

<b>FRONTLINE SERVICE:</b>	<b>VERIFICATION/CERTIFICATION OF OFW RECORDS</b>
<b>OFFICE/LOCATION:</b>	Central Records Division (CRD), 6 <sup>th</sup> Floor
<b>CLIENTS/CUSTOMERS:</b>	OFWs, OFW Family/Relatives; Recruitment and Manning Agencies; Private Entities and other Government Agencies
<b>DOCUMENTARY REQUIREMENTS:</b>	<p><b><i>Request by OFW Himself:</i></b></p> <ol style="list-style-type: none"> <li>1. Accomplished Verification Request Form</li> <li>2. Identification document with picture (Passport, Driver's License, PRC Card, NBI Clearance, Company ID, etc.)</li> </ol> <p><b><i>Request by Members of the Family or Relatives of the OFW:</i></b></p> <ol style="list-style-type: none"> <li>1. Accomplished Verification Request Form</li> <li>2. Proof of Relationship (original or authenticated or certified true copy) <ol style="list-style-type: none"> <li>a. Spouse - marriage contract</li> <li>b. Children- birth certificate of the requesting party</li> <li>c. Siblings - birth certificate of the requesting party and birth certificate of the OFW</li> <li>d. Parents - birth certificate of the OFW</li> </ol> </li> <li>3. Identification document with picture (Passport, Driver's License, PRC Card, NBI Clearance, Company ID, etc.)</li> </ol> <p><b><i>Request by Other Parties:</i></b></p> <ol style="list-style-type: none"> <li>1. Accomplished Verification Request Form/Formal Written Request Indicating the Purpose</li> <li>2. Other Requirements <ol style="list-style-type: none"> <li>a. Persons Authorized by the OFW <ul style="list-style-type: none"> <li>- Special Power of Attorney</li> </ul> </li> <li>b. Government Agencies <ul style="list-style-type: none"> <li>- Proof of authority of representative to receive the record</li> </ul> </li> <li>c. Parties with case filed in court <ul style="list-style-type: none"> <li>- Court order to the POEA or</li> <li>- Letter request from the law office with authorization from the complaining party</li> </ul> </li> </ol> </li> <li>3. Identification document with picture (Passport, Driver's License, PRC Card, NBI Clearance, Company ID, etc.)</li> </ol>
<b>FEES:</b>	None

PROCEDURE:	PERSON IN CHARGE
<p>Step1: Get service number and Verification Request Form from the Guard on Duty at the CRD, 6<sup>th</sup> Floor.</p> <p>Step2: Fill out the Verification Request Form and attach the requirements. Wait for your number to be called.</p> <p>Step 3: Proceed to the Service Window when your number is called. Submit the accomplished form and requirements for evaluation. If documents are complete and in order, your requested records will be verified and printed. If requirements are incomplete, a verification status form will be given indicating the documents that need to be complied with.</p> <p>Wait for your name to be called at the Releasing Window.</p> <p>Step 4. Proceed to the Releasing Window when your name is called. A duly certified print-out of information sheet or certification of no record shall be released to you.</p> <p>If the record requested needs manual retrieval of contracts and/or OFW Information Sheets, you will be issued a Verification Status Form which indicates the date when you will return to get your requested record.</p> <ul style="list-style-type: none"> <li>▪ Sign on the Releasing Logbook as proof of receipt of the record.</li> </ul>	<p>Guard on Duty</p> <p>Client</p> <p>Records Officer</p> <p>Releasing Officer</p>
<p><b>PROCESS CYCLE TIME:</b></p>	<ul style="list-style-type: none"> <li>▪ 25 minutes - Electronic retrieval of records</li> <li>▪ 1 day - Manual retrieval of LB and SB records</li> <li>▪ 5 hours - Manual retrieval of BM records</li> <li>▪ 1 day - Written or multiple request</li> </ul>

# 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](mailto: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*]:

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Service Requested [*Serbisyong Hiningi*]

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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]*

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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...*