







Department of Labor and Employment

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION



CITIZEN'S CHARTER

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VISION

**Excellence in governance for
World-class Filipino migrant workers.**

MISSION

**POEA connects to the world and in partnership with all stakeholders,
facilitates the generation and preservation of decent jobs
for Filipino migrant workers,
promotes their protection and
advocates their smooth reintegration
into Philippine society.**

PERFORMANCE PLEDGE

We, at the Philippine Overseas Employment Administration
pursue excellence in governance
to satisfy our customers.

We achieve this by:

- P**roviding effective and efficient services;
- O**perating within the requirements and standards governing overseas employment;
- E**mpowering our human resources;
- A**ssuring continual improvement using ISO 9001:2008

POEA Frontline Services

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Registration of Landbased Applicants	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Registration Form and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 30 minutes from receipt of application with complete documents based on checklist of requirements to issuance of Registration Card 	<ul style="list-style-type: none"> ▪ Evaluator Manpower Registry Division Ground Floor
2. Registration of SRC Applicants	<ul style="list-style-type: none"> ▪ PhP50.00 - New/Upgrading of SRC ▪ PhP150.00 - lost SRC 	<ul style="list-style-type: none"> ▪ SRC Application Form and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 3 hours from receipt of complete documentary requirements based on checklist to release of documents to applicants for payment 	<ul style="list-style-type: none"> ▪ Evaluator Seafarers Registration Unit Mezzanine Floor
3. Documentation of Landbased Name-Hires	<ul style="list-style-type: none"> ▪ US\$100.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution 	<ul style="list-style-type: none"> ▪ Original and photocopy of documentary requirements based on checklist 	<ul style="list-style-type: none"> ▪ 1 hour - Phase I ▪ 1 hour and 30 minutes - Phase II 	<ul style="list-style-type: none"> ▪ Evaluator Name-Hire Assistance Division 2nd Floor
4. Hiring and Placement of Government-Hired Workers	<ul style="list-style-type: none"> ▪ US\$50.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution ▪ Visa Fee - depending on the country of destination 	<ul style="list-style-type: none"> ▪ Original and photocopy of documentary requirements based on checklist 	<ul style="list-style-type: none"> ▪ Issuance of Order of Payment/OEC for Government Hired Workers within 8 working hours from receipt of complete documents based on checklist of requirements ▪ Deployment of government- hired workers within 60 days from date of issuance of e-receipt / Overseas Employment Certificate (OEC) 	<ul style="list-style-type: none"> ▪ Account Officer Government Placement Branch Ground Floor

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
5. Documentation of Workers-On-Leave	<ul style="list-style-type: none"> ▪ PhP100.00 - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution 	<ul style="list-style-type: none"> ▪ OFW Information Sheet and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 20 minutes 	<ul style="list-style-type: none"> ▪ Evaluator Balik-Manggagawa Processing Division Service Area
6. Verification/ Certification of OFW Records	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Request Form and requirements based on checklist 	<ul style="list-style-type: none"> ▪ Electronic retrieval of records - 25 minutes ▪ Manual retrieval of records - <ul style="list-style-type: none"> - 1 day for LB and SB records - 5 hours for BM records ▪ 1 day - written or multiple request 	<ul style="list-style-type: none"> ▪ Records Officer Central Records Division 6th Floor
7. Provision of Public Information and Assistance	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Verification Slip 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Info Center Staff Public Information and Assistance Center Ground Floor Lobby
8. Legal Assistance	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Complaint Form, Sworn Statement, Information Sheet and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 	<ul style="list-style-type: none"> ▪ Legal Officer Legal Assistance Division 4th Floor
9. Filing/Docketing of Cases	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Complaint and supporting documents 	<ul style="list-style-type: none"> ▪ 2 working days 	<ul style="list-style-type: none"> ▪ Docket Officer Docket and Enforcement Division 3rd Floor
10. Issuance of New License of Recruitment Agencies	<ul style="list-style-type: none"> ▪ P50,000.00 - License Fee ▪ P10,000.00 - Filing Fee 	<ul style="list-style-type: none"> ▪ Application Letter and requirements based on checklist 	<ul style="list-style-type: none"> ▪ Submission of recommendation for panel interview to the LRO Director forty (40) working hours from receipt of complete documents based on checklist ▪ Submission of recommendation for 	<ul style="list-style-type: none"> ▪ Officer of the Day Licensing Branch 4th Floor

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
			issuance of license to LRO Director thirty-six (36) working hours from receipt of complete requirements based on panel interview <ul style="list-style-type: none"> ▪ Release of license four (4) working hours from receipt of complete post approval requirements from the agency 	
11. Renewal of License of Recruitment Agencies	<ul style="list-style-type: none"> ▪ PhP50,000.00 - License Fee 	<ul style="list-style-type: none"> ▪ Application Letter and requirements based on checklist 	<ul style="list-style-type: none"> ▪ Submission of recommendation for approval of renewal of license to LRO Director forty (40) working hours from receipt of complete documentary requirements based on checklist ▪ Release of renewed license within eight (8) working hours from receipt of proof of payment of license fee 	<ul style="list-style-type: none"> ▪ Officer of the Day Licensing Branch 4th Floor
12. Registration/ Accreditation of Landbased Principals/ Employers	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Letter request and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 7 working days from receipt of agency's request with complete documentary requirements based on checklist 	<ul style="list-style-type: none"> ▪ Account Officer Landbased Center 2nd Floor
13. Registration/Accreditation of Seabased Principals/ Employers and Enrollment of Ships	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Letter request and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 7 hours - New ▪ 6 hours - Renewal ▪ 3 hours – enrollment of ships 	<ul style="list-style-type: none"> ▪ Account Officer Seabased Center Mezzanine Floor
14. Documentation of Agency-Hired Landbased Workers	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution 	<ul style="list-style-type: none"> ▪ Request for Processing (RFP) and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 8 working hours from receipt of complete documentary requirements based on checklist to release of documents for payment 	<ul style="list-style-type: none"> ▪ Account Officer Landbased Center 2nd Floor
15. Documentation of Agency-Hired Seafarers	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee (Engaged) ▪ Ph100.00 - POEA Processing Fee 	<ul style="list-style-type: none"> ▪ Request to Process Seafarers (RPS) and requirements based 	<ul style="list-style-type: none"> ▪ 4 working hours from receipt of complete documentary requirements based on checklist to release of 	<ul style="list-style-type: none"> ▪ Account Officer Seabased Center Mezzanine Floor

