

REGIONAL OFFICE NO. X (RO X) – CAGAYAN DE ORO CITY

Finance and Administrative Division (FAD)

1. Provision of Public Information and Assistance

Provision of information and assistance related to the programs and services of the Department.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Finance and Administrative Division			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMW Cluster / Bureaus / Offices / Divisions / Units WHERE TO SECURE			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients (Walk-in) proceed to DMW Public Information and Assistance Center	1. Provide needed information and or assistance if necessary	None	3 minutes	Information Officer
2. Clients call hotline telephone numbers 09569418162/ (088) 880 6414) for general inquiry	2. Receive calls and provide the information and or assistance needed	None	3 minutes	Information Officer
3. Clients send emails to cdo@dmw.gov.ph	3. Reply to emails	None	7 working days	Information Officer
TOTAL:		None	3 – 7 working days	

*Note(s):



1. *Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.*
2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

2. Releasing of Check Payment

Releasing of Check refers to the release of check payment by authorized Cash Division staff to clients.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Finance and Administrative Division			
Classification:	Simple (3 working days)			
Type of Transaction:	G2C – Government to Client G2G – Government to Government G2B – Government to Business			
Who may avail:	1. The payee/claimant himself / herself 2. The authorized representative of suppliers 3. DMW Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid government issued ID - one (1) original & one (1) photo copy		Government Agency/ies (GSIS, SSS, LTO, DFA, BIR, Pag-Ibig, Post Office)		
2. Notarized Special power of attorney – authorizing the release of check – one (1) Original		Lawyer / Notary Public Office		
3. Official Receipts – one (1) Original		Supplier		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Claimant/Client to present/submit the required documents/requirements to the Cash Division for the release of check 1.1 If thru representative of a case, a copy of Notarized Special Power of	1. Process the request 1.1 If originals and duplicate copies of Voucher is still with Cash Division a. Staff of Cash Division to verify/ validate the presented/ submitted documents. b. If documents are in order upon validation,	NONE	5 Minutes	Public Assistance and Complaint Desk Officer MWPDP

<p>Attorney and one (1) government ID of both representative & payee, witness by a Sheriff or Enforcement officer of Adjudication Bureau assigned to the case.</p>	<p>the Disbursing Officer shall process the request by requiring the Claimants/ Clients to sign in the original and duplicate copies of the Disbursement Voucher and at the Logbook</p>			
<p>1.2 If thru representative of a licensed agency, a copy of authorization to collect signed by the owner /President of the company, one (1) valid ID and official acknowledgment receipt from the licensed agency</p>	<p>c. Disbursing Officer to release the Check upon issuance of the Official Receipt by the Claimant/Client</p>			
<p>2. Claimant/Client to submit to the Cash Division the duly signed Check Release Approval Slip (CRAS) for the</p>	<p>2. 2. If the original voucher is already in the Accounting Division</p> <p>a. Claimant/Client shall be asked to sign in the duplicate copy and shall be</p>	<p>None</p>	<p>30 Minutes</p>	<p>Disbursing Officer</p>

release of check.	<p>issued of the Check Release Approval Slip (CRAS) to be submitted to Accounting Division for approval and for signature in the original copy of the voucher</p> <p>b. The staff will verify the completeness of entries in the CRAS before the release of check to the claimant/client</p> <p>c. The CRAS shall be attached to the duplicate file copy of Disbursement Voucher</p>			
TOTAL:		None	3-7 working days	

**Note(s):*

- 1. Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.*
- 2. The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

Migrant Workers Processing Division

1. Documentation of Directly-Hired Workers

Processing of DMW Clearance for exemption from the Direct Hire Ban and Issuance of Overseas Employment Certificate (OEC) for Directly Hired Workers of qualified employers identified in POEA Memorandum Circular No. 08, Series of 2018.

Office or Division:	DMW RO - 10, Cagayan de Oro City Migrant Workers Processing Division	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Directly Hired Landbased Worker-Applicant for Overseas Employment	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PROFESSIONAL and SKILLED WORKERS (Original and Photocopies)		
PHASE 1		
1. Passport with validity period of not less than six (6) months		Department of Foreign Affairs
2. Valid Work Visa, Entry/Work Permit (whichever is applicable per country).		Country of Destination/Embassy
3. Employment Contract: Original copy of Employment Contract or Offer of Employment		
- Verified by the Migrant Workers Office (MWO)		Migrant Workers Office
- Authenticated by the Philippine Embassy/Consulate for countries with no MWO		Philippine Embassy/Consulate
4. Company Profile, Business license/ commercial registration of the employer		Employer
5. MWO Endorsement Letter addressed to the Administrator seeking exemption from the ban on direct hiring		Migrant Workers Office
6. Additional country-specific requirements:		Country of destination respective office/issuing authority

<p>a. Canada-Labor Market Opinion (LMO), Labor Market Impact Assessment (LMIA) for and Canadian Letter and Employer's Certificate of Registration from ECON (Province of Saskatchewan Executive Council) or Saskatchewan Immigration Nominee Program (SINP) approval are required from workers to Saskatchewan in lieu of LMO</p> <p>b. U.S.A - Labor Condition Application and Notice of Action</p> <p>c. Middle East and African Countries – Contingency plan issued by the employer</p>	
<p>7. Additional Documents to support job application:</p> <p>Certificate of employment or Business Permit: If self-employed; Diploma and Transcript of Records (TOR); NCII/PRC license; and Curriculum Vitae/Resume</p>	Direct-Hire Applicant
<p>8. Notarized Statement:</p> <p>a. How the worker secured his/her employment with attached photocopy of employer's passport/ID and contact details</p> <p>b. Authenticity of diploma, TOR, COE, and other certificates submitted</p>	Direct-Hire Applicant prepares the statement and notarized by a Notary Public
PHASE 2	
1. E-registration Resume	E-registration link (onlineservices.dmw.gov.ph)
2. Compliance Form (if necessary)	Employer
3. Valid Medical Certificate from DOH accredited medical clinic authorized to conduct medical exam for OFWs	DOH-Accredited Medical Clinics for OFWs
4. Pre-Employment Orientation Seminar Certificate (PEOS)	PEOS link (peos.dmw.gov.ph)
5. Pre-Departure Orientation Seminar (PDOS) Certificate issued by OWWA	Overseas Workers Welfare Administration (OWWA)

