



Quezon City Migrants Resource Center

MANUAL OF OPERATIONS

MESSAGE



MAYOR JOY BELMONTE

11th City Mayor, Quezon City Government

Warm greetings to all!

It is with heartfelt gratitude and pride that I reflect on the journey of the Quezon City Migrants Resource Center (QCMRC). Established in 2016 during my tenure as Vice Mayor through City Ordinance SP-2500, the creation of QCMRC marked a significant step forward in integrating migration and development into our city's governance framework.

Today, I am honored to introduce the QCMRC Manual of Operations—a comprehensive guide both for service providers and for our migrant workers and their families.

Service providers play an essential role in making the QCMRC's vision a reality. For the service providers, you are the bridge between the programs we create and the communities we serve. I hope that this manual will help you navigate the various processes, understand the range of services available, and deliver them with compassion, efficiency, and professionalism.

MESSAGE OF SUPPORT

In Quezon City, we embrace a holistic approach to migration, one that begins even before departure. With our full cycle migration program, we believe that reintegration starts at pre-migration. For the 180,000 documented migrant workers from our city, we strive to walk alongside you at every step of your migration journey. The QCMRC offers pre-migration orientation seminars, reintegration assistance, psychosocial support, financial literacy training, and more.

Our commitment goes beyond serving those abroad. We recognize that families left behind—spouses, children, and nearest kin—also face unique challenges. Initiatives like the Smart Child e-Habilin Program are proof of our commitment to supporting these families, ensuring that children and loved ones receive the care, guidance, and encouragement they need to thrive even in the absence of a parent or guardian.

Through the QCMRC, we aim to deliver gender-responsive, migrant-centered services that meet the complex needs of our QCitizens and their families. Our vision is clear: to create a community where migration is a necessity but is a choice made with dignity and the informed consent of every family member.

It is my hope that this Manual of Operations serves as an invaluable guide to service providers in implementing QCMRC programs and initiatives. Similarly, I wish for it to empower migrant workers and their families by making them aware of the support available to them.

Your Journey, Our Mission.

With warmest regards,



HON. MA. JOSEFINA G. BELMONTE

11th City Mayor, Quezon City Government



MR. KHALID HASSAN

Director, ILO Country Office for the Philippines

The Quezon City Migrants Resource Center (MRC) is a one-stop service center that offers various programs and services for migrant workers and their families in their migration journey. It is crucial for the local government to provide devolved services to the people they serve. Local governments help achieve commitments to the Sustainable Development Goals (SDGs) and the Global Compact for Safe, Orderly and Regular Migration (GCM).

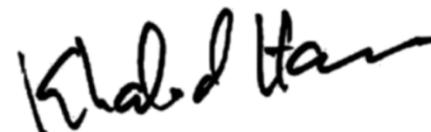
Our partnership with Quezon City is a good example of localizing migration interventions to reach migrant communities. It supports the institutionalization of a gender-responsive MRC that will provide services to Overseas Filipino Workers (OFWs) and their families when they are planning to work abroad, while working abroad, and upon return to their communities.

Indeed, bringing the programs and services more accessible to migrant workers, their families, and communities to optimize the benefits of migration by reducing the risks faced by OFWs throughout the migration cycle.

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We recognize Quezon City's efforts in strengthening labour migration governance as well as programs and services in alignment with national and international labour standards. This initiative to adopt a localized Manual of Operations for the Migrants Resource Center sets a good reference with Quezon City as an example in running an MRC, especially for local government units that plan to set-up, scale up, or institutionalized OFW help desks or MRCs.

We believe that this manual will further guide the MRC and its partners in fostering safe and fair migration towards decent work for migrant workers. Rest assured that the International Labour Organization remains ready to support and collaborate with Quezon City in safeguarding the rights and well-being of OFWs and their families.



MR. KHALID HASSAN

Director, ILO Country Office for the Philippines

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INTRODUCTION

- **What is the QC MRC?**
- **Why is there a need for QCMRC Operations Manual?**
- **Who are its intended users?**

INTRODUCTION

What is the QC MRC?

The QCLGU has been continuously recognizing its Overseas Filipino Workers as one of its priority sectors which resulted in QC becoming one of the top benchmarking locations for its local migration governance.

Various stakeholders such as; International Organizations (IOs), National Government Agencies (NGAs), Non – Government Organizations (NGOs), and even Civil Society Organizations (CSOs) have been captivated by its efforts to uphold its local migration and development and decided to support the QCLGU to be the model as the standard to all the LGU.

This manual contains references, a roadmap user-friendly guides for operating the local One-Stop-Shop Resource Center locally known as the Quezon City Migrants Resource Center (QCMRC) as well as provide detailed information on the current migration programs, services and essential information on QC's local migration governance such as; resource capabilities, networks, principles and frameworks, approaches, operational requirements and other details necessary for efficient and well-managed migration governance.

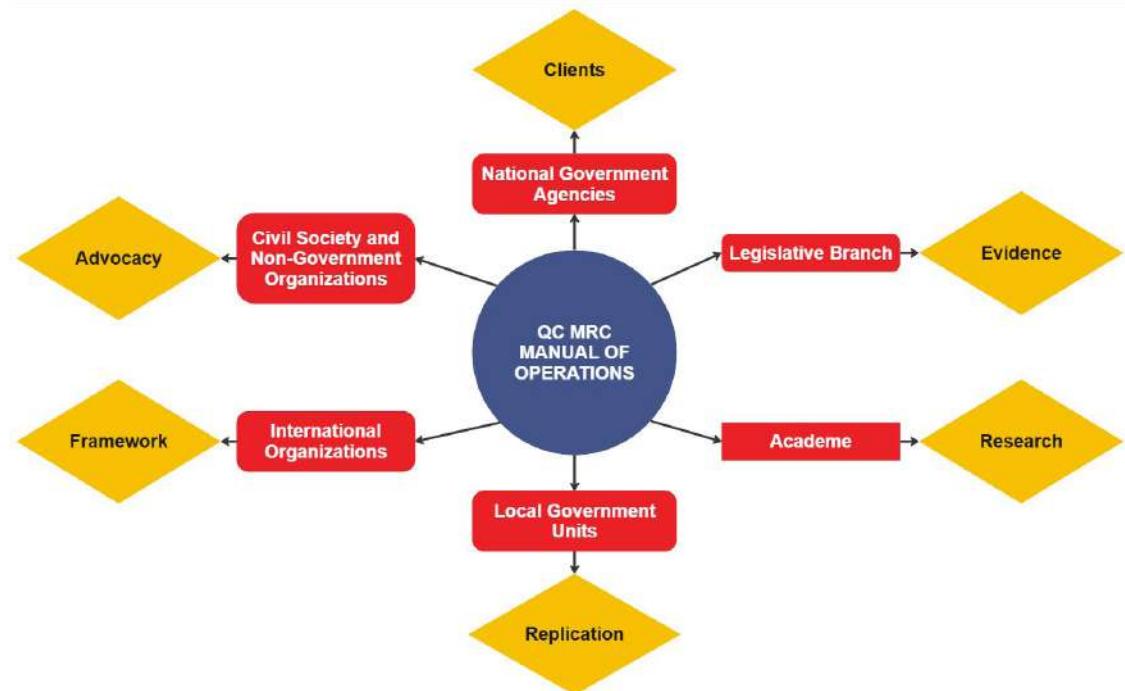
Why is there a need for QCMRC Operations Manual?

This manual contains thorough specifications of how the QCMRC will be operated defining its (1) **clientele operations**, (2) **processes**, (3) **programs and services** along with the requirements and qualifications, (4) **tools for profiling, monitoring, and evaluation**, (5) **adherence to national and local laws and policies** as well **level off with the international frameworks**, (6) **learning and development of service providers** under the QCMRC (7) **strategic planning and road mapping** for further migration and development (8) **inventory of partnership, collaborative engagements** (9) **Physical, ICT, financial, social and its human resources**, (10) **management, and policy-making structures** thus making both the service providers under the QCMRC and its stakeholders knowledgeable and lastly (11) for **replication purposes** that other LGUs may consider.

Who are its intended users?

CHART 1

WHO ARE ITS INTENDED USERS?



National Government Agencies - In a governmental standpoint, LGUs are viewed as the implementing arm while the NGAs are recognized as the policymakers and principal institutions that set national frameworks, policies, and standards in relevance to national mandates. They may utilize this as a piece of baseline information for customizing policies as well as in establishing further coherent and collaborative engagements ensuring efficiency of service delivery to accomplish common goals and at the same time adhere to each other's respective mandates.

Civil Society Organizations and Non-Government Organizations (CSO & NGOs) - It may be an institutional organization or people's organization with relevant advocacies in furthering the development and/or creating new local migration initiatives. They may utilize this manual as a map and guideline to interconnect their advocacies through awareness campaigns to their respective constituencies strengthening their engagement with service providers and with the possible beneficiaries as well.

