member-OFWs and their families;
- g) To develop, support and finance specific projects for the welfare of member-OFWs and their families; and
- h) To ensure the implementation of all laws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

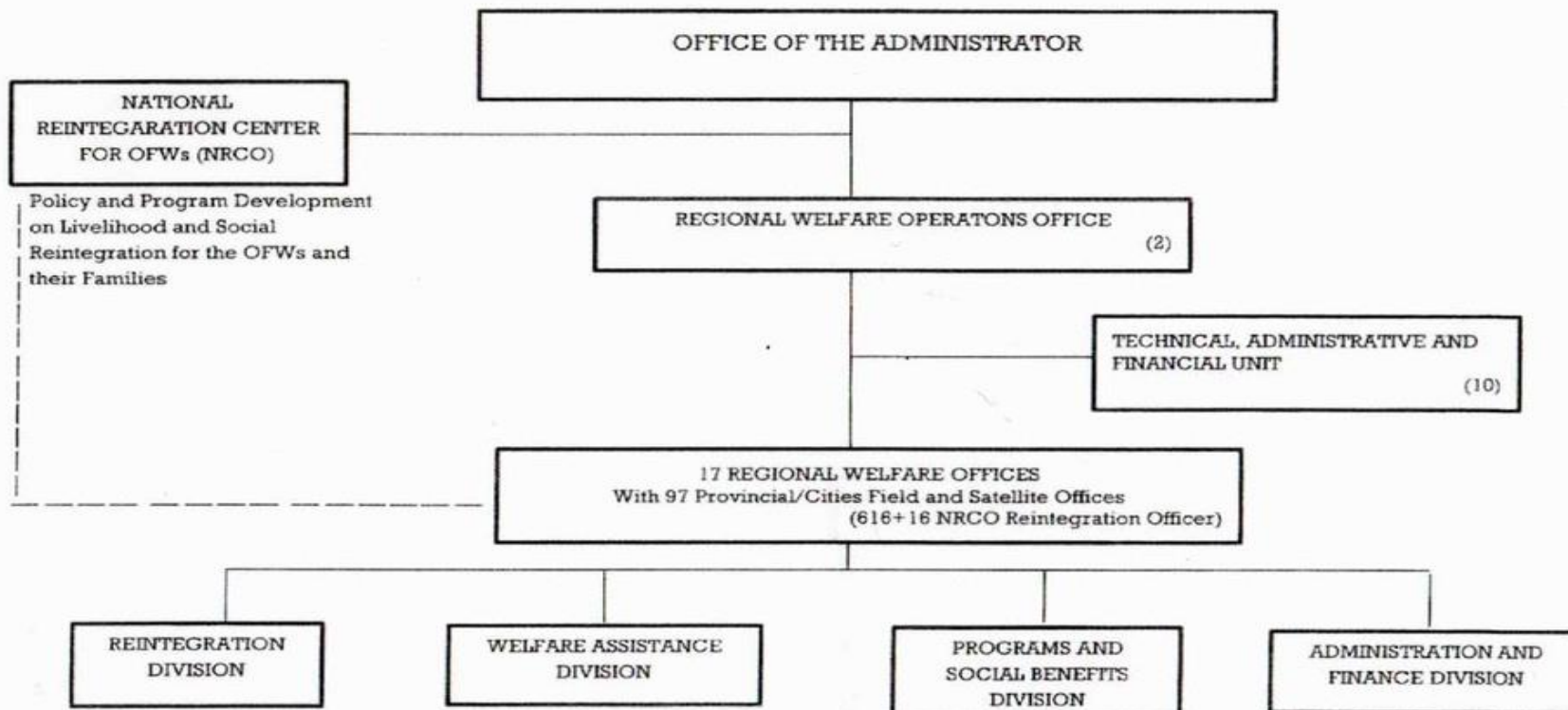
OWWA ORGANIZATIONAL STRUCTURE



WELFARE OPERATIONS (Overseas, Repatriation and Legal Assistance)



REGIONAL OPERATIONS



SUPPORT SERVICES

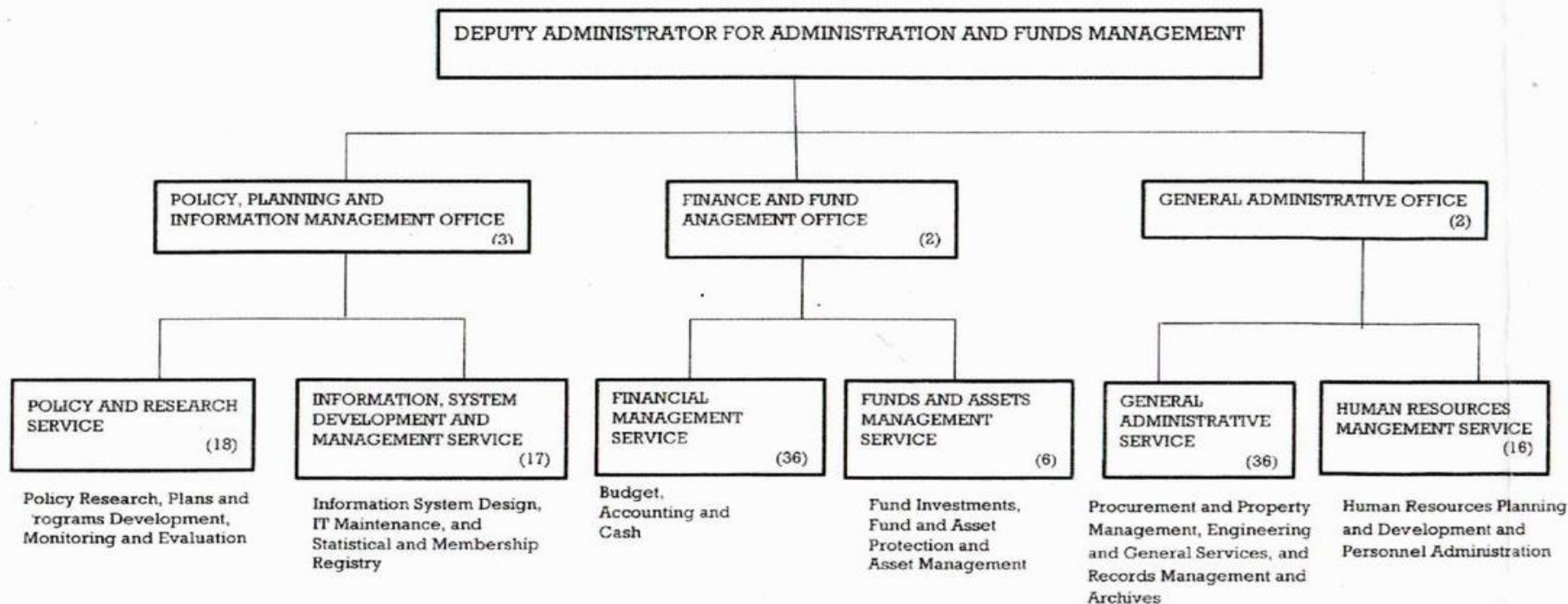




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EXTERNAL SERVICES

A.CENTRAL OFFICE

B.REGIONAL WELFARE OFFICES

LIST OF SERVICES: CENTRAL OFFICE

1. REPATRIATION ASSISTANCE PROGRAM

This is 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: a. Overseas Employment Contract or other proof of employment overseas b. Boarding Pass or Proof of Repatriation c. I.D bearing proof of residence | DMW OFW |

c. How to avail the service

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|---|---|-------------------------------------|-----------------|---|
| 1) Next-of-Kin (NOK) files a request for assistance at the Repatriation and Assistance division (RAD) for returning OFWs or arriving human remains of deceased OFW. <i>(for arriving human remains proceed to Client's Steps No.6)</i> | 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. | <i>*Depending on the nature of the case</i> | Request for Assistance Intake Sheet | None | Case Officer, RAD Cargo Officer, RAD |
| 2) Upon arrival at the airport, proceed to the OWWA Assistance Counters. | 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. | 15 minutes | None | None | OWWA Airport Office |
| 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> |
|--|---|---|-------------|-------------|---|

| | | | | | |
|--|---|---|--|---|-------------------|
| | <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> | | | | |
| 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. | 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>1.5-2 hours upon release of the documents from the cargo.</p> <p><i>*will depend on the process time</i></p> | <i>* forms required by the offices concerned</i> | <i>* fees required by the offices concerned</i> | RAD Cargo Officer |

| | | | | | |
|----------------|-------------------------------|---|--|--|--|
| | 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 |
| 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 | NONE | Designated SENa record officer of the OWWA-Office of the Legal Staff/Regional |

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|--|--|---------------------|--|-----------------|--|
| | | | management system | | 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 the Affidavit of Quitclaim, Compromise and Waiver. | 15 minutes | Minutes of Proceedings; and Affidavit of Quitclaim, Compromise and Waiver | NONE | SEADO-Hearing Officer |

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

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 MWO (Migrant Workers Office), PRA (Philippine Recruitment Agencies), Philippine embassies, 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 and their families, ensuring they have government support anytime, anywhere.