6. DMW Clearance (for employers under Section 124d of the POEA Revised Rules & Regulations)	DMW Direct-Hire Assistance Division
7. Proof of certificate of insurance coverage covering at least the benefits provided under Section 37-A of RA 8042 as amended;	Insurance provider
HOUSEHOLD SERVICE WORKERS (HSWs) (Original and Photocopies)	
PHASE 1	
1. Passport with validity period of not less than six (6) months	Department of Foreign Affairs
2. Valid Work Visa, Entry/Work Permit (whichever is applicable per country)	Country of Destination/Embassy
3. Employment Contract: Original copy of Employment Contract or Offer of Employment <ul style="list-style-type: none"> - Verified by the Migrant Workers Office (MWO) - Authenticated by the Philippine Embassy/Consulate for countries with no MWO 	Migrant Workers Office Philippine Embassy/Consulate
4. MWO Endorsement Letter addressed to the Administrator seeking exemption from the ban on direct hiring	Migrant Workers Office
5. Additional country-specific requirements: <ul style="list-style-type: none"> a. Canada-Labor Market Opinion (LMO), Labor Market Impact Assessment (LMIA) for and Canadian Letter and Employer's Certificate of Registration from ECON (Province of Saskatchewan Executive Council) or Saskatchewan Immigration Nominee Program (SINP) approval are required from workers to Saskatchewan in lieu of LMO b. U.S.A - Labor Condition Application and Notice of Action 	Country of destination respective office/issuing authority

c. Middle East and African Countries – Contingency plan issued by the employer				
6. Technical Education and Skills Development Authority (TESDA) National Certificate II (NC-II) for Domestic Workers		Technical Education and Skills Development Authority		
7. Notarized Statement on how the workers secured his/her employment with attached photocopy of employer's passport/ID and contact details;		Direct-Hire Applicant prepares the statement and notarized by a Notary Public		
PHASE 2				
1. E-registration Resume		E-registration link (onlineservices.dmw.gov.ph)		
2. Compliance Form (if necessary)		Employer		
3. Valid Medical Certificate from DOH accredited medical clinic authorized to conduct medical exam for OFWs		DOH-Accredited Medical Clinics for OFWs		
4. Pre-Employment Orientation Seminar Certificate (PEOS)		PEOS link (peos.dmw.gov.ph)		
5. Pre-Departure Orientation Seminar (PDOS) Certificate issued by OWWA		Overseas Workers Welfare Administration (OWWA)		
6. Comprehensive Pre-Departure Education Program (CPDEP) Certificate issued by OWWA		Overseas Workers Welfare Administration (OWWA)		
7. DMW Clearance (for employers under Section 124d of the POEA Revised Rules & Regulations)		DMW Direct-Hire Assistance Division		
8. Proof of certificate of insurance coverage covering at least the benefits provided under Section 37-A of RA 8042 as amended; Repatriation of Remains/Mortal Remains/In case of Death		Insurance provider		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PHASE 1				
Evaluation Process for Professional/ Skilled Workers and Household Services Workers				

1. Worker submits direct hire Phase 1 requirements/ documents online at DMW Online Processing System for Direct-Hires (DOPS-Direct)	1. Get the application online and check completeness. Provide feedback within seven (7) days of the ISO Process Cycle Time (PCT) for clearance from the direct hire ban.	None	15 minutes	Evaluator
	<p>1.1. Verifies status of employer and worker via computer system</p> <p>For workers whose employer do not belong to the exempted category- documents will be indorsed to DMW Manila for issuance of clearance by the Administrator.</p> <p>For workers whose employers are exempted from the ban, after evaluation- refer to checklist of requirements.</p>	None	5 minutes	Evaluator
	1.2. Send request for validation of	None	5 minutes	Evaluator

	Employment Contracts			
	1.3. Read the Employment Contract and Prepare Compliance Form (if necessary) for signature of employer	None	15 minutes	Evaluator
	1.4. Prepare and Endorse request for clearance to the Central Office for Approval	None	10 minutes	Evaluator
	1.5. Review, Approve/ Sign the Request for Clearance and return documents to Regional Office	None	3-7 days	Assistant Secretary of Pre-Employment Services
	1.6. DOPS-Direct Portal will allow submission of Phase 2 requirements	None	2 minutes	Head of Office with access to Approval of Phase 1
PHASE 2				
Issuance of Overseas Employment Certificate (OEC) for Professional/ Skilled Workers and Household Services Workers				
1. Worker submits direct hire Phase 2 requirements/	1. Evaluate the submitted documents.	None	5 minutes	Evaluator

documents online at DMW Online Processing System for Direct-Hires (DOPS -Direct)	1.1. Provide Appointment for OEC issuance	None	10 minutes	Evaluator
	1.2. Cashier receives the amount required before issuing the Official Receipt	USD 100.00	8 minutes	Cashier
	1.3. Return original documents	None	1 minute	Evaluator
	1.4. Record data and file processed documents	None	5 minutes	Evaluator
TOTAL:		USD 100.00	3-7 days	

*Note(s):

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2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

2. Documentation of Returning Workers Thru ERegistration (DOPSBAM) – Non-Compliant Countries

Issuance of Request for Clearance to Process Returning Worker for Non-Compliant Countries with the provision of RA 10022.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division			
Classification:	Complex (7 working days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Overseas Filipino Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For returning OFWS who are registered with the Administration				
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph		
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs		
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy		
4. Verified/authenticated employment contract		Employer/Company		
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company		
6. Company's profile		Employer/Company		
7. Unified Worker's Declaration		Department of Migrant Workers		
8. Proof of arrival/exit from jobsite stamped on passport		OFW's Passport		
9. Arrival Stamp		OFW's Passport		
10. Plane ticket		Airline/OFW/Employer		
11. Personal letter requesting for clearance addressed to the Director IV		OFW		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set appointment at	None	None	None	OFW

onlineservices.dmw.gov.ph and proceed to DMW office on your date and time of appointment to process your OEC				
2. Get priority number from the front desk, register at the General Logbook, and proceed to 2 nd floor	2. Front Desk issues priority number	None	3 minutes	Front Desk
3. Present hard copy of Appointment to Counter 5 together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary	None	5 minutes	Evaluator
	3.1. Prepare request for Clearance to Process Returning Worker without Verified Employment Contract, initial and endorse the documents to Coordinator for recommending approval	None	15 minutes	Evaluator

	3.2. Sign recommending approval and endorse documents to Director IV for approval	None	1 hour	Regional Director
	3.3. Review, Approve / Sign the Request for Clearance and return documents to Regional office	None	3 – 5 days	Director IV of PSO
4. Receive the approved Clearance and proceed with processing of contract and issuance of OEC	4. Release approved documents and process OEC	None	5 minutes	Evaluator
5. Print OEC	None	None		OFW
TOTAL:		None	3 -5 days	

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2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional office.*

3. Documentation of Returning Workers Thru ERegistration (DOPSBAM) – Restricted Market

Issuance of Request for Clearance to Process Returning Worker for Restricted Countries