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
	(Re-engaged) <ul style="list-style-type: none"> ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution 	on checklist	documents for payment	
16. Issuance of Job Fair Authority (JFA)	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Checklist of Requirements for JFA 	<ul style="list-style-type: none"> ▪ 8 hours from receipt of request 	<ul style="list-style-type: none"> ▪ Receiving Officer Manpower Registry Division Ground Floor
17. Issuance of Special Recruitment Authority (SRA) and Letter of Acknowledgment (LOA)	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Checklist of Requirements for SRA and LOA 	<ul style="list-style-type: none"> ▪ 8 working hours - SRA ▪ 24 working hours - LOA 	<ul style="list-style-type: none"> ▪ Officer of the Day Employment Services and Regulation Division 4th Floor
18. Filing and Handling of Customer Complaint/Feedback	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Complaint Feedback Referral form (CFRF) ▪ Corrective and Preventive Action Report (CPAR) Form ▪ Letter of Complaint/Feedback 	<ul style="list-style-type: none"> ▪ Within seventy-two (72) hours upon receipt of complaint/feedback 	<ul style="list-style-type: none"> ▪ IED Staff/ISO Secretariat Information and Education Division 5th Floor

PROCEDURES

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FRONTLINE SERVICE:	REGISTRATION OF LANDBASED APPLICANTS
OFFICE/LOCATION:	Manpower Registry Division
CLIENTS/CUSTOMERS:	Landbased Applicants for Overseas Employment
DOCUMENTARY REQUIREMENTS:	<p><i>Original and Photocopies of the following:</i></p> <ol style="list-style-type: none"> 1. Self-made bio-data /resume with detailed work experience 2. Valid Passport 3. High School/College Diploma 4. Transcript of Records 5. Valid PRC ID (for Professional only) 6. Board Certificate (for Professional only) 7. Board Rating (for Professional only) 8. Valid NBI Clearance 9. Employment Certificates (of at least 2 years experience in one position) 10. Training/Skills Certificate 11. OMA Certificate (for Muslim Applicants) 12. 1 piece 2x2 colored picture (6 pcs. for MOH-KSA applicants) 13. Active e-mail address <p><i>Qualifications:</i></p> <ul style="list-style-type: none"> • at least 18 years old • at least high school graduate • with minimum work experience of two (2) years • no medical or legal impediments to disqualify the applicant from overseas employment • no derogatory and criminal records • not banned from leaving the country <p><i>Schedule for Registration:</i> Mondays to Fridays</p>
FEES:	None

PROCEDURES:	PERSON IN CHARGE
<p>Walk-In Registration:</p> <p>Step 1. Submit documentary requirements for evaluation at Window M at the Manpower Registry Division, left wing, Ground Floor Lobby Area. Wait for the result of evaluation.</p> <p>Step 2. Proceed to the encoding room located in the same area for the encoding of registration data if documents are complete and in order. (Incomplete documents will be returned).</p> <p>Step 3. Return to Window M for issuance of Landbased Registration Card.</p> <p>Step 4. Wait for notice for possible referral to prospective employer. If not notified within six (6) months, update your registration by accessing the POEA website: http://www.poea.gov.ph or visit the POEA's Manpower Registry Division.</p> <p>On-Line Registration:</p> <p>Step 1. Register on-line through any internet facility via the POEA website: http://www.poea.gov.ph.</p>	<p>Senior LEO/LEO III</p> <p>MRD Encoder</p> <p>LEO III</p> <p>LEO III</p>
<p>PROCESS CYCLE TIME:</p>	<p>Thirty (30) minutes from receipt of application with complete documents based on checklist of requirements to issuance of registration card.</p>

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.	

FRONTLINE SERVICE:	DOCUMENTATION OF NAME-HIRED WORKERS			
OFFICE/LOCATION:	Name Hire Assistance Division, Landbased Center, 2 nd Floor			
CLIENTS/CUSTOMERS:	Name-Hired Workers			
DOCUMENTARY REQUIREMENTS:	<p><i>Household Service Workers (HSW)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate); 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document; 3. TESDA NCII for HSW who has no POEA employment record abroad as Household Service Worker; 4. Comprehensive Pre-Departure Education Program (CPDEP) Certificate from OWWA; 5. Valid Passport with 6 months validity period; 6. At least 23 years old; 7. Valid Medical Certificate from DOH-accredited Medical Clinic for OFWs; 8. Request for exemption from direct hiring policy issued by POLO at the worksite (for Direct-Hired HSW); 9. Pre-Departure Orientation Seminar (PDOS) Certificate from OWWA; 10. Labor Market Opinion Confirmation-for Canada Bound Workers only; 11. Labor condition application – for USA bound workers only; 12. DOLE Clearance. 	<p><i>Low-Skilled Female Workers (LSFW)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate); 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document; 3. Valid Passport with 6 months validity period; 4. Valid Medical Certificate from DOH-accredited Medical Clinic for OFWs; 5. Pre-Departure Orientation Seminar (PDOS) Certificate from OWWA; 6. Labor Market Opinion Confirmation-for Canada Bound Workers only; 7. Labor condition application – for USA bound workers only. 	<p><i>Skilled and Professional Workers</i></p> <ol style="list-style-type: none"> 1. Employment Contract; 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document; 3. Valid Passport with 6 months validity period; 4. Valid Medical Certificate from DOH-accredited Medical Clinic for OFWs; 5. Pre-Departure Orientation Seminar (PDOS) Certificate from OWWA; 6. Labor Market Opinion Confirmation-for Canada Bound Workers only; 7. Labor condition application – for USA bound workers only. 	<p><i>Drivers (Bound to Middle East Only)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate) with insurance for the Driver and comprehensive TPL for the vehicle; 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document; 3. Valid Passport with 6 months validity period; 4. Valid Medical Certificate from DOH-accredited Medical Clinic for OFWs; 5. Pre-Departure Orientation Seminar (PDOS) Certificate from OWWA.