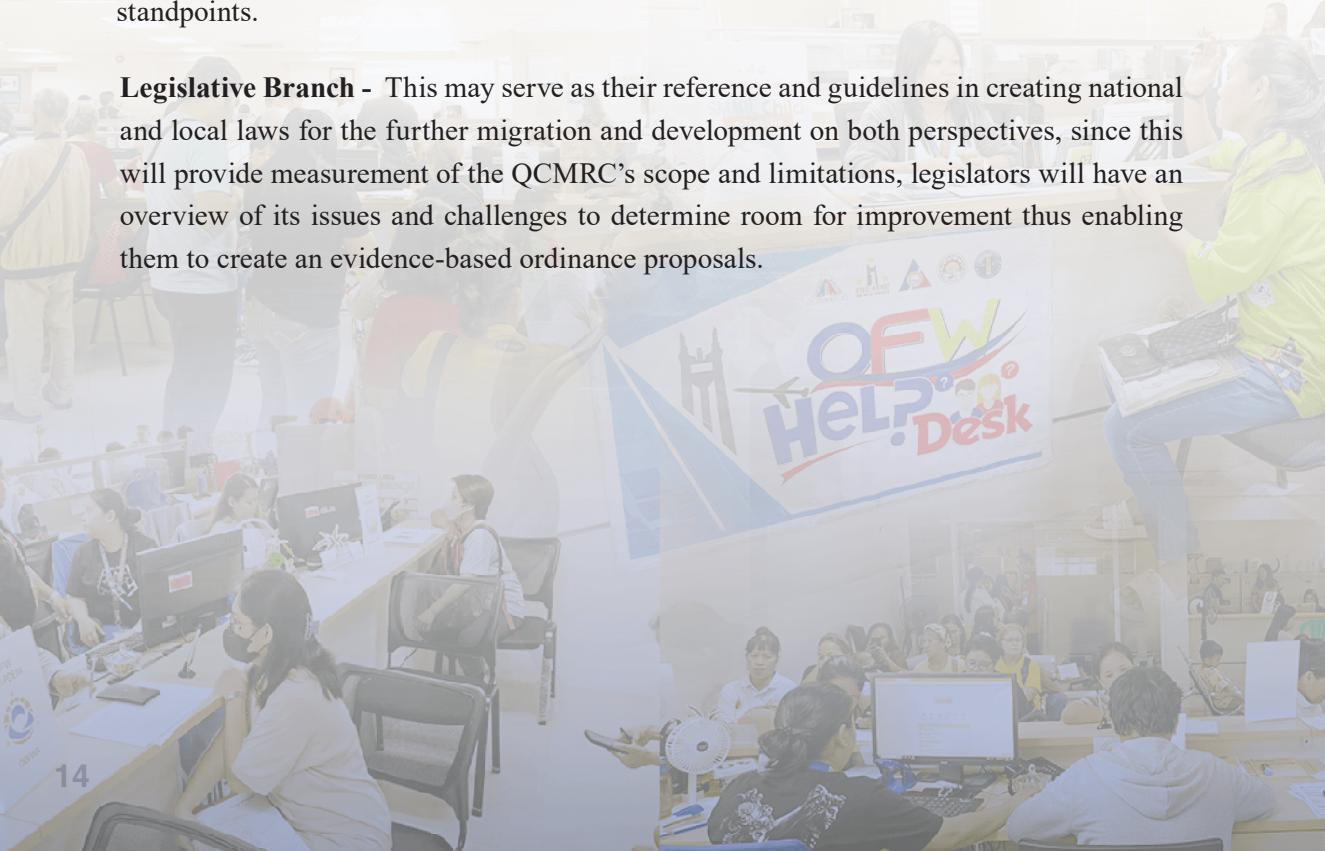
International Organizations - Beyond the national institutions are the international organizations that provide capacity developmental support through financial resources or the sharing of technical expertise. Since they are the providers of international standard frameworks, this may be viewed as their monitoring and evaluation tool for measuring the effectiveness of their set frameworks and may be seen as a reference for other migration implementers may it be national or international government units.

Academe - It may be an academic institution or an independent researcher or student that aims to conduct an in-depth study as to how local migration governance is being managed by the local government unit. This enables them to gather concrete information that will be utilized as a reference to conduct and support further feasibility features of their studies. From QCMRC's perspective, this is viewed as an opportunity for further development as it encourages researchers to share their learnings and findings for the QCMRC to oversee the flaws or gaps in its operations and it may serve as a basis for creating resolutions to adapt, prevent or at least mitigate the effects emerging trends that may bring positive or negative impacts.

Stakeholders – This Manual of Operations is also intended to be used as a reference by other local stakeholders such as the private sector, OFW Family Circles (OFCs) or associations, diaspora groups or hometown associations, professional organizations, among others to locate possible entry point for collaboration with the QCMRC in enhancing program and service delivery to Ka-QC OFWs and their families. This is in recognition of the whole of society approach to addressing opportunities and challenges to making the whole cycle of migration safe and orderly, and that it contributes to economic and social development.

Local Government Units - Even though this manual is designed and is tailored-fit to QC, this may still serve as useful for other LGUs wanting to set up their respective local MRCs as this manual provides general information on the QC's local migration governance that may be replicated through retrofitting the contents of this manual into their respective LGU standpoints.

Legislative Branch - This may serve as their reference and guidelines in creating national and local laws for the further migration and development on both perspectives, since this will provide measurement of the QCMRC's scope and limitations, legislators will have an overview of its issues and challenges to determine room for improvement thus enabling them to create an evidence-based ordinance proposals.



ABOUT THE OPERATIONS MANUAL

- Local Dimension of Migration
- The Local Government of Quezon City and Migration
- Addressing the needs of OFWs and their Families
- Identify Bases
- Program Development

ABOUT THE OPERATIONS MANUAL

Local Dimension of Migration

Human mobility is part and parcel of our everyday lives. People do not stay in one place or space because the need to move is essential as we go about the business of living our lives.

Human mobility begins with simple, everyday movements—going to school, work, or places of leisure—but extends to larger, more purposeful undertakings when shaped by economic, political, and social factors. Migration, a deeper expression of this mobility, has long been a part of human history, driven by aspirations for work, safety, family reunification, and personal growth.

Migration, whether temporary or permanent, reflects humanity's innate desire to thrive and adapt. It is a journey of beginnings and endings, where individuals and families seek better opportunities, stability, and fulfillment of their goals. It is a cycle that mirrors not just movement but also transformation, growth, and the resilience of the human spirit.

The objective reality where migration intentions, plans, and decisions begin to germinate and take shape starts at the household, community, and local levels. The lived experiences of Filipinos as they navigate their daily lives, and interact and engage with their families, friends, neighbors, circles of support, and social networks inform them of the available options – or challenges to or lack thereof – vis-à-vis opportunities for social and economic development.

If planned and managed properly at the personal, community, and national levels, the migration of Ka-QC overseas Filipino workers (OFWs) can have a far greater impact on the economic and social development of Quezon City. The benefit will be felt by the OFWs and their families and will propel Quezon City to even greater heights of development that will cascade to each Ka-QC.

This **Quezon City Migrants Resource Center Manual of Operations** is a companion piece to the **International Labor Organization's Manual of Operations for Migrant Worker Resource Center** in the Philippines produced under the *Safe and Fair: Realizing Women Migrant Workers' Rights and Opportunities in the ASEAN Region* program and the *Bridging Recruitment to Reintegration in Migration Governance: Philippines (BRIDGE)* program supported by the EU-UN Spotlight Initiative and the Multi Partner Trust Fund. References to the latter document vis-à-vis frameworks, principles, legal basis, and processes are used in this document.

The Local Government of Quezon City and Migration

Quezon City, named after the 2nd Philippine President “Manuel Luis Quezon” was founded in 1939 and was intended to be the **next national capital of the nation**, known for its migration-related initiative that started in parallel to its establishment, it served as a haven during the **Second World War** where asylum seekers who escaped persecution from the Nazi’s took refuge.

Now, the city is categorized as a Highly Urbanized City (HUC), and is **one of the highly-populated cities in the country**. The Quezon City Local Government Unit has been at the **top** of its class **since 2019** and has been consecutively at the top for four straight years and counting.

It has taken great strides towards adhering to and promoting sustainable development goals, which attracts people’s interest in actually experiencing the city’s features.

It may be a place for permanent settlement for its diverse capabilities, such as (1) livelihood and investment opportunities, (2) accessibility features due to its location and establishments, (3) climate and environmental resilience for its disaster quick response mechanism and adherence to climate change initiatives, (4) peace and security measures, (5) local employment opportunities, and ultimately as a (6) partner in seeking further economic development overseas.

Addressing the Needs of OFWs and their Families

The QCMRC has identified **two (2) phases** in addressing the needs of OFWs and their Families

(1) Gathering bases and (2) Program Development;

There are processes in identifying the needs of OFWs and their families for it to determine how to customize and tailor fit necessary interventions to address the needs of OFWs and their families.

Having that said, the QCMRC have translated it into a **stepladder approach** wherein the process of determining what **interventions are to be created are arranged chronologically** to ensure efficiency and impactful effects.



Identify Bases

Starting with the **root cause** of migration is understanding its drivers, and identifying what seems to be the **push factor** why individuals consider migration in QCMRCs case labor migration. It is followed by demographic data analysis to determine who usually considers migrating.

Afterward, the process of accounting for all the **costs of migration** will come into place, this is usually referred to as one of the most influential factors that will make or break their decision.

With the costs determined, the next step is to determine what are the impacts of the said costs will incur both to themselves and their families that will be left behind. Subsequently, this step will also recognize the beneficiaries of the migrants.

With the **bases and all other documentary and data analysis identified**, the QCMRC then proceeds with the crafting and customization of interventions.

Program Development

Acquired necessary **data** and pieces of **evidence** become the **guiding principles** of the program development phase, it **justifies** why a **program** is to be **created** and what are the specific resources it needs to be implemented.

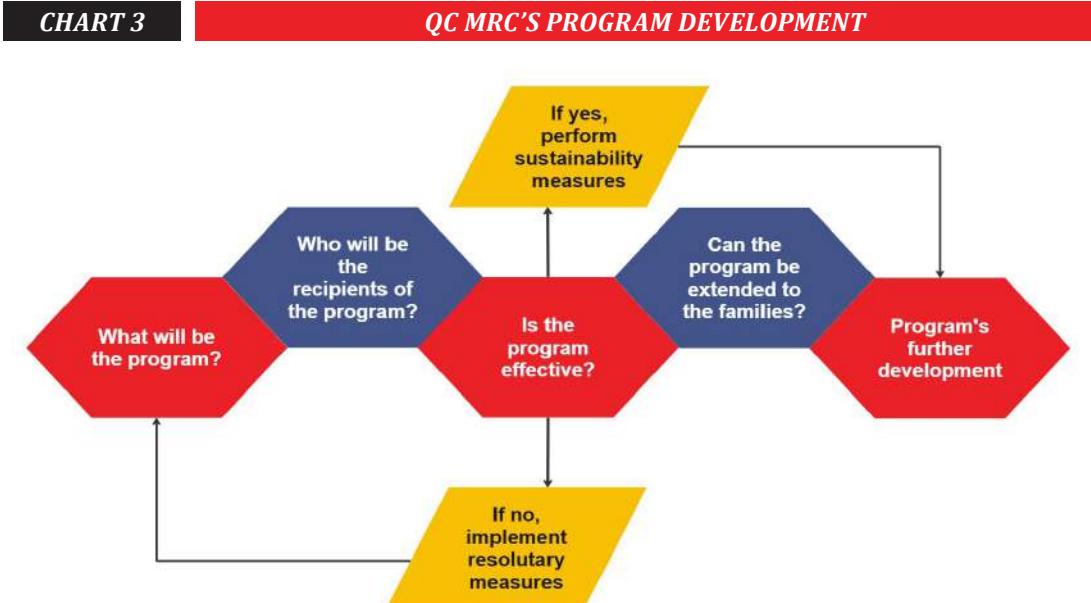
Created programs are usually accompanied by monitoring and evaluation **tools**, to identify indicators and **measure the efficiency** of the programs implemented and service delivery.

In occurrences of **issues and challenges** amidst the implementation of the created programs, the **monitoring and evaluation tools** are the pieces of evidence that will serve as bases for the development of **troubleshooting measures and resolutions**.

On the other hand, if the **programs** created are **deemed effective**, then the QCMRC is subjected to perform **sustainability measures** for the effective programs and **evolve** it into a **good practice** recognizing the program's further development.