Office or Division:	DMW Regional Office No. X (RO X), Cagayan de Oro City Migrant Workers Processing Division			
Classification:	Complex (7 working days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Overseas Filipino Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph		
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs		
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy		
4. Original copy of valid employment		Employer/Company		
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company		
6. Guarantee Letter		Employer/Company		
7. Letter of Authorization (LOA)/Contractor Certificate of Registration/ ISAF/ NATO		Employer/Company		
8. Badge/Company ID		Employer/Company		
9. Company Profile with International Operation		Employer/Company		
10. Unified Worker's Declaration		Department of Migrant Workers		
11. Arrival Stamp		OFW's Passport		
12. Plane ticket		Airline/OFW/Employer		
13. Personal letter requesting for clearance addressed to the Director IV		OFW		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set appointment at	None	None	None	OFW

onlineservices.dmw.gov.ph and proceed to DMW office on your date and time of appointment to process your OEC				
2. Get priority number from the front desk, register at the General Logbook, and be seated	2. Front desk	None	3 minutes	Front desk
3. Present hard copy of Appointment to Counter 5 together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary	None	5 minutes	Evaluator
	3.1. Prepare request for Clearance to Process Returning Worker without Verified Employment Contract, initial and endorse the documents to Coordinator for	None	15 minutes	Evaluator

	recommending approval			
	3.2. Sign recommending approval and endorse documents to Director IV for approval	None	1 hour	Regional Director
	3.3. Review, Approve/Sign the Request for Clearance and return documents to Regional office	None	3 – 5 days	Director IV of PSO
4. Receive the approved Clearance and proceed with processing of contract and issuance of OEC	4. Release approved documents and process OEC	None	5 minutes	Evaluator
5. Print OEC	None	None		OFW
TOTAL:		None	3 – 5 days	

*Note(s):

1. *Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.*
2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional office.*

4. Documentation of Returning Worker Thru Eregistration (DOPSBAM) – With No Verified Employment Contract

Issuance of Request for Clearance to Process Returning Worker without Verified Employment Contract.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan de Oro City Migrant Workers Processing Division (MWPD)			
Classification:	Complex (7 working days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Overseas Filipino Worker (OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph		
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs		
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy		
4. Original copy of valid employment		Employer/Company		
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company		
6. Unified Worker's Declaration		Department of Migrant Workers		
7. Arrival Stamp		OFW's Passport		
8. Plane ticket		Airline/OFW/Employer		
9. Personal letter requesting for clearance addressed to the Director IV		OFW		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set appointment at onlineservices.dmw.gov.ph and proceed to DNW office on your date and	None	None	None	OFW

time of appointment to process your OEC				
2. Get priority number from the front desk, register at the General Logbook, and be seated	2. Front desk issues priority number	None	3 minutes	Front desk
3. Present hard copy of Appointment to Counter 5 together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary	None	5 minutes	Evaluator
	3.1. Prepare request for Clearance to Process Returning Worker without Verified Employment Contract, initial and endorse the documents to Regional director for recommending approval	None	15 minutes	Evaluator
	3.2. Sign recommending approval and endorse documents to	None	1 hour	Regional Director

	Director IV for approval			
	3.3. Review, Approve/Sign the Request for Clearance and return documents to Regional office	None	3 days	Director IV of PSO
4. Receive the approved Clearance and proceed with processing of contract and issuance of OEC	4. Release approved documents and process OEC	None	5 minutes	Evaluator
5. Print OEC	None	None		OFW
TOTAL:		None	3 – 7 days	

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2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

5. Documentation of Returning Worker Thru Eregistration (DOPSBAM) – With Verified Employment Contract

Issuance of Request for Clearance to Process Returning Worker without Verified Employment Contract.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan de Oro City Migrant Workers Processing Division (MWPD)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Overseas Filipino Worker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph		
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs (DFA)		
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy		
4. Original copy of verified valid employment		Employer/Company MWO		
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company		
6. Unified Worker's Declaration		Department of Migrant Workers (DMW)		
7. Arrival Stamp		OFW's Passport		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set appointment at onlineservices.dmw.gov.ph and proceed to DNW office on your date and time of appointment to process your OEC	None	None	None	OFW

2. Get priority number from the front desk, register at the General Logbook, and be seated	2. Front desk issues priority number	None	3 minutes	Front Desk
3. Present hard copy of Appointment to Counter 5 together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. 3.1. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary 3.2. Process and approve OEC	None	5 minutes	Evaluator
4. Print OEC	None	None	5 minutes	Evaluator
TOTAL:		None	13 minutes	OFW

6. Documentation of Returning Worker Thru Eregistration (DOPSBAM) – With Watchlisted Employer/Principal

Issuance of Request for Clearance to Process Returning Worker with Watchlisted Employer/Principal

Office or Division:	DMW Regional Office No. X (RO X), Cagayan de Oro City Migrant Workers Processing Division (MWPD)			
Classification:	Complex (7 working days)			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Overseas Filipino Worker (OFW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph		
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs		
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy		
4. Original copy of valid employment		Employer/Company		
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company		
6. Unified Worker's Declaration		Department of Migrant Workers		
7. Arrival Stamp		OFW's Passport		
8. Plane ticket		Airline/OFW/Employer		
9. Personal letter requesting for clearance addressed to the Director IV		OFW		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Set appointment at onlineservices.dmw.gov.ph and proceed to DNW office on your date and	None	None	None	OFW

time of appointment to process your OEC				
2. Get priority number from the front desk, register at the General Logbook, and be seated	2. Front desk issues priority number	None	3 minutes	Front Desk
3. Present hard copy of Appointment to Counter together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary	None	5 minutes	Evaluator
	3.1. Prepare request for Clearance to Process Returning Worker without Verified Employment Contract, initial and endorse the documents to the Regional Director for recommending approval	None	15 minutes	Evaluator
	3.2. Sign recommending approval and endorse documents to	None	1 hour	Regional Director

	Director IV for approval			
	3.3. Review, Approve/Sign the Request for Clearance and return documents to Regional office	None	3 days	Director IV of PSO
4. Receive the approved Clearance and proceed with processing of contract and issuance of OEC	4. Release approved documents and process OEC	None	5 minutes	Evaluator
5. Print OEC	None	None		OFW
TOTAL:		None	3 – 5days	

*Note(s):

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2. The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional office.

7. Documentation of Returning Worker Thru Eregistration (DOPSBam)– With Watchlisted Name

Issuance of Request for Clearance to Process Returning Worker with Watchlisted Employer/Principal

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division	
Classification:	Complex (7 working days)	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	Overseas Filipino Worker (OFW)	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished OFW Appointment Form		Worker's E-registration Online Account onlineservices.dmw.gov.ph
2. Passport valid for at least 6 months from the date of intended departure;		Department of Foreign Affairs
3. Valid and appropriate work visa and/or work permit		Employer/Company Jobsite's Embassy
4. Original copy of valid employment		Employer/Company
5. Proof of existing employment that worker is returning to the same employer such as: employment contract, certificate of employment, valid company ID, and/or recent pay slip.		Employer/Company
6. Unified Worker's Declaration		Department of Migrant Workers
7. Arrival Stamp		OFW's Passport
8. Plane ticket		Airline/OFW/Employer
IF NOT THE PERSON ON THE WATCHLIST		
- Affidavit of Denial		Notary Public
- NBI Clearance		National Bureau of Investigation (NBI)
IF SAME NAME OF THE PERSON AS THE ONE INCLUDED IN THE WATCHLIST BY REASON OF WARRANT OF ARREST OR HOLD DEPARTTURE ORDER		
- Court Order		Court