Info about the service

| | |
|-----------------------------------|---|
| CONCERNED OFFICE/DIVISION: | OP-Center, OWWA Regional Welfare Office Programs and Services Division, RAD (Repatriation Assistance Division), Office of the Legal Staff, ROCS (Regional Operations Coordination Service), MISD (Management Information System Division), MPC (Membership Processing Center), OOCS (Overseas Operations Coordination Service) and Office of the Administrator. |
| CLASSIFICATION: | Simple to Complex |
| TYPE OF TRANSACTION: | Government to Citizen (G2C), Government to Government (G2G), Government to Business (G2B) |
| WHO MAY AVAIL: | Overseas Filipino Workers (OFWs) and their families, Philippine Recruitment Agencies (PRAs), Civil Society Organizations (CSOs), 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 | OFW, NOK (Next of Kin) |
| Medical/hospital reports, police report (if applicable) | OFW, MWO |

| | |
|--|---------------|
| Passport copy, flight details. Proof of displacement or of being in distress | MWO, OFW, PRA |
|--|---------------|

c. How to avail the service

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|--|---|--|--|-----------------|---|
| 1) Submit a request for Assistance through Hotline1348, Email, Walk-in, SMS and other social media platforms (Whatsapp, Viber and FB Messenger). | Receive the request for assistance, explain the data privacy act notice and take note of all the information related to the RFA, and make sure that all the information needed is provided. | 5-10 minutes | Digital Intake Sheet and Walk in Information Sheet with Data Privacy Act notice. | None | Operations Center Staff on duty OWWA |
| 2) Submit supporting documents (if required and necessary). | Review and validate the provided documents. | 5 minutes (depending on the complexity of the case) | | | Operations Center Staff on duty OWWA |
| 3) Await the Request for Assistance assessment and action plan. | For inquiries: Provide accurate information about the Request for Assistance. For Welfare Cases: Assess the category of the welfare case and log the | 10-15 minutes | | None | Operations Center Staff on duty OWWA |

| | | | | | |
|---|---|------------------------|-----------------------|--|--|
| | OFWs information into the Ecares System, upload all provided documents related to the RFA and then coordinate with relevant concerned PRA/MWO and Welfare Officers. | | | | |
| 4) Receive updates on the case. | Conduct updates/feedback by calling and following up with the PRA, MWO and welfare officers and provide progress updates. | Ongoing (as needed) | | | Operations Center Staff on duty OWWA |
| 5) Acknowledge the Request for Assistance Feedback. | Provide an update regarding the request for assistance and follow up on the case every 72 hours until the welfare case is resolved. Once OFW has resolved case and has flight details, prepare an indorsement letter for airport assistance and possible availment of applicable programs and services. | 5 minutes | Indorsement Letter | | Operations Center Staff on duty OWWA |
| 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 |
| 4) If the applicant is a dependent, any proof of applicant's relationship with the OFW OWWA-member: <ul style="list-style-type: none"> Birth certificate of the applicant, for OFWs child | Philippine Statistics Authority or Local Civil Registry (PSA/LCR) |

| | |
|--|--|
| <ul style="list-style-type: none"> • Birth certificate of the applicant and of OFW, for OFW's sibling • Marriage certificate, for OFW's spouse • Certificate of No Marriage (CENOMAR) | |
|--|--|

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 SESP application. | Provide queuing number to ensure orderliness in queuing line. | 10 seconds | None | None | Assigned Guard on Duty, OWWA RWO |
| 2) Present valid I.D or passport at Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> • If the membership is valid, submit accomplished application form and requirements. • Get schedule to claim Notice of Award (NOA) | Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs | 10 minutes 3 day 7 days | Membership Record Application Form | None | Education and Training Unit Staff, OWWA RWO |
| 3) 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 |

| | | | | | |
|---|-------------|----------|-----------------|------|---|
| | | | | | |
| 4) Go to designated SESP Desk/Counter if the number is called to claim/get the Notice of Award (NOA). | Release NOA | 1 minute | 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 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

| | |
|-----------------------------------|--|
| 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: | Seafarer- Active OWWA Member |

| | |
|-------------------------------|---|
| | <p>*For the first availment, a single membership payment entitles a seafarer to a training course of his/her choice.</p> <p>*Subsequent entitlements shall only be allowed after 3 recorded OWWA membership payments.</p> |
| 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 | Check membership and evaluate submitted requirements. | 10 minutes | Membership Record Application Form | None | Education and Training Unit Staff OWWA RWO |

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|---|------------------|-----------------|-----------------|---|
| application form and requirements. <ul style="list-style-type: none"> Get your schedule to claim Notice of Award (NOA). | If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs | 3 days 7 days | | | |
| 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 |
| 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 | Philippine Statistics Authority or Local Civil Registry (PSA/LCR) |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|------------------|
| <ul style="list-style-type: none"> • OFW CENOMAR • Dependent's Birth Certificate <p>5) Proof of enrollment i.e. Registration Card, O.R. Tuition Fees and other school fees or Course Syllabus</p> | 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 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 | EDSP Focal of Education and Training Unit OWWA RWO |

| | | | | | |
|--|---|------------------|--------------------|------|---|
| | <p>1.3 Review and sign masterlist of pre-approved applicants</p> <p>Endorse masterlist to ROCS/PPDD for submission to DOST-SEI.</p> | 1-2 working days | Masterlist | None | <p>EDSP Focal of Education and Training Unit/ PSD Chief & Director II OWWA RWO</p> <p>EDSP Focal of Education and Training Unit ROCS/PPDD</p> |
| | <p>1.4 RWO prepares examination permits and releases examination permits to approved applicants.</p> <p>PPDD receives list of qualifiers from DOST.</p> | 3-5 working days | Examination Permit | None | <p>EDSP Focal of Education and Training Unit OWWA RWO</p> <p>PPDD</p> |
| <p>2) Obtain confirmation of the results of application</p> <p>2.2 Notice of Approval</p> <p>2.3 Notice of Disapproval</p> | Issue Notice of Award (NOA) together with the schedule and venue of scholarship orientation. | 2-3 working days | Notice of Award | None | EDSP Focal of Education and Training Unit OWWA RWO |

| | | | | | |
|---|---|----------------------|---------------------------------------|--|--|
| 3) Attend Scholarship Orientation Submit notarized copies of Scholarship Agreement together with the proof of enrolment and grades | Conduct scholarship orientation | 2-3 hours | Attendance | P50.00- P100.00 *Notary Public | EDSP Focal of Education and Training Unit OWWA RWO Cashier or Authorized Personnel OWWA RWO |
| | Assist the scholarship qualifier in the accomplishment of the Scholarship Agreement and advise him/her to have it notarized | 30 minutes to 1 hour | Scholarship Agreement | | |
| | Prepare the voucher for educational grant. | 1 day | Voucher and other Financial Documents | | |
| | Release the scholarship grant through LBP. | Within 2-3 days | | | |
| END OF PROCESS | | | | | |

4. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

ODSP is a scholarship program that offers financial assistance amounting to Php20,000.00 per school year to qualified dependents of OFWs who receive a monthly salary of not more than US\$600.00, and who shall enroll, are currently enrolled or have been enrolled in any four-year or five-year baccalaureate course or associate course in any college or university 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 • Medical Certificate i.e. Physically Fit to attend school (if student has medical pre-condition/s) • Proof of OFW's monthly salary (Employment Contract, Overseas Employment Certificate or OEC, Pay Slip, etc.) | School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility Applicant/OFW |

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 |
| 2) Obtain confirmation of the results of application 2.2 Notice of Approval 2.3 Notice of Disapproval | Issue Notice of Award together with the schedule and venue of scholarship orientation. | 2-3 working days | Notice of Award | None | ODSP Focal of Education and Training Unit OWWA RWO |
| 3) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement | Conduct scholarship orientation | 2-3 hours | Attendance | P50.00- P100.00* | ODSP Focal of Education and |

| | | | | | |
|-----------------------|---|----------------------|---------------------------------------|----------------|---|
| | Assist the scholarship qualifier in the accomplishment of the Scholarship Agreement and advise him/her to have it notarized | 30 minutes to 1 hour | Scholarship Agreement | *Notary Public | Training Unit OWWA |
| | Prepare the voucher for educational grant. | 1 day | Voucher and other Financial Documents | | |
| | Release the scholarship grant through LBP. | Within 2-3 days | | | Cashier or Authorized Personnel RWO NCR 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.

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 Incarerated 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 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 • Form 137/138 • Transcript of Record • Certificate of Grades (if college level) | School Registrar |
| 6) Other Special Requirements: • Certificate of Good Moral Character | |

| | |
|---|---|
| <ul style="list-style-type: none"> 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 application form and checklist of requirements. | 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 |
| 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 <ul style="list-style-type: none"> 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 |
| 3) Submit the accomplished forms and complete requirements | Review and evaluate requirements submitted for qualification to livelihood assistance. | 5 minutes | ELAP Livelihood Application Form | None | Reintegration Unit Staff OWWA RWO |
| Obtain schedule of the Entrepreneurship Development Training (EDT) | Release Notice of Schedule of EDT. | 2-3 weeks | Notice | | |
| 4) Attend the training/orientation schedule in the designated venue provided. | Conduct the EDT | 1-2 hours | Attendance EDT Certificate | None | Reintegration Unit Staff OWWA RWO |

| | | | | | |
|---|--------------------------------|------------|---------------------|------|--|
| 5) Wait for the Notice from the Reintegration Unit and/or Cashier for the release of assistance. <i>Note: Bring at least two (2) valid I.D.s of the claimant/dependent</i> | Release Livelihood assistance. | 30 minutes | Claim Stub/ Form | 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.