FEES:	<ul style="list-style-type: none"> ▪ US\$100.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution (per contract basis) ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution 	
PROCEDURES:	PERSON IN CHARGE	
Phase I:		
<p>Step 1: Get number for Phase 1 from the guard at the POEA entrance, then proceed to the 2nd Floor, Name-Hire Assistance Division. Wait for your number to be called.</p> <p>Step 2. When your number is called, proceed to the window mentioned by the caller for submission of documents.</p> <p>Step 3. Wait for your documents to be evaluated.</p> <p>Step 4. When your name is called, proceed to the designated window to receive your evaluated documents, as may be appropriate:</p> <p style="margin-left: 20px;">a. If documents are complete, proceed to:</p> <ul style="list-style-type: none"> ▪ DOH-accredited Medical Clinic chosen by you for medical examination; ▪ PDOS room for schedule and attendance to PDOS; ▪ You will be issued the receive Registration Form with indicated remarks on the result of the evaluation and the monitoring sheet. Submitted documents will be returned. <p style="margin-left: 20px;">b. If documents are incomplete, receive Registration Form indicating results of the evaluation and monitoring sheet. Documents are returned with instructions and checklist/claim stub on what documents to comply.</p>	<p>Guard on Duty</p> <p>Evaluator</p> <p>Evaluator</p> <p>Evaluator</p>	
Phase II:		
<p>Step 1: Get number for Phase 2 from the guard at the POEA entrance, then proceed to the 2nd Floor, Name-Hire Assistance Division, to submit your completed requirements. Wait for your number to be called.</p> <p>Step 2. When your number is called, proceed to the designated window to submit the original and photocopies of your requirements.</p> <p>Step 3. Your documents will be reviewed for possible approval.</p> <p>Step 4. Approved documents will be encoded.</p> <p>Step 5. Wait for the release of your Registration Form and proceed to Window 3 for assessment of payment.</p> <p>Step 6. Proceed to Window 3 to pay the assessed amount and wait for the issuance of your E-Receipt which also serves as your POEA travel exit clearance and exemption from payment of terminal fee and travel tax.</p>	<p>Receiving Clerk</p> <p>Receiving Clerk</p> <p>Chief/OIC of the Division</p> <p>Encoder</p> <p>Assessor</p> <p>Cashier, Releasing Clerk</p>	
PROCESS CYCLE TIME	<ul style="list-style-type: none"> ▪ 1 hour - Phase I ▪ 1 hour and 30 minutes - Phase II 	

FRONTLINE SERVICE:	HIRING AND PLACEMENT OF GOVERNMENT-HIRED WORKERS	
OFFICE/LOCATION:	Government Placement Branch, Ground Floor	
CLIENTS/CUSTOMERS:	Government-Hired Workers	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Duly accomplished OFW Information Sheet 2. Duly executed Employment Contract / Employment Offer 3. Passport (original & photocopy) 4. Medical Certificate (original & photocopy) 5. Certificate of Pre-Departure Orientation Seminar (PDOS) (original & photocopy) 6. NBI Clearance (original & photocopy) <p><i>For Visa Processing:</i></p> <ol style="list-style-type: none"> 1. Duly accomplished visa application form 2. Copy of visa authorization/visa availability 3. Three (3) pcs. passport size pictures (colored with white background) 	
FEES:	<ul style="list-style-type: none"> ▪ US\$50.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig Contribution ▪ Visa Fee - depending on the country of destination 	

PROCEDURES:	PERSON IN CHARGE
Step 1. After receipt of notice of hiring, report to the Recruitment & Documentation Division (RDD), Government Placement Branch (GPB), Ground Floor for pre-documentation briefing.	Account Officer
Step 2. If employment offer is acceptable, sign the employment offer and undergo medical examination at accredited Medical Clinics.	Account Officer/Medical Clinic
Step 3. If medically fit, submit documentary requirement/s for processing. If medically unfit, employment offer is cancelled.	Account Officer
Step 4. Submit visa requirements and accomplish visa application form. Pay visa fee.	Account Officer
Step 5. Upon release of visa, pay the following fees for the issuance of OEC which will also serve as your POEA travel exit clearance: <ul style="list-style-type: none"> • PhilHealth Contribution - Balik-Manggagawa Service Area • OWWA Membership Contribution - OWWA Satellite Office, 2nd Floor • POEA Processing Fee - Cash Division, 5th floor, • Airfare - Travel Center, Balik-Manggagawa Service Area 	Account Officer/Concerned Cashiers
Step 6. Attend Pre-Departure Orientation Seminar (PDOS) at the 2nd Floor.	PDOS Officer
Step 7. Attend pre-flight briefing at the Government Placement Branch, Ground Floor, for additional information and flight details.	Account Officer
Step 8. Wait for the release of your travel documents (visa, passport, original copy of employment contract and plane ticket).	Account Officer
PROCESS CYCLE TIME:	<ul style="list-style-type: none"> ▪ Deployment of workers within the specified deployment schedule of the employer.

FRONTLINE SERVICE:	DOCUMENTATION OF WORKERS-ON-LEAVE	
OFFICE/LOCATION:	Balik-Manggagawa Processing Division (BMPD), Service Area	
CLIENTS/CUSTOMERS:	Workers on Leave (WOLs)/Balik-Manggagawa (BM)	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Accomplished OFW Information Sheet 2. Valid Passport (valid at least 6 months from date of departure) 3. Re-entry visa, work permit, or any equivalent document 4. Proof of employment documents are required in case there are no sufficient information/documents to prove that an OFW is returning to the same employer i.e., Employment Contract (old or new)/Employment Certificate/Pay slip/old records etc. 	
FEES:	<ul style="list-style-type: none"> ▪ PhP100.00 - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution (valid for two years) ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig contribution 	
PROCEDURES:		PERSON IN CHARGE
Regular BM/WOL Documentation:		
Step 1.	Get an OFW Info Sheet with a queuing number indicated at the Form Issuance Counter at the POEA entrance. Fill out the OFW Information Sheet at the designated area and wait for the assigned number to appear on the queuing machine.	Officer of the Day
Step 2.	When your number appears on the queuing machine, proceed to the Evaluation Counter and present the documentary requirements for evaluation/approval and encoding.	Evaluator
Step 3.	If the documents are complete and in order, the evaluator encodes the data and gives you instructions to proceed to the Assessment Counter. If the documents are deficient, the evaluator endorses the BM/WOL to the BM Supervisor/Division Chief for further advice on requirements to be complied with.	Evaluator/ BMPD Supervisor/Division Chief
Step 4.	Proceed to the Assessment Counter to determine the fees to be paid.	Assessor
Step 5.	Proceed to the designated Cashier's Counter to pay the assessed fees and wait for the release of your E-Receipt which also serves as your POEA travel exit clearance and exemption from payment of travel tax and terminal fee.	Cashier

On-line Registration thru Appointment Facility:

Step 1. Register on-line through any internet facility via the POEA website: bmappointment.poea.gov.ph

PROCESS CYCLE TIME:

Twenty (20) minutes per worker-on-leave.