- NBI Clearance		National Bureau of Investigation (NBI)		
THE ONE INCLUDED IN THE WATCHLIST BY REASON OF WARRANT OF ARREST				
- Original or CTC of Official Receipt that Bail Bond is posted or		Court		
- Provisional Dismissal of the Case or		Court		
- Order Dismissal of the Case		Court		
THE ONE INCLUDED IN THE WATCHLIST BY REASON OF HOLD DEPARTURE ORDER				
- Original or CTC of Official Receipt of lifting Order		Court		
THE ONE INCLUDED IN THE WATCHLIST BY REASON OF ARCHIEVED CASE				
- The inclusion in the watchlist must be temporary lifted through a notice to delist		Please refer to other enrolled process:		
- The period for issuance of clearance is tolled until the Order is issued.		<ul style="list-style-type: none"> - Reopening of Archived Cases - Request for issuance of lifting Order Appeal 		
IF THE SAME AS THE ONE INCLUDED OF THE WATCHLIST BY SUSPENSION				
- Order must be either appealed or penalty is served before a clearance may be issued				
IF THE SAME AS THE ONE INCLUDED OF THE WATCHLIST BY REASON OF DISQUALIFICATION				
- Must be granted Clemency before the client may request for clearance				
Personal letter requesting for clearance addressed to the Director IV		OFW		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Set appointment at onlineservices.dmw.gov.ph and proceed to DNW office on your date and time of appointment to process your OEC	None	None	None	OFW
2. Get priority number from the front desk, register at the General Logbook, and be seated	2. Front desk issues priority number	None	3 minutes	Front desk
3. Present hard copy of Appointment to Counter together with the documentary requirements	3. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance Form to the client indicating the lacking requirement/s and explain to them as necessary	None	5 minutes	Evaluator
	3.1. Endorse to Legal and protection Division	None	15 minutes	Legal Officer
	3.2. Prepare request for Clearance to	None	15 minutes	Legal Officer

	Process Returning Worker with watch listed name to Regional Director for recommending approval			
	3.3. Sign recommending approval and endorse documents to Director IV, Adjudication for approval	None	1 hour	Regional Officer
	3.4. Review, Approve/Sign the Request for Clearance and return documents to Regional office	None	3 – 20 days	Director IV of Adjudication
4. Receive the approved Clearance and proceed with processing of contract and issuance of OEC	4. Release approved documents and process OEC	None	5 minutes	Evaluator
5. Print OEC	None	None		OFW
TOTAL:		None	3 – 7 days	

*Note(s):

1. Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.
2. The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional office.

8. Government to Government Application

Receiving of government to government applications of qualified applicants.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Interested Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recruitment Specification Form (RSF) varies for each posting		DMW website link dmw.gov.ph		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For application that require Online Appointment				
1. Applicant presents online appointment schedule sheet to Counter 4 and submit the complete documentary requirements for evaluation when called.	1. Receive documents, evaluate and verify	None	10 minutes	Evaluator
2. Qualified applicants will wait for the issuance of the Registration Card and once received, input required information in the logbook.	2. Prepare and Issue Registration Card as proof of submission of complete requirements.	None	5 minutes	Evaluator/Head of Office



Disqualified Applicants will be informed regarding the status of application	Inform the disqualification of application.			
TOTAL:		None	15 minutes	

9. Issuance of Job Fair Authority the Online Job Fair Portal

The procedures for the issuance of Job Fair Authority to licensed recruitment agencies participating in duly approved job fairs.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Licensed Recruitment Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent		Agency		
2. Letter invitation from the organizer		Organizer		
3. Affidavit of Undertaking concerning Agency's representative for job fair		Notary Public		
4. Valid approved job orders/accredited employer		MWO		
5. DOLE Permit/DOLE Clearance		DOLE		
6. Terminal report for last job fair attended		Agency		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request at least 1 week from date of activity at the job fair portal https://apps.dmw.gov.ph/POPSOnline/	1. Receive and evaluate the submitted documents per checklist of requirements. If documents are deficient, issue Compliance	None	Within 3 days prior to the activity	Evaluator
	1.1. Evaluate documents: <ul style="list-style-type: none">- signatory of request- status of agency- job order	None	Within 3 days prior to the activity	Evaluator

	balance - authority of agency representatives			
	1.2. Prepare Job Fair Authority (JFA)		10 minutes	Evaluator
	1.3. Check, review, and sign JFA		30 minutes	Coordinator
	1.4. Release of JFA		5minutes	Evaluator
TOTAL:		None	3 days	

Note(s):

1. *Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.*
2. *The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

10. Provision of Public Information and Assistance

Provision of information and assistance relating to the programs and services of the Administration

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Worker-applicants, Overseas Filipino Workers (OFWs), General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients proceed to the Public Assistance Desk for the needed assistance	Provide needed information and / or assistance	None	10 minutes	Public Assistance Desk Officer
2. Help Desk System provide ticket no. with complete details of request for assistance	Get ticket no., provide needed information and/or assistance	None	15 minutes	Help Desk Officer
3. Hotline 0956 941 8162 or (088) 856 6414 for inquiry	Receive call, provide needed information and/or assistance	None	10 minutes	Public Assistance Desk Officer
4. Queries through email send to cdo@dmw.gov.ph	Reply to query / acknowledge email	None	Within the day	Public Assistance Desk Officer
TOTAL:		None	24 minutes	

*Note(s):

1. Processing Time is based on 100% working conditions. In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or systems failure of the computerized or automated



processing, the prescribed processing time shall be suspended and appropriate adjustments shall be made by the Administration.

- 2. The maximum processing time of 3 working days is extendible to another 3 working days, in which case expect a notification from this Regional Office.*

11. Verification / Certification of OFW Records

Provision of information and assistance relating to the programs and services of the Administration.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Processing Division	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Worker-applicants, Overseas Filipino Workers (OFWs), General Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request by the OFW		
<ul style="list-style-type: none"> • Info sheet request form • Government Issued ID 		Front Desk DFA, SSS, PHILHEALTH, NBI, PHILPOST, LTO, UMID, PAG-IBIG, OWWA, PRC, BIR
Request by family/relatives of the OFW		
<ul style="list-style-type: none"> • Written consent of the OFW for the release of his/her information/record • Proof of relationship with the OFW (original/authenticated/certified true copy) <ul style="list-style-type: none"> ○ For spouse: marriage contract ○ For children: birth certificate of the OFW's child (must be acknowledged by the OFW/Father) ○ For parents: birth certificate of the OFW ○ For siblings: birth certificate of the requesting party and the OFW • Valid Government issued ID with picture and signature of the requesting party. 		OFW PSA DFA, SSS, PHILHEALTH, NBI, PHILPOST, LTO, UMID, PAG-IBIG, OWWA, PRC, BIR

[illegible]