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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|---|
| 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 BE PAID | RESPONSIBLE PERSON/OFFICE |
|--|---|--------------------------|--------------------------------------|-----------------|---------------------------|
| 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> | Receives Online Enrollment | Online Enrollment is open from 8:00 A.M. to 12 :00 NN | Online Enrollment Form | None | CPDEP Enrollment Staff |

| | | | | | |
|---|---|--|------|------|-----------------------------|
| | During registration, complete the required information in the enrollment form and upload the necessary documents on prep.owwa.gov.ph | | | | |
| 2) Evaluates Application, Supporting Documents and Release of Training Schedule | Checks completeness and correctness of information of Domestic Worker from application form and supporting documents submitted online ZOOM Meeting IDs will be sent to PRA's or the Name Hire's e-mail address a day before the scheduled training | Schedule of Training is sent to PRAs and Name-Hire's e-mail addresses from 1:00 P.M to 5:00 P.M. on the same day of enrollment. | None | None | CPDEP Enrollment Staff |
| 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> | None | None | CPDEP Instructors and Staff |

| | | | | | |
|---|--|---|------|------|--|
| | | • 6 days – <i>Mandarin</i> | | | |
| 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 |
|--|---|
| <ul style="list-style-type: none"> a. OWWA Membership Records b. Application Form with Personal Undertaking that the cash assistance will be used solely for livelihood activities of OFW c. Proof of repatriation or return to the Philippines (passport or travel document, airline ticket, boarding pass) 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.) e. Certificate of Entrepreneurial Development Training f. Other supporting documents such proof of Residency (Barangay Certificate/Clearance) | <p>OWWA RWO</p> <p>OWWA RWO/ Reintegration Unit or Focal Person</p> <p>MWO OWWA with jurisdiction of the OFW jobsite</p> <p>Issuing Airline for Air tickets/Boarding Pass</p> <p>Employer/Recruitment Agency, MWO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division</p> <p>OWWA</p> <p>Barangay where the OFW resides</p> |

c. How to avail the service

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|--|--|-----------------|--|-----------------|--------------------------------------|
| 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 | <ul style="list-style-type: none"> 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 | <p>Membership record</p> <p>Accomplished Application Form</p> <p>Schedule of EDT</p> | 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 forms and complete requirements | Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan Issue schedule of Business Site inspection <i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i> | 10 minutes At least seven (7) days after the EDT session | Accomplished Application Form Certificate of Attendance Business Plan | None | Reintegration Unit Staff OWWA RWO |
| 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 |
| 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 |
| 4) Justify or clarify the Business Plan/Proposal | <p>Review and evaluate the business plan/proposal:</p> <ul style="list-style-type: none"> - Conduct site visit - Interviews and coordination with LGUs - Submit recommendation to the Regional Review Committee (RRC) <p>Issue schedule of Business Site inspection</p> <p><i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i></p> | 3-5 days | Certificate of Attendance Business Plan | None | <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> |

| | | | | | |
|---|---|---|---------------|------|---|
| 5) Compliance for approval of application or appeal if application is disapproved | Deliberation of RRC to Approve or Disapprove proposal | 1 day | N/A | | Regional Review Committee (RRC) and Director II, OWWA RWO |
| 6) For approved applications, claim the financial assistance | Release financial assistance check | Release of grant in 3 tranches (succeeding release of tranches after must be within 30 days upon receipt of the 1st tranche provided they have fully complied with the program's guidelines | Check voucher | None | Cashier, 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.

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 | OWWA RWO Reintegration Unit or EDLP Focal Person |
| 2) Certification from OWWA that the borrower is Bonafide OWWA member and an eligible borrower under the OFW-EDLP | OWWA RWO Reintegration Unit or EDLP Focal Person |
| 3) Certification from RWO that the OFW-borrower and/or his/her Attorney-in-fact has completed the Enhanced Entrepreneurial Development Training (EEDT); and | OWWA RWO Reintegration Unit or EDLP Focal Person |
| 4) Completed Business Proposal/Plan | Applicant |

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 Business Plan | None | Reintegration Unit Staff OWWA RWO |
| 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 |

| CLIENT'S STEPS | AGENCY ACTION | PROCESS ING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|--|---------------------|------|--------------------------|---|
| 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 <ol style="list-style-type: none"> a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Barangay Certificate as resident of disaster/emergency affected community d. If victim of fire incident, secure Certification | Government issued or company issued OFW member Barangay Council Bureau of Fire Protection |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|--|---|
| <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>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 |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--------------------------------|
| 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. • 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 OFWs 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 |

c. How to avail the service

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|--|--|--------------|-----------------|---|
| 6) 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 |
| 7) 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 |
| 8) 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 |
| 9) Await case assessment and action plan. | Assess the urgency and category of the case, then coordinate with relevant | 30 minutes to 2 hours | | None | Operations Center Staff on duty OWWA RWO |

| | | | | | |
|----------------------------------|--|------------------------|--|--|--|
| | concerned agencies/ offices/units | | | | |
| 10) Receive updates on the case. | Conduct follow-ups and provide progress updates. | Ongoing (as needed) | | | Operations Center Staff on duty OWWA RWO |
| 11) 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 |

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|--|--|--------------------------|-----------------|--|
| | 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 Note: If more than 5 items an electronic submission is required If for local mails, submit filled-up RRR and DEMS | Check as to the completeness, correctness, and accuracy of the MCRF and crosscheck with the items for delivery in RRR and DEMS | 10 minutes | MCRF | none | RMD Receiving Officer |
| | 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 |
| | For Local Destination: Delivery at the Pasay City Central Post Office | 1 hour inclusive of travel and waiting time at the Post Office (pooled mail) | MCRF | none | RMD Courier Encoder |

| | | | | | |
|---|--|---|------|------|------------------------|
| | For International Destination: To be picked-up by the courier service provider | delivery at 10:00 AM) Within the day | | | Administrative Aide VI |
| Acknowledge receipt of 2 nd Copy of MCRF | Provide clients with copy of MCRF with Post Office Marks and bar code for ease of tracking | 2 minutes (part of the distribution process at 3:00 PM) | DMDF | none | RMD Courier Encoder |
| END OF PROCESS | | | | | |

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 IRL 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 | None | Division Chief Records Officer II |

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|----------------|---|-----------------|---|------------------|---------------------------|
| | | | tion Form (OODF) | | |
| | 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 |
| | 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 |

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

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|----------------|--|----------------------------------|-----------------------------------|-----------------|----------------------------|
| | 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 budget code/classification | 7 days | BURS/ORS | None | Budget Division Personnel |

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|----------------|---|-----------------|-------------------------|-----------------|---|
| | <p>1.4 Assigns BURS/ORS number and endorses the BURS/ORS with DV to FMS-Accounting Division</p> <p>1.5 Accounting Division receives signed BURS/ORS, DVs and other supporting documents from the Budget Division</p> <p>1.6 Process the Disbursement Vouchers for fund release/payment</p> <p>1.7 Certifies and signs DV and forwards to Approving Officers</p> <p>1.8 Cash Division checks received DVs from Approving Officers Offices</p> <p>1.9 Prepares cheques/debit advice and records the</p> | | <p>DV</p> <p>Checks</p> | | <p>Accounting Division Personnel</p> <p>Cash Division Personnel</p> |

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

| CLIENT'S STEPS | AGENCY ACTION | PROCESSING TIME | FORM | FEES TO BE PAID | RESPONSIBLE PERSON/OFFICE |
|---|--|---|------|-----------------|---------------------------|
| | 1.3 Develop the online application | At least 3 days | N/A | | ITO III MISD |
| 2) Program implementers and Management request for updates on the status of application | 2.1 Present and demonstrate the use of online application based on the request and inputs of the Management and implementers | 4 hours | N/A | | MISD |
| | 2.2 Finalize the online application | 1-3 days | N/A | | ITO III MISD |
| 3) Program implementers request for orientation | Conduct final orientation and demonstration on the use of online application | 4 hours | N/A | | MISD |
| 4) Program Implementers and clients use the final online application | Launch the final application Continuously provide technical support/assistance | Within 3 days upon finalization and approval of the application | N/A | | MISD |
| END OF PROCESS | | | | | |

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; <i>Salary will be released every 13th of the month</i> (16-30/31) of the month; <i>Salary will be released every 28th of the month</i> |