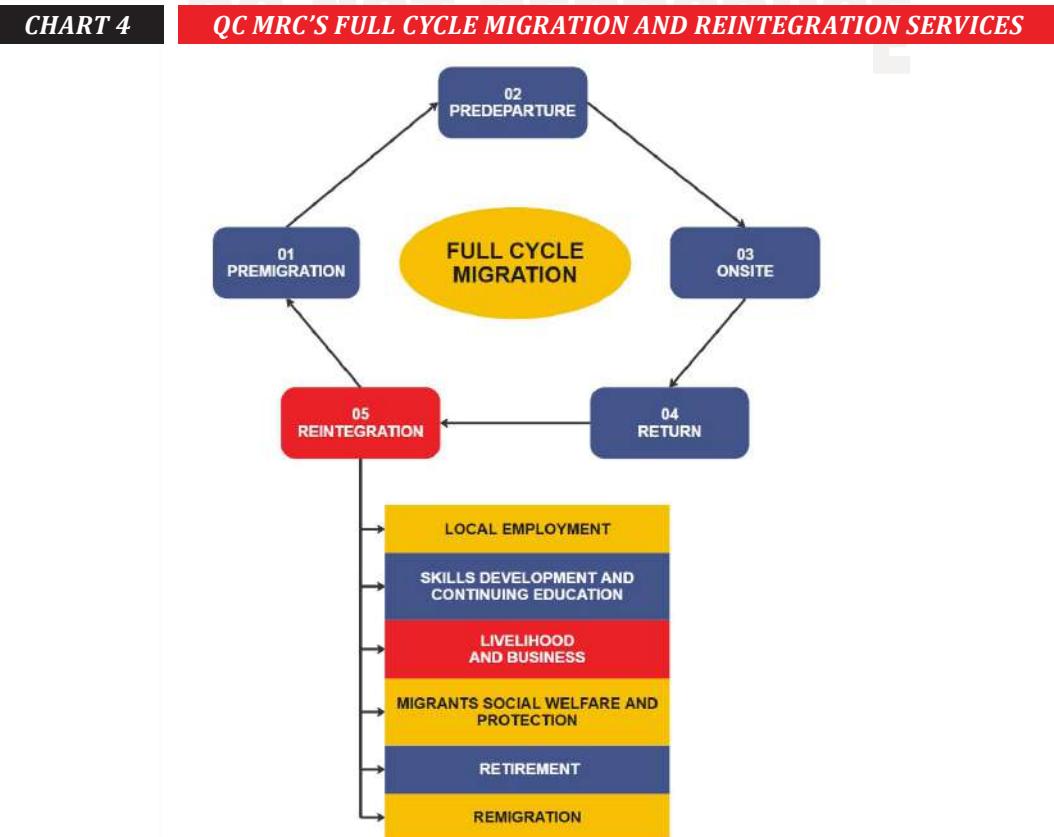
With both challenges and opportunities laid out, the QCMRC can now perform **supplementary support to existing programs**, which includes (1) *extending the programs* and services to their families and (2) providing **further assistance** and interventions to ensure a **holistic and whole of government approach** in terms of service delivery.

CHART 3



Ensuring Full Cycle Preparation, Protection and Reintegration

CHART 4



As shown in the previous figure, the full cycle migration is comprised of five (5) phases which serve as an indicator of where an individual is currently located in the process of the cycle. Every phase has its own varying characteristics and type of interventions customized to be aligned with the purpose of a phase.

The **pre-migration phase**, is geared towards providing all the relevant information on migration as a **preparatory phase** through educational orientations, training, and seminars. This maps out the requirements, qualifications, and the whole process of engaging in migration assisting individuals to make an informed decision.

In **pre-departure phase**, aspirants who finally decide to undergo migration are provided with **client assistance**, securing all documentary requirements for them to **engage legally in migration**. This fully prepares both ends, (1) what to expect ahead of their countries of destination, and (2) how will they maintain their relationship with their roots back home.

As they land in their countries of destination, comes the **on-site phase**, which indicates that they now belong to the category of "**Active Overseas Filipinos**" in which an individual is currently temporarily residing in a foreign country. With the information and preparatory mind-setting that was provided to them in the previous phases, they are now informed on how to adapt and engage in a **cross—border type of communication**, this encourages them to make necessary adjustments to maintain coordination from their country of origin and ultimately keeping their strong relationship with their families back home.

With their overseas stay nearing maturity, overseas Filipinos are expected to concentrate on their return to their home country. Mapping out their procedural steps toward their return is a vital part of their reintegration, this gives them clarity on where will they engage once they arrive.

On to the final phase of their migration, where returnees are in the **decision-making** process on which **pathway** will be best suitable for them. These pathways are designed for them to have a variety of options removing limitations that cause doubts so that they can choose freely to the best of their interest and can be supported by the QCMRC.



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
19th City Council

PO19CC-548

88th Regular Session
ORDINANCE NO. SP- 2500, S-2016

AN ORDINANCE CREATING THE QUEZON CITY MIGRANTS RESOURCE CENTER (MRC), DEFINING ITS FUNCTIONS, DUTIES AND RESPONSIBILITIES, PROVIDING FOR ITS COMPOSITION, AND APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
18th City Council

PO2011-114

47th Regular Session

25, S-2012

AN ORDINANCE ON THE NATIONAL REINTEGRATION SECTION FOR OVERSEAS FILIPINO WORKERS PURSUANT TO SECTION 10 OF THE AMENDING REPUBLIC ACT NO. 8042, OTHERWISE KNOWN AS THE MIGRANT OVERSEAS FILIPINO WORKERS ACT OF 1995, AS AMENDED, FURTHER IMPROVING THE STANDARD OF PROTECTION OF THE WELFARE OF MIGRANT WORKERS, THEIR FAMILIES AND OVERSEAS FILIPINOS FOR OTHER PURPOSES, THE FOLLOWING IMPLEMENTING RULES AND REGULATIONS ARE HEREBY APPROVED.

LEGAL BASES



ORDINANCE NO. SP- 1853, S-2008
(PO2007-99)

AN ORDINANCE PROVIDING FOR AN ANNUAL OUTSTANDING OVERSEAS FILIPINO WORKERS (OFW) OF QUEZON CITY AWARD TO BE INCLUDED AS ONE OF THE AWARDEES IN THE ANNUAL QUEZON CITY FOUNDATION DAY CELEBRATION.

Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
20th City Council

PO20CC-302

49th Regular Session
sp. 2657, S-2017

QUEZON CITY PUBLIC PROVIDING FOR ITS STAFFING CAPABILITIES.



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
22nd City Council

PO22CC-069

ORDINANCE NO. SP- 3336, S-2024

AN ORDINANCE DESIGNATING THE PUBLIC EMPLOYMENT SERVICE OFFICE-MIGRATION SERVICES DIVISION (PESO-MSD) TO FUNCTION AS THE "OFW HELP DESK" IN EVERY DISTRICT OF QUEZON CITY, AND PROVIDING GUIDELINES THEREFOR

[REPUBLIC ACT NO. 10691, October 26, 2013]

AN ACT DEFINING THE ROLE OF THE DEPARTMENT OF LABOR AND EMPLOYMENT (DOLE), THE LOCAL GOVERNMENT UNITS (LGUs), AND ACCREDITED NON-GOVERNMENT ORGANIZATIONS (NGOs) IN THE ESTABLISHMENT AND OPERATION OF PUBLIC EMPLOYMENT SERVICE OFFICES (PESO), AND THE OPERATION OF PESO OFFICES IN EDUCATIONAL INSTITUTIONS (Edu), AMENDING REPUBLIC ACT NO. 8042, OTHERWISE KNOWN AS THE MIGRANT OVERSEAS FILIPINO WORKERS ACT OF 1995, AS AMENDED, FURTHER IMPROVING THE STANDARD OF PROTECTION OF THE WELFARE OF MIGRANT WORKERS, THEIR FAMILIES AND OVERSEAS FILIPINOS FOR OTHER PURPOSES, THE FOLLOWING IMPLEMENTING RULES AND REGULATIONS ARE HEREBY APPROVED.

LEGAL BASES

The Quezon City Migrants Resource Center (MRC) was established through Quezon City Council Ordinance No. SP-2500, Series of 2016. This ordinance defined the center's functions, duties, and responsibilities, outlined its composition, and allocated funds for its operations. The QC MRC represents the Quezon City government's commitment to providing targeted support and interventions for Ka-QC overseas Filipino workers (OFWs) and their families.

SP-2500, and other relevant local legislations and executive actions govern the operations of the QCMRC.

TABLE 1

QC MRC'S LEGAL MANDATES

Quezon City Ordinance No. 2500 Series of 2016	An ordinance creating the Quezon City Migrants Resource Center, defining its functions, duties and responsibilities, providing for its composition, and appropriating funds thereof.	APPENDIX A
Quezon City Ordinance No. 2657 Series of 2017	An ordinance rationalizing the Quezon City Public Employment Service Office providing for its revised/new organizational structure and staffing pattern.	APPENDIX B
Quezon City Ordinance No. 2125 Series of 2012	An ordinance creating a local reintegration section for OFWs.	APPENDIX C
Quezon City Ordinance No. 1853 Series of 2008	An ordinance providing for an Annual Outstanding Overseas Filipino Workers (OFW) of Quezon City Award as one of the Awardees in the Annual Quezon City Foundation Day Celebration.	APPENDIX D
Quezon City Ordinance No. 3336 Series of 2024	An ordinance that designates the Public Employment Service Office-Migration Services Division (PESO-MSD) as the "OFW Help Desk" in every district of Quezon City, providing support and guidelines for overseas Filipino workers.	APPENDIX E

There are relevant national legislation and instruments regarding the operations of the QCMRC.

The following is the listing of these legal references:

TABLE 2

QC MRC'S LEGAL REFERENCES

Republic Act No. 11641	An act creating the Department of Migrant Workers, defining its powers and functions, rationalizing the organization and functions of government agencies related to overseas employment and labor migration, appropriating funds therefor, and for other purposes.	APPENDIX F
Republic Act No. 10022	An act amending Republic Act No. 8042, otherwise known as the migrant workers and overseas filipinos act of 1995, as amended, further improving the standard of protection and promotion of the welfare of migrant workers, their families and overseas filipinos in distress, and for other purposes.	APPENDIX G
Republic Act No. 10691	An act defining the role of the Department of Labor and Employment (DOLE), the local government units (LGUs), and accredited non-government organizations (NGOs) in the establishment and operation of the Public Employment Service Office (PESO), and the operation of job placement offices in educational institutions (ELs), amending for the purpose Sections 3, 5, 6, 7 and 9 of Republic Act No. 8759, otherwise known as the "Public Employment Service Office act of 1999"	APPENDIX H

The abovementioned legislation is not an exhaustive discussion on relevant laws and policies vis-à-vis migration. However, it serves as a good starting point for gaining a basic understanding and knowledge of these instruments. All QCMRC officials and personnel should have a working knowledge of these basic local legislations that govern and are relevant to the mandate, functions, and operations of the QCMRC. Familiarity with the listed national legislations is also imperative among QCMRC officials and personnel. An orientation on these instruments should **form part of onboarding newly hired or assigned QCMRC personnel**.