<p>acknowledged by the OFW/Father)</p> <ul style="list-style-type: none"> ○ For parents: birth certificate of the OFW ○ For siblings: birth certificate of the requesting party and the OFW <ul style="list-style-type: none"> • Valid Government issued ID with picture and signature of OFW and complainant. 		DFA, SSS, PHILHEALTH, NBI, PHILPOST, LTO, UMID, PAG-IBIG, OWWA, PRC, BIR		
<p>Land based/Sea based Recruitment agencies with legal concerns/issues</p> <ul style="list-style-type: none"> • Formal written request indicating the purpose of the request and signed by the authorized signatory • Notice/ Order from DMW/NLRC/NCMB/OWWA/MARINA or any government agencies whose mandate is to seek the truth, justice, protection of lawful rights and interest of natural or legal person in court proceedings, or the establishment, exercise or defense of legal claims or when provided to government or public authority. • Valid Government issued ID with picture and signature of authorized Representative 		<p>Agency</p> <p>DMW/ NLRC/ NCMB/ OWWA/ MARINA</p> <p>DFA, SSS, PHILHEALTH, NBI, PHILPOST, LTO, UMID, PAG-IBIG, OWWA, PRC, BIR</p>		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Walk-in clients proceed to the Public Assistance Desk for the request form.	1. Provide needed form	None	10 Minutes	
2. Accomplish info sheet request form, attach to photocopy of	2. Evaluate submitted documents and verify validity of	None	30 minutes	Public Assistance Desk Officer



valid id (or other supporting documents) then submit to receiving	ID. 2.1. Then print the OFW records and have the signatory sign the information sheet	None	15 minutes	Coordinator/ Authorized Signatory
3. When your name is called, sign in the receiving section of the info sheet request form, indicate the current time, and you will receive a verified record.		None	5 minutes	Public Assistance Desk Officer
TOTAL:		None	1 hour	

Migrant Workers Protection Division

1. Provision of Legal Assistance

Provision of legal assistance to victims of illegal recruitment and related cases including assistance in the preparation and filing of complaints for illegal recruitment, recruitment violation and disciplinary action cases.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro City Migrant Workers Protection Division			
Classification:	Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Walk-in Complainants/OFWs who are complaining against the following respondents: Private recruitment agency (PRAs) for Recruitment Violations (RV); Foreign principal/foreign recruitment agency/employer for Disciplinary Action against Employer (DAE); Another OFWs for Disciplinary Action against Workers (DAW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Monitoring Slip & Request for Legal Assistance Form		Migrant Workers Protection Division, 3rd Floor		
2. Verification Form		Migrant Workers Protection Division, 3rd Floor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the general logbook	1. Register Client	None	1 minute	Security Guard
2. Client to accomplish Request for Assistance Form (RFA) and provide a copy of any valid ID.	2. MWPD Personnel to distribute RFA.	None	30 minutes	MWPD Personnel
3. When client is called, the client will proceed to the Legal Officer and undergo preliminary interview.	3. Legal Officer evaluates the client's request based on the FRA and interview.	None	30 minutes	Legal Officer



	3.1. Client receives Legal Assistance in the form of counseling, referral to conciliation, assistance in the preparation of complaints for Recruitment Violation (RV), Disciplinary Action Against Workers (DAW) or Employers (DAE) and/or Illegal Recruitment as maybe applicable.			
TOTAL:		None	All requests acted upon within the day	

2. SENA/Conciliation-Mediation

Conciliation-Mediation under the Single Entry Approach (SENA) refers to the process of dispute management conducted by the Single Entry Approach Desk Officer (SEADO) in accordance with DOLE DO 151-16, series of 2016. It aims to provide a speedy, impartial, inexpensive and accessible settlement procedure of all labor issues and disputes, including violations under the DMW Rules and Regulations.

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro CityMigrant Workers Protection Division			
Classification:	Technical			
Type of Transaction:	G2C - Government to Citizen G2B – Government to Business			
Who may avail:	Walk-in Complainants/OFWs who are complaining against the following respondents: 1. Private recruitment agency (PRAs) for Recruitment Violations (RV); 2. Foreign principal/foreign recruitment agency/employer for Disciplinary Action against Employer (DAE); 3. Other OFWs for Disciplinary Action against Workers (DAW)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Assistance Form (RFA) 2. Conciliation Form (SENA Form) 3. Valid I.D. 4. Supporting documents, if necessary		Migrant Workers Protection Division, 3rd Floor		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the General Logbook	1. Register Client	None	1 minute	Security Guard
2. Proceed to Migrant Workers Protection Division at the 3rd Floor and fill out the RFA	2. Legal officer provides assistance by giving legal advice based on the RFA. 2.1. If the client has a cause of action, the legal officer will provide a SENA	None	30 minutes	Legal Officer

	Form to be accomplished by the client.			
3. Client fills-out SENA Form	3. Legal Officer schedules two (2) SENA Conferences and issues Notice of Conference (NOC) to the Client and the responding party.	None	30 minutes	Legal Officer
4. Client attends scheduled SENA Conference	4. The SEADO presides over the conciliation-mediation conference and will exert best efforts to assist the parties in arriving at an amicable settlement. 4.1. The SEADO may hold as many conferences as may be necessary to arrive at an amicable settlement within the mandatory 30-day period.		Within 30 days	SEADO
5. Client decides to settle/withdraw his/her case against the responding party.	1. If parties agree to an amicable settlement: 5. The SEADO shall prepare and print the Compromise Agreement with		Within 30 days	SEADO



	<p>Quitclaim and Release which shall be signed by both parties.</p> <p>5.1. Compliance with the terms of the Compromise Agreement shall be monitored by the SEADO.</p> <p>2. If SENA fails:</p> <p>5.2. For money claims – the SEADO shall prepare and print the referral to the NLRC and release the same to the client who shall be advised to file his/her complaint with the NLRC.</p> <p>5.3. For recruitment violations – the SEADO shall prepare and print the referral to the DMW Adjudication Bureau and attach the necessary documents to the same. The SEADO shall assist the client in preparing the</p>			
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TOTAL:	None	Consultation – within the day SEANA – within 30 days	
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3. Verification and Certification of OFW Information/Records

Refers to the process of evaluation, verification, certification and issuance of OFW Information/Records to the requesting party (Overseas Filipino Workers, Family Members of an OFW, and Other Interested Parties), in pursuant to the Data Privacy Act of 2012 and POEA Advisory No, 08, Series of 2022

Office or Division:	DMW Regional Office No. X (RO X), Cagayan De Oro CityMigrant Workers Protection Division		
Classification:	Highly Technical (15 working days)		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Overseas Filipino Workers (OFW-Landbased/Seafarers) Family members of an OFW (Spouse, Children, Parents and Siblings) Other Interested Parties		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request by OFW himself/herself: A. One (1) original copy of accomplished Request for Verification/Certification of OFW Records Form. B. One (1) Original government issued Identification Document (ID) with picture and signature.		DMW RO-X, 1st Floor	
2. Request by Family Members of the OFW (Spouse, Children, Parents and Siblings) A. One (1) original copy of accomplished Request for Verification/Certification of OFW Records Form. B. One (1) original/scanned copy of Authorization Letter/Written Consent authorizing the request and release of the OFW Information and indicating the name of the authorized family member/s, reason for OFW's non-			