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 | | | | | |

CUSTOMER FEEDBACK AND COMPLAINT MECHANISM

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

a. Info about the service

| | |
|-----------------------------------|--|
| CONCERNED OFFICE/DIVISION: | Advocacy and Social Marketing Division (ASMD) 4 th Floor, OWWA Center Building |
| CLASSIFICATION: | Highly Technical |
| TYPE OF TRANSACTION: | Government to Government (G2G) |
| WHO MAY AVAIL: | OWWA Offices/Units/ Process Owners |
| SCHEDULE OF AVAILMENT: | Monday to Friday/ 8:00 AM to 5:00 PM |

b. Basic Requirements

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---------------------------|---|
| 1) Survey Form | ASMD, PACD 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 | 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, | 2 Days | Raw Data Report in excel file | None | ASMD |

| | | | | | |
|--|--|------------|--|------|---|
| complaint drop box. For online clients: CSMQ can be access through a google link or QR Code provided or email asmd@owwa.gov.ph . | including client complaints, if any | | | | |
| | 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 to asmd@owwa.gov.ph | The Info-desk or Recipient Officer assess the complaint and always tries to resolve the complaint quickly and to the complainant's satisfaction whenever possible. | 1 Day | Complaint Form complete with details, name of the complainant, contact details, date, and the nature of his/her complaint. | None | Info-desk Officer or Recipient Officer/ASMD |
| | 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. | 1 Day | Complaint Form complete with details, name of the complainant, contact details, date, and the nature of his/her complaint. | None | ASMD |

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|----------------|---|---|---|------|-----------------------|
| | Welfare programs and services (external) – Regional Operations Coordination Offices (ROCS) for coordination with the respective Regional Welfare Offices (RWOs) | | Endorsement Letter/Email | | |
| | Case Management – 24/7 Operations Center | | | | |
| | Single Entry Approach (SENA) and other labor complaints – Office of the Legal Staff (OLS) | | | | |
| | Involving OWWA personnel or its Officers – Human Resources Management & Development Division (HRMDD) | | | | |
| | Investigation, Resolution/Decision | Simple Complaint – 3 Days and Complex Complaint – 10 Days | Complaint, Investigation Reports, Resolution/Decision | None | ROCS, OLS, OPC, HRMDD |
| | The decision/resolution be given to clients via email. | | | | |
| END OF PROCESS | | | | | |



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



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



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



@OWWAofficial



owwa.official



owwa.gov.ph



OWWA Hotline 1348

OWWA DIRECTORY

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

A. CENTRAL OFFICE

| No. | NAME OF OFFICE/ DEPARTMENT/DIVISION | HEAD/CHIEF | TRUNKLINE 8891-76-01 | ROOM | DIRECTLINES/TEL/FAX EMAIL ADDRESS |
|-----|--|--|-------------------------|------|---|
| 1 | OFFICE OF THE ADMINISTRATOR | ARNALDO A. IGNACIO <i>Administrator</i> | 5401 | 401 | 8834-0124 8834-0148 |
| 2 | OFFICE OF THE EXECUTIVE ASSISTANT | MARILYN R. VAIL <i>Head</i> | 5402 5403 | 401 | 8551-66-51 Telefax 8551-6651 ead@owwa.gov.ph |
| | | ATTY. EDELYN A. DUNGAN- CLAUSTRO <i>Chief of Staff</i> | 5404 | | |
| 3 | LEGAL | ATTY. ANNA PATRICIA JACOBO <i>OIC</i> | 5110 5111 | 811 | +639175805720 8551-6638 owwa.legal@yahoo.com legal@owwa.gov.ph |
| | | EMILIANA PELAYO <i>Staff</i> | 5112 | | |
| 4 | INTERNAL AUDIT DIVISION | LORELEI R. PINEDA <i>OIC</i> | 5513 | 502 | +639175968173 owwa_iad@yahoo.com 8551-6642 Internal_audit@owwaa.gov.ph |
| | | NADINE JOYCE HERRERA <i>Staff</i> | 5515 | | |
| 5 | BOARD SECRETARIAT | ATTY. PATRICIA D. FAMARAN <i>Board Secretary</i> | 5410 | 401 | +639175805718 llanesevelyn@yahoo.com Ext. 8551-6640 board_sec@owwa.gov.ph da_operations@owwa.gov.ph |
| | | SEAN ASHLEY BAITA <i>Staff</i> | | | |
| 6 | OFFICE OF THE DEPUTY ADMINISTRATOR FOR OPERATIONS | ATTY. MARY MELANIE H. QUIÑO <i>Deputy Administrator</i> | 5501 | 503 | 8833-01-39 |
| | | CHONA BALANGON <i>Staff</i> | 5503 | | |
| 7 | OFFICE OF THE DEPUTY ADMINISTRATOR FOR ADMINISTRATION AND FUND MANAGEMENT | EMMA V. SINCLAIR <i>Deputy Administrator</i> | 5807 | 805 | +639603209250 8832-1230 da.emmasinclair@owwa.gov.ph |
| | | MIRAFLOR BRAGADO <i>Staff</i> | 5806 | | |
| 9 | ADMINISTRATIVE & FINANCIAL MANAGEMENT OFFICE | ATTY. EDELYN A. DUNGAN- CLAUSTRO <i>Director IV</i> | 5305 | 808 | 8891-76-88 afmo@owwa.gov.ph |
| | | JERRY MEDINA <i>Staff</i> | 5306 | | |

| | | | | | |
|----|--|--|--------------|-----|--|
| 10 | GENERAL ADMINISTRATIVE SERVICE | RONALD A. MINA <i>Director II</i> | 5301 | 304 | +639173186656 |
| | | GREGORIA T. LIM <i>Staff</i> | 5303 | | general_admin@owwa.gov.ph Telefax 8834-0170 |
| 11 | ENGINEERING AND GENERAL SERVICES DIVISION | JUAN M. PARCO JR. <i>OIC</i> | 5309 | 305 | egsd@owwa.gov.ph 8551-6506 egsd2004@yahoo.com |
| | | RODRIGO MENDOZA <i>Staff</i> | | | |
| | TRANSPORT VEHICLE MONITORING | CARMELITA A. GLER / DEMETRIO ILANO | 5302 5315 | | |
| | FACILITIES MAINTENANCE | ALLAN P. ALMODIEL | 5000 | | |
| | SECURITY OFFICE | | 5113 | | |
| | ENTRANCE GUARD | | 5105 | | |
| | REPRODUCTION UNIT | | 5004 | | |
| | DBP SUPERVISOR | REX JASON JAVIER | 5008 | | |
| 12 | PROCUREMENT & PROPERTY MANAGEMENT DIVISION | NIMFA C. UNICA <i>OIC</i> | 5310 | 301 | procurement@owwa.gov.ph 8833-0113 Telefax 8833-1010 owwa_ppmd@yahoo.com |
| | | ENGR. GERARDO GATCHALIAN <i>Staff</i> | 5304 | | |
| 13 | HUMAN RESOURCE MANAGEMENT & DEVELOPMENT DIVISION | ZOSIMA MARIA SANTOS <i>OIC</i> | 5311 | 302 | 8551-6652 hrmdd@owwa.gov.ph |
| | | DAYLENE R. ALA <i>Staff</i> | 5312 | | |
| 14 | CLINIC | NURSE MARY ROSE SANCHEZ | 5313 | | |

| | | | | | |
|----|--|--|-------------|-----|---|
| 15 | RECORDS MANAGEMENT DIVISION | MA. CYNTHIA DM. ERUM CHIEF | 5307 | 302 | records@owwa.gov.ph Telefax 8551-6649 |
| | | NICO EMMANUEL TATAD Staff | | | |
| 16 | FINANCIAL MANAGEMENT SERVICE | HERMINIGILDO D. MENDOZA Director II | 5407 | 402 | +639175968199 fms@owwa.gov.ph Telefax 8833-0191 |
| | | JOY JACOBO Staff | 5411 | | |
| 17 | BUDGET DIVISION | ARDREN B. MASDO OIC | 5408 | 402 | budget.owwa@yahoo.com 8551-6633 budget@owwa.gov.ph |
| | | AIMIE A. MALUSAY Staff | 5414 | | |
| 18 | ACCOUNTING DIVISION | MARIA GIEZL T. LANUZA OIC | 5505 | 402 | +639171120795 8834-0180 8551-6632 owwa_acctg@yahoo.com |
| | | IRIS CHESTER COGUIZ Staff | 5504 / 5511 | | |
| 19 | CASH DIVISION | JOHN CARLO TRAQUIÑA OIC | 5416 | S | +639175573961 8832-1274 cash@owwa.gov.ph |
| | | MIRAFLO BRAGADO Staff | 5409 | | |
| | | MARLOU JOHN S. FORMANES Staff | 5108 | | |
| 20 | FUND & INVESTMENT MANAGAMENT OFFICE | ROSALIA SUSANA B. CATAPANG Director IV | 5602 | 602 | Telefax 8891-6115 fimo@owwa.gov.ph |
| | | MYRA ARCAS Staff | 5606 | | |
| 21 | REGIONAL OPERATION COORDINATION SERVICES | ANICETA G. DEUNA Director II | 5611 | 203 | +639175968183 8551-6644 Telefax 8551-1134 rocs@owwa.gov.ph |
| | | MONA LISA R. SAMSON OIC KAREN MALINIS Staff | 5617 | | |
| 22 | 24/7 OPERATION CENTER | ATTY. SHERILYN MALONZO Director IV | 5418 | 401 | OWWAcares@owwa.gov.ph 8551-15-60 |
| | | DOLORES S. ALVAREZ Staff | 5516 / 5517 | | |