FRAMEWORK / REFERENCE

The QCMRC is a **forward-looking initiative** of the local government of Quezon City as it sets up the **institutional infrastructure** that functions as an information and services hub for OFWs and their families in the whole cycle of migration, as an institutional bridge for migration duty bearers at the national and local levels, community space for stakeholders, and development accelerator to spur local development.

As such, it must **adhere** to **guiding principles and frameworks** that encompass all its functions that go beyond the sometimes limited mandates of national and local policies and legislations. This provides guidance as well as flexibility in the operations of the QCMRC as it responds to the **constantly evolving** economic, social, psychosocial, and cultural **dimensions of the whole cycle of migration** at the individual, family, community, and local levels.

CLIENTSS Approach on QCMRC Services

Taking off from the MWRC Operations Manual “CLIENT-WSSRR” approach on MWRC services, the QCMRC shall utilize a CLIENTSS approach:

- Counselling on safe migration, decision-making, and rights at work;
- Legal assistance;
- Information, Education, and training;
- Networking and organizing of OFWs/families into associations;
- Trade union membership;
- Social protection;
- Skills development and reintegration.

Sustainable Development Goals

The SDG contains goals and targets that are relevant and migration specific. The QCMRC takes note of the goals contained in the SDG relevant to migration and migration-specific targets such as the following:



Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all.



Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

FRAMEWORK AND REFERENCES

Safe and Fair: Realizing women migrant workers' rights and opportunities in the ASEAN region



- **CLIENTSS Approach on QCMRC Services**
- **Sustainable Development Goals**
- **Global Compact for Migration**
- **16 Essentials for Quality Multisectoral Service Provision to Women Migrant Workers Subject to Violence**

Global Compact for Migration

The Global Compact for Safe, Regular, and Orderly Migration is a landmark global cooperative framework that aims to strengthen migration governance while addressing all dimensions of migration. Aside from its 23 Objectives and corresponding actionable commitments, the GCM's guiding principles include gender-responsive, child-sensitive, whole-of-government, and whole-of-society approaches, among others.

The GCM is made more relevant to the Philippine context as it is included in the Implementing Rules and Regulations of Republic Act No. 11641.

16 Essentials for Quality Multisectoral Service Provision to Women Migrant Workers Subject to Violence

To ensure the gender-responsiveness of QCMRC services to OFWs and their families, relevant items in the 16 Essentials for Quality Multisectoral Services Provision to Women Migrant Workers Subject to Violence such as confidentiality, data collection, accessibility and availability of services, appropriate support person (peer counselor), cross-sectoral coordination, health information, legal support, psychosocial support and counseling, shelter/safety, and economic support shall be ensured in the available programs, services and interventions.



Safe and Fair:
Realizing women migrant workers' rights and opportunities in the ASEAN region



SERVICES OF THE QCMRC FOR OFWS AND THEIR FAMILIES

- Information and Services Hub
- Full Cycle Migration Services
- Programs and Services:
 - As a Resource Center
 - As an Institutional Bridge
 - As Community Space for Advocates, Stakeholders, and Migrant Communities
 - As Development Accelerator

SERVICES OF THE QCMRC FOR OFWS AND THEIR FAMILIES

An MRC is a facility set up at the local level that is put together under one roof and is aimed to provide comprehensive and structured support services for prospective and returned migrants, their families and the communities where they live. The comprehensive menu of services are to ensure safe and legal migration, productive reintegration of migrants, facilitation of employment for the youth, processing of their complaints and welfare problems, and promotion socioeconomic development potentials of migration.

The QC MRC's function as an information and services hub is directed primarily towards OFWs – at whatever stage of the migration they may be – and their families. This is to ensure that once a decision to pursue overseas work has been reached, a Ka-QC OFW's migration journey is safe and orderly, and that it is within the regular and legal migration pathway. And that at the end of this journey, their pathway towards sustainable and successful reintegration is ensured.

Information and Services Hub

The QCMRC's function as an information and services hub is an important support service to ensure that an OFW's and their families' migration journey is informed, follows the legal and regular pathway, is safe and orderly, and the road to a successful and sustainable reintegration is clear.

The usual practice is that OFWs or members of their families seek the assistance of authorities at the national or local levels because of a problematic experience in their migration journey.

For this case, a single intervention or a **one-time transaction** for a client usually **does not suffice** in ensuring that they will succeed in meeting their goals given the risks they will or have taken.

Now, therefore, QCMRC as a service provider currently adheres to the principles of full-cycle migration and full-cycle reintegration in which clients are accommodated meticulously to implement a whole-of-government approach, and provide holistic and gender-responsive service delivery throughout the stages of migration.

Pre-Migration

Considered to be the **most critical phase**, it takes place when clients are in the **decision-making** period whether to undergo labor migration or not. It is an educational mechanism that may influence clients' perspective towards labor migration, as they will be provided with all the relevant information for engaging in remunerated overseas activities.

These **awareness initiatives** can be the deciding factors whether they **make or break their considerations** since they will have to determine if they have what it takes to engage in labor migration, take into account what will be the costs and impact in doing so, determine what's best for them.

Intention

Individuals who seek greener pastures, **consider labor migration** as one of their options towards achieving **better economic relief**. It may be a choice for those who are in a comfortable spot in the context of social classes or terms of one's position in the realm of economic levels, however, this is commonly depicted as a necessity for most people even in the middle class, they have to **at least make twice the amount of their expenses** from their salaries to be able to afford security, education, health, and enable them to make savings and investment opportunities, thus the majority of the population belonging in the **middle to low-class incomes** considers overseas employment as a pathway to financial freedom, or worst, the **only option for survival**.

As anticipation, these are the programs as preparatory instrumentalities under this phase;

- Pre-Migration Orientation Seminar (PMOS) to OFWs and their Family Members
- Safe Regular and Orderly Migration Seminar
- Financial Planning for Aspiring Migrant Workers and their Family Members (Migration Cost)
- OFW and Family Psycho-Social Counseling
- Values Formation Seminar
- Pre-Employment Orientation Seminar (PEOS)
- OFW Help Desk Assessment and Referral Services
- Anti-Illegal Recruitment and Trafficking in Persons Campaign
- Skills Training and National Certifications
- Social Protection Programs and Services

Pre-Departure

Aimed at supporting individuals who decide to undergo labor migration, they are provided with client assistance, particularly on procuring legal instrumentalities, health and medical clearances, and other relevant requirements. There are procedural steps in legally engaging with overseas employment. First, they are encouraged to go to the Department of Migrant Workers (DMW) to seek overseas job vacancies, as they are the only agency authorized and capable of providing this type of information and the only way to engage in labor migration legally.

Then they are encouraged to join the Overseas Workers Welfare Administration (OWWA) membership with a payment of USD 25.00 or approximately Php 1,500 once per contract for their entitlements to various benefits.

Once all documentary requirements are set and all social protection programs are availed, they are referred to undergo **Pre - Departure Orientation Seminar (PDOS)**. This is a **country-specific learning** where individuals are educated on the general information about the country of destination.

As clients near their departure, temporary family separation is inevitable, the **QCMRC** on the other hand concentrates the programs and services to the families left behind to **mitigate the social cost** that labor migration brings.

The “**SMART Child: eHabilin Program**” – an innovation from the Quezon City Government that **embraces shared responsibility** in taking care of the Children that will be Left – Behind by the departing migrant workers, this is done by monitoring and taking care of the children through academic assistance, psychosocial counseling, health, and medical services, skills and talent development, and capacity building activities to further reduce the burden migrant workers carry as well as **pave a pathway for the children and youth** to be a **productive member** of the **society** resulting to multiple benefits on both the beneficiary and the service providers.

On-Site

Considered to be the **hardest phase**, where clients currently reside across borders may be characterized as a “**communication barrier**” that limits the frequency of the communication between their roots primarily due to **time zone differences** and work arrangements that do not allow communication devices during work time.

Fortunately, in this modern period, online conferencing makes the difference in communication and connectivity. Migrant Workers are tapped and informed of the schedule of communication through **real-time media conferencing software** promoting close coordination with the QCMRC and their roots back home, **keeping both ends updated on their current statuses** as well as with the interventions from the Government.

For accessibility features, the QCMRC have developed the following:

Online OFW Help Desk – An online version of a Help Desk, which handles all clientele’s inquiries and requests and are resolved through **online case management**.

Ka – QC Online Kumustahan – An innovation made during the Covid 19 pandemic to adhere to national protocols on non-physical contact communication and transactions. This evolved into a mode of **international communication** that was translated into a regular program which aided the QCMRC in **monitoring the statuses of active migrant workers**.

QCBalinkBayan Portal – A localized portal which primarily serves as a “**digital information hub**” designed to cater not only the overseas labor sector but the immigrants as well, through **mainstreaming the Philippine Diaspora**. Furthermore, a notable component of the website is that it **promotes Filipino Diaspora Philanthropy** wherein those who do well abroad are seeking ways of sharing their wealth or talent with their home country through a donation platform the “**LinkAPhil Program**”.

Return

In labor migration, it is interpreted as when an Overseas Filipino Worker (OFW) nears the maturity of their Overseas Employment Contract (OEC) and is now inclined to prepare all requirements for their return.

Through the Online Help Desk, clients are **provided with all the information they need in advance** to aid in ensuring their return is a safe and smooth flight back home. This also functions as a preparatory mechanism, as it aims to inform and provide returnees through psycho-social first aid and counseling of all the available programs and services they can access once they arrive therefore giving them a **sense of pre-determined course of action**.

Furthermore, to extend the QCMRC’s services;

Assessment and Referral services are provided to them suited to their needs and interests.

Welcome Home Ka – QC, a localized and regularized transportation assistance program that originated from OWWA’s “Uwian na Program” during the Covid-19 pandemic aimed to compensate for the travel restriction set by the national government at the time.

Reintegration

Interpreted by the QCMRC as the **end of one (1) migration cycle**. Returnees, upon their return, have varying perspectives on integrating themselves back into society, therefore, the QCMRC adheres to the six (6) reintegration pathways which categorize these varying perspectives into roadmaps to match their interests and needs.