<p>availability, and the purpose of request, duly signed by the OFW, with attached copy of passport or government issued ID with picture and signature.</p> <p>C. Proof of relationship with OFW.</p> <p>*Present original copy or authenticated copy and submit scanned/photocopy.</p> <ul style="list-style-type: none">- Spouse (Asawa) *One (1) copy of Certificate of Marriage- Child (Anak) *One (1) copy of Certificate of Live Birth of the OFW's child (must be acknowledged by the OFW/Father)- Parent (Magulang) *One (1) copy of Certificate of Live Birth of OFW- Sibling (Kapatid) *One (1) copy of the Certificate of Live Birth of the Sibling *One (1) copy of the Certificate of Live Birth of the OFW <p>D. One (1) original government issued Identification Document (ID) with picture and signature of the immediate family member. *Present original copy or authenticated copy and submit scanned/photocopy.</p> <p>E. For Deceased OFW:</p> <p>E.1. For request by immediate family member:</p>	
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<p>*Present original copy or authenticated copy and submit scanned/photocopy.</p> <ol style="list-style-type: none">1. One (1) copy of Certificate of Death of OFW;2. One (1) copy of CENOMAR/Advisory of Marriages of the deceased OFW (latest);3. OFW's passport;4. Written Consent or Authorization Letter authorizing the request and release of the OFW Information and indicating the name of the authorized person, reason for non-availability, and the purpose of request, duly signed by the beneficiary or dependant. <p>E.2.For request by Next of Kin (NOK)</p> <ol style="list-style-type: none">1. One (1) original copy of proof of kinship;2. One (1) original copy of Affidavit of Undertaking; *Present original copy or authenticated copy and submit scanned/photocopy.3. One (1) copy of Certificate of Death of OFW;4. One (1) copy of CENOMAR/Advisory of Marriages of the deceased OFW (latest);5. OFW's passport;	
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- 6. One (1) copy of Certificate of Death of Parents, Siblings, Spouse, and Children;
- 7. One (1) original government issued Identification Document (ID) with picture and signature of the NOK;
*Present original copy or authenticated copy and submit scanned/photocopy.

E.3.For request by Third Party

- 1. One (1) original copy of Notarized Special Power of Attorney (SPA) authorizing the request & release of OFW Information and indicating the name of the authorized representative, reason for non-availability and the purpose of the request, duly signed by the immediate family/declared beneficiary or dependent.
 - 1.1 Consularized Special Power of Attorney (SPA) if the immediate family/declared beneficiary or dependent is currently residing overseas.
- 2. One (1) copy of Certificate of Death of OFW;
- 3. One (1) copy of CENOMAR/Advisory of Marriages of the deceased OFW (latest);
- 4. Proof of relationship of OFW and the immediate family/declared beneficiary or dependent;
- 5. One (1) scanned/photocopy of government issued ID with



picture and signature of (1) the immediate family/declared beneficiary or dependent (2) the authorized representative and (3) the deceased OFW.

3. Request by Other Parties:

A. For Person authorized by the OFW

- A.1. One (1) original copy of accomplished Request for Verification/Certification of OFW Records Form.
- A.2. One (1) original copy of Notarized Special Power of Attorney (SPA) authorizing the request & release of OFW Information and indicating the name of the authorized representative, reason for OFW's non-availability and the purpose of the request, duly signed by the OFW and his/her authorized representative.
 - 1.1 Consularized Special Power of Attorney (SPA) if the OFW is currently working overseas or onboard.
- A.3. One (1) scanned/photocopy of government issued Identification Document of the OFW with picture and signature.
- A.4. One (1) scanned/photocopy of government issued Identification Document of the authorized representative with picture and signature.

B. For parties with legal concerns or issues:



<p>B.1.Court Order directing the DMW to issue the Certified OFW Information/Record OR Formal Written Request addressed to the DMW Data Protection Officer (DPO) from law offices or any government agencies whose mandate is to seek the truth, justice, protection of lawful rights and interest of natural or legal person in court proceedings, or the establishment, exercise or defense of legal claims or when provided to government or public authority. Letter request must have conformity/signature of the complainant.</p> <p>B.1.1. With pending/ongoing case filed at Court: *Attached original/scanned/photocopy of any legal documents related to the case filed indicating the following:</p> <ul style="list-style-type: none">- Case number- Name of the Complainant and Respondent- Name of the Counsel or Law Office representing the complainant or respondent <p>B.1.2. For filing of complaint/case:</p> <p>One (1) original copy of Notarized Special Power of Attorney (SPA) authorizing the lawyer or law office to request in behalf of his/her client.</p>	
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<p>B.2.Proof of relationship of complainant to the OFW (for immediate family members) *Attach original/scanned/photocopy of the corresponding document.</p> <p>B.3.One (1) scanned/photocopy of government issued identification document (ID) of OFW, complainant and counsel with picture and signature.</p>				
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the General Logbook	1. Register Client	None	1 minute	Security Guard
2. Proceed to Migrant Workers Protection Division at the 3rd Floor and fill out the RFA	2. Front Desk Officer shall provide the client with a copy of the Request for Verification/Certification of OFW Records Form.	None	30 minutes	Front Desk Officer
3. Client fills-out Request for Verification/Certification of OFW Records Form and submits the required supporting documents.	3. Front Desk Officer receives the completed Request form and Supporting documents and endorses the same to the Legal Officer.	None	30 minutes	Legal Officer
	3.1. If documents are complete and in order, the Legal Officer shall prepare an endorsement to the DPO for approval of the			



	release of the OFW Records.			
	3.2. If documents are incomplete, the Front Desk Officer shall return the request form to the client to inform the latter of the lacking requirements.			
4. The client shall receive and acknowledge receipt of the Certified OFW Record/s.			Within 15 working days	Legal Officer
TOTAL:		None	Release of OFW Records – Within 15 days	

Welfare and Reintegration Services Division (WRSD)

1. Balik Pinay, Balik Hanapbuhay Program

The Balik Pinay, Balik Hanapbuhay (BPBH) Program is one of the two components of the Livelihood Program for OFW Reintegration (LPOR) that are managed by the National Reintegration Center for OFWs (NRCO) and implemented by the Regional Offices of the Department of Migrant Workers. It is a livelihood financial grant to returning distressed/displaced women OFWs wherein qualified avalees receive a small business start-up cash assistance amounting to ten thousand pesos (PHP 10,000.00). Beneficiaries must avail the program within three (3) years upon arrival in the country.