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|----|---|---|------|----------|--|
| 23 | OVERSEAS OPERATION COORDINATION SERVICES | ROSALIA SUSANA B. CATAPANG Director IV | 5803 | 803 | <div>+639173284232</div> <div>8551-6646</div> <div>8551-6655</div> <div>ooocs@owwa.gov.ph</div> <div>dir.owwa@owwa.gov.ph</div> <div>area1_ooocs@owwa.gov.ph</div> <div>area2_ooocs@owwa.gov.ph</div> <div>finance_ooocs@owwa.gov.ph</div> |
| | | MERCY M. ILANO <i>Chief Administrative Officer</i> | 5804 | 806 | |
| | | | 5805 | | |
| 24 | REPATRIATION & ASSISTANCE DIVISION | NOEMI M. TAÑAG <i>OIC</i> | 5201 | 201 | <div>+639175908658</div> <div>8551-6648</div> <div>Telefax 8551-6647</div> <div>8834-0720</div> <div>8891-7728</div> <div>rad@owwa.gov.ph</div> |
| | | JOANA | 5213 | | |
| | | LORENZO | | | |
| | | NOEMI/JUVY | 5206 | | |
| | AIRPORT ASSISTANCE COUNTER | MALVIN SANGCO | | | |
| | OFW HALFWAY HOUSE | KATE | 5210 | 9th flr. | |
| | | GUARD | 5211 | | |
| | | GUARD | 5901 | | |
| 25 | POLICY & PROGRAM DEVELOPMENT OFFICE | MA. LOURDES V. REYES <i>Director II</i> | 5610 | 603 | <div>ppdo@owwa.gov.ph</div> <div>8551-6645</div> <div>owwappdo@yahoo.com</div> |
| | | | 5609 | | |
| 26 | PLANNING & PROGRAM DEVELOPMENT DIVISION | JANETTE BAMBA <i>OIC</i> | 5620 | 603 | <div>+639179681563</div> <div>8834-0089 / 8834-0140</div> <div>planning@owwa.gov.ph</div> <div>owwa.ppdd@gmail.com</div> |
| | | SAYNA DARVIN <i>Staff</i> | 5616 | | |

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|----|--|---|--------------|---------------------|--|
| 27 | PDOS DEVELOPMENT MONITORING UNIT | GEMMA G. DIO <i>Head</i> | 5608 | | Telefax 8834-0190 pdmu@owwa.gov.ph |
| | | RUTH PANUNCIO <i>Staff</i> | | | |
| 28 | ADVOCACY & SOCIAL MARKETING DIVISION | MICHAEL JEROME MABANAG <i>OIC</i> | 5604 | 603 | +639175805716 |
| | | ANTHONY M. BUENDIA <i>Staff</i> | 5603 | | asmd@owwa.gov.ph |
| | | ASMD STUDIO | 5819 | | Telefax 8891-7741 |
| | | | | | |
| 29 | MEMBERSHIP PROCESSING CENTER | PRISCILLA PAMELA FLORES <i>Chief</i> | | 701 | +639175805715 membership@owwa.gov.ph |
| | | VERIFICATION STAFF | 5701 5704 | | 8551-3661 |
| | MAINTENANCE & TECHNICAL UNIT | LEX R. PINEDA | 5703 | 702 | 8705-1129 8820-4595 |
| | | ENCODERS | 5702 | 703 | |
| | SATELLITE OFFICE - POEA | JOEL ROMA <i>Balik Manggagawa / Land Based</i> | | Ground Flr. POEA | |
| | | MA. DIVINA MOTAS <i>in-house / Sea Based</i> | | 2nd Flr. POEA | |
| 30 | MANAGEMENT & INFORMATION SYSTEM DIVISION | JOSEPH JOHN PADILLA <i>Chief</i> | 5612 | 601 | 8834-01-39 misd@owwa.gov.ph misdowwa@yahoo.com |
| | | JOAN ALMAZAR <i>Staff</i> | 5605 | | |
| 31 | | E-CARD E-CARD | 101 5808 | 5114 8th Floor | |
| 32 | COMMISSION ON AUDIT | REBECCA B. SABUELBA <i>Supervising Auditor</i> | 5507 5509 | 604 | 8833-01-17 coa.owwa@yahoo.com.ph |
| | | MARWIN SAJORDA <i>Staff</i> | 5508 | | |
| 33 | CANTEEN | | 5314 | | |
| 34 | WEA OFFICE | ARDREN B. MASDO <i>President</i> | 5818 | | |
| 35 | REBATE | | 5214 | | |
| 39 | KALINGAP HELP | | 5101 | FRONT DESK | |
| 40 | LANDBANK | | 5109 | | 8833-3608 |

B. REGIONAL WELFARE OFFICES

| Head Of Office/ Designation/ Contact Number | Office/E-mail Address | Area Code | Contact_Number/s | TeleFax |
|--|---|------------|---|---|
| MS. MA. TERESA B. CAPA Director II, RWO - NCR | No. 139 Senator Gil J. Puyat Avenue Pasay City (Former BIR RDO No. 51 Near East West Bank owwancr.psd@gmail.com wau@owwa.gov.ph language_trng@owwa.gov.ph | 2 | HOTLINE Nos. | |
| | | | Program Services Admin and Finance Cashier Director's Office: Social Benefits Unit Education and Training Unit Reintegration Unit Welfare Assistance Unit Intramuros - DEVCEN | 8551-6643 9674239392/09206014048 8804-0658 8834-0721 9624301017 9852889966 9602726955 8551-6851 9626729055 |
| MR. MARTEL R. DASAYON Director II, RWO -CAR | 2nd Flr. Gestdan Centrum Building 80 Bokawkan Road, Corner P. Bur Baguio City 2600 car@owwa.gov.ph | 074 | 9171880633 | 422-1809 |
| | | | HOTLINES | 0917-500-1294 / 0917-320-1091 0999-994-9296 / 0927-114-9778 |
| MR. GERARDO C. RIMORIN Director II, RWO - 1 | 2nd Flr. Kenny Plaza, Quezon Ave City of San Fernando, La Union 25 region1@owwa.gov.ph / owwalau DOLE OWWA AKAP- 092077421 | 72 | HOTLINES | |
| | | | 9998395646 Program Services Social Benefits Unit SBU (WAP MEDICAL Education and Training Unit Welfare Assistance Unit NRCO Reintegration Unit ADMINISTRATIVE AND FINANCE DIVISION | 0908-863-4250/ 700-2792 8884584 / 9998395646 0908-863-4300/0995-366-5132 0927-620-7300 0949-163-9739; 0938-636-3687; 0928-173-6607/0956- 0910-967-4663; 0912-829-9225 09705626704/09464454864/096 0927 -6207300/ 700 0330 |
| | | | SATELLITE OFFICES | |
| | | | OWWA REBATE PROGRAM OWWA ROSALES PANGASINAN- OWWA ILOCOS NORTE- OWWA ILOCOS SUR: OWWA Dagupan | - 0963-612-0809/ 0951-717-4670 755,232,244 0918-391-6364 9179635119 9074043900 |