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

PROCEDURE:	PERSON IN CHARGE
<p>Step1: Get service number and Verification Request Form from the Guard on Duty at the CRD, 6th 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"> ▪ Sign on the Releasing Logbook as proof of receipt of the record. 	<p>Guard on Duty</p> <p>Client</p> <p>Records Officer</p> <p>Releasing Officer</p>
<p>PROCESS CYCLE TIME:</p>	<ul style="list-style-type: none"> ▪ 25 minutes - Electronic retrieval of records ▪ 1 day - Manual retrieval of LB and SB records ▪ 5 hours - Manual retrieval of BM records ▪ 1 day - Written or multiple request

FRONTLINE SERVICE:	PROVISION OF PUBLIC INFORMATION AND ASSISTANCE	
OFFICE/LOCATION:	Public Information and Assistance Center (PIAC)/Ground Floor Lobby	
CLIENTS/CUSTOMERS:	Walk-in Clients, General Public	
DOCUMENTARY REQUIREMENTS:	None	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1. Proceed to the Public Information and Assistance Center (PIAC) located at the Ground Floor Lobby.		PIAC Staff
Step 2. Request for information/assistance.		
Step 3. Wait for the requested information to be provided.		PIAC Staff
Step 4. Rate service provided.		
PROCESS CYCLE TIME:		

FRONTLINE SERVICE:	LEGAL ASSISTANCE	
OFFICE/LOCATION:	Legal Assistance Division (LAD), 4 th Floor	
CLIENTS/CUSTOMERS:	Overseas Filipino Workers-Complainants	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. OFW Record 2. Verification Form 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1:	Get verification form from the Guard on Duty at the 4 th Floor and fill-up the form.	Guard on Duty
Step 2:	Submit accomplished form at Window 3, Licensing Branch (LB), 4 th Floor, for verification of status of agency/persons. Deployed workers must secure OFW Information Sheet from the Central Records Division at the 6 th Floor.	LB Verification Officer Records Officer
Step 3:	Submit duly verified form/OFW Information Sheet to the Legal Assistance Division (LAD) Legal Officer and wait for your name to be called.	Legal Officer
Step 4:	When your name is called, proceed to the table of the designated Legal Officer for counseling or legal assistance in the preparation or filling-up of a complaint form.	Legal Officer
Step 5:	Submit duly accomplished complaint form to the LAD Legal Officer and swear under oath as to the truthfulness of the facts contained in the complaint.	Legal Officer
Step 6:	You may file the complaint at the Conciliation Unit, 2 nd Floor, if proper for conciliation or at the Docket and Enforcement Division, 3 rd Floor.	Receiving/Docket Officer
PROCESS CYCLE TIME:		

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	

FRONTLINE SERVICE:	ISSUANCE OF NEW LICENSE OF RECRUITMENT AGENCIES
OFFICE/LOCATION:	Licensing Branch, 4 th Floor
CLIENTS/CUSTOMERS:	Applicants for New License to Operate Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Written application for issuance of license 2. Applicant Information Sheet for issuance of license 3. Proof of business registration and minimum P2 million paid-up capital/capitalization 4. Proof of financial capacity <ul style="list-style-type: none"> ▪ Bank certificate on savings account deposit showing a maintaining balance of at least P500,000 ▪ Bank certificate on the remaining balance of the P2 million capitalization ▪ Authority to examine bank deposits signed by the authorized signatory of the Agency ▪ Individual Income Tax Returns with confirmation receipt of payment for the past two (2) years of the Proprietor or Partners or Board of Directors as the case may be ▪ BIR Tax Exemption Certificate, if tax exempt ▪ Audited Financial Statements and Corporate Income Tax Returns for the past two (2) years (in case of existing Corporation/Partnership) ▪ In case the applicant has Corporate Investor(s) <ul style="list-style-type: none"> - Articles of Incorporation of the Corporate Investor - Board Resolution/Secretary's Certification on Designated Authorized Representative - Audited Financial Statement and Corporate Income Tax Returns with confirmation receipt of payment for the past two (2) years 5. Proof of marketing capability <ul style="list-style-type: none"> ▪ For Landbased Agencies: <ul style="list-style-type: none"> - Special Power of Attorney and/or Recruitment Agreement verified by the Philippine Overseas Labor Office (POLO) nearest the jobsite or authenticated by the Philippine Embassy in case there is no POLO at the jobsite - Manpower request/Job Order of not less than one hundred (100) workers verified by the POLO or authenticated by the Philippine Embassy in the absence of a POLO - Certification from the Pre-Employment Services Office (PSO) that the principal(s) is/are a new market

- Business registration of the principal
- In case the principal is a foreign placement agency:
 - Manpower request of the direct employers addressed to the foreign placement agency verified by the POLO or authenticated by the Philippine Embassy in the absence of a POLO
 - Certification from PSO that the direct employers are new markets
 - License/Registration of the principal to operate a placement agency

▪ For Seabased Agencies:

- Special Power of Attorney and/or Recruitment Agreement verified by the Philippine Overseas Labor Office (POLO) nearest the jobsite or authenticated by the Philippine Embassy in case there is no POLO at the jobsite
- Manning agreement verified by the POLO or authenticated by the Philippine Embassy/Philippine Consulate in the absence of a POLO
- Crew order request of not less than fifty (50) seafarers verified by the POLO or authenticated by the Philippine Embassy in the absence of a POLO
- Certification from the Pre-Employment Services Office (PSO) that the principal(s) and vessel(s) are new markets
- Business registration of the principal

6. Bio-data with two (2) copies of passport size pictures, NBI Clearance (Police Clearance or its equivalent document from country of origin, if foreigner), and Anti-Illegal Recruitment Branch Clearance of the Board of Directors/Partners/Proprietor, Officers and Staff
7. Individual letters of appointment for staff providing specific functions
8. Proof of Bachelor's Degree and three (3) years business experience of the Proprietor/President/Managing Partner or the Chief Executive Officer
9. Certificate of Attendance of the Proprietor/President/Managing Partner or the Chief Executive Officer to the Pre-Licensing Orientation Seminar
10. Proof of publication of notice of application with name of the Proprietor/President/Partners, Incorporators and Officers
11. Contract of Lease or proof of building ownership indicating the office address and office space of at least one hundred (100) square meters
12. Human Resource Development Plan