Office or Division:	DMW Regional Office No. 10, YMCA Building, J. Pacana St., Puntod, Cagayan de Oro City Welfare Reintegration Services Division
Classification:	Complex (7 working days)
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Eligible Distressed/Displaced returning Pinay OFWs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Dully filled up Forms <ul style="list-style-type: none"> a. Form A – Application Form b. Form B – Business Model Canvass c. Form B1 – Listahan ng mga Panimulang Kagamitan at Produkto d. Form C – Commitment (with undertaking that the cash assistance will be used solely for starting of livelihood project or business) 	BPBH Focal person BPBH Focal person BPBH Focal person BPBH Focal person
2. Copy of passport (pages 2 and 3) or travel document	Department of Foreign Affairs
3. Copy of passport with travel stamp or boarding pass or airline ticket (latest arrival in the Philippines)	Department of Foreign Affairs, Bureau of Immigration, Airline Office
4. Proof of Loss of Employment or endorsement from the Migrant	Employer abroad, Migrant Workers Office, or Salaysay from the OFW

Workers Office (MWO) or Salaysay from the worker				
5. Training Certificate (FAS-SBMT, EDT, and/or Livelihoods/Skills Training from approved partners)		Welfare and Reintegration Division or from approved partners		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the DMW Regional Office and get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line	None	30 minutes	BPBH Focal Person
2. Appear with the focal person for initial assessment and secure application form and checklist of requirement	2. Assess the eligibility of the applicant and provide application form for eligible beneficiary	None	20 minutes	BPBH Focal Person
3. Fill up or accomplish application form and prepare copy of documentary requirements for submission	3. Provide guidance on the applicant in accomplishing the form and the documentary requirements	None	40 minutes	BPBH Focal Person
4. Submit accomplished Application Form together with the documentary requirements as mentioned above	4. Review and evaluate accomplished application form and completeness of requirements	None	20 minutes	BPBH Focal Person
	4.1. Issue acknowledgement receipt or receive stub if complete and return to the applicant if incomplete	None	10 minutes	BPBH Focal Person

	4.2. Facilitate the schedule of the applicant for Financial Awareness Seminar-Small Business Management Training (FAS-SBMT)	None	10 minutes	BPBH Focal Person
	4.3. Encoding of information into data base	None	20 minutes	BPBH Focal Person
5. Attend in the scheduled FAS-SBMT session Accomplish: a. Form B – Business Model Canvass, b. Form B1 Listahan ng mga Panimulang Kagamitan at Produkto, c. Form C – or Commitment form and submit those documents	5. Conduct FAS-SBMT Session	None	1 day	Welfare and Reintegration Division
	5.1. Guide the Applicant in filling up the documentary requirement	None	Included above	Welfare and Reintegration Division
	5.2. Review accomplished forms and completeness of requirements	None	1.5 hours	BPBH Focal Person
6. Approval	6. Facilitate the approval of application	None	2 days	Chief WRSD/ Regional Director
	6.1. Facilitate fund request and release	None	3 days	Chief of WRSD /Finance/ Regional Director

7. Attend Awarding of grant	7. Schedule the awarding of grant and notify the beneficiary to attend.	None	4 hours	BPBH Focal Person
	7.1. Actual awarding of grant	None	Included above	Chief WRSD/ Regional Director
	7.2. (In case the beneficiary is incapacity to attend the awarding, the grant maybe deposited to his/her account)	None	Included Above	Chief of WRSD/ Finance
	7.3. Feedback forms will fill up by the beneficiaries after the cycle of LPOR application	None	5 minutes	OFW returnees (beneficiaries)
TOTAL:		None	7 days	

2. Livelihood Development Assistance Program

The Livelihood Development Assistance Program (LDAP) is one of the two components of the Livelihood Program for OFW Reintegration (LPOR) that are managed by the National Reintegration Center for OFWs (NRCO) and implemented by the Regional Offices of the Department of Migrant Workers. It is a livelihood financial grant to returning undocumented OFWs wherein qualified avalees receive a small business start-up cash assistance amounting to ten thousand pesos (PHP 10,000.00). Beneficiaries must avail the program within three (3) years upon arrival in the country.

Office or Division:	DMW Regional Office No. 10, YMCA Building, J. Pacana St., Puntod, Cagayan de Oro City Welfare Reintegration Services Division	
Classification:	Complex (7 working days)	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Eligible Undocumented returned OFWs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Dully filled up Forms		
a. Form A – Application Form		LDAP Focal person
b. Form B – Business Model Canvass		LDAP Focal person
c. Form B1 – Listahan ng mga Panimulang Kagamitan at Produkto		LDAP Focal person
d. Form C – Commitment (with undertaking that the cash assistance will be used solely for starting of livelihood project or business)		LDAP Focal person
2. Copy of passport (pages 2 and 3) or travel document		Department of Foreign Affairs
3. Copy of passport with travel stamp or boarding pass or airline ticket (latest arrival in the Philippines)		Department of Foreign Affairs, Bureau of Immigration, Airline Office
4. Proof of Loss of Employment or endorsement from the Migrant Workers Office (MWO) or Salaysay from the worker		Employer abroad, Migrant Workers Office, or Salaysay from the OFW

5. Training Certificate (FAS-SBMT, EDT, and/or Livelihoods/Skills Training from approved partners)		Welfare and Reintegration Division or from approved partners		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the DMW Regional Office and get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line	None	30 minutes	Officer of the day
2. Appear with the focal person for initial assessment and secure application form and checklist of requirement	2. Assess the eligibility of the applicant and provide application form for eligible beneficiary	None	20 minutes	LDAP Focal Person
3. Fill up or accomplish application form and prepare copy of documentary requirements for submission	3. Provide guidance on the applicant in accomplishing the form and the documentary requirements	None	1 hour	LDAP Focal Person
4. Submit accomplished Application Form together with the documentary requirements as mentioned above	4. Review and evaluate accomplished application form and completeness of requirements	None	20 minutes	LDAP Focal Person
	4.1. Issue acknowledgement receipt or receive stub if complete and return to the applicant if incomplete	None	10 minutes	LDAP Focal Person
	4.2. Facilitate the schedule of the	None	10 minutes	LDAP Focal Person

	applicant for Financial Awareness Seminar-Small Business Management Training (FAS-SBMT)			
	4.3. Encoding of information into data base	None	20 minutes	LDAP Focal Person
5. Attend in the scheduled FAS-SBMT session	5. Conduct FAS-SBMT Session	None	1 day	Welfare and Reintegration Division
Accomplish: a. Form B – Business Model Canvass,	5.1. Guide the Applicant in filling up the documentary requirement	None	Included above	Welfare and Reintegration Division
b. Form B1 Listahan ng mga Panimulang Kagamitan at Produkto,	5.2. Review accomplished forms and completeness of requirements	None	1.5 hours	LDAP Focal Person
c. Form C – or Commitment form				
and submit those documents				
6. Approval	6. Facilitate the approval of application	None	2 days	Chief WRSD/ Regional Director
	6.1. Facilitate fund request and release	None	3 days	Chief of WRSD /Finance/ Regional Director
7. Attend Awarding of grant	7. Schedule the awarding of grant and notify	None	4 hours	LDAP Focal Person



	the beneficiary to attend.			
	7.1. Actual awarding of grant	None	Included above	Chief WRSD/ Regional Director
	7.2. (In case the beneficiary is incapacity to attend the awarding, the grant maybe deposited to his/her account)	None	Included Above	WRSD/ Finance
	7.3. Feedback forms will fill up by the beneficiaries after the cycle of LPOR application	None	5 minutes	OFW returnees (beneficiaries)
TOTAL:		None	7 days	

3. Repatriation of Workers

Repatriation refers to the return of an Overseas Filipino Worker (OFW) or their remains and to transport of his/her personal effects to the Philippines.