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|--|--|------------|--|--|----------|
| MS. VIRSIE B. TAMAYAO Director II, RWO - 2 | #13 Dalan na Pavvulurun, Reg'l. G Ctr. Carig Sur, Tuguegarao City region2@owwa.gov.ph | O78 | 9354688521 Education and Training Unit SENA WAP Welfare Assistance Unit | 373-0316 / 396-0127 0975 071 5816 - 0935 501 9751 0935 331 9088/ 0935-386-8321 0926-811-3502/ | 396-0200 |
| | | | Hotlines: 0918-965-3746 / 09175047915 | | |
| | | | SATELLITE OFFICES | | |
| | | | <i>Iligan City - Sub-office</i> <i>OSSCO Santiago City Suboffice</i> <i>Quirino Satellite Office</i> <i>Nueva Vizcaya Sattelite Office</i> <i>DOLE AKAP</i> | 0997 288 3976 / 0927 122 9963 0935-787-2351 / 0935-610-5642 9,351,474,185 9,365,709,007 0936 723 7093 / 0917 632 6072 | |
| MS. REDINA C. MANLAPAZ Officer-In-Charge. RWO 3 | Matulungin cor. Mahusay St., Diosdado Macapagal Government Center, Brgy. region3@owwa.gov.ph | O45 | Direct Line RWO3 / WAU Program Services Division SM Satellite Office Clark Int'l. Airport Satellite Office Welfare Assistance Unit /SENA WAP Disability,Medplus) EDSP / ELAP Scholarship EASE ELAP LIV. ODSP / SESP / SUP Reintegration Unit DOLE AKAP & Other Special Programs Cash Unit | 300-7400 9176597743 901-4502 9178376493 9566924369 9566924303 9566924334 9566924319 9566924403 9566924352 9566924338 9566924361 9566924407 9566924396 | |
| | | | Tele Med | 09663845018 / 09663845016 | |
| | | | HOTLINES: | | |
| | | | FWO-Aurora FWO-Bataan FWO-Bulacan FWO-Nueva Ecija FWO-Pampanga FWO-Tarlac FWO - Zambales | 9566924357 9566924331 9558938827 9566924323 9566924356 9566924353 9566924422 | |
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| MS. ROSARIO C. BURAYAG Director II, RWO - 4A | Ground Floor Parian Commerce Center II, National Highway, Brgy. Parian, region4a@owwa.gov.ph | 49 | Membership Collection Education and Training Unit Social Benefits Unit RU WELFARE CASES WAP CASH - Project EASE REBATE | 523-7857 536-1080 0910-931-7157 0915-830-3001 0951-290-1668 0912-443-5016 0935-566-1505 0947-272-8409 9636519044 0919-838-5744 | |
| | | | HOTLINES: 0951-244-1378 / 0967-299-0477 | | |
| | | | TABANG OFW DOLE AKAP | 9381371841 9634760835 | |
| | | | SATELLITE DESK | | |
| | | | Cavite Provincial Satellite Office Laguna Provincial Satellite Office Batangas Provincial Satellite Office Rizal Provincial Satellite Office Quezon Provincial Satellite Office Landline | 9815380997 9815380996 9815380998 9815381001 9815380999 (049) 523-7857 (049) 523-7418 | |
| GERALD M. TAN Director II, RWO - 4B | Unit 8-C 8th Floor Marc 2000 Tower 1973 Taft Avenue cor. San Andres St. Malate, Manila 1004 region4b@owwa.gov.ph | 2 43 043 042 042 048 | 8353-9016 | | 8353-8986 |
| | | | SATELLITE OFFICES | | |
| | | | Oriental Mindoro Occidental Mindoro Marinduque Field Office Romblon Field Office Palawan Field Office | 441-8156/0926-723-0466 0948-028-9989 0905-813-8102 0938-339-3189/0963-697-9028 0936-285-5158 | |
| | | | HOTLINE: 0961-457-3685 | | |
| | | | 9175018749 | | |
| MS. JENIVIE D. AGUALLO Officer-In-Charge, RWO - 5 | 4th Floor Ayala Malls Brgy. 36, Capantawan, Legazpi, Albay region5@owwa.gov.ph Satellite Office NAGA - | 52 054 | ADMIN Livelihood Scholarship Social Benefits Repatriation E-card/ Rebate/AKAP/Others | 201-4247 /201-5937 0906-355-1471 / 0963-779-9430 0929-141-8015 / 0995-728-2671 0905-486-7306 9214750192 0921-475-0192 9682914437 | |
| | | | NAGA SATELLITE | | |
| | | | NAGA Naga (BPBH/EDLP/Repat/Welfare Ca Masbate Camarines Norte Sorsogon Catanduanes | 0919-497-6151 9481318138 0995-245-9822 0949-138-4070 0949-347-4972 0910-302-7413 | |
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|--|---|----------------------|---|--|----------|
| MR. ROSALITO J. SULTAN Officer-In-Charge, RWO 9 region9@owwa.gov.ph | 3rd Floor Goodwill Center, Mayor Jaldon St. Canelar, Zamboanga City 7000 region9@owwa.gov.ph | 062 | Main Hotline Accounting Disbursing Programs and Services Division Field Offices Isabela City, Basilan Pagadian City | (062) 991 - 2785 0918 702 5411 (062) 955 - 2553 (062) 993 - 6219 (062) 313 - 4532 | |
| | | 62 | Ipil, Zamboanga Sibugay Buug, Zamboanga Sibugay Liloy, Zamboanga del Norte Dipolog City | 0977 047 2000 (062) 947 -0521 0945 769 9691 0931 718 7650 0912 972 0352 0967 872 0053 0905 771 4421 (065) 917 - 0188 0985 350 2967 | |
| | | 65 | | | |
| MS. LEONOR C. MABAGAL Officer-In-Charge, RWO - 10 region10@owwa.gov.ph | 2nd Floor, Trinidad Building Corrales-Yacapin Street Cagayan de Oro City 9000 region10@owwa.gov.ph | O8822 088 | 09173246405 | 722-863 / 728-341 857-6511 | 857-5723 |
| | | | | HOTLINE: 0917-548-0033 / 09177716422 | |
| MS. GINA MAE L. QUIMORA Officer-In-Charge, RWO - 11 region11@owwa.gov.ph | LynJun Alegre-Sardido BESJC Bldg Cadelaria St., Ecoland, Bucana, Davao region11@owwa.gov.ph | O82 | 09761041457 PSD ACCOUNTING | 221-8593 / 227-9536 | |
| | | | | HOTLINE: 0951-0523418 / 0963-5385149 | |
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| | | | Social Benefits Program (Insurance) Welfare Case Cashier/EDLP (Loan Program) Balik Pinas, Balik Hanapbuhay Education and Scholarship Program DOLE AKAP OWWA Hotline | 0963 177 5003 0917 572 1303 0906 9284 793 0909 273 5782 / 0931 974 5031/ 0981 1260003 0963 177 5016 0955 375 8991 0908 888 1303 | |

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| MR. HABIB G. MALIK Officer-In-Charge, RWO - BARMM | 2nd flr Mags Audio Accessories Bldg 039 Quezon Avenue Cotabato City 9600 armm@owwa.gov.ph | 064 | 9171409540 | 421-7236 557-1815 / 421-7237 | (064) 421-7236 |
| | | | HOTLINE: 0917-622-0140 | | |
| MR. RODEL P. DELIGERO Officer-In-Charge, RWO CARAGA | Nimfa Tiu Building II J.P. Rosales Avenue Butuan City 8600 caraga@owwa.gov.ph | 85 | 9178648922 Admin & Finance OWWA-NRCO RU Program and Services Division Welfare Case Unit ETU | 815-1894 0938-231-2119 0912-328-9262 0939-925-9895 / 0917-315-0590 0927-634-2677 0938-316-3838 | |
| | | | HOTLINE: 0917-315-0590/0939-925-9895 | | |

C. OWWA OVERSEAS POSTS

| COUNTRY / POST | NAME OF OFFICERS | CONTACT DETAILS |
|--------------------------------|--|--|
| ASIA PACIFIC (12 Posts) | | |
| 1. BRUNEI | Welfare Officer Maria Cristina B. Mallare Administrative Staff Heidi E. Leonardo | Embassy of the Republic of the Philippines, Brunei Migrant Workers Office - Overseas Welfare Office Annajat Complex, Lot 71077, Kampong Mata-Mata, Mukim Gadong Bandar Seri Begawan, Brunei Darussalam T: MWO +6732 237 052; +6732 236 981 HOTLINE: +673 874 1972 T: MWO +673 7291316 T: OWWA (00673) 2225526; Hotline: (00673) 7291315 E: (OWWA) brunei@owwa.gov.ph; (ATN) mwo_brunei@dmw.gov.ph |
| 2. HONGKONG | Welfare Officer Marilou M. Sumalinog Administrative Staff Dianna Rose A. Uyan Administrative Staff Rowella Munar Administrative Staff Jed C. Dela Cerna | Consulate General of the Philippines, Hong Kong, SAR Migrant Workers Office - Overseas Welfare Office 2902 29/F, United Centre, 95 Queensway Admiralty Hongkong-China MWO : (00852) 28664882 / 28238567; Fax: (00852) 28613521; Hotline: (00852) 55291880 OWWA : (00852) 34604335; Fax: (00852) 34604336; Hotline: (00852) 63459324 E: (OWWA) hongkong@owwa.gov.ph; (ATN) mwo_hongkong@dmw.gov.ph |
| 3. TOKYO-JAPAN | Welfare Officer Geronico Herrera Administrative Staff Josie Damaso | Embassy of the Republic of the Philippines, Tokyo, Japan Migrant Workers Office - Overseas Welfare Office 5-15-5 Roppongi, Minato-Ku, Tokyo, 106-8537 Japan T: MWO (00813) 64410428/ 64410478; OWWA (00813) 64410959 / Hotline (00813) 64410959 F: MWO (00813) 64413436 E: (OWWA) japan@owwa.gov.ph (ATN) MWO_tokyopost@yahoo.com.ph; mwo_japan@dmw.gov.ph |
| 4. OSAKA-JAPAN | OIC-Administrative Staff Jonel Q. Habon | Consulate General of the Philippines, Osaka, Japan Migrant Workers Office - Overseas Welfare Office 7th flr Urban Center Midotsuji, 4-3-5, Awaji-Machi, Chou-ku, Osaka Japan F: (001202) 8875830 MWO: +81 665 757 593; OWWA : +817024474016 E: (OWWA) osaka.owwa.gov.ph (ATN) mwoosaka.atn@gmail.com |