Skills Development and Continuing Education

For returnees that want to engage in upskilling to enhance existing skills and knowledge, re-skilling to acquire new skill sets, and retooling to harmonize existing skills to emerging trends, this pathway offers the following;

- Digital Course
- Tekkinanays (GAD)
- Entrepreneurial Development Training

- Livelihood Skills Training
- Urban Farming 101
- Educational and Scholarship Assistance
- Youth Development Office (YDO)
- Educational Affairs Unit (EAU)

Livelihood and Business

Aligned with the Skills Development and Continuing Education, clients who are interested in undergoing livelihood, business, and enterprise development are given grants as support to their business start-ups or for expansion;

Department of Migrant Workers (DMW)

- Agarang Kalinga at Saklolo para sa mga OFW na Nangangailangan (Aksyon Fund)
- Balik Pinay Balik HanapBuhay (BPBH)
- Livelihood Development Assistance Program (LDAP)

Overseas Workers Welfare Administration (OWWA)

- Balik Pinas Balik Hanapbuhay (BPBH)

Department of Science and Technology (DOST)

- IForward PH (IFWD PH)

Small Business Cooperatives Development and Promotions Office (SBCDPO)

- Pangkabuhayang QC (PBQC)
- Be Your Own Boss (BYOB)
- Proudly Original Products of QC (POP-QC)

Social Services Development Department (SSDD)

- Small Income Generating Assistance (SIGA)
- Sikap at Galing Pangkabuhayan (SIGAP)

Gender and Development Council

- Tindahan ni Ate Joy

Migrants Social Welfare

Clients are provided access to comprehensive health services, including medical consultations, maternal and newborn care, cervical and breast cancer screening, and family planning counseling. Services also extend to mental health assessments, nutritional counseling, and

adolescent health evaluations through the HEADSS framework. Additionally, facilities offer adult and child immunization, oral health care, laboratory services, and referrals to higher-level care or specialty hospitals, ensuring holistic care for migrant communities.

Department of Health

- National Medical Interventions

Gender and Development Council

- Women Empowerment
- Rehabilitation Center

City Health Services

- Medical Consultation
- Integrated Non-Communicable Disease (NCD) Risk Assessment and Management
- Mental Health Assessment
- Cervical and Breast Cancer Screening
- Provision of drugs and medicines
- Maternal & Newborn Care Services
- Facility based deliveries (Public Lying-in clinics) for Low-risk pregnancy
- Adult and Child Immunization
- Family Planning Counseling Services
- Adolescent Health HEADSS (Home, Education, Activities/Employment, Drugs, Suicidality, and Sex, Assessment)
- Nutritional Assessment and Counseling; Malnutrition Rehabilitation
- Oral Health Care
- Laboratory Services
- Referral to higher level of care facilities / specialty hospitals
- STI/HIV/AIDS Testing and Treatment Hub (social Hygiene Clinics / Sundown Clinics)

Retirement

Clients are assisted in processing retirement benefits and pensions through coordinated support from social protection agencies. Programs also include community-building initiatives such as the establishment, expansion, and induction of **Overseas Family Circle (OFCs) chapters**, as well as regular OFW Kumustahan and Kapehan gatherings. Advocacy efforts are bolstered by awareness-raising campaigns, including Senior's Walk events and mental health awareness activities, fostering a sense of belonging and well-being among retirees.

- Social Protection Agencies

- Client Assurances on processing of retirement benefits / pensions
- Overseas Family Circle
- OFW Kumustahan and Kapehan
- OFC Chapter Induction
- OFC Chapter Establishment
- OFC Chapter Expansion
- Advocacy and Awareness Raising Campaigns
- Senior's Walk
- Mental Health Awareness

Remigration

In support of Remigration efforts, clients are provided access to overseas job fairs authorized by the Department of Migrant Workers (DMW) and facilitated by QC Migrants Resource Center (QCMRC), offering opportunities for employment abroad.

- Overseas Job Fair (DMW and QC)
- Smart Child: eHabilin Program

The programs and services of the QCMRC goes beyond addressing the needs of OFWs and their families. Other migration stakeholders and social partners are included in the scope of work of the QCMRC through the following functions:

As a Resource Center

It is embedded that one of the core functions of an MRC is to offer the general public all the available information about migration. It should be able to provide the following essential information;

- National and Local programs and services of government offices and their respective contact information
- Local Employment Opportunities
- Relevant savings and investment opportunities and viable local enterprises
- OFW Skills Registry
- Migrant and their families' statistics

Other emerging information needs of stakeholders and social partners shall also be made available to enhance programs and services for OFWs and their families. Data privacy and confidentiality is a paramount consideration in the sharing of resources and information.

As an Institutional Bridge

It serves as a **conduit** and at the same time, a convenor of **all migration-related service providers and stakeholders** to achieve the primary purpose of the establishment of the **One-Stop-Shop** where all relevant programs and services are made accessible in one location furthering the implementation of a whole of government and whole of society approach for a holistic service delivery.

- Partnership Engagement
- Collaborative Programs and Services Implementation

As Community Space for Advocates, Stakeholders, and Migrant Communities

One function of the QCMRC is to serve as the **avenue** for further sustainable migration and development. It serves as the space for **various stakeholders' engagements** and migrant communities to enhance existing programs, frameworks, services, and systems. It ultimately generates new migration-related initiatives and creates resolutions for emerging trends.

- Community Education Program
- Senior's Walk
- OFW Kumustahan / Kapehan
- Reintegration Fair
- Women's Month Celebration
- Migrant-Related Celebratory Events

As Development Accelerator

With the right and adequate factors in place, an MRC can also be an accelerator of local, social, and economic development, in the sense that it leverages its strategic institutional significance in influencing local policies, plans, and processes relative to sustainable development. This may come in several different ways, but a more straightforward mechanism to better realize this function is for an MRC to assert its visibility and voice in several local developmental bodies, especially for decisions that affect the sector that it works with. In such opportunities, an MRC should ensure that the discourse on migration and development goes beyond remittances and other developmental benefits that can be reaped from the continuous deployment of Filipino workers abroad. It should also underscore the importance of transforming local development systems and structures so that the socioeconomic conditions that in the first place largely shaped the outmigration decisions of many Filipino families will be improved—and labour migration will truly become a matter of choice for all, not a necessity.

- Organizational Development
- Ka - QC Waging Pamilyang OFW Awards

MANAGEMENT AND OPERATIONS

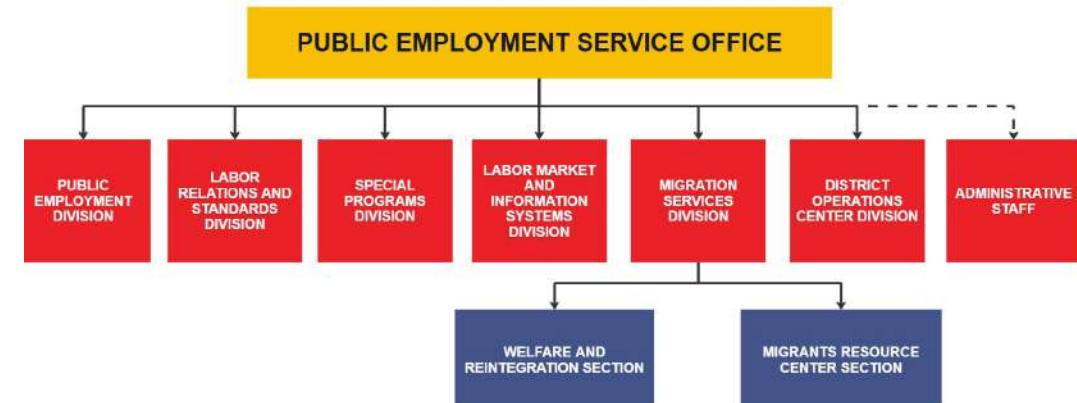


- Management Structure
- Policymaking (Local)
- Key Personnel

MANAGEMENT AND OPERATIONS OF THE QC MIGRANTS RESOURCE CENTER

CHART 5

QC PESO ORGANIZATIONAL CHART



Management Structure

As shown in Chart 5, the QCMRC is currently administrated by one of the divisions under QCPESO, and the migration services division is composed of two sections and 4 units.

The first section, the Welfare, and Reintegration which acts as the operations section of the division, primary functions are to **interact** with the QCMRC's clientele, provide necessary interventions, **perform service delivery**, **communicate** with the community level and conduct orientations, seminars, training and implement awareness-raising campaigns.

The second section, the Migrants Resource Center which acts as the administrative body of the division, primary functions are to **support the overall operations** of the QCMRC, spearhead in **evidence-based data gathering** and data management, communicate and **establish partnerships with all relevant stakeholders**, **generate materials** for public and media promotions, implement planning and program development and ultimately **render internal administrative functions** keeping the QCMRCs path to continuing development and sustainability.

Policymaking (Local)

The establishment of the QCMRC is already enshrined in City Ordinance No. 2500 Series of 2016. Since then, the need to strengthen the QCMRC as it continues to evolve and respond to the changing migration landscape brought about by national policy developments (such as the passage of RA11641), global realities (COVID-19 pandemic, for example), and geopolitical tensions that impact the situation of our OFWs is imperative.

The task of further developing policies to strengthen the operations of the QCMRC rests in the following offices:

Executive Office (Office of the City Mayor)

The City Mayor may issue Executive Orders about migration and development initiatives that are relevant to the operations of the QCMRC. The City Mayor may also include programs and services for Ka-QC OFWs and their families as part of the priority development agenda and may articulate policy statements that support and strengthen the operations of the QCMRC.

Legislative (Quezon City Council)

The Quezon City Council has proven that it is responsive to the needs of Ka-QC OFWs and their families through ordinances that not only established the QCMRC (SP-2500), but that enhanced its role within the local governance infrastructure through SP-2657 by firmly locating the QCMRC under the Migration Services Division within the Public Employment Services Department. The **City Council may further pass additional measures** to enhance the operations and the provision of relevant programs and services of the QCMRC.

Quezon City Migration and Development Council (QC - M&DC)

While not a policymaking body, the QC MDC may recommend to the Office of the City Mayor and the City Council evidence-based policy and program development to make the QCMRC more responsive to the emerging needs and situation of Ka-QC OFWs and their families. As Chairperson of the QC MDC, the City Mayor may emphasize its policy statements on migration and development in support of the QCMRC.

Migration Services Division-Migrants Resource Center Management Committee (MSD-MRC Mancom)

With the QCMRC operations directly under its purview, the Migration Services Division through its Migrants Resource Center Management Committee has direct knowledge of its

day-to-day functioning. It may introduce measures that will address the challenges in the QCMRC operations to enhance its programs and service delivery functions to OFWs and their families, stakeholders, and social partners.

For example, the MSD – MRC Mancom may develop a Monitoring and Evaluation Framework that can be utilized to gather relevant information to serve as baseline data on QC MRC operations and to track progress over time.

Key Personnel

Migrants Resource Center Section (Administration)

Provide administrative functions supporting all operational needs of the division such as; overseeing, organizing, directing, and coordinating the division to ensure adherence to the office policies, standards, procedural guidelines, and systems of the division.