	<p>13. Notarized affidavit of undertaking per Section 1 (f) for Landbased or Section 1(e) for Seabased of the POEA Rules and Regulations.</p> <p>In case of a corporation, notarized affidavit of undertaking per Section 1 (g) for Landbased or Section 1(f) for Seabased of the same Rules.</p> <p>14. Organizational Chart</p> <p>15. Staffing pattern indicating duties and responsibilities of officers and staff</p> <p>16. For applications presenting Overseas Performing Artists as new market, an affidavit of undertaking of the Proprietor/President/Partner on deployment of other skills</p> <p>17. Other requirements and proofs of sources of investment which may be asked during the panel interview:</p> <ul style="list-style-type: none"> - employment certificate indicating salaries, allowances and other benefits - passbooks/bank statement - proof of loans or mortgaged properties - deed of sale, old and new titles of properties in case of sale - copies of registered properties of the owner, partners or directors
<p>FEES:</p>	<p>License Fee of P50,000.00 Filing Fee of P10,000.00</p>

PROCEDURES:	PERSON IN CHARGE
Step 1. Arrange documents in a folder according to the checklist of requirements and submit to the Officer of the Day at Window 9 at Licensing Branch and receive proof of filing. Only applications with complete documentary requirements will be accepted. Wait for ocular inspection of the proposed office.	Officer of the Day
Step 2. Return after five (5) working days to verify the result of evaluation at Window 9 at Licensing Branch. Only authorized representative shall be allowed to follow-up or transact business with POEA.	Officer of the Day
Step 3. If documents are complete and in order, applicant will be scheduled for panel interview. Wait for date and time of interview. If documents are not in order, applicant will receive a copy of notice of deficiency(ies), together with the filed documents for compliance of lacking requirements).	Evaluator
Step 4. Upon receipt of notice of interview, proceed to Window 9, Licensing Branch to get an Order of Payment. Pay the Filing Fee of P10,000.00 to the POEA Cash Division, 5 th Floor, POEA Bldg.	Evaluator/ Cashier
Step 5. Proprietor/Partners/Board of Directors to attend the scheduled panel interview. Present original and xerox copy of the Official Receipt as evidence of payment of P10,000.00 filing fee to the Evaluator prior to the interview.	POEA Panel
Step 6. Comply with requirements of the POEA panel of interviewees. If found complete, wait for the approval of application for new license.	Evaluator
Step 7. Upon approval of the application, submit the following: a. Three (3) copies of escrow agreement in the amount of P1 million with bank certification and confirmation of the escrow deposit with an accredited reputable bank b. Original copy of a surety bond in the amount of P100,000.00 together with original copy of the official receipt from a bonding company acceptable to the POEA; bonding company's certificate of accreditation issued by the Insurance Commission and Board Resolution/Secretary's Certificate of the bonding company's authorized signatory(ies). The surety bond shall be co-terminus with the validity of the license and shall include conditions prescribed by POEA.	
Step 8. Get an Order of Payment from Window 9, Licensing Branch and pay license fee of P50,000.00 to the POEA Cash Division, 5 th Floor, POEA Bldg.	Evaluator/Cashier
Step 9. Present original and xerox copy of Official Receipt and get the License Certificate.	Evaluator

PROCESS CYCLE TIME:	<ul style="list-style-type: none"> ▪ Submission of recommendation for panel interview to the LRO Director forty (40) working hours from receipt of complete documents based on checklist ▪ Submission of recommendation for issuance of license to LRO Director thirty-six (36) working hours from receipt of complete requirements based on panel interview ▪ Release of license four (4) working hours from receipt of complete post approval requirements from the Agency
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FRONTLINE SERVICE:	RENEWAL OF LICENSE OF RECRUITMENT AGENCIES
OFFICE/LOCATION:	Licensing Branch, 4 th Floor
CLIENTS/CUSTOMERS:	Applicants for Renewal of License to Operate Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Applicant Information Sheet for renewal of license 2. Valid NBI Clearance and POEA, Anti-Illegal Recruitment Branch Clearance for all Directors, Officers and Staff and photocopy of valid passport for previously reported foreign Director, if any 3. In case of new Board of Directors: <ul style="list-style-type: none"> • Notarized Board Resolution on the election of new Directors and Corporate Officers • Deed of Assignment of Corporate Shares • Stock and Transfer Book • Updated General Information Sheet received by Securities and Exchange Commission (SEC) • Income Tax Returns (ITRs) for the past two (2) years of the new Directors • Bio-data with two (2) Passport-size Pictures • Police Clearance or its equivalent document from country of origin in case of foreigner(s) • Proofs of Source(s) of Investment • Copy/copies of registered properties <p>For new President or Chief Executive Officer:</p> <ul style="list-style-type: none"> • Proof of Attendance to the Pre-Licensing Orientation Seminar • Proof of Bachelor's Degree • Proof of three (3) years business experience 4. Appointment, Bio-data and two (2) passport-size pictures of new personnel 5. In case there are terminated/resigned employees, notice of termination/resignation with proof of publication in a newspaper of general circulation for terminated employees 6. Surety bond in the amount of P100,000.00 with original copy of the official receipt from a bonding company acceptable to the POEA. It should be co-terminus with the validity of the license, and should include bonding company's certificate of accreditation with the Insurance Commission and Board Resolution/Secretary's Certificate on the bonding company's authorized signatory(ies) 7. Three (3) copies of duly notarized renewed escrow agreement with bank certificate of escrow deposit.

	<ol style="list-style-type: none"> 8. Audited Financial Statements for the past two (2) years with verified corporate or Individual Income Tax Returns with confirmation receipt of payment. Proofs of capital infusion in case the equity is below P2M such as DTI/SEC certificate of increase of capital or bank certification corresponding to the amount of capital infusion with Treasurer's affidavit duly received by the SEC 9. Notarized affidavit of undertaking per Section 1 (f) for Landbased or Section 1(e) for Seabased of the POEA Rules and Regulations. In case of a Corporation, notarized affidavit of undertaking per Section 1 (g) for Landbased or Section 1(f) for Seabased of the same Rules 10. Bank certificate on savings deposit showing a maintaining balance of at least P500,000 with authority to examine the bank deposit 11. Track record of pending recruitment violation cases and repatriation cases 12. Certificate of Attendance by the President/CEO and a Technical Staff to the Continuing Agency Education Program (CAEP) 13. Deployment record per year for the past four (4) years 14. Other requirements as may be imposed by the Administration
FEES:	License Fee - P50,000.00
PROCEDURES:	PERSON IN CHARGE