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| 5. MACAU - SAR | <p><i>Welfare Officer Joyce J. Dalisay</i> <i>Administrative Staff Aurora Abella</i></p> | <p>Consulate General of the Philippines, Macau SAR Migrant Workers Office - Overseas Welfare Office MO Space, 19 Floor Centro Comercial Cheng Feng Alvenda Dr. Carlos Assumpcao 336-342 Macau-Special Administrative Region <u>Telefax: (00853) 28715039, 2875711 loc. 115</u> OWWA Hotline: (00853) 66872509 E: (OWWA) macau@owwa.gov.ph; (ATN) mwo_macau@dmw.gov.ph</p> |
| 6. MALAYSIA | <p><i>Welfare Officer Rosanna G. Siray</i> <i>Administrative Staff Edeline Cuevas</i> <i>Administrative Staff Maria Luisa Eddun</i></p> | <p>Embassy of the Republic of the Philippines, Kuala Lumpur, Malaysia Migrant Workers Office - Overseas Welfare Office No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia MWO MWOFRC: No. 95 Jalan Perkasa, Taman Maluri, Cheras 55100 Kuala Lumpur, Malaysia T: MWO (603) 2148-4233 loc 122 / 21817299, OWWA (603) 9202 3756 Mobile: +60173687858 (WELOF), +60192501490 (AS Salazar) OWWA Hotline: (0060) 197326516 E: (OWWA) malaysia@owwa.gov.ph; (ATN) atn.mwo.kl@gmail.com</p> |
| 7. SINGAPORE | <p><i>Welfare Officer Florencio D. Teves III</i> <i>Administrative Staff Marylou O. Bibanco</i></p> | <p>Embassy of the Republic of the Philippines, Singapore Migrant Workers Office - Overseas Welfare Office #12, 13-14, Level 16, Devonshire Wing, 111 Someersset Road (TripleOne Somerset BLDG), Singapore 238164 T: MWO (0065) 65060546 ext 134 &135; OWWA (0065) 637-3977 M : +65 9113-6552/ +65 9023-5601 T: OWWA (0065)6951-4001 ext 107 E: (OWWA) singapore@owwa.gov.ph; owwasingapore15@yahoo.com; (MWO) mwo_singapore@dmw.gov.ph</p> |
| 8. SOUTH KOREA | <p><i>Welfare Officer Cornelia DG. Chanco</i> <i>Adminsitratve Staff Nic Anne A. Somido</i></p> | <p>Embassy of the Republic of the Philippines, Seoul, South Korea Migrant Workers Office - Overseas Welfare Office 2nd Flr 5-19 Itaewon-dong, Yongsan-gu, Seoul Republic of Korea T: MWO (00822) 37853634, 37853635 F: (00822) 37853624 MWO Hotline: (008210) 45736290; OWWA Hotline: (008210)010 6598 9338 E: (OWWA) southkorea@owwa.gov.ph</p> |

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| <p>9. TAIWAN - KAOHSIUNG</p> | <p><i>Welfare Officer Zenaida S. Ramos</i> <i>Administrative Staff Racquel Lastimosa</i></p> | <p>Manila Economic and Cultural Office Migrant Workers Office - Overseas Welfare 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/ ATN Hotline +886911052905 E: (OWWA) kaohsiung@owwa.gov.ph; (ATN) mwo_khaosiung@dmw.gov.ph; atnmwokhh@gmail.com</p> |
| <p>10. TAIWAN - TAICHUNG</p> | <p><i>OIC-Administrative Staff Marian Reforsado</i></p> | <p>Manila Economic and Cultural Office Migrant Workers Office - Overseas Welfare Office Philippine Labor Center - Taichung 20F, No. 220 Longbang Building (Building B) Sec. 2, Taiwan Boulevard West District, Taichung City, Taiwan T: MWO (008864)2322-8835 , OWWA (008864) 2322-8836 F: MWO (008864) 2322-2889 E: (OWWA) taichung@owwa.gov.ph; (ATN) mwo_taichung@dmw.gov.ph; txgatnservice@gmail.com</p> |
| <p>11. TAIWAN - TAIPEI</p> | <p><i>Welfare Officer Ruth Roselynn C. Vibar</i> <i>Administrative Staff Mame M. Halanes</i></p> | <p>Manila Economic & Cultural Office Migrant Workers Office - Overseas Welfare Office 55 & 57 Zhouzi Street, Neihu District, Taipei City, Taiwan 114 T: (008862) 26588299 (OWWA Section), (008862) 26589210/11 (Labor Section) F: (008862) 26589123 Hotline: (00886) 932218057 E: (OWWA) taipei@owwa.gov.ph</p> |
| <p>12. NEW ZEALAND</p> | <p><i>Welfare Officer Sylvia Tolentino</i></p> | <p>Embassy of the Republic of the Philippines, Wellington, New Zealand Migrant Workers Office - Overseas Welfare Office Level 1, 286 Thorndon Quay, Pipitea Wellington, New Zealand 6011 OWWA : +6442601161 E: (OWWA) wellington@owwa.gov.ph; (ATN) pmwo_newzealand@dmw.gov.ph</p> |

| MIDDLE EAST AND AFRICA (13 POST) | | |
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| 13. BAHRAIN | Welfare Officer Juvilyn Anns Gumabay | Embassy of the Republic of the Philippines, Manama, Bahrain Migrant Workers Office - Overseas Welfare Office Bldg 2166, Road 2755, Block 327, Adliya, Kingdom of Bahrain T: MWO (00973) 17740951, 17740139 (MWOFR)C) F: (00973) 17740829 T: OWWA (00973) 17721908 OWWA Hotline: (00973) 37258755 (WELOF Adel) E: (OWWA) bahrain@owwa.gov.ph |
| 14. ISRAEL | Welfare Officer Dina C. Ponciano Welfare Officer Karen Joy B. Padduyao | Embassy of the Republic of the Philippines, Tel-Aviv, Israel Migrant Workers Office - Overseas Welfare Office 18 Rehov Bnei Dan Street 6226009, Tel Aviv, Israel T: MWO (009723) 6010517, 6010521 T: OWWA (009723) 6022469 OWWA Hotline: (00972) 507691583 (WELOF Ponciano) E: (OWWA) israel@owwa.gov.ph |
| 15. JORDAN | Welfare Officer Rosalin Lavin | Embassy of the Republic of the Philippines, Amman, Jordan Migrant Workers Office - Overseas Welfare 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: (OWWA) jordan@owwa.gov.ph; (ATN) mwo_jordan@dmw.gov.ph |
| 16. KINGDOM OF SAUDI ARABIA - AL KHOBAR (ERO) | Welfare Officer Laureen C. Musa Administrative Staff Wilfredo Paquera Jr. Administrative Staff Renato Dela Cruz Administrative Staff Kimmy L. Verzosa | Embassy of the Republic of the Philippines, Riyadh, KSA (Al Khobar) Migrant Workers Office - Overseas Welfare Office 2nd Floor Room 344 Al Khobar Mall Al Khobar, Eastern Region, KSA Tel. No. : +966 3 8941846 / Fax No. : +966 3 8995714 Hotline : +966 5623 9926 E: (ATN) mwo_alkhobar@dmw.gov.ph; (OWWA) alkhorbar@owwa.gov.ph |

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| 17. KINGDOM OF SAUDI ARABIA - JEDDAH | <i>Welfare Officer Richard Zeñeres</i> <i>Welfare Officer Harry B. Borres</i> <i>Administrative Staff Dexter F. Paro</i> <i>Administrative Staff Sarah P. Togonon</i> | Consulate General of the Philippines, Jeddah, KSA Migrant Workers Office - Overseas Welfare Office 4663 Al Fajr St., Al-Rehab District 6, Jeddah 21412 Kingdom of Saudi Arabia M: (009665) 573084431 OWWA Hotline: 0544737797 E: (OWWA) jeddah@owwa.gov.ph |
| 18. KINGDOM OF SAUDI ARABIA - RIYADH and UNAIZAH (CRO) | <i>Welfare Officer Sergio Borgueta Jr.</i> <i>Welfare Officer Allen J. Arroyo</i> <i>Welfare Officer Eric Val T. Miranda</i> <i>Administrative Staff Dolly Ann Camacho</i> <i>Administrative Staff Aprila Bisquera</i> <i>Administrative Staff Reggie Mark DG Arevalo</i> <i>Administrative Staff Jenny Umag</i> | Embassy of the Republic of the Philippines, Riyadh, KSA Migrant Workers Office - Overseas Welfare Office 3627 Makkah Al Mukarramah Branch Road, Al Mutamarat, Riyadh 12711 8103 OWWA Hotline: (00966) 502850944 OWWA Hotline: (00966) 570042744 E: (MWO) mwo_riyadh@dmw.gov.ph E: (OWWA) welfare_riyadh@owwa.gov.ph |

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| 19. KUWAIT | <p>Welfare Officer Genevieve C. Aguilar-Ardiente Welfare Officer Emmanuel Santiago C. Diaz</p> <p>Administrative Staff Marjan Lolit Salazar Administrative Staff Sheilanie Mamuric Administrative Staff Robert Ryan Sison</p> | <p>Embassy of the Republic of the Philippines, Kuwait Migrant Workers Office - Overseas Welfare Office Sabah Al Salem, Block 2, Street 213, Building 257 State of Kuwait OWWA Hotline: +965-94039063 T: MWO Hotline +965-65585355 & +965-60403858 EMERGENCY HOTLINE : 112 E: (MWO) mwo_kuwait@dmw.gov.ph; (OWWA) kuwait@owwa.gov.ph</p> |
| 20. LEBANON | <p>Welfare Officer Windelin Marquez Administrative Staff Eunice Ann F. Flores Administrative Staff Absalon N. Aguilar Jr.</p> | <p>Embassy of the Republic of the Philippines, Beirut, Lebanon Migrant Workers Office - Overseas Welfare Office W Building, Rue Mar Geries, Hadath Baabda, Mount Lebanon, Republic of Lebanon MWO-ATN Hotline: 00961 71418657 / 79 110 729 OWWA Hotline: 00961 76 681 603 E: (OWWA) lebanon@owwa.gov.ph; (ATN) mwo_lebanon@dmw.gov.ph</p> |
| 20. LIBYA | | <p>Embassy of the Republic of the Philippines Km 7 Gargaresh Road, P.O. Box 12508, Abunawas, Tripoli, Libya T: (0021821) 4832544; (0021891) 6738630; (0021821) 4837059 T: (21821) 483-2544; (21891) 673-8630; (21821) 483-7060 OWWA Hotline: (00218) 918244208</p> |
| 21. MOROCCO | | <p>Embassy of the Republic of the Philippines, Rabat, Kingdom of Morocco Migrant Workers Office - Overseas Welfare Office 1 Avenue AL Arz corner Addolb Near Mehdi Ben Barka roundabout, Block 1, Sector 8, Hay Riyadh, Rabat, Morocco MWO Hotline: +212-6670333587 E: (MWO) mwo_rabat@dmw.gov.ph</p> |
| 21. OMAN | <p>Welfare Officer Carmelita T. Raquiza Administrative Staff Myrna Aquino</p> | <p>Embassy of the Republic of the Philippines, Muscat, Oman Migrant Workers Office - Overseas Welfare Office Building No. 1041/1043(Embassy) 1045(MWO), Way No. 3015, Al-Kharjiyyad St., Shatti Al-Qurum, P.O. Box 420, Postal Code 115, Madinat, Qaboos, Muscat, Sultanate of Oman OWWA Hotline: (00968) 79657754 and 97551981 E: (OWWA) oman@owwa.gov.ph</p> |