Administrative Unit

Budget and Finance—Handles all financial concerns of the QCMRC which includes budget proposals for program implementation, capital outlay, personnel services, operating equipment, furniture, fixtures, maintenance, and other operating expenses

Human Resource Management—Responsible for managing all personnel concerns such as;

- Learning and Development of MRC Official and Personnel
- Performance monitoring and evaluation
- Salary and Compensation
- Workforce operations and standards

General Services and Logistical Support—oversee and ensure the workspace's cleanliness and orderliness, perform maintenance of office's operating equipment, conduct transportation and logistical services, carry out liaising and messenger services and ultimately providing supply, inventory, and records management services meeting the operational needs of the office.

Program Development, Media, Communications, and Systems Management Unit

Database and Systems Management—Performs administrative functions pertaining data consolidation, analysis, summary and ultimately monitor, maintain and develop all the systems management necessary to the office.

Media and Communication Administration—Responsible for generating **public** and **social media content** as well as IEC materials for the purposes of awareness raising and advocacy campaigns.

Planning and Program Development—Responsible for partnership engagement, strategic planning, plotting out the schedule of activities, preparing and monitoring accomplishment reports, formulating technical tools, and providing updates on QC local migration.

Migrants Welfare and Reintegration Section (Operation)

Exercise over-all supervision of the implementation of programs, projects, activities, interventions, service delivery, clientele services, and other operational functions of the division

Welfare Unit

Client Assistance and Crisis Intervention—Provides immediate support and interventions for clients in crisis by facilitating assistance, processing necessary documentation, and coordinating with relevant agencies. Ensures timely response to urgent needs while maintaining accurate records and monitoring cases to deliver efficient and effective services.

Family Welfare and Case Management—Manages family welfare programs by providing holistic case management services, including assessment, intervention, and follow-up support.

Special Concerns—specialized programs and initiatives addressing unique client needs, including refugees, internally displaced persons (IDPs), and asylum seekers, through the development, implementation, and monitoring of targeted interventions.

Reintegration Unit

Advocacy and Community Development—Facilitates advocacy initiatives and community development programs by designing, implementing, and monitoring campaigns that promote awareness and empowerment. Ensures data-driven planning, coordination with stakeholders, and active engagement of communities to foster sustainable development and social impact.

Skills and Education Development—Implements programs focused on skills enhancement and continuing education by facilitating training, workshops, and capacity-building activities.

Overseas Employment Facilitation and Legal Assistance—Offers legal assistance to address employment-related concerns, safeguarding the rights and welfare of clients while maintaining accurate records and monitoring cases for resolution.



- **Office Space**
- **Information, Education, and Communication Materials**
- **Information and Communication Technology (ICT)**

RESOURCE REQUIREMENTS

Office Space

The QCMRC shall be a multi-faceted facility that enables it to perform multiple functions catering to varying clientele engagements and other activities necessary to the continuous progress of Quezon City's Local Migration and Development. The QCMRC must have the following functions;

Resource Center—It must contain all relevant information about migration and be able to cater to research initiatives and benchmarking purposes.

Service Provider—Along with being able to provide information, it shall serve as a one-stop—shop facility that convenes all relevant service providers into one (1) location as its accessibility feature and adheres to the “Ease of Doing Business Act” and provides desk spaces to partner service providers.

Learning Hub—With its repository function of containing all relevant information on migration, it shall also possess learning hubs wherein all the information it contains can be expounded through educational initiatives such as orientations, seminars, and comprehensive lectures.

Training Center— It must be able to foster skills enhancement and continuing education functions thus a training facility must be set up to implement upskilling, reskilling, retooling, and other educational initiatives.

Activity Center—The facility must accommodate awareness-raising campaigns, promote migration-related advocacies, and serve as an encouraging space for community engagement and people’s participation.

Half-Way House—To complete its function as a one-stop—shop facility, it must be able to serve as shelter for its clientele particularly distressed and displaced migrants who are seeking temporary shelter.

Information, Education, and Communication Materials

To support its function as a resource center, it must have the following materials;

- QCMRC Manual of Operation
- Handbook
- Brochures
- Other educational materials

Information and Communication Technology (ICT)

To adapt to the continuous technological advancement and adhere to the **Ease of Doing Business Act (RA 11032)**, the Quezon City focuses on its technological measures and innovations furthering the City Government’s Accessibility features through providing information and implementation of service delivery online.

Official Pages, Systems, and Websites—for remote information and application of programs and services on a non—physical appearance mode.

- QCeServices
- QC Migrants Registry System
- QCBalinkBayan Portal
- QC PESO Facebook Page and YouTube channel
- QCMRC’s Facebook Page, Instagram and Twitter
- OFW Online Help Desk
- Smart Child: eHabilin

System Equipment—the capacity to implement systems management and technologically driven initiatives.

Center-Based—service delivery models where clients receive assistance at a dedicated facility equipped with various resources to enhance service quality and efficiency.

Computers—center-based equipment capable of performing system management tasks and operating basic software for clientele purposes.

Two-way Intercom—a help desk essential that improves the quality of clientele— service provider interaction.

Television / Interactive Displays—A mode of information dissemination and advocacy through video playback of customized media materials, placed in waiting areas and used by QCMRC personnel for meetings and conferences.

Printers—an essential office equipment for producing documents.

Central Storage—a central storage that serves as a repository of the database and media materials.

Field-Based — service delivery and program implementation conducted outside a central facility, directly in the community or in remote areas.

Laptops—for field operations wherein service delivery is provided in the community.

Projectors—for field operations to illustrate presentations in remote areas.

Portable Address System—a package of microphones and speakers that enhance the clarity of message delivery during orientations and seminars due to possible environmental noises in a community.

Portable Wide-Screen—an apparatus to support projector illustrations.

Media Equipment—the capacity to develop and generate media and other informational materials.

Cameras—for media documentation purposes.

Drone—for documenting wide advocacy and awareness-raising campaigns and high-visibility events.

Tripods and Gimbals—essential for enhanced media quality development.

Voice Recorders and Wireless microphones—for documentation of interviews.

Software and Subscriptions—an essential tool for the daily operations of the QCMRC

Canva—for presentation development purposes.

Adobe Suite—for document and media editing.

Monster Insights—an extension for the QC BalinkBayan Portal to enable page analytics function

Zoom—for online conferencing purposes.

Service Vehicles—an essential for program and service delivery.

Passenger Van—necessary vehicular equipment for implementing the “Welcome Home Ka-QC”

Cargo / PUV Vehicle—an essential vehicle for carrying field operations equipment.

Funding—the fiscal capacity of the Local Government Unit to translate its funds into goods and services as well as sustain the operations of the QCMRC through financial management.

- **Internal**—from the City’s General Annual Fund for Migration and Development Programs.
- **Supplemental**—from the Office of the City Mayor review and approval of supplementary budget requirements of the QCMRC.
- **External**—from the forged formal and legal partnership with funding provisions.
- **Donations**—voluntary funding provisions from other stakeholders.



PARTNERS

- **International**
- **National**
- **Local/Sub-National**
- **Advocacy groups and Non-Government Organizations**
- **Faith-Based Organizations**
- **Academic Institutions**
- **Networks**
- **Migrants and Families**
- **Filipino Diaspora**

PARTNERS

International

- International Labour Organization (ILO)
- International Organization for Migration (IOM)
- United Nations Higher Commission on Refugees (UNHCR)
- United Nations Institute for Training and Research (UNITAR)
- Australian-Filipino Community Services (AFCS)

National

- Department of Migrant Workers (DMW)
- Commission on Filipinos Overseas (CFO)
- Department of Labor and Employment (DOLE)
- Overseas Workers Welfare Administration (OWWA)
- Department of Foreign Affairs (DFA)
- Technical Education and Livelihood Skills Development Authority (TESDA)
- Department of Agriculture (DA)
- Department of Science and Technology (DOST)
- Department of Trade and Industry (DTI)
- Department of Tourism (DOT)
- Department of Health (DOH)
- Department of Environment and Natural Resources (DENR)
- Commission on Population and Development (CPD)
- Government-Owned and Controlled Corporations
 - Social Security System (SSS)
 - Philippine Health Insurance Corporation (PhilHealth)
 - Home Development Mutual Fund (Pag-Ibig)

Local / Sub-national

- Metro Manila Development Authority (MMDA) in the crafting of the Metro Manila Development Plan

Advocacy Groups & Non - Government Organization

- Center for Migrants Advocacy (CMA)
- Migrants Forum in Asia (MFA)
- UGAT Foundation
- Salinlahi Alliance for Children's Concern (SALINLAHI)
- Sining na Naglilinkod sa Bayan (SINAGBAYAN)

Faith-Based Organizations

- Missionary Sisters of St. Charles Borromeo - Scalabrinians (MSCS)
- Catholic Bishops Conference of the Philippines – Episcopal Commission for the Pastoral Care of Migrants and Itinerant People (CBCP-ECMI)
- Diocese of Cubao Migrants Ministry (DCMM)

- Pastoral Care for Families of Migrants and Itinerant People of Novaliches (PAMINOVA)
- Daughters of Charity

Academic Institution

- Ateneo De Manila University (ADMU)
- University of the Philippines – Centre for International de Formation des Autorités et Leaders (UP-CIFAL)

Private Enterprises

- Inteligente Publishing Inc. (Inteligente)
- Swiss IT Academy Inc. (Swiss IT)

Networks

- Philippine Migrant Health Network (PMHN)
- Philippine Migration Research Network (PMRN)
- National Reintegration Network (NRN)
- United Nations Network on Migration (UNNM)

Migrants and families

- OFC Chapters
- OFW Federation

Filipino diaspora

- Filipino Communities Overseas



Monitoring and Evaluation

The QCMRC is a repository of data and information as it serves its mandate and various functions. Thus, a Monitoring and Evaluation Plan and System must be in place that will collect data vis-à-vis programs and service delivery. Data to be collected may be about the clients (with paramount consideration to an individual's data privacy and confidentiality), the programs and services availed of, and how responsive it is to the needs of clients.

The initial collection of data may serve the purpose of establishing a baseline for programs and service delivery. Data collection over time enables the QCMRC to track the progress of service delivery, effectiveness, and client satisfaction. The data can be processed and analyzed by the QCMRC along with its social partners to serve as the basis for policy recommendations.

For example, an observable increase in queries from clients about available reintegration programs and services may prompt the MSD MRC Mancom to propose expanding its reintegration unit to provide full-cycle reintegration programs, services, and interventions to Ka-QC OFWs and their families.

Sustainability

Establishing and fully operating the QCMRC are huge milestones for the Local Government of Quezon City. Being the first local government in the National Capital Region, and the only one thus far to have an operating MRC is a huge feat in itself. It may serve to inspire other local governments in Metro Manila and other regions to replicate the initiative as the importance of bringing programs and services for OFWs and their families closer to the ground. Sustaining the operations of the QCMRC over time is a challenge that has to be faced squarely.