Office or Division:	DMW Regional Office No. 10, YMCA Building, J. Pacana St., Puntod, Cagayan de Oro City Welfare Reintegration Services Division (WRSD)			
Classification:	Simple (3 Working Days)			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Next-of-Kin of an OFW			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Identification of Requester		Requesting Party		
2. Identification of OFW		Requesting Party		
3. Proof of Relationship of OFW and Requesting Party a. Birth Certificate of OFW b. BIRTH Certificate of Requester c. Marriage Contract Additional requirement for Repatriation of remains: a. Special Power of Attorney (in case of non-availability of nearest kin) b. Or Authorization letter from NOK (in case of non-availability of nearest kin) Additional requirements for Common-Law Partner: a. Authorization Letter from the OFW b. Picture of Couple c. Birth Certificates of Children		Philippine Statistics Authority (PSA) 		

Logbook for queue	a. Endorse to Welfare Division			
2. Short interview by Welfare Reintegration Desk Officer	2. Officer shall conduct initial evaluation of client's request along with the documents presented.	None	15 minutes	WRSD Officer
3. Verification and Monitoring of OFW status to the following: a. Concerned Recruitment Agency (If applicable) b. One Repatriation Command Center (ORCC)	1. Make an inquiry regarding the status of the OFW.	None	10 minutes	WRSD Officer
4. Submit complete requirements to Welfare Reintegration Desk Officer	4. Evaluate Request for Repatriation 4.1. Prepare endorsement letter 4.2. Chief WRSD to review the documents 4.3. Endorse to RD for approval	None	25 minutes	Office of Regional Director & WRSD Officer
5. Approval of Regional Director	5. Regional Director to review & sign the document 5.1. Submit the signed	None	15 minutes	WRS Officer



	<p>request to concerned offices via email; a) Migrant Worker Office, b) One Repatriation Command Center, c) Repatriation Assistance, and d) Next-of-Kin.</p> <p>5.2. Advise client on the action to be taken and for future updates.</p>			
6. The requesting party/client shall acknowledge receipt of the memorandum of endorsement for repatriation by signing the released portion of the request for reference and fill-up the client's feedback form.	6. The WRSD shall enter Repatriation Case details in the Repatriation Logbook and timestamp the "Released" portion of the memorandum of endorsement for repatriation to the requesting party and fill-up the client's feedback form.	None	5 minutes	WRSD Officer
TOTAL:		None	1 hour and 13 minutes	

4. Sa Pinas Ikaw and Ma'am/Sir (SPIMS) Application

Employment Reintegration Program which provides returning OFW-Licensure Examination for teachers (OFW-LET) passers with gainful employment as public-school educators.

Office or Division:	DMW Regional Office No. 10, YMCA Building, J. Pacana St., Puntod, Cagayan de Oro City Welfare Reintegration Services Division (WRSD)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	OFW-LET passer and must not have stayed or resided in the Philippines for more than three (3) years based on the applicant's latest date of arrival in the country from their employment abroad.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished SPIMS Online Registration Form		DMW/CENTRAL OFFICE		
2. Valid Professional Teacher Professional Regulation Commission (PRC) ID		PRC		
3. Licensure Examination for Teachers (LET) Certificate of Board Rating		PRC		
4. Passport (including pages 2 & 3; pages with latest arrival and departure stamps)		OFW		
5. Certificate of employment abroad or employment contract abroad or any documentary proof that you worked abroad with English translation.		OFW/EMPLOYER		
6. Certificate of employment as teacher or service record (for those with teaching experience)		EMPLOYER		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the DMW Regional Office and get queuing number or queue in the line	1. Provide queuing number or ensure orderliness in the queuing line	None	5 minutes	WRSD SPIMS Focal Person

2. Presentation of requirements to WRSD	2. Check completeness of the required documents prior to accomplishing the SPIMS Online Registration Form. Refer to ANNEX A for the checklist of requirements.	None	15 minutes	WRSD SPIMS Focal Person
3. OFW-LET passer applicant shall accomplish the SPIMS Online Registration Form and upload in the link the documentary requirements in PDF File.	3. Conduct the profiling using this link: https://forms.gle/sW3daXPgxvaTk1YN9 Submit the LET certificate and employment records to the Electronic Reintegration Services Division of the NRCO.	None	30 minutes	Central Office
	3.1. Evaluate applications received	None	1 – 2 days	NRCO Central Office
	3.2. Endorse documents to the Director of the NRCO for approval based on the NRCO's yearly budget as well as the available Teacher Plantilla positions.	None	Depends on the Availability of Plantilla Positions	NRCO Central Office and Department of Education

<p>4. Wait for a notification as to the status or endorsement from the Central Office.</p>	<p>4. For approved applicants:</p> <p>4.1. Endorse to DEPED - for SPIMS applicants with twelve (12) months teaching experience for the last five (5) years and applicants with bachelor's degree who passed the LET for the last five (5) years for final screening and evaluation.</p> <p>4.2. Endorse to Philippine Normal University (PNU) - for SPIMS applicants with less than twelve (12) months teaching experience for the last five (5) years or with no teaching experience at all and undergo the required Online Refresher Course (ORC).</p>	<p>None</p> <p>None</p>	<p>Varies</p> <p>Varies</p>	<p>Department of Education</p> <p>Philippine Normal University (PNU)</p>
<p>5. Applicant will avail refresher course (if necessary) and submit the</p>	<p>5. Online Refresher Course (ORC)</p>			

scanned copy of their Transcript of Records (TOR) and Certificate of Completion (COC) to NRCO via email at spims@owwa.gov.ph	The Central Office will coordinate with the Applicant if she/he needs to undergo Refresher Course	None	Varies	National Reintegration Center for OFWs (NRCO) Central Office
6. Wait for the application status through email or phone communication	6. For employment placement of qualified beneficiaries:			
	6.1. Conduct employment screening and evaluation process (subject to availability of Teaching Plantilla positions)	None	Varies	Department of Education
	6.2. Notify through an email or phone communication of the approval of their appointment.	None	Varies	NRCO Central Office
	6.3. Issue assignment order of the qualified applicant	None	Varies	Department of Education
TOTAL:		None		