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| 22. QATAR | <i>Welfare Officer Luzviminda Tumaliuan</i> <i>Administrative Staff Emerita Germa</i> <i>Administrative Staff Monsour Edward Maninang</i> <i>Administrative Staff Zara Zita P. Reyes</i> <i>Administrative Staff Christabele Lirag</i> | Embassy of the Republic of the Philippines, Doha, Qatar Migrant Workers Office - Overseas Welfare Office Building No 17 Street No. 908 Zone No. 66 Ad Dawhah Municipality Doha, State of Qatar 24900 MWO Hotline: (00974) 33182459 OWWA Hotline: (00974) 30921758 E: (MWO) mwo_qatar@dmw.gov.ph; (OWWA) qatar@owwa.gov.ph (ATN) atn.mwoqatar@gmail.com |
| 23. UNITED ARAB EMIRATES - ABU DHABI | <i>Welfare Officer Romeo Asuit</i> <i>Welfare Officer Ma. Ireen C. Cambaling</i> <i>Administrative Staff Daisy R. Alilio</i> <i>Administrative Staff Marco Antholin Santos</i> <i>Administrative Staff Heidi Hosillos</i> <i>Administrative Staff Mary Antoinette G. Cristobal</i> | Embassy of the Republic of the Philippines, Abu Dhabi, UAE Migrant Workers Office - Overseas Welfare Office W-48, Street No. 8, Sector 2-23, Plot No. 51 Al Qubaisat, Abu Dhabi United Arab Emirates 3125 T: MWO (009712) 56 2709157/ 0547258482 OWWA Hotline: (00971)0545572121, 0585943131 E: (OWWA) abudhabi@owwa.gov.ph; (ATN) mwo_abudhabi@dmw.gov.ph |
| 24. UNITED ARAB EMIRATES DUBAI | <i>Welfare Officer Melvin D. Caseda</i> <i>Welfare Officer Esperanza Cobarrubias</i> <i>Welfare Officer Judith Santos</i> <i>Administrative Staff Femie Cierva</i> <i>Administrative Staff Rolando Pocholo Talento</i> <i>Administrative Staff Tzarina Clasara</i> | Philippine Consulate General, Dubai, UAE Migrant Workers Office - Overseas Welfare Office No. 35A Beirut St., Community 234, Al Qusais 3, P.O. Box 4960. Dubai United Arab Emirates T: (009714) 2207011 MWO - OWWA M: (00971) 563374646; (00971) 502274963; (00971) 505106170 (PRO) MWO Hotline: (00971) 506526626; OWWA Hotline: (00971)505585536 E: (OWWA) dubai@owwa.gov.ph; (ATN) mwo_dubai@dmw.gov.ph |

| EUROPE AND AMERICAS (10 Post) | | |
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| 25. CANADA - TORONTO | Welfare Officer Benny I. Reyes Administrative Staff Catherine C. Romulo | Philippine Consulate General, Toronto, Canada Migrant Workers Office - Overseas Welfare Office 160 Eglinton Avenue East, Suite 200, Toronto Ontario M4P 3B5, Canada T: (MWO) (1416) 975-8252 F: (MWO) (1416) 975-8277 E: (OWWA) toronto@owwa.gov.ph; (ATN) mwo_toronto@dmw.gov.ph |
| 26. CANADA - VANCOUVER | Welfare Officer Allan A. Ignacio | Philippine Consulate General, Vancouver, Canada Migrant Workers Office - Overseas Welfare Office Suite 601, World Trade Center Office Complex 999 Canada Place, Vancouver, BC, Canada V6C 3E1 T: (MWO) (1604) 641-1234 F: (MWO) (1604) 767-3354 E: (OWWA) vancouver@owwa.gov.ph; (ATN) mwo_vancouver@dmw.gov.ph |
| 28. CYPRUS | | Philippine Overseas Labor Office Migrant Workers Office - Overseas Welfare Office Flat 13 4th Floor, 26 Grivas Digenis Ave., 1066 Nicosia, Cyprus T: MWO (00357) 22106995 F: MWO (00357) 22106996 E: (MWO) MWOcyprus2016@yahoo.com |
| 27. GREECE | Welfare Officer Marivic L. Mondina Administrative Staff Richie James Uy | Embassy of the Republic of the Philippines, Athens, Greece Migrant Workers Office - Overseas Welfare Office 10 Fthiotidos St., 11523 Ambelokipi, Athens, Greece Telefax: (0030) 2106983335; (0030) 2106982871 OWWA Direct Line: +210 6982871 OWWA Hotline: +30 6943278819 COVID-19 Matters : +30 6908844747 E: (OWWA) owwagreece@yahoo.com; greece@owwa.gov.ph; (ATN) mwo_greece@dmw.gov.ph |

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| 28. ITALY - MILAN | Welfare Officer <i>Petrona M. Bergado</i> Administrative Staff <i>Jeanelyn B. Latosa</i> | Philippine Consulate General, Milan, Italy Migrant Workers Office - Overseas Welfare Office Viale Stelvio 71-Via Bernina 18, 20159 Milan, Italy MWO Hotline : +39 3756572333; OWWA Hotline : +39 3756762592 E: (OWWA) milan@owwa.gov.ph; (ATN) mwo_milan@dmw.gov.ph |
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| 30. SPAIN | OIC-Administrative Staff <i>Verusckha Ardel Maling</i> | Embassy of the Republic of the Philippines, Madrid Migrant Workers Office - Overseas Welfare Office Calle Serrano 161, Planta Baja, 28002 Madrid, Spain T: OWWA (0034) 917818626; MWO (0034) 915776755 MWO Hotline: (0034) 640804090; OWWA Hotline: (0034) 678246390 E: (OWWA) spain@owwa.gov.ph; (ATN) mwo_madrid@dmw.gov.ph |

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| 31. UNITED KINGDOM LONDON | <i>Welfare Officer Sheila Mae J. Aguilar</i> <i>Administrative Staff Margie F. Ungson</i> | Embassy of the Republic of the Philippines, London Migrant Workers Office - Overseas Welfare Office 6 Suffolk St., London, SW1Y 4HG T: MWO (0044207) 4511832; (0044207) 8398039; (44207) 4511833 F: (0044207) 8397345 T: OWWA (0044207) 8398078; (0044207) 4511832 OWWA Hotline : (0044) 7823627119 E: (OWWA) london@owwa.gov.ph |
| 32. GERMANY | <i>Welfare Officer Sylvia H. Gabriel</i> <i>Administrative Staff Joyce Ann Lorenzo</i> | Embassy of the Republic of the Philippines, Berlin, Germany Migrant Workers Office - Overseas Welfare Office Luisenstrasse 16, 10117 Berlin, Germany OWWA : +49152237657614 (Welof Gabriel) Hotline: +490308649500 local 303 E: (OWWA) berlin@owwa.gov.ph; (MWO) mwo_berlin@dmw.gov.ph |
| 33. USA-LOS ANGELES | | Consulate General of the Philippines, Los Angeles, USA Migrant Workers Office - Overseas Welfare Office 3435 Wilshire Boulevard, Suite 2285, Los Angeles, California 90010 USA MWO Hotline : +1 213 223 1120; OWWA Hotline: +1 213 800 2836 E: (OWWA) losangeles@owwa.gov.ph; (MWO) mwo_losangeles@dmw.gov.ph |
| 34. USA-WASHINGTON DC | <i>Welfare Officer Mae D. Codilla</i> <i>Administrative Staff Freya E. Palad</i> | Embassy of the Republic of the Philippines, Washington D.C., USA Migrant Workers Office - Overseas Welfare Office 1600 Massachusetts Ave. NW, Washington, DC 20036, United States of America MWO Hotline : 0012024679426; OWWA Hotline: 0012024679413 F: (001202) 8875830 E: (OWWA) washington@owwa.gov.ph; (MWO) mwo_washington@dmw.gov.ph |

NOTHING FOLLOWS