<p>Step 1. Arrange documents in a folder according to the checklist of requirements and submit to the Officer of the Day at Window 9 at Licensing Branch and receive proof of filing. Only applications with complete documentary requirements will be accepted. Applicants are advised to file an application for renewal a month before the expiration of license.</p> <p>Step 2. Return after two (2) working days to verify the result of evaluation at Window 9 at Licensing Branch. If found complete, wait for the notice of approval. (If found incomplete, receive the notice of deficiency(ies) together with the filed documents for compliance of lacking requirements).</p> <p>Step 3. Upon receipt of notice of approval of the application, proceed to Window 9, Licensing Branch and get an Order of Payment.</p> <p>Step 4. Pay the License Fee of P50,000.00 to the POEA Cash Division, 5th Floor, POEA Bldg.</p> <p>Step 5. Present original and xerox copy of Official Receipt and get the Certificate of License Renewal</p>	<p>Officer of the Day</p> <p>Officer of the Day</p> <p>Evaluator</p> <p>Cashier</p> <p>Evaluator</p>
<p>PROCESS CYCLE TIME:</p>	<ul style="list-style-type: none"> • Submission of recommendation for approval of renewal of license to LRO Director forty (40) working hours from receipt of complete documentary requirements based on checklist. • Release of renewed license within eight (8) working hours from receipt of proof of payment of license fee.

FRONTLINE SERVICE:	REGISTRATION/ACCREDITATION OF LANDBASED PRINCIPALS/EMPLOYERS
OFFICE/LOCATION:	Landbased Center/2 nd Floor
CLIENTS/CUSTOMERS:	Licensed Landbased Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<p>Registration:</p> <ol style="list-style-type: none"> 1. Letter request for registration (original & photocopy) 2. Special Power of Attorney or Recruitment Agreement or Service Agreement (original & photocopy) verified by POLO 3. Manpower request (original & photocopy) verified by POLO 4. Master employment contract (original & photocopy) verified by POLO 5. Valid commercial registration or business license of the principal (2 photocopies) <p>Accreditation:</p> <ol style="list-style-type: none"> 1. Letter request for accreditation (original & photocopy) 2. Special Power of Attorney or Recruitment Agreement or Service Agreement authenticated at the Philippine Embassy/Consulate nearest the jobsite (original & photocopy) 3. Authenticated manpower request (original & photocopy) 4. Authenticated master employment contract (original & photocopy) 5. Visa assurance or equivalent document (original & photocopy), as applicable 6. Valid commercial registration or business license of the principal (2 photocopies) 7. Duly accomplished job order forms (3 copies) <p>** Additional Requirements for Foreign Placement Agencies (FPAS):</p> <ol style="list-style-type: none"> a. Manpower request from direct employer/s (original & photocopy) b. Employment contract from direct employer/s (original & photocopy) c. Pre-qualification certificate (if hiring HSWs) d. Visa assurance or equivalent document (original & photocopy), as applicable <p>For Renewal of Registration:</p> <ol style="list-style-type: none"> 1. Confirmation of validity of Special Power of Attorney/Recruitment Agreement/Service Agreement (original & photocopy) 2. Verified manpower request or request for revalidation of job order balance (original & photocopy), as applicable 3. Employment contract (original & photocopy) 4. Valid commercial registration or business license of the principal (2 photocopies) 5. Valid pre-qualification certificate (for FPA hiring HSWs)

	<p>For Renewal of Accreditation:</p> <ol style="list-style-type: none"> 1. Confirmation of validity of Special Power of Attorney/Recruitment Agreement/Service Agreement (original & photocopy) 2. Authenticated manpower request or request for revalidation of job order balance (original & photocopy), as applicable 3. Employment contract (original & photocopy) 4. Valid commercial registration or business license of the principal (2 photocopies) 5. Visa assurance or equivalent document (original & photocopy), as applicable 6. Valid pre-qualification certificate (for FPA hiring HSWs) 7. Duly accomplished job order forms (3 copies), as applicable
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FEES:	None
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PROCEDURES:		PERSON IN CHARGE:
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<p>Step 1. Submit documentary requirements at the designated window, Landbased Center, 2nd Floor.</p> <p>Step 2. Check the status of request at the Releasing Counter within seven (7) working days</p> <ul style="list-style-type: none"> ▪ Registration of Principal - release the original copy of manpower request and master employment contract with stamp of registration together with the rest of original copies of submitted documents. ▪ Accreditation of Principal - release the original copy of accreditation certificate, approved job order forms, master employment contract with stamp of approval together with the rest of original copies of submitted documents. ▪ Request with lacking requirements - release the Notice of Deficiencies 		<p>Receiving Officer</p> <p>Evaluator/Supervising Director II/Director IV LEO/Division Chief/</p>
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PROCESS CYCLE TIME:	Seven (7) working days from receipt of Agency's request with complete documentary requirements.
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FRONTLINE SERVICE:	REGISTRATION/ACCREDITATION OF SEABASED PRINCIPALS/EMPLOYERS AND ENROLLMENT OF SHIPS
OFFICE/LOCATION:	Seabased Center/Mezzanine Floor
CLIENTS/CUSTOMERS:	Licensed Seabased Agencies
DOCUMENTARY REQUIREMENTS:	<p>I. ACCREDITATION/REGISTRATION OF NEW PRINCIPAL</p> <p>A. With Foreign Flag Vessels:</p> <ol style="list-style-type: none"> 1. Authenticated/Verified Manning Agreement (MA)/Special Power of Attorney (SPA) 2. MA/SPA (unauthenticated/unverified- <i>for provisional accreditation</i>) 3. Crew Complement and Salary Scale Form (3 copies) 4. Crew Request of the Principal 5. Vessel's Particulars, Type, Ex-name and Including IMO Number (as needed) 6. Valid Commercial Registration or Business License of the Principal 7. Certificate of Vessel Registration (as needed) 8. Copy of PSO Certification as New Market, if applicable <p>B. With Philippine Registered Vessels:</p> <ol style="list-style-type: none"> 1. Crew Complement and Salary Scale Form (3 copies) 2. Crew Request of the Principal 3. Certificate of Vessel Registration including IMO Number 4. Certificate of Accreditation by MARINA of the Principal 5. MARINA Approval of the Vessel 6. Notarized Manning Agreement and Special Power of Attorney (if with Local Principal only) 7. Certificate of Ownership (for owned tonnage only)

