

FRONTLINE SERVICE:	REGISTRATION OF SRC APPLICANTS
OFFICE/LOCATION:	Seabased Employment Accreditation and Processing Center (PSO)/Mezzanine Floor
CLIENTS/CUSTOMERS:	Individual Seafarers, Licensed Seabased Agencies
DOCUMENTARY REQUIREMENTS:	<p>REGULAR REGISTRATION</p> <p><i>New Entrants:</i></p> <ol style="list-style-type: none"> 1. Application Form 2. Valid Seafarer's Identification and Record Book (SIRB) 3. Certification, Authentication, Verification (CAV) issued by the Department of Education (DepEd), Commission on Higher Education (CHED) or Technical Education and Skills Development Authority (TESDA) 4. Basic Safety Training Course Certificate 5. One (1) piece 2x2 picture and one 1x1 picture 6. SSS employment history and actual premium print out and certificate of employment for those with one (1) year sea experience or with two (2) years related landbased experience. <p><i>Change Rating or Upgrading of Rating:</i></p> <ol style="list-style-type: none"> 1. Application Form 2. Valid Seafarers Identification and Record Book (SIRB) 3. Old Seafarer's Registration Certificate (SRC) 4. Certificate of Employment and SSS employment history and actual premium print out if with one (1) year inter-island experience or with two (2) years related landbased experience 5. Professional Regulation Commission (PRC) license for officers (PRC ID, Board Certificate, Endorsement Certificate or Certificate of Competency) 6. One (1) piece 2x2 picture and one 1x1 picture 7. Employment Contract for agency endorsed applicants

C3 REGISTRATION:

Issued to registrants who do not meet the minimum requirements of regular registration but possess certain skills, related trainings or have limited sea/land experience:

1. Application Form
2. Employment Contract from Hiring Agency
3. Valid Seafarer's Identification and Record Book (SIRB)
4. Certification, Authentication, Verification (CAV) issued by DepEd, CHED or TESDA
5. Basic Safety Training Course Certificate
6. One (1) piece 2x2 picture
7. Certificate of Employment with SSS premium employment history and actual premium print out or Training Certificate for related position
8. Guaranty Undertaking executed by Agency Head/Representative
9. Request to process seafarer/s
10. Seafarer's Information Sheet
11. Certified true copy of Certificate of Cover

C2 REGISTRATION:

Issued to C3 registrants who have rendered less than one (1) year sea service from date of C3 registration. (A Seafarers Registration Certificate is issued upon completion of 12 months sea service):

1. Application form
2. Employment Contract from Hiring Agency
3. Request to process seafarer/s
4. Valid Seafarer's Identification and Record Book (SIRB)
5. One (1) piece 2x2 picture
6. Old C3 Certificate
7. Certified true copy of Certificate of Cover

FEES:

- PhP50.00 - New/Upgrading of SRC/C2-C3
- PhP150.00 - Lost SRC

PROCEDURES:		PERSON IN CHARGE
Regular Registration:		
Step 1.	Get application form from Security Guard at the lobby from 7 a.m. to 8 a.m. or at the entrance to Mezzanine Floor after 8 a.m.	Guard on Duty
Step 2.	Fill out form, attach one (1) 2x2 picture and submit complete documents to the evaluator at the SRC unit, Mezzanine Floor and wait for the result of the evaluation.	Evaluator
Step 3	Complete documents shall be returned to the applicant for payment at the Cashier at the 5 th Floor. (Incomplete documents shall be returned with instructions to comply with the lacking requirements).	Evaluator
Step 4.	Proceed to the POEA Cash Division, 5 th Floor, for payment of the required fees and issuance of the Official Receipt (OR).	Cashier
Step 5.	Re-submit complete documents at the designated counter for encoding.	Encoder
Step 6.	Proceed to the waiting area for the release of the SRC (10:00am to 12:00pm and 3:00pm to 5:00pm).	
Step 7.	Present the Official Receipt to the releasing counter for the release of SRC.	Releasing Clerk
Step 8.	After receiving the SRC, please sign the ID and attach one (1) 1x1 picture.	
C3 and C2 Registration:		
Step 1.	Submit agency request with the requirements at the designated counter.	Evaluator
Step 2.	Wait for the result of the evaluation.	
Step 3.	For those with complete documents, proceed to the POEA Cashier at the 5 th Floor for payment of fees. (Incomplete documents shall be returned with instructions to comply with the lacking requirements).	Cashier
Step 4.	Re-submit requirements with official receipt to the designated counter for preparation of C2/C3 Certificate/ approval & initial/signature of Division Chief/Director II.	Evaluator, Division Chief/Director II
Step 5.	Wait for the release of the documents at the Seabased Employment Contracts Processing Division.	Releasing Clerk
PROCESS CYCLE TIME:	Three (3) hours from receipt of complete documentary requirements based on checklist to release of documents to applicants for payment.	

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...