TEMPLATES

- **Migrants Registry System**
- **Migrants Registry Profiling Form**
- **Smart Child: eHabilin Profiling form**
- **OFW Request for Assistance Form**
- **Overseas Family Circle Profiling Form**
- **MRC Dashboard Flow Chart**
- **MRC Client Assistance Flow Chart**
- **MRC Letter Correspondence Flow Chart**

TEMPLATES

FIGURE 1

MIGRANTS REGISTRY SYSTEM

MIGRANTS RESOURCE CENTER



MIGRANTS REGISTRY PROFILING FORM

Reference Number:

OFW CLASSIFICATION

Overseas Filipino: Dependent/Information:

SECTOR OF WORK: Destination Country:

OFW PERSONAL INFORMATION

Last Name: First Name: Middle Name: Suffix:

Current Address (If abroad state country in region) (ADDRESS OF OFW HERE IN PH.)

House no./Lot:	Street Name:	Barangay:	District:	City/Municipality:	Province:	Region:
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Contact Details

MIGRANTS REGISTRY

PROFILE LIST

Copy - CSV - Excel - PDF - Print - Column visibility

Ref #	Fullname	Type of work	Dependent	Civil Status	Religion	Birthday	Gender	Address	Mobile Number	Facebook Account	Email address
MRC-2023-0001	John Doe	OFW					FEMALE				
MRC-2023-0002	Jane Doe	OFW					FEMALE				
MRC-2023-0003	Sam Doe	OFW									

Showing 1 to 3 of 5,042 entries

MIGRANT CASE INFORMATION

Migrant Reference Number:

PERSONAL INFORMATION

NAME:
GENDER: FEMALE MALE
ETHNICITY:

COMPLAINT INFORMATION

COMPLAINANT ID	GENRE OF COMPLAINT	DETAILS OF THE COMPLAINT	MTS COMPLAINTED	SEARCH STATUS FOR COMPLAINT	TOTAL AMOUNT OF FINANCIAL COMPENSATION REQUESTED	TOTAL AMOUNT OF FINANCIAL COMPENSATION PAID	SANCTION APPLIED TO DEFENDANT	DEFENDANT ID NUMBER	FILING DATE
Family members or friend	Assessment agency	Major Infractions	2024-01-12	Minor infractions; Higher wage	\$100	\$100	Warning	2024-01-12	2024-01-12
	Headquarters (Institution)	Headquarters (Institution)	2024-01-12	Better living conditions	\$200	\$200	Punishment	2024-01-12	2024-01-12

CASE INFORMATION

COMPLAINT ID	EXPIRATION DATE (CASE)	CASE RESOLVE THROUGH	CASE SAME	CASE TYPE	CASE STATUS	FILE DATE	
1	2024-01-12	Arbitration hearing	Case 1	General Law	Resolved	2024-01-12	2024-01-12
2	2024-01-12	Court hearing	Case 2	Divorce	Ongoing	2024-01-12	2024-01-12
3	2024-01-12	Court hearing	Case 3	Contract Case	Ongoing	2024-01-12	2024-01-12

OFW PERSONAL INFORMATION

Last Name:	First Name:	Middle Name	Suffix:
Current Address (If abroad state country in region) (ADDRESS OF OFW HERE IN PH.)			
House no./Lot.	Street Name	Barangay	District
			City/Municipality
			Province
			Region
Contact Details			
Telephone No.	Facebook	Email Address	

General Information

Birthday:	Gender:	Civil Status:
DD/MM/YYYY	<input type="checkbox"/>	<input type="checkbox"/>
Nationality:	Ethnicity:	Others:
Select an option	Select an option	Select an option

HIGHEST EDUCATIONAL ATTAINMENT

- ELEMENTARY UNDERGRADUATE
- ELEMENTARY
- HIGH SCHOOL UNDERGRADUATE
- HIGH SCHOOL
- COLLEGE UNDERGRADUATE
- COLLEGE
- OTHERS:

PLEASE SPECIFY...

RECRUITMENT HISTORY

Professional License/Eligibility

License Title:	License Number:	Eligibility Title:
DD/MM/YYYY	<input type="checkbox"/>	OWWA MEMBER? <input type="radio"/> YES <input type="radio"/> NO if Yes, <input type="checkbox"/> ACTIVE <input type="checkbox"/> INACTIVE
Date Acquired:	Expiration Date:	DD/MM/YYYY

NATURE OF WORK:

Employment Details

Overseas Agency Name:	Employer Name:
Contact No.:	Contact No.:
Address:	Address:

Job-site Country: Occupation: Salary: Years of Service Abroad:

+Save

OFW FAMILY PROFILE

Name:	Relationship:	Sex:	Birthdate:	Age:	Civil Status:	Educational Attainment:	Occupation:	Monthly Income:	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>						

OFW PERSONAL INFORMATION OF THE REQUESTING PARTY/ NEXT OF KIN OR RELATIVE

Last Name:	<input type="text"/> First Name:	<input type="text"/> Middle Name:
House no./Lat.	<input type="text"/> Street Name:	<input type="text"/> Barangay:
<input type="text"/>	<input type="text"/>	<input type="text"/>

Contact Details

Cellphone No.:	<input type="text"/> Facebook:	<input type="text"/> Email Address:
----------------	--------------------------------	-------------------------------------

Authorized Representative
 Non-Authorized Representative

FIGURE 2**QC PESO DASHBOARD**

QC PESO

DASHBOARD

PROGRAMS REPORT

Program Report

GENERATE

Year	Month	Office	Username	Action
2023	September	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2023	October	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2023	November	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2023	December	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2024	January	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2024	February	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>
2024	March	Migration Services Division	<input type="text"/>	<input type="button" value="View"/> <input type="button" value="Submitted"/>

QC PESO

DASHBOARD

PROGRAMS REPORT

Program Report

Migration Services Division
FEBRUARY 2025

#	Program Name	Total Male	Total Female	Total Individual	No. of "Particular"	Information
1	1. MIGRANTS HELP DESK	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/>
1.1	No. of New Clients	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/>
1.2	OFW Help Desk	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/>
1.3	ORIENTATION OF OFW	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/>
2	2. REFERRAL TO DEPARTMENT / ORGANIZATION					
2.2	Educational/Scholarship	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/> Number of clients request for educational assistance.
2.3	Medical	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/> Number of clients request for medical assistance.
2.4	Psycho-social	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="text"/> 0	<input type="button" value="Set"/> Number of clients request for psycho-social interventions.

FIGURE 3

SMART CHILD EHABILIN QC-ESERVICES DASHBOARD

The screenshot shows the 'Smart Child: E-HABILIN' dashboard under 'Applicant Access'. It features a search bar for tracking number and keyword, and dropdown menus for application status and date. A table below shows no data available. At the bottom, there are links for 'TERMS OF SERVICE' and 'PRIVACY POLICY'.

This screenshot shows the 'Requirements List' page. It displays a list of 7 requirements for the application, including ID, passport info, proof of relationship, birth certificate, and consent letter. Below the list, instructions advise proceeding if requirements are ready and review details before submission. Buttons for 'CANCEL' and 'PROCEED' are at the bottom.

FIGURE 4

MIGRANTS REGISTRY PROFILING FORM

MIGRANTS REGISTRY FORM

PESOMSD - MRC MRSF - 01-01-2024

1. TYPE OF CLIENT:	For Migrants	For Representatives						
Overseas Filipino (with Filipino or dual citizenship)	Non-QCitizen (Foreign Nationality)	Legal Representative or Next of Kin						
<input type="checkbox"/> Overseas Filipino Worker	<input type="checkbox"/> Asylum Seeker	<input type="checkbox"/> Stateless Person						
<input type="checkbox"/> Documented	<input type="checkbox"/> Immigrant	<input type="checkbox"/> Student						
<input type="checkbox"/> Undocumented	<input type="checkbox"/> Refugee	<input type="checkbox"/> Tourist						
<input type="checkbox"/> Non - Worker	<input type="checkbox"/> Immigrant	<input type="checkbox"/> Internally Displaced Person						
<input type="checkbox"/> Student	<input type="checkbox"/> Internally Displaced Person							
OVERSEAS FILIPINO WORKERS SECTION								
2. PERSONAL INFORMATION:								
Last Name	First Name	Middle Name	Suffix	Sex	Date of Birth (mm/dd/yyyy)	Age		
Place of Birth	Civil Status	Religion	Are you part of an Indigenous People (IP) group? If yes, specify group name:					
3. CONTACT INFORMATION :								
If the applicant is transient in Quezon City, state; (if QC is not the permanent address)			City / Municipality	Province	Region			
Current Address			Mobile No.	e-Mail Address	House #/Blk. #/Lot #	Street Name	Barangay	District
If the OFW is active Indicate country and state;			Region	Country	State	City		
Valid Identification of the OFW: Passport No. (for verification and other services)			Overseas Employment Contract (OEC)					
4. EDUCATIONAL BACKGROUND:								
Educational Attainment	Educational Status	Professional License(s) / Eligibility(ies)						
<input type="checkbox"/> Elementary	<input type="checkbox"/> Graduate	<input type="checkbox"/> License Title	<input type="checkbox"/> Eligibility Title	<input type="checkbox"/> License / Eligibility No.				
<input type="checkbox"/> High School	<input type="checkbox"/> Undergraduate	<input type="checkbox"/> Specify Course (if applicable)	<input type="checkbox"/> Date Acquired	<input type="checkbox"/> Expiration Date	Trainings Undergone			
<input type="checkbox"/> College	<input type="checkbox"/> Others, specify;	<input type="checkbox"/> OWWA Membership Status	<input type="checkbox"/> Active	<input type="checkbox"/> Inactive	<input type="checkbox"/> N/A			
5. EMPLOYMENT DETAILS:								
Recruitment Agency		Overseas Agency		Overseas Employer				
Agency Name	Contact No.	Agency Name	Contact No.	Employer Name	Contact No.			
Agency Address		Agency Address		Employer Address				
Occupational Details: <input type="checkbox"/> Land-based <input type="checkbox"/> Sea-based								
Jobsite Country	Nature of Work	Occupation	Salary	Years Abroad				
6. HEALTH INFORMATION:								
Have you suffered any ailments in the last six months? If yes, specify:		Do you have any disability? If yes, specify:		Does any member of the family have any history ailments? If yes, specify:				

8. FAMILY PROFILE:											
Last Name	First Name	M.I.	Suffix	Relationship	Sex	Age	Civil Status	Indicate if Solo Parent	Highest Educational Attainment	Whereabouts	Estimated Monthly Income

9. SERVICE AVAILMENT:								
Assistances availed	Source of assistance	Year Availed	Who availed the assistance	Assistance Requested	Source of assistance	Date of Request	Who requested the assistance	Status of request

10. ISSUES, CONCERNS, PROBLEMS:											

NON - OVERSEAS FILIPINO WORKERS & NON - CITIZEN SECTION

1. PERSONAL INFORMATION:											
Last Name	First Name	Middle Name	Suffix	Sex	Date of Birth (mm/dd/yyyy)	Age					
Place of Birth	Civil Status	Religion	Are your part of an Indigenous People (IP) group? If yes, specify group name: _____								

2. CONTACT INFORMATION:											
Mobile No.	e-Mail Address	House #/Blk. #/Lot #	Street Name	Barangay	District						

3. ISSUES, CONCERNS, PROBLEMS:											

I certify that the above information I provided are true and correct. I authorize the use, processing and sharing of my personal data for the purpose that is intended for without prejudice to my rights stated in the Data Privacy Act of 2012.

Signature

Date Accomplished

FIGURE 5

SMART CHILD: EHABILIN PROFILING FORM

PROFILING FORM											
PESOMSD - MRC EHRF - 01-01-2024											
 I, _____, as the parent/guardian of _____, hereby provide my full consent to the Quezon City Government (QCG) to monitor and provide necessary support to my child through the Smart Child e-Habilin Program. I understand the terms and conditions of the said program.											
1. GENERAL INFORMATION OF THE CHILD:											
Last Name	First Name	Middle Name	Suffix	Sex	Date of Birth (mm/dd/yyyy)	Age	Place of Birth	Civil Status	Religion	Does the child have birth certificate? <input type="checkbox"/>	
Are you part of an Indigenous People (IP) group? If yes, specify group name: _____											
2. CONTACT INFORMATION OF THE CHILD:											
Mobile No.	e-Mail Address	House #/Blk. #/Lot #	Street Name	Barangay	District	The child is living with: _____					
3. HEALTH INFORMATION OF THE CHILD:											
Have the child suffered any ailments in the last six months? If yes, specify: _____				Does the Child have any disability? If yes, specify: _____				Does any member of the family have any history ailments? If yes, specify: _____			
4. EDUCATIONAL BACKGROUND OF THE CHILD:											
Has the child ever engaged in any type of learning?											
If yes, specify type of learning: <input type="checkbox"/> Formal (School Based) <input type="checkbox"/> Non-Formal (Non-school Based) <input type="checkbox"/> Informal (Self-Learning) If no, specify reason(s): _____											
If formal, specify: School Name Contact No. School Address TYPE OF SCHOOL: Public <input type="checkbox"/> Private <input type="checkbox"/> Is the child presently attending schooling? If yes, specify: _____ Learner Reference No. Current Grade Level Reason(s) Last Grade Level Last Year Attended											
If non-formal, specify: Instructor Name Name of Non Formal Learning Group Contact No.											
Informal, specify: Source of learning											
5. INTEREST/S OF THE CHILD:											
<input type="checkbox"/> English <input type="checkbox"/> Social Science <input type="checkbox"/> Filipino <input type="checkbox"/> Mathematics <input type="checkbox"/> Science			<input type="checkbox"/> Arts <input type="checkbox"/> Creative Arts <input type="checkbox"/> Performing Arts			<input type="checkbox"/> Sports <input type="checkbox"/> Contact Sports <input type="checkbox"/> Non - Contact Sports			Other(s), specify: _____		
6. WHICH eHABILIN PROGRAM IS THE CHILD INTERESTED IN?											
If yes, select the following services you are interested in: <input type="checkbox"/> Academics <input type="checkbox"/> Arts <input type="checkbox"/> Sports <input type="checkbox"/> Health Services <input type="checkbox"/> Social Services											
A PESO - MSD - MRC Personnel will contact you to verify if you are willing to enroll your child											

7. PARENT/S INFORMATION:											
Who is the Overseas Worker?	Country / Jobsite	Nature of Work	Total # of years abroad								
Years abroad	Relationship Status of Parents	Modes of Communication	Frequency of Communication								
8. GENERAL INFORMATION OF THE GUARDIAN:											
Last Name	First Name	Middle Name	Suffix	Sex	Date of Birth (mm/dd/yyyy)	Age					
Place of Birth	Civil Status	Religion	Are you part of an Indigenous People (IP) group? If yes, specify group name:								
9. CONTACT INFORMATION OF THE GUARDIAN:											
Mobile No.	e-Mail Address	House #/Blk. #/Lot #	Street Name	Barangay	District						
10. FAMILY PROFILE:											
Last Name	First Name	M.I	Suffix	Relationship	Sex	Age	Civil Status	Indicate if Solo Parent	Highest Educational Attainment	Whereabouts	Estimated Monthly Income
11. SERVICE AVAILMENT:											
Assistances availed	Source of assistance	Year Availed	Who availed the assistance	Assistance Requested	Source of assistance	Date of Request	Who requested the assistance	Status of request			
12. ISSUES, CONCERNS, PROBLEMS:											
<p>I certify that the above information I provided are true and correct. I authorize the use, processing and sharing of my personal data for the purpose that is intended for without prejudice to my rights stated in the Data Privacy Act of 2012.</p>											
<input type="text"/> Signature				<input type="text"/> Date Accomplished							

FIGURE 6

OFW REQUEST FOR ASSISTANCE FORM

OFW REQUEST FOR ASSISTANCE FORM

Name of Requesting Party:		(To be filled by PESO-MRC Personnel)	
Next of Kin or Relative:		Date:	
Address:		Assisted by:	
Contact Number:		District:	
Full Name of OFW:		MRC ID #	
Birthday:	Age:	Gender:	<input type="checkbox"/> M <input type="checkbox"/> F
Contact Number:	E-mail Address:		
Country of Destination:	Job/Occupation:		
Complete Address in the Philippines:			
Date of Arrival in PH: (If Applicable)			
Name of Employer:			
Address of Overseas Employer:			
Contact Number/Phone No.:			
Name of Local Agency and Foreign Recruitment Agency:			
OFW Complaints/Issues/Concerns			
Assistance Request for:		(To be filled by PESO-MRC Personnel)	
		<input type="checkbox"/> Referred to: (Please specify Department/Agency)	
<input type="checkbox"/> Local Employment			
<input type="checkbox"/> Repatriation Assistance			
<input type="checkbox"/> Medical Assistance			
<input type="checkbox"/> Alagang QC			
<input type="checkbox"/> Welcome Home Ka-QC			
<input type="checkbox"/> Livelihood Assistance			
<input type="checkbox"/> Psycho-Social Assistance			
<input type="checkbox"/> Skills Development Trainings			
<input type="checkbox"/> Others: pls. specify:			

Remarks:

(To be filled by PESO-MRC Personnel)

Mode of Intake		<p>I hereby certify that I have personally accomplished this profile form and that the above statements are true and correct to the best of my knowledge. I authorize the agency head/ authorized representative to verify/validate the contents stated herein. I agree and understand that a false statement may disqualify me from the benefits I may acquire.</p> <div style="border: 1px solid black; height: 40px; margin-bottom: 5px;"></div> <div style="text-align: center;">Signature</div> <div style="border: 1px solid black; height: 40px; margin-top: 5px;"></div> <div style="text-align: center;">Date Accomplished</div>	
(To be filled by PESO-MRC Personnel)			
<input type="checkbox"/> Walk – In <input type="checkbox"/> Referred to MSD (Specify District/Department/Agency)			

FIGURE 7

OVERSEAS FAMILY CIRCLE (OFC) PROFILING FORM

Quezon City – OFW Family Circle Updated Form

FIGURE 8

MRC DASHBOARD FLOW CHART

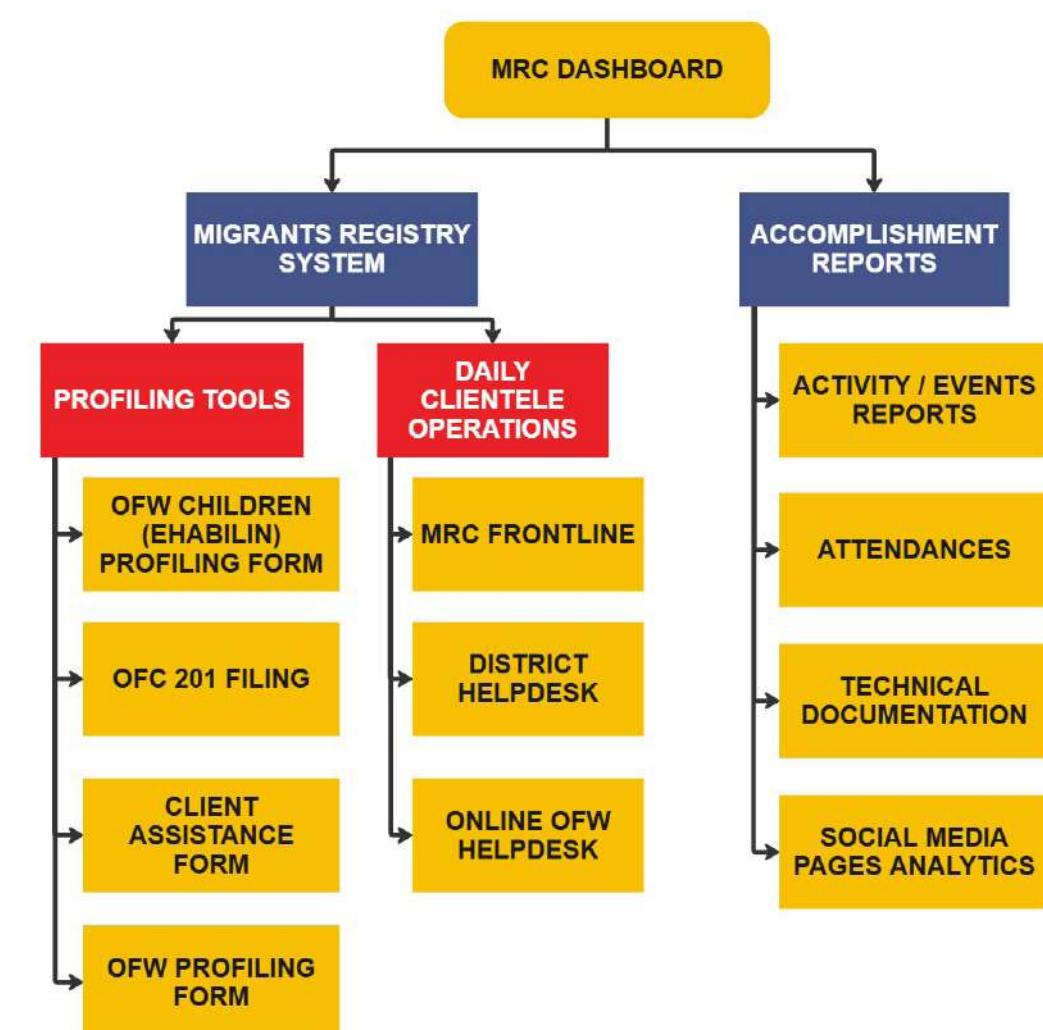


FIGURE 9

MRC CLIENT ASSISTANCE FLOW CHART