	<p>II. RENEWAL OF ACCREDITATION/REGISTRATION OF PRINCIPAL</p> <p>A. With Foreign Flag Vessels:</p> <ol style="list-style-type: none"> 1. Letter Request from the Manning Agency 2. List of Active and Inactive Vessels 3. Renewed Manning Agreement and Special Power of Attorney (as needed) 4. Confirmation from Agency and Principal on the Request for Renewal and the Applicable Salary 5. Crew Complement and Salary Scale Form (3 copies), if amended <p>B. With Philippine Registered Vessels:</p> <ol style="list-style-type: none"> 1. Renewed Manning Agreement (as applicable) 2. MARINA Approval 3. Certificate of Vessel Registry 4. Crew Complement and Salary Scale Form (3 copies) 5. Certificate of Accreditation by MARINA 	
FEES :	None	
PROCEDURES:		PERSON IN CHARGE
<p>Step 1. Submit documentary requirements at the Seabased Employment Accreditation Division, Mezzanine Floor, for evaluation.</p> <p>Step 2. Verify the evaluation result on the designated follow-up time (10:00 am and 3:00 pm)</p> <ul style="list-style-type: none"> ▪ With complete requirements - receive the certificate of accreditation/registration together with crew complement and salary scale. ▪ With lacking requirements - receive the Notice of deficiency for compliance. 		<p>Receiving Officer</p> <p>Evaluator, Division Chief, Director II, Director IV</p>
PROCESS CYCLE TIME:	<p>Seven (7) hours per request for New Accreditation/Registration Six (6) hours for the Renewal of Accreditation/Registration Three (3) hours for Enrollment of Vessels</p>	

FRONTLINE SERVICE:	DOCUMENTATION OF LANDBASED AGENCY HIRED WORKERS
OFFICE/LOCATION:	Landbased Center - Agency Hires Group, 2 nd Floor
CLIENTS/CUSTOMERS:	Licensed Landbased Agencies
DOCUMENTARY REQUIREMENTS:	<p>For Processing</p> <p><i>I. Thru Manual Submission:</i></p> <ol style="list-style-type: none"> 1. Letter request for manual processing 2. Monitoring sheet 3. Certificate of coverage for mandatory insurance for OFWs 4. OFW information sheet 5. Photocopy of passport 6. Individual verified employment contract (for Household Workers, Low/Semi-Skilled Female Workers with Foreign Placement Agency as employer, Drivers bound for Middle East and Overseas Performing Artists for Korea and Japan, Taiwan only) 7. PDOS Certificate, National Certificate (NC) II, Comprehensive Pre-Departure Education Program (CPDEP) Certificate from OWWA (for HSWs) 8. For Drivers bound for Middle East - comprehensive motor vehicle insurance with 3rd party liability 9. Copy of visa or equivalent document (with English translation), for female workers 10. Agency signatory card <p><i>Thru e-Submission:</i></p> <ol style="list-style-type: none"> 1. e-Submit Form 2. Monitoring sheet 3. Certificate of coverage for mandatory insurance for OFWs 4. Individual verified employment contract (for Household Workers, Low/Semi-Skilled Female Workers with Foreign Placement Agency as employer, Drivers bound for Middle East and Overseas Performing Artists for Korea and Japan only) 5. PDOS Certificate, National Certificate (NC) II, CPDEP Certificate from OWWA (for HSWs) 6. For Drivers bound for Middle East - comprehensive motor vehicle insurance with 3rd party liability 7. Copy of visa or equivalent document (with English translation), for female workers
FEES:	<p>PhP200.00 Processing Fee (per worker)</p> <p>US\$25.00 or Peso equivalent OWWA Membership Fee (per worker)</p> <p>PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare</p> <p>PhP100.00/month - Pag-ibig Contribution</p>

PROCEDURES:		PERSON IN CHARGE
<p><i>I. Processing Thru Manual Submission:</i></p> <p>Step 1: Submit required documents at the designated window at the Landbased Center, 2nd Floor, for evaluation.</p> <p>Step 2: Wait for the release of your evaluated and encoded Request for Processing (RFP).</p> <p>Step 3: Present encoded RFP at Counter H and I for the assessment of payment of worker's OWWA contribution, PhilHealth- Medicare, Pag-ibig premium and POEA processing fee.</p> <p>Step 4: Proceed to the Cashier at Window J, K, M and N for payment of assessed fees and issuance of E-receipt which serves as the POEA travel exit clearance.</p> <p><i>II. Processing Thru e-Submission:</i></p> <p>Step 1: Submit required documents at the designated window at the Landbased Center, 2nd Floor, for evaluation.</p> <p>Step 2: Wait for the release of evaluated e-submit form.</p> <p>Step 3: Present the evaluated e-submit form at Counter H and I for the assessment of payment of worker's OWWA contribution, PhilHealth-Medicare, Pag-ibig premium and POEA processing fee.</p> <p>Step 4: Proceed to the Cashier at Window J, K, M and N for payment of assessed fees and issuance of E-receipt which serves as the POEA travel exit clearance.</p>		<p>Receiving Clerk</p> <p>Evaluator</p> <p>Assessment Officer</p> <p>Cashier</p> <p>Receiving Clerk</p> <p>Evaluator</p> <p>Assessment Officer</p> <p>Cashier</p>
<p>PROCESS CYCLE TIME:</p>	<p>Eight (8) working hours from receipt of complete documentary requirements based on checklist to release of documents for payment.</p>	

FRONTLINE SERVICE:	DOCUMENTATION OF AGENCY HIRED SEAFARERS	
OFFICE/LOCATION:	Seabased Employment Accreditation and Processing Center /Mezzanine Floor	
CLIENTS/CUSTOMERS:	Licensed Seabased Agencies	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Request to Process Seafarers (RPS) (3 copies) 2. Seafarer's Information Sheet 3. Employment contract (original & photocopy) 4. Seafarer's Registration Certificate (SRC) (original) 5. Seafarer's Identification and Record Book (SIRB) (original) 6. Monitoring Sheet 	
FEES:	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee (Engaged) ▪ Ph100.00 - POEA Processing Fee (Re-engaged) ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution 	
PROCEDURES:		PERSON IN CHARGE
Step 1. Submit required documents at the Seabased Employment Contracts Processing Division (SECPD), Mezzanine Floor.		Receiving Clerk
Step 2. Wait for result of evaluation <ul style="list-style-type: none"> ▪ With complete requirements - validated and encoded RPS shall be released within the process cycle time of four (4) hours. ▪ With incomplete requirements - documents shall be returned with the Deficiency Notice within two (2) hours with instructions to comply with the lacking requirements. 		Evaluator
Step 3. Present the validated and encoded RPS together with the Order of Payment to the designated Cashier at the Mezzanine Floor and pay the corresponding fees. Wait for the release of the e-Receipt which serves as the POEA travel exit clearance to be given by the Cashier.		Cashier
Step 5. Present the POEA exit clearance to the Releasing Officer at SECPD for the release of processed documents (approved RPS, employment contract, SRC, SIRB and Seafarers Information sheet)		Releasing Officer
PROCESS CYCLE TIME:	Four (4) working hours from receipt of complete documentary requirements based on checklist to release of documents for payment.	

