

FRONTLINE SERVICE:	FILING/DOCKETING OF CASES	
OFFICE/LOCATION:	Docket and Enforcement Division/3 rd Floor	
CLIENTS/CUSTOMERS:	Complainant: Overseas Filipino Workers, Recruitment Agencies, Representatives of Foreign Principals/Employers	
DOCUMENTARY REQUIREMENTS:	<p>Five (5) copies of complaints - verified/under oath accompanied by the following documents:</p> <p>A. For Recruitment Violation Cases</p> <ol style="list-style-type: none"> 1. List of Agency Personnel as verified from Licensing Branch 2. Agency Status as verified from Licensing Branch 3. Request to Docket Case from the Conciliation Unit <p>B. For Disciplinary Action Cases</p> <ol style="list-style-type: none"> 1. OFW Record/Information Sheet 2. Request to Docket Case from the Conciliation Unit 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1: File the complaint along with the required documents at the Docket and Enforcement Division, 3 rd Floor.		Docket Officer
Step 2: Draw a numbered pingpong ball from the tambolito to identify the Overseas Employment Adjudicator (OEA) who will handle the case.		Docket Officer
Step 3: Receive file copy of the complaint with attached documents duly stamped "RECEIVED" indicating the case number and the OEA who will handle the case.		Docket Officer
Step 4. Wait for the notice of hearing or preliminary conference.		Overseas Employment Adjudicator
PROCESS CYCLE TIME:	Twenty (20) minutes	

Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Forms and put in the drop boxes located at the POEA lobby and offices.
- Send your feedback through e-mail info@poea.gov.ph. Your feedback shall be forwarded to the departments concerned for prompt action.
- Talk to the Division Chief/Manager of the concerned POEA Office/department.

THANK YOU for helping us continuously improve our services.



CITIZENS FEEDBACK FORM

We would like to serve you better.

Please let us know how we have served you.

Layunin po naming paglingkuran kayo nang maayos.

Sabihin po ninyo kung paano pa namin kayo mapapaglingkuran ng lubos.

Please check appropriate box. Thank you.

Paki-tsek. Salamat po.





Nasiyahan Ako



Hindi Ako Nasiyahan

Person(s)/Unit/Office Visited [*Tao/pangkat/tanggapan na nagbigay ng serbisyo*]:

Service Requested [*Serbisyong Hiningi*]

Please check if Yes or No <i>Paki-tsek po kung Oo o Hindi</i>	 Yes	 No
Promptly served? <i>Inasikaso po ba kayo agad?</i>		
Courteously served? <i>Magalang po ba ang pag-asikaso sa inyo?</i>		
Got services you requested on time? <i>Nakuha po ba ang serbisyong hiningi sa tinakdang oras?</i>		

Recommendation(s)/Suggestion(s)/Desired Action from our Office.

[Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan Maaaring pong gamitin ang likurang bahagi para sa karagdagang komento o mungkahi]

Name [*Pangalan*]: _____

Office/Agency (*Tanggapan/Ahensya*): _____

Address [*Tirahan*]: _____

Contact Number(s) (*Telepono/Cellphone*): _____

E-mail Address (if any) _____ Signature [*Lagda*] _____

You may contact us through: E-mail: info@poea.gov.ph Tel no. 7221144 / 7221155

Please drop the filled up form in our designated box

[Pakihulog po itong form sa aming kahon]

Maraming salamat po...