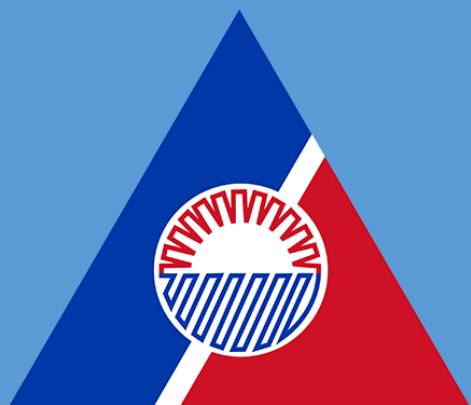


# CITIZEN'S CHARTER



**OVERSEAS  
WORKERS  
WELFARE  
ADMINISTRATION**

Updated as of December 2021

OWWA CENTER F.B. Harrison Sts., Pasay City



# THE OWWA

By virtue of R.A. 10801 or the Overseas Workers Welfare Administration Act of 2016,

The 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. Being a chartered institution, the OWWA shall not fall under any of the following categories: government instrumentalities with corporate powers (GICPs), government corporate entities (GCEs), government financial institutions (GFIs) and/or government-owned or -controlled corporations (GOCCs).

The OWWA shall be an attached agency of the Department of Labor and Employment (DOLE).



# VISION, MISSION AND CORE VALUES

## I. VISION

By 2023, OWWA has instituted more effective mechanisms to ensure that the rights and interests of Overseas Filipino Workers (OFWs) and their families are adequately protected and safeguarded.

## II. MISSION

As a national agency, OWWA is vested with special function of developing and implementing welfare programs and service that responds to the needs of its member-OFWs and their families. It is endowed with power to administer a trust fund to be called the OWWA Fund.

## III. CORE VALUES (QUALITY POLICY)

The OWWA is committed to:

- a) Upholding and practicing the principles of good governance;
- b) Managing its funds transparently and judiciously;
- c) Delivering **Caring, Attentive, Responsive and Efficient Services (CARES)** to its client-customers;
- d) Reviewing regularly its organizational context to better serve its clients;
- e) Utilizing properly all its resources, and developing its human resource;
- f) Guarantee to utilize properly all its resources, including the development its human resource;
- g) Maintaining its good image to its public; and
- h) Ensuring 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;
- 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.



# TABLE OF CONTENTS

LIST OF SERVICES	PAGE NUMBERS
<b>The OWWA Overview</b>	i
<b>Vision, Mission and Core Values</b>	ii
<b>Functions</b>	iii
<b>I. External Services</b>	1
<b>A. Central Office</b>	
1. Repatriation Assistance Program	2-3
2. Facilitation of Single Entry Approach (SEnA) for OFWs	4-5
3. Accreditation for the Pre-Departure Orientation Seminar Providers	5-6
4. Reintegration Programs and Services	7-8
5. Sa 'Pinas, Ikaw and Ma'am at Sir (SPIMS)	9-10
<b>B. Regional Welfare Offices</b>	
1. Pre-Departure Education Program (PDEP)	11-12
2. Comprehensive Pre-Departure Education Program (CPDEP)	13-14
3. Skills for Employment Scholarship Program (SESP)	15-17
4. Seafarers Upgrading Program (SUP)	17-19
5. Education for Development Scholarship Program (EDSP)	19-21
6. OFW Dependent Scholarship Program (ODSP)	21-23
7. Education and Livelihood Assistance Program for the Dependents of Deceased OFW Members (ELAP)	23-36



LIST OF SERVICES	PAGE NUMBERS
8. Balik Pinas, Balik Hanapbuhay (BPBH)	26-29
9. Welfare Assistance Program (WAP)	30-32
10. Disability Benefits	33-35
11. Death and Burial Benefits	35-37
<b>II. Internal Services</b>	38
1. Customer Feedback	39-40
2. Freedom of Expression (FOI)	40-42
3. Courier Services (Mail and Parcel Delivery) thru Sub-Contractors and Messengers	42-43
4. Courier Services (Mail and Parcel Delivery)	44
5. Documents Dissemination and Filing Procedures	45-46
6. Procurement of Goods through the Procurement Service- Department of Budget and Management	46-48
7. Procurement of Goods through Shopping	48-49
8. Fund Transfer/ Payment Procedures	50-53
9. Preventive Maintenance and Technical Support Services	53-54
10. Development of Online Application for OWWA's Programs and Services	55-56
11. Request for Transportation Service	56-57
12. Payroll Processing	57-59
<b>III. OWWA Contact Information for General Public</b>	60
<b>IV. OWWA Directory</b>	61



# EXTERNAL SERVICES

A.CENTRAL OFFICE

B.REGIONAL WELFARE OFFICES



# LIST OF SERVICES: CENTRAL OFFICE

## 1. REPATRIATION ASSISTANCE PROGRAM

Bringing back of distressed OFWs and human remains. 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

<b>CONCERNED OFFICE/DIVISION:</b>	Repatriation Assistance Division
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Members and other Overseas Filipinos
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Valid Passport I.D.	DFA
2) Intake Sheet Form	OWWA RAD
3) Other Special Requirements: a. Overseas Employment Contract or other proof of employment overseas b. Travel Document c. Boarding Pass or Proof of Repatriation	POLO or POEA DFA OFW





c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>The appointment system is strictly implemented to better serve clients and to observe social distancing protocols to prevent the spread of COVID-19. Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a></b>					
1) Accomplished Application Form or Intake Form	Provide queuing form to client.	5 minutes	Application or Intake Form	None	RAD OWWA
2) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	RAD Guard Duty or Officer of the Day
3) Go to designated case officer: a. Table 1. Asian Countries b. Table 2. Kuwait, Lebanon, Bahrain, Oman and Jordan c. Table 3. Qatar, Dubai, Abu Dhabi, Africa and other Middle East Countries d. Table 5. North and South Africa, Europe and Seabased Workers	Interview and Evaluate the case of the client.	15 to 30 minutes	Intake Form	None	RAD Case Officer
4) Wait for the telephone coordination from the concerned RAD Case Officer: a) Appropriate coordination with the Legal Service b) Appropriate coordination, update and service delivery with POLO in concerned job site.	Coordinate with concerned offices.  Provide updates and render service to the client.	3 to 5 days  *Depending on the nature of the case	None	None	RAD Case Officer
<b>END OF PROCESS</b>					



## 2. FACILITATION OF SINGLE ENTRY APPROACH (SEnA) FOR OVERSEAS FILIPINO WORKERS AND/OR THEIR QUALIFIED DEPENDENT (FAMILIES)

Single Entry Approach is an administrative approach to provide a speedy, impartial, inexpensive and accessible settlement procedure for all issues/complaints arising from employer-employee relations to prevent them from ripening into full blown disputes. Under this approach, all labor and employment disputes shall undergo a 30-day mandatory conciliation-mediation process to effect settlement among the contending parties.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Legal Service
<b>CLASSIFICATION:</b>	Complex to Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Repatriated OFW Members and their Authorized/Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	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.	DFA
2) Request for Assistance Form (R.A. Form)	OWWA-LEGAL
3) Other Additional Requirements depending on the case: a. Overseas Employment Contract b. Pay Slip c. POLO Case Study Report or Referral	POEA/POLO Employer/PRA/FRA OWWA POLO

### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Request for Assistance		5 minutes	R.A Form	NONE	
2) Interview	Sending of Notice to PRA re: Schedule Conference	10 minutes	R.A Form	NONE	SEADO
3) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes	R.A Form/Notice	NONE	OWWA-LEGAL



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes		NONE	Or RWO conducting SENA
5) Scheduled Conference w/in 30 days	Minutes of Conciliation	30 minutes		NONE	
6) Settlement or Referral to NLRC&POEA	/Give endorsement letter to NLRC&POEA	5 minutes	Settlement form/ Endorsement letter	NONE	
END OF PROCESS					

### 3. ISSUANCE OF ACCREDITATION FOR THE PRE-DEPARTURE ORIENTATION SEMINAR (PDOS) PROVIDERS

The accreditation 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, both landbased and seabased.

#### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	PDOS Development and Monitoring Unit (PDMU)
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	Government to Business Entity (G2B)
<b>WHO MAY AVAIL:</b>	Local Manning Agencies; Philippine Recruitment Agencies; Industry Associations; Non-Government Organizations
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM



**b. Basic Requirements**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished Application Form	PDMU
2) Trainer's bio-data and copy of Certificate of Participation / Completion of PDOS Trainers' Training	PDMU
3) Copy of license to operate from POEA (in case of recruitment/manning)	Philippine Overseas Employment Administration
4) Copy of incorporation/registration documents and literature on institutional mission and operations (in case of NGOs)	Securities and Exchange Commission

**c. How to avail the service**

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit Application Form	Receive and check completeness of entries in the application form	10 minutes	Application Form	none	PDMU
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	PDMU
3) Prepare PDOS Venue for Inspection	Conduct of ocular inspection of the PDOS Venue	4 hours	Checklist	none	PDMU
4) Comply with requirements and qualifications	If documentary requirements are complete, the Trainers have completed the orientation/TOT, and the PDOS venue is in order, recommends to the approval of accreditation	1 hour	Memorandum to the Administrator	none	PDMU
5) Obtain certificate of accreditation	Issues certificate of accreditation	10 minutes	Certificate of accreditation	none	PDMU
END OF PROCESS					



## 4. REINTEGRATION PROGRAMS AND SERVICES

### SERVICE: OWWA-NRCO CENTRAL OFFICE ASSIST WELL

The National Reintegration Center for OFWs (NRCO) provides necessary reintegration services in form of livelihood assistance, small business management training, and even employment facilitation.

#### a. Info about the service:

<b>CONCERNED OFFICE/DIVISION:</b>	National Reintegration Center for OFWs (NRCO)
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Repatriated and Returned OFW and their Authorized/Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

#### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Accomplished NRCO Profile Form	Central and Regional Offices
2) Proof of repatriation in the Philippines (Passport or Travel Documents, airline tickets, boarding pass	(responsibility of the client to provide the copy)
3) Proof of Overseas Employment or endorsement from Philippine Overseas Labor Office (POLO)	(responsibility of the client to provide the copy)
4) Any valid I.D	(responsibility of the client to provide the copy)
5) Salaysay (Undertaking)	(responsibility of the client to provide the copy)

#### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) For client's who will visit the Central or Regional Office, secure an entry pass and NRCO Profile Form	Provide entry pass and NRCO Profile Form	5 Minutes	NRCO Profile Form	NONE	Assigned Guard



## Overseas Workers Welfare Administration

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
2) Submit the duly accomplished NRCO Profile, Passport or Travel Documents and other requirements to the NRCO Officer of the Day.	Evaluate the submitted documents.  Verification of Membership Record.	15 Minutes		NONE	NRCO Duty Officer of the day (All Division) Monday- PCMD Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD
3) Client will wait for the recommendation/advice from the NRCO Officer of the Day.	NRCO Duty Officer will interview the OFWs and to recommend kind of assistance to be provided.  If qualified for OWWA-NRCO Livelihood Programs or other services, it will be referred to the respective OWWA Regional Welfare Offices (RWOs) through an endorsement letter based on the registered residential address of the clients.  If qualified to other services, it will be referred to other concerned government agencies depending on the type of assistance requested.	Not more than 24 hours	NRCO Endorsement Letter	NONE	NRCO Duty Officer of the day (All Division) Monday- PCMD Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD
4) Client will receive text/email on action on his/ her request.	RWOs and Concerned government agencies will notify OFWs on the next steps.	By schedule			NRCO Duty Officer of the day (All Division) Monday- PCMD Tuesday-WRTSD Wednesday-PPDD Thursday-OD and PCMD Friday- PPDD and WRTSD
<b>END OF PROCESS</b>					



## 5. SA'PINAS, IKAW ANG MA'AM AT SIR PROGRAM (SPIM)

Employment reintegration program that provides opportunities to OFWs who are also Licensure Examination for Teachers (LET) passers to practice their profession as Teacher 1 for elementary and junior high school in various public schools.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	National Reintegration Center for OFWs (NRCO)
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Repatriated and Returned OFW Members who are passers of Licensure Examination for Teachers (LET)
<b>SCHEDULE OF AVAILMENT:</b>	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.	DFA
2) Application Form	OWWA NRCO
3) Copy of Professional Regulation Commission (PRC) ID	PRC
4) Copy of Certificate of Board Rating;	PRC
5) Copy of Passport (including the pages with arrival and departure stamps);	DFA
6) Copy of Certificate of Employment abroad or any documentary proof; and	POEA
7) Copy of Certificate of Employment as a teacher (if available).	Employer

### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Send or e-mail requirements at <a href="mailto:nrco@owwa.gov.ph">nrco@owwa.gov.ph</a> or <a href="mailto:spims.updates@gmail.com">spims.updates@gmail.com</a> .	Receive and validate application and requirements.	5 minutes	SPIMS Form (available online at <a href="http://www.nrco.gov.ph">www.nrco.gov.ph</a> )	None	SPIMS Officer of the Day, NRCO



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	SPIMS Focal to acknowledge the application with three (3) working days.				
2) For walk-in clients in OWWA-NRCO or Regional Offices, get queuing number. Wait to be called.	Release queuing number.	5 minutes	SPIMS Form	None	SPIMS Officer of the Day, NRCO
3) Submit requirements to the SPIMS Officer of the Day	Receive and evaluate application and requirements.	10 minutes	None	None	SPIMS Officer of the Day, NRCO
4) Attend to Online Refresher Course as required by the SPIMS Officer of the Day.	Recommend for the need to obtain online refresher course for the applicant or proceed to next step.	5 minutes	Certificate of Attendance	None	SPIMS Officer of the Day, NRCO
5) If no need for refresher course, requirement shall be retained to NRCO for on-ward submission to Department of Education.	Inform the applicant to proceed with DepEd plantilla position application.  Endorse the application to DepEd for processing of application for plantilla position.	5 minutes	Endorsement Letter	None	SPIMS Officer of the Day, NRCO
<b>END OF PROCESS</b>					





# LIST OF SERVICES: REGIONAL WELFARE OFFICES (RWO)

## 1. PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

**PDOS** is a mandatory orientation-seminar aimed to orient departing migrant workers with basic information that are 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.

**Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs)** - a mandatory orientation-seminar for departing HSWs to address the difficulty confronting the OFWs relating to language barrier, as well as the culture of destination countries.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	PDOS Development and Monitoring Unit/RWO
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Departing Overseas Filipino Workers bound for Japan, Canada and Germany
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Xerox Copy and Original Passport and Working Visa	DFA and Concerned Embassy
2) Endorsement Letter	Philippine Recruitment Agency
3) Employment Contract verified by Philippine Overseas Labor Office in the country of work	POLO or POEA
4) For workers going to Japan, Certificate of Eligibility (COE) at Addendum to the Master Employment Contract	
5) For workers going to Canada, Labor Marketing Impact Assessment (LMIA)	



**c. How to avail the service**

<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>PROCESSING TIME</b>	<b>FORM</b>	<b>FEES TO BE PAID</b>	<b>RESPONSIBLE PERSON/OFFICE</b>
1) Get the Enrollment Form at the Registration Desk	Release the Enrollment Form to OFW.	5 minutes	Enrollment Form	None	PDOS Staff Registration Desk, OWWA RWO
2) Fill-up and submit the Enrollments Form, and get the Enrollment Card for the schedule of training at the Registration Desk	<ul style="list-style-type: none"> <li>➤ Review and accept the Enrollment Form.</li> <li>➤ Issue the Enrollment Card.</li> </ul>	10 minutes	<ul style="list-style-type: none"> <li>➤ Enrollment Form</li> <li>➤ Enrollment Card</li> </ul>	None	PDOS Staff Registration Desk, OWWA RWO
3) Attend the training schedule for: a. PDOS- Skilled Workers  b. CPDEP- Professional Housekeepers	Conduct PDOS  Conduct CPDEP	1 day (8:00am-5:00pm) 2 days (8:00am-5:00pm)	<ul style="list-style-type: none"> <li>➤ Attendance Form</li> <li>➤ Enrolment Card</li> </ul>	None	PDOS Resource Speaker  CPDEP Resource Speaker
4) Obtain Certificate of Attendance at the end of the seminar	Release the Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Training Room
<b>END OF PROCESS</b>					



## 2. COMPREHENSIVE PRE-DEPARTURE EDUCATION PROGRAM (CPDEP)

**Comprehensive Pre-Departure Education Program for Household Service Workers (CPDEP for HSWs)** - a mandatory orientation-seminar for departing HSWs to address the difficulty confronting the OFWs relating to language barrier, as well as the culture of destination countries.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	PDOS Development and Monitoring Unit/RWO
<b>CLASSIFICATION:</b>	Complex
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	<ul style="list-style-type: none"><li>➤ Accredited Liaison Officer (LO) of Philippine Recruitment Agencies (PRAs) for agency-hire</li><li>➤ Name-hire or Direct-hire workers endorsed by OWWA Satellite Office</li></ul>
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Valid Passport	DFA
2) Employment Contract verified by Philippine Overseas Labor Office in the country of work	POEA or POLO
3) Certificate of Attendance ng Pre-Departure Orientation Seminar (PDOS)	OWWA or Accredited PDOS Provider
4) Endorsement letter: 4.1 Agency Hire 4.2 Name-Hire	Philippine Recruitment Agency OWWA RWO where PDOS certification was obtained



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Online Registration using designated email address for the enrollment of trainees, and appointment via phone calls for the release of Certificate of Attendance (COAs)_</b>					
1) Fill-up and submit the Enrollment Form together with the complete requirements at the Registration Counter	Accept and review the accomplished Enrolment Form and requirements.	5 minutes	Enrollment Form	None	CPDEP Staff Registration Room, OWWA RWO
2) Obtain the Enrollment Card to get the training schedule and venue	Release enrolment card	10 minutes	Enrolment Card	None	CPDEP Staff Registration Romo, OWWA RWO
3) Attend the Language Training and Culture Familiarization in the given training venue and schedule stated in the Enrolment Card	Conduct the seminar/training: <ul style="list-style-type: none"> <li>➤ Arabic/Cantonese/ Hebrew</li> <li>➤ Mandarin</li> <li>➤ Culture Familiarization</li> </ul>	3 days  6 days 1 day	<ul style="list-style-type: none"> <li>➤ Attendance Form</li> <li>➤ Enrolment Card</li> </ul>	None	Instructors Designated Training Rooms, OWWA RWO
4) Obtain Certificate of Attendance at the end of the seminar/training	Certificate of Attendance	15-30 minutes	Certificate of Attendance	None	Instructors Designated Training Rooms, OWWA RWO
<b>END OF PROCESS</b>					



### 3. SKILLS-FOR-EMPLOYMENT SCHOLARSHIP PROGRAM (SESP)

A short term (6 months to 2 years) 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

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Members and their Authorized/Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

#### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) 2x2 colored ID Photo (2 Copies)	OFW Member
3) At least two (2) Valid I.D.s	Government Issued or Company Issued
4) Diploma, High School Report Card or any proof of High School completion	School Registrar
5) Proof of applicant's relationship with the OFW - member <ul style="list-style-type: none"><li>● Birth certificate of the applicant, for OFWs child</li><li>● Birth certificate of the applicant and OFW, for OFWs sibling</li><li>● Marriage certificate, for OFWs spouse</li><li>● Certificate of No Marriage (CENOMAR), if the OFW is single</li></ul>	PSA



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard or Registration Desk OWWA RWO
2) Present I.D or passport at Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> <li>If the membership is valid, submit the accomplished application form and requirements.</li> <li>Get your schedule for claiming the Notice Of Award (NOA).</li> </ul>	Check membership and evaluate submitted requirements.  If approved, issue schedule of claiming NOA.  RWO-NCR Other RWOs	10 minutes    2 days 3-7 days	Membership Record  Application Form	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
3) Return on the given schedule for the issuance of Notice of Award.  Get a Priority Number. Wait until your number is called.	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
4) Go to Counter 1 to obtain the Notice of Award (NOA).	Release NOA.	5 minutes	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
<b>END OF PROCESS</b>					



Note:

- For the applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 2 days (2 working days) after submitting the completed requirements.
- For the 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.

#### 4. SEAFARERS UPGRADING PROGRAM (SUP)

A short-term training program for seafarers consisting of a maximum of **Php7,500.00** per upgrading course in accredited maritime training centers/institutions to ensure competitive advantage in meeting International Maritime Organizations competency standards.

##### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Seafarer OFW Members
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

##### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) 2x2 Colored ID Photo (2 Copies)	OFW Member
3) Seaman's Identification Record Book (SIRB) and/or Original Passport	MARINA
4) Membership Record	OWWA RWO



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard or Registration Desk 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"> <li>If the membership is valid, submit the accomplished application form and requirements.</li> <li>Get your schedule for claiming the Notice Of Award (NOA).</li> </ul>	Check membership and evaluate submitted requirements.  If approved, issue schedule of claiming NOA.  RWO-NCR Other RWOs	10 minutes    2 days 3-7 days	Membership Record  Application Form	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
3) Return on the given schedule for the issuance of Notice of Award.  Get a Priority Number. Wait until your number is called.	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
4) Go to the designated SUP desk/counter to obtain the Notice of Award (NOA).	Release NOA.	5 minutes	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
<b>END OF PROCESS</b>					





*Note:*

- *For the applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 2 days (2 working days) after submitting the completed requirements.*
- *For the 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.*

## 5. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

A scholarship grant to qualified dependents of OFWs consisting of a maximum of **Php60,000.00** per school year until the completion of baccalaureate course (4-5 years). For incoming freshmen, the selection of scholars is determined through the DOST national examinations. Only the top 400 passers are considered for entry as freshmen; 600 slots are for those who are already enrolled in college.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Member's Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scholarship Application Form	OWWA RWO
OFW Membership Record	OWWA RWO
2pcs. I.D. Picture with Name Tag	Applicant
At least one (1) valid I.D. of the OFW and/or the Authorized Representative	Government Issued or Company Issued I.D.
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR	Philippine Statistics Authority or



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>• OFW Birth Certificate, if dependent is sibling</li> <li>• OFW CENOMAR, if single</li> <li>• Dependent's Birth Certificate</li> </ul>	Local Civil Registrar
Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) <ul style="list-style-type: none"> <li>• For incoming first year, 80% GWA without failing grades</li> <li>• For second to fifth year, 85% GWA without failing grades</li> </ul>	School Registrar
For Incoming 1 <sup>st</sup> Year College, Notice from RWOs of qualifying the DOST-OWWA Pre-Qualifying Examination for EDSP	OWWA RWO
Other Special Requirements: <ul style="list-style-type: none"> <li>• Certificate of Good Moral</li> <li>• Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s</li> </ul>	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ EDSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements.  Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes  *Depending on the completeness or compliance to	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO



		qualifications/ requirements			
3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation  Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours  30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00- P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
<b>END OF PROCESS</b>					

## 6. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

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.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Member's Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Scholarship Application Form	OWWA RWO
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"> <li>• OFW Birth Certificate, if dependent is sibling</li> <li>• OFW CENOMAR, if single</li> <li>• Dependent's Birth Certificate</li> </ul>	Philippine Statistics Authority or Local Civil Registrar
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"> <li>• Certificate of Good Moral</li> <li>• Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s</li> </ul>	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line for ODSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ ODSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements.  Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes *Depending on the completeness or compliance to qualifications/ requirements	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO



3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation  Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours  30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00- P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
<b>END OF PROCESS</b>					

## 7. EDUCATION AND LIVELIHOOD ASSISTANCE PROGRAM FOR DEPENDENTS OF DECEASED OFW

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
- Educational Assistance- intended for deceased OFW with school-age qualified dependent. The eldest or the first born 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 education assistance from primary (Kindergarten)- P5,000.00, secondary- P8,000.00 and tertiary- P10,000.00 education.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Member's Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements



CHECKLIST OF REQUIREMENTS	LIVELIHOOD ASSISTANCE	EDUCATIONAL ASSISTANCE	WHERE TO SECURE
OFW Membership Record (MR)	✓	✓	OWWA RWO
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR			PSA/LCR
<ul style="list-style-type: none"> <li>Marriage Certificate, if applicant is spouse of OFW</li> </ul>	✓		
<ul style="list-style-type: none"> <li>Birth Certificate of applicant, if applicant is child of OFW or sibling</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>Birth Certificate of OFW, if applicant is sibling or parents of OFW</li> </ul>	✓	✓	
<ul style="list-style-type: none"> <li>Certificate of No Marriage (CENOMAR), if OFW is single</li> </ul>	✓		
2 pcs. 2 X 2 colored ID photo of applicant if name tag	✓	✓	Applicant
Death Certificate of OFW	✓	✓	PSA/LCR
Entrepreneurial Development Training Certificate (EDT)	✓		OWWA RWO
Business Plan	✓		Applicant
School Record of Qualified Dependent for Educational Assistance			School Registrar
<ul style="list-style-type: none"> <li>Form 137/138</li> </ul>		✓	
<ul style="list-style-type: none"> <li>Transcript of Record</li> </ul>		✓	
<ul style="list-style-type: none"> <li>Certificate of Grades (if college level)</li> </ul>		✓	
Other Special Requirements: <ul style="list-style-type: none"> <li>Certificate of Good Moral</li> <li>Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s</li> </ul>		✓ ✓	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard or Registration Desks OWWA RWO
2) Present/Submit the accomplished Endorsement Form from Social Benefits Unit/Desks and the OFW Membership Record. Obtain ELAP application forms and checklist of requirements.	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for livelihood assistance.	5 minutes	Membership record	None	ELAP Livelihood Focal OWWA RWO
3) Submit the accomplished forms and requirements to the Reintegration Unit/Desks. Obtain schedule of the Entrepreneurship Development Training (EDT)	Review and evaluate requirements submitted for qualification to livelihood assistance.	5 minutes	ELAP Livelihood Application Form	None	ELAP Livelihood Assistance Focal/ Reintegration Unit/Focal OWWA RWO
	Release Notice of Schedule of EDT.	2-3 weeks	Notice		
4) If deceased OFW has qualified dependent for ELAP-Educational Assistance, proceed to Education and Training Unit/Desk and get requirements checklist	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for educational assistance.	5 minutes	Scholarship Application Form	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
5) Submit the complete requirements for ELAP - Educational Assistance Application and wait for the result of the evaluation.	Review and evaluate requirements submitted for qualification to educational assistance.	5 minutes	None	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
	Release Notice of Schedule of Scholarship Orientation.	2-3 weeks	Notice		



6) Attend the training/orientation in the designated schedule and venue provided. a. EDT for Livelihood Assistance b. Scholarship Orientation	Conduct the EDT. Conduct the Scholarship Orientation and facilitate signing of scholarship agreement.	1-2hours each session	Attendance Claim Stub Scholarship Agreement	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
7) Obtain the Notice from the Reintegration Unit/Desk and/or Education and Training Unit/Desk for the release of assistance. Note: Bring at least two (2) valid I.D.s of the claimant/dependents	Release Livelihood assistance.  Release Notice of Award for the Education Assistance as basis for periodical release of cash assistance to school-age dependent.	30 minutes	Claim Stub/ Form	None	Cashier or Authorized Personnel OWWA RWO
<b>END OF PROCESS</b>					

*Note: Schedule on 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.*

## 8. 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 OFWs: a) Non-Members of OWWA- **Php5,000.00**; b) In-active Members with at least one (1) contribution- **Php10,000.00**; and c) 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

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple-Complex





<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Repatriated Distress OFW Member
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

**b. Basic Requirements**

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Active Members a. OWWA Membership Records b. Application Form with Personal Undertaking (Sariling Salaysay) 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 documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO OWWA RWO/ Reintegration Unit or Focal Person  POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division Barangay where the OFW resides
2) In-active Members a. OWWA Membership Records b. Application Form with Personal Undertaking (Sariling Salaysay) 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 documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO OWWA RWO/ Reintegration Unit or Focal Person  POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division  Barangay where the OFW resides
3) Non-Members (Undocumented OFWs) a. At least 2 valid Government Issued I.D.s ( <i>including the already the passport I.D.</i> )	Concerned Government Agencies e.g. SSS, PRC, LTO, COMELEC, DFA, etc.



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Application Form with Personal Undertaking (Sariling Salaysay) 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 documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO Reintegration Unit or Focal Person / OFW  POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division  Barangay where the OFW resides

**c. How to avail the service**

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line. Give application Form	5 minutes	Application Form	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present and submit requirements	Check membership status Issue membership record for (member OFWs), Review accomplished application form and completeness of requirements Issue schedule of EDT session for qualified OFWs	At least 5 minutes per transaction	Membership record Accomplished Application Form 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



## Overseas Workers Welfare Administration

4) After the EDT session, submit the application forms and complete requirements	<p>Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan</p> <p>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></p>	<p>10 minutes</p> <p>At least seven (7) days after the EDT session</p>	<p>Accomplished Application Form</p> <p>Certificate of Attendance</p> <p>Business Plan</p>	None	Reintegration Unit Staff OWWA RWO
5) Prepare for the Business Site Inspection by the OWWA RWO	<p>Conduct the Business Site inspection.</p> <p>Conduct final review and approval of the BPBH application.</p> <p>Schedule release of cash assistance and send OFW notice of approval and claiming of cash assistance.</p>	<p>At least 30 minutes</p> <p>At least 10 minutes- review</p> <p>At least seven (7) days after approval</p>	N/A	<p>Site visit report from OWWA RWO i.e. narrative and photos</p>	<p>Family Welfare Officer/ Business Inspector OWWA RWO</p> <p>Reintegration Unit Staff OWWA RWO</p> <p>Reintegration Unit Staff OWWA RWO</p>
6) For approved applications, claim the financial assistance	Release financial assistance either through check, cash pay-out or money transfer.	10 minutes	Claim Stub/Form	None	Cashier, OWWA RWO Authorized Personnel/ Money Transfer OWWA RWO
<b>END OF PROCESS</b>					

*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.*



## 9. 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 in any one of the following circumstances which are not covered under the regular programs implemented by the Secretariat:

- 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
- e. Relief assistance for OWWA members who were displaced/laid-off due to economic/political/health crises, bankruptcy & other related conditions

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple-Complex
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Member or Qualified Dependents
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Calamity Assistance <ol style="list-style-type: none"> <li>a. At least two (2) valid I.D.s of OFW or Claimant</li> <li>b. Authorization Letter with I.D. of OFW, if claimant is not the OFW</li> <li>c. Barangay Certificate as resident of disaster/emergency affected community</li> <li>d. If victim of fire incident, secure Certification</li> </ol>	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"> <li>a. At least two (2) valid I.D.s of Claimant</li> <li>b. Proof of relationship with OFW i.e. Marriage Contract, Birth Certificate</li> <li>c. Death Certificate</li> <li>d. Joint Affidavit of two disinterested persons who witnessed the administration of burial rites</li> </ul>	<p>Government issued or company issued PSA or LCR PSA or LCR Notary Public</p>
<p>3) Disability Assistance</p> <ul style="list-style-type: none"> <li>a. At least two (2) valid I.D.s of Claimant</li> <li>b. Medical Certificate/Examination Procedure Result</li> <li>c. Accident/Police Report</li> <li>d. If claimant is not the OFW, Special Power of Attorney (SPA)</li> </ul>	<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"> <li>a. At least two (2) valid I.D.s of OFW or Claimant</li> <li>b. Authorization Letter with I.D. of OFW, if claimant is not the OFW</li> <li>c. Original Medical Certificate/ Abstract with PTR No. of Attending Physician</li> </ul>	<p>Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility</p>
<p>5) Relief Assistance</p> <ul style="list-style-type: none"> <li>a. At least two (2) valid I.D.s of OFW or Claimant</li> <li>b. Authorization Letter with I.D. of OFW, if claimant is not the OFW</li> <li>c. Proof of Displacement e.g. Termination of Contract, Working Visa, etc.</li> <li>d. Certification from OWWA-POLO of OFW's job sites</li> </ul>	<p>Government issued or company issued OFW member Employer OWWA-POLO</p>



c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form	Check membership status  Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO
3) Submit accomplished application form and required documents for validation/evaluation	Review and evaluate submitted requirements.  Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form  Claim Form/Stub	None	Social Benefits Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes (up to maximum of five working days)	Claim Stub/Form	None	Cashier or Authorized Personnel OWWA RWO
<b>END OF PROCESS</b>					

*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.*



## 10. 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

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OFW Member
<b>SCHEDULE OF AVAILMENT:</b>	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	MARINA
3) Foreign Medical Certificate with English Translation	OWWA- POLO
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
6) One (1) copy of 1x1 picture	OFW member
7) If claimant is not OFW, submit Authorization Letter with I.D. of OFW	OFW's 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
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
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.	30 seconds	None	None	Assigned Guard or Registration Desk 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	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO
3) Return on the given schedule for the medical evaluation at Counter 9 of Social Benefits Unit. Submit the accomplished application form and requirements; proceed to present claim stub and claim financial assistance through check or cash pay-out	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form	None	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO





4) After claiming the check, 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.	5 minutes	Claim Stub/ Form	None	Cashier or Authorized Personnel OWWA RWO
<b>END OF PROCESS</b>					

## 11.DEATH AND BURIAL BENEFIT

**Death Benefit** - 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** - in 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

<b>CONCERNED OFFICE/DIVISION:</b>	Regional Welfare Office
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	Deceased OFW Member's Qualified Dependent
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

### b. Basic Requirements

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
----------------------------------	------------------------



## Overseas Workers Welfare Administration

1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	MARINA
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)	PSA or 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"> <li>• OFW CENOMAR, if single</li> <li>• Marriage Certificate</li> <li>• Birth Certificate of OFW, if the claimant is the parent</li> <li>• Birth Certificate of the claimant and death certificate of deceased spouse, for OFWs child</li> </ul>	PSA or LCR

### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
<b>Appointment Scheduler App at the OWWA Website <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a> (appointment.owwa.gov.ph)</b>					
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form and checklist of requirements	Check membership status  Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO



## Overseas Workers Welfare Administration

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 Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes	Claim Stub	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					



# INTERNAL SERVICES



# LIST OF INTERNAL SERVICES

## 1. CUSTOMER FEEDBACK

Customer feedback forms gathered from the Public Information 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.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Advocacy and Social Marketing Division (ASMD)
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Government (G2G)
<b>WHO MAY AVAIL:</b>	OWWA Offices/Units/ Process Owners
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM to 5:00 PM

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Survey Form	Public Information Desk 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
1) Public Information Desks of Program/service implementers collect customer survey from clients	a. Collect Accomplished Client / Customer Feedback Survey Form from concerned Office/Units	1 Hour	Accomplished Customer Feedback Survey Form	None	ASMD



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
and submit to head office for consolidation and reporting.	b. Consolidate all submitted Client/Customer Satisfaction Information, including client complaints, if any.	8 Hours	Raw Data Report	None	ASMD
	c. Analyze data and prepare report on the status of Client/Customer Feedback System	4 hours	Raw Data Report	None	ASMD
	d. Submit report to Management copy furnished concerned offices/units on the status of client/customer feedback system for the period covered.	30 minutes	Client/Customer Satisfaction/Feedback Report	None	ASMD
END OF PROCESS					

## 2. FREEDOM OF INFORMATION (FOI)

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Records Management Division (RMD)
<b>CLASSIFICATION:</b>	Simple to Complex
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C) and Government to Government (G2G) Referral System
<b>WHO MAY AVAIL:</b>	OFW Members and other Overseas Filipinos, Public and Private agencies/institutions
<b>SCHEDULE OF AVAILMENT:</b>	24/7 Monday to Sundays and Holidays

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
---------------------------	-----------------



Receiving Officer List, Contact Information, Procedure, Standard Forms, Appeals and FOI Inventory/Registry/Summary	e-FOI Portal and OWWA Transparency Seal at <a href="http://www.owwa.gov.ph">www.owwa.gov.ph</a>
--	---

**c. How to avail the service**

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Requesting Party sign up at the FOI Portal through the PCOO-FOI electronic system or submit written request to FOI-Receiving Officer	1.1 Acknowledges Query/Request	1 working day	Client Request	None	OWWA-FOI Receiving Officer/RMD
	1.2 Evaluate/Verify requests using the OWWA Verification System (Membership, BAP, e-CARES, etc.) or forward request to office/unit concerned at the Central Office, ROCS and OOCs and Transmits consolidated information to Decision Maker	7 working days	Daily FOI Request and Action Matrix	None	Receiving Office and Point-Persons of Offices, ROCs and OOCs
2) Receive agency's Response	Approve/Deny and formulate a response to be sent through the Receiving Officer for dissemination to the client	3 working days	Daily FOI Request and Action Matrix 1	None	OWWA-FOI Decision Making Officer/ Deputy Administrator for Administration and Fund Management
3) Client appeals or request for review, if not satisfied, to the official e-mail address of the head of agency ( <a href="mailto:hanscacadac@oww.gov.ph">hanscacadac@oww.gov.ph</a> ) or the FOI Portal	Review request and carry out interview and respond to the appeal in writing	15 to 30 days upon receipt of complaint letter	Summary of Appeals	None	Office of the Administrator



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
END OF PROCESS					

### 3. 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

<b>CONCERNED OFFICE/DIVISION:</b>	Records Management Division
<b>CLASSIFICATION:</b>	<i>Simple</i>
<b>TYPE OF TRANSACTION:</b>	<i>Government to Citizen (G2C), Government to Government (G2G)</i>
<b>WHO MAY AVAIL:</b>	OWWA Officers
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

#### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Mail and courier request form	Records Management Division (hard copy and soft copy)
2) Registry return receipt (Post Office)	Records Management Division
3) Airway Bill/Tracking number (Post Office)	Records Management Division
4) Phil post Express Delivery form (Post Office)	Records Management Division

#### c. How to avail the service

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





## Overseas Workers Welfare Administration

1) Submit accomplished Mail and Courier request form	Check the details and completeness of request for approval	1 hour	Mail and courier request form	None	Division Chief, Records Officer II, Job Order personnel, RMD
2) Receive tracking number for Documents/Parcels	Book appointment for pick-up if delivery is thru courier service provider  Coordinate vehicle service form Engineering and General Services Division if delivery is thru messenger	8 working hours	Mail and courier request form	None	Division Chief, Records Officer II, Job Order personnel, RMD
	Encode the delivery details of the document/parcel  File the original mail and courier request form		Mail and courier request form	None	Division Chief, Records Officer II, Job Order personnel, RMD
END OF PROCESS					



#### 4. 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

<b>CONCERNED OFFICE/DIVISION:</b>	Records Management Division
<b>CLASSIFICATION:</b>	<i>Simple</i>
<b>TYPE OF TRANSACTION:</b>	<i>Government to Citizen (G2C), Government to Government (G2G)</i>
<b>WHO MAY AVAIL:</b>	OWWA Officers
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM

##### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Mail Distribution report	Records Management Division

##### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Check the veracity of documents/parcels to be received from RMD	Encode and print details of the mails at the Mail Distribution Report (MDR) Distribute to respective recipient office.	8 working hours	Mail Distribution Report	None	Records Officer II, Job Order personnel/ RMD
2) Sign the MDR and receive the documents/parcels	File the approved accomplished Mail Distribution Report (MDR)	8 working hours	Mail Distribution Report	None	Division Chief, Records Officer II, Job Order personnel, RMD
<b>END OF PROCESS</b>					



## 5. DOCUMENTS DISSEMINATION AND FILING PROCEDURE

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

<b>CONCERNED OFFICE/DIVISION:</b>	Records Management Division
<b>CLASSIFICATION:</b>	<i>Simple</i>
<b>TYPE OF TRANSACTION:</b>	<i>Internal to Clients of Government</i>
<b>WHO MAY AVAIL:</b>	OWWA Officers
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM (or beyond

### b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Forms (Issuance Recipient List, Issuance Request Form)	3 <sup>rd</sup> floor Records Management Division
2.) Monthly Performance Monitoring Report	

### c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Submit the officially signed Documents with the accomplished Issuance Recipient List form	Check the veracity, completeness/correctness of documents and approved form	10 minutes	Issuance Recipient List	None	Division Chief, Records Officer II, Job Order personnel, RMD
2) Received, stamped, file copy/logbook	Setting control of documents	5 minutes		None	Division Chief, Records Officer II, Job Order personnel, RMD



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
3) Recipients receive official issuances thru their official e-mail	Disseminate the Official documents to concerned units/individuals by email	5 minutes		None	Division Chief, RMD
	File stamped official records/issuances chronologically at respective folder	5 minutes	Logbook of Official Issuances	None	Records Officer II, RMD
END OF PROCESS					

## 6. 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 periodically the PPMP from concerned Office/Units	Within set deadline	Office/Unit PPMP	None	PPMD Clerk
	1.2 Consolidate all submitted PPMP into APP	within set deadline	OWWA PPMP	None	PPMD Clerk
	1.3 Prepare RIS	1 day	RIS	None	PPMD Clerk
	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 Clerk
	1.6 Review and endorse for approval of the Administrator the PR	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) though the PHILGEPS website	1 day		None	Supply Officer
	1.9 Prepare the Agency Purchase Request (APR) needed for procurement through the PS-DBM	1 day	APR	None	PPMD Clerk Chief, PPMD Accounting Division Administrator
	1.10 Deliver check payment and purchase the goods from PS-DBM	1 day	APR	None	Supply Officer
	1.11 Refers to Technical Property Inspection Committee (TPIC) the	1 day	IAR	None	Supply Officer TPIC



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	Inspection and Acceptance Report (IAR)				
	1.12 Stores the in Stockroom	1-2 days	Stock Card	None	Supply Officer Storekeeper III
2) Submit RIS/PR	2.1 Review RIS/PR based on submitted APP and PPMP	30 minutes	Stock Card	None	PPMD Clerk Supply Officer
	2.2 Endorse the RIS/PR to GAS for approval	30 minutes	PR/RIS	None	PPMP Head GAS Head
	2.3 Prepare goods for pick-up of concerned offices	30 minutes	PR/RIS	None	Supply Officer Storekeeper III
3) Pick-up the requested goods	Release the goods based on approved RIS	30 minutes	PR/RIS	None	PPMD Clerk
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.*

## 7. PROCUREMENT OF GOODS THROUGH SHOPPING

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Procurement and Property Management Division (PPMD)
<b>CLASSIFICATION:</b>	Complex-Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Government (G2G)
<b>WHO MAY AVAIL:</b>	OWWA Offices/Units/ Process Owners
<b>SCHEDULE OF AVAILMENT:</b>	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) Submit Annual Procurement Plan (APP) and Project Procurement Management Plan (PPMP)	a. Prepares the RPQ	1 day	RPQ	None	Supply Officer
	b. Posting to PhilGEPS, OWWA website and bulletin board.	7 days	RPQ		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 Clerk Chief, PPMD GAS Director
	d. Prepares PO and documents needed for procurement	1-3 days	PO	None	PPMD Clerk Chief, PPMD GAS Director
	e. Purchase the goods	1-3 days	PO/NTP	None	Supply Officer
	f. Receives the delivery of supplies/equipment	Depends on the delivery schedule	PO/Sales Invoice/Delivery Receipt	None	Supply Officer
END OF PROCESS					



## 8. 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

<b>CONCERNED OFFICE/DIVISION:</b>	Financial Management Service (FMS) – Budget Division, Accounting Division and Cash Division
<b>CLASSIFICATION:</b>	<i>Simple to Complex</i>
<b>TYPE OF TRANSACTION:</b>	<i>G2C – Government to Citizens G2B – Government to Businesses G2G – Government to Government</i>
<b>WHO MAY AVAIL:</b>	OFW Members and other Overseas Filipinos, Public and Private agencies/institutions, OWWA Employees
<b>SCHEDULE OF AVAILMENT:</b>	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

[illegible]



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
	<p>BURS/ORS, DVs and other supporting documents from the Budget Division</p> <p>1.6 Processes 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 checks/debit advice and records the same to Warrant Register</p> <p>1.10 Verifies accuracy of checks/DAs prepared</p> <p>1.11 Forwards checks/DAs to signatories</p>		Checks		Cash Division Personnel



CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
2) If documentary requirements are insufficient	Returns whole document to originating unit for compliance/clarification of lacking documents/requirements.  *Same process as above if insufficiency is complied.			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.*

## 9. 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, website maintenance.

### a. Info about the service

<b>CONCERNED OFFICE/DIVISION:</b>	Management Information Systems Division
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to Government (G2G) and Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	All offices/divisions/units of the central office
<b>SCHEDULE OF AVAILMENT:</b>	Monday to Friday/ 8:00 AM – 5:00 PM



**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**

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Monthly Schedule of Preventive Maintenance	Conducts the scheduled preventive maintenance and technical support services	1 day On scheduled date	Annual Preventive and Technical Support Plan	None	ITO I, ITO II MISD
2) Request of IT Technical Support thru call, e-mail, SMS, walk-ins/personal	2.1 Que the requests for technical assistance 2.2 Conduct actual repair and other technical assistance	5-10 minutes  At least 10 minutes	Clients Survey Form	None	ITO I MISD
3) Request for technical recommendations on hardware and software which needs repair beyond MISD capacity.	Provide technical recommendations, as needed	1 hour	Technical recommendations	None	Chief/ITO III, ITO I MISD
END OF PROCESS					



## 10.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 of 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

<b>CONCERNED OFFICE/DIVISION:</b>	Management Information Systems Division
<b>CLASSIFICATION:</b>	Highly Technical
<b>TYPE OF TRANSACTION:</b>	Government to OFWS/families, Government to Government and other private entities
<b>WHO MAY AVAIL:</b>	OFW Members/families and other , Public and Private agencies/institutions
<b>SCHEDULE OF AVAILMENT:</b>	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 government/non-government agency
2) Application Form	Policy and Program Development Office (PPDO) or Concerned Office Unit or government/non-government agency
3) Reporting Matrix	Policy and Program Development Office (PPDO) or Concerned Office Unit or 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 i.e. MOI, report template and application form	At least seven (7) days	MOI, report and application template	None	ITO III MISD
	1.2 Conduct meeting and coordination	1-2 hours	N/A		MISD
	1.3 Develop the online application	1-3 days	N/A		ITO III



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

## 11.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

<b>CONCERNED OFFICE/DIVISION:</b>	Engineering and General Services Division
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C) and Government to Government (G2G)
<b>WHO MAY AVAIL:</b>	OFW Members and other Overseas Filipinos, OWWA Employees
<b>SCHEDULE OF AVAILMENT:</b>	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
2) Service Request Form	Disseminated to all OWWA Official thru their email address.

**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 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					

## 12.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**

<b>CONCERNED OFFICE/DIVISION:</b>	Human Resource Management and Development Division (HRMDD)
<b>CLASSIFICATION:</b>	Simple
<b>TYPE OF TRANSACTION:</b>	Government to Citizen (G2C)
<b>WHO MAY AVAIL:</b>	OWWA Regular, Contractual and Casual Employees



<b>SCHEDULE OF PROCESSING//RELEASING:</b>	Monthly Cut-off: <b>(1-15) of the month; Salary will be released every 13<sup>th</sup> of the month (16-30/31) of the month; Salary will be released every 28<sup>th</sup> of the month</b>
---	---

**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	7 hours	Billings/ Statement of Accounts from GSIS, PAG-IBIG, PHILHEALTH, Provident Fund Inc. (PFI), Welfare Employees Association	Not applicable	Chief/OIC Payroll Officer HRMDD





## Overseas Workers Welfare Administration

	the salary based on the final deductions		(WEA), and Accounting Division		
	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
<b>END OF PROCESS</b>					



OWWA Center  
7<sup>th</sup> Street cor. F.B. Harrison Street  
Pasay City



Hotline  
1348



Tel. No.  
8551-1560 8551-6641



Text  
(0917) TXTOWWA or  
(0917) 898-6992



Trunk Line 8891-7601 to 24  
loc. 5516-5519



e-mail : [opcenter@owwa.gov.ph](mailto:opcenter@owwa.gov.ph)



Website : [www.owwa.gov.ph](http://www.owwa.gov.ph)



# OWWA DIRECTORY

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