FRONTLINE SERVICE:	ISSUANCE OF JOB FAIR AUTHORITY (JFA)	
OFFICE/LOCATION:	Manpower Registry Division, Ground Floor	
CLIENTS/CUSTOMERS:	Licensed Recruitment Agencies	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Letter request from the Agency 2. Copy of valid approved job orders/crew orders & principal accreditation/registration 3. Notarized affidavit of undertaking on the Agency's assumption of full responsibility for the acts of its authorized representative/s to the jobs fair. 4. Invitation letter from the sponsor/organizer 5. DOLE clearance 6. Letter of Acknowledgement (LOA) 7. Terminal Report 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE:
<p>Step 1. Submit request for JFA with requirements at the Manpower Registry Division (MRD), Ground Floor, for evaluation.</p> <p>Step 2. Follow-up status of request the following working day.</p> <ul style="list-style-type: none"> ▪ With complete requirements – JFA will be released immediately ▪ With incomplete requirements – receive the Notice of Deficiency for compliance. <p>Step 3. Acknowledge receipt of JFA.</p>		<p>Receiving Clerk</p> <p>Senior LEO/LEO III</p> <p>Releasing Clerk</p>
PROCESS CYCLE TIME:	Eight (8) hours from receipt of request.	

FRONTLINE SERVICE:	ISSUANCE OF SPECIAL RECRUITMENT AUTHORITY (SRA) and LETTER OF ACKNOWLEDGEMENT (LOA)	
OFFICE/LOCATION:	Employment Services and Regulation Division (ESRD) / 4 th Floor	
CLIENTS/CUSTOMERS:	Licensed Agencies	
DOCUMENTARY REQUIREMENTS:	<p>SRA:</p> <ol style="list-style-type: none"> 1. Letter request from the agency indicating the exact date, venue of activity and representative/s duly registered with the Licensing Branch. 2. Notarized affidavit of undertaking executed by an authorized signatory of the agency stating that it shall take full responsibility for the acts of its authorized representative/s. 3. No Objection Certificate (NOC) from Public Employment Service Office (PESO), Department of Labor and Employment (DOLE) or POEA: <ul style="list-style-type: none"> ▪ if recruitment will be conducted in PESO/DOLE/POEA ▪ if recruitment will be conducted during weekends/holidays 4. Copy of registration/accreditation certificate of the foreign principal/employer with valid job order/manpower request. 5. Terminal report of previous activity. <p>LOA:</p> <ol style="list-style-type: none"> 1. Letter request from the agency indicating the date, venue of activity, name of principal/JO balance and authorized representative/s from the employer. 2. Authorization letter signed by accredited/registered principal on record or authorization verified by the Philippine Overseas Labor Office (POLO) if not signed by principal on record. 3. Notarized affidavit of undertaking executed by an authorized signatory of the agency stating that it shall take full responsibility for the acts of its authorized representative/s. 	
FEES:	None	

PROCEDURES:		PERSON IN CHARGE
<p>Step 1. Submit request for SRA/LOA with requirements at the Employment Services Regulation Division, 4th Floor.</p> <p>Step 2. Follow-up status of request the following working day.</p> <ul style="list-style-type: none"> ▪ With complete requirements – SRA will be released within one (1) day, LOA within three (3) days ▪ With incomplete requirements – receive the Notice of Deficiency for compliance. <p>Step 3. Acknowledge receipt/release of SRA/LOA.</p>		<p>Receiving Clerk</p> <p>Evaluator</p> <p>Clerk</p>
<p>PROCESS CYCLE TIME:</p>	<p>Eight (8) working hours for SRA</p> <p>Twenty-four (24) working hours for LOA</p>	

FRONTLINE SERVICE:	FILING AND HANDLING OF CUSTOMER COMPLAINTS/FEEDBACK	
OFFICE/LOCATION:	Information and Education Division (IED) / 5 th Floor	
CLIENTS/CUSTOMERS:	Overseas Filipino Workers, Licensed Recruitment Agencies and Other Stakeholders	
DOCUMENTARY REQUIREMENTS:	Complaint Feedback Referral Form (CFRF), Corrective and Preventive Action Report (CPAR) Form, Letter of Complaint/Feedback	
FEES:	None	
PROCEDURES:	PERSON IN CHARGE	
<p>Step 1. Receive complaints or feedback lodged thru walk-in, e-mails, letters, phone calls, newspapers and suggestion boxes located within the premises of the POEA.</p> <p>Step 2. Document and attend to the complaint or feedback by referring/endorsing it to the concerned Office/Branch/Division/Unit being complained of using the Complaint Feedback Referral Form (CFRF).</p> <p>Step 3. Endorse the CFRF to the concerned Office/Branch/Division/Unit for comments and appropriate action.</p> <p>Step 4. Upon receipt of the CFRF, the concerned Office/Branch/Division/Unit validate/evaluate complaints or feedback received. Conduct investigation to further analyze the complaint or feedback, if necessary.</p> <p>Step 5. Identify/Perform appropriate/immediate action, corrective and/or preventive action by using or accomplishing the Corrective and Preventive Action Report (CPAR) Form and submit the actions taken to the Information and Education Division (IED) copy furnished the Customer Satisfaction Measurement (CSM) Committee under the ISO.</p> <p>Step 6. Inform the complainant of the action taken. Endorse the CPAR to the ISO Internal Auditor for recording and monitoring.</p> <p>Step 7. Evaluate and check the effectiveness of the proposed corrective action and return the CPAR to the CSM Committee</p> <p>Step 8. Report to the ISO Quality Management Representative (QMR) for review and report to the Administrator during the conduct of the Management Review Meeting (MRM).</p>	<p>IED Staff/ISO Secretariat</p> <p>IED Staff/ISO Secretariat</p> <p>IED Staff/ISO Secretariat</p> <p>Head of Office/Branch/Division/Unit Concerned</p> <p>Head of Office/Branch/Division/Unit Concerned</p> <p>IED Staff/ISO Secretariat</p> <p>ISO Lead Internal Auditor</p> <p>IED Staff/ISO Secretariat</p>	
PROCESS CYCLE TIME: Within seventy-two (72) hours upon receipt of complaint/feedback.		

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.



P O E A

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...

As of September 16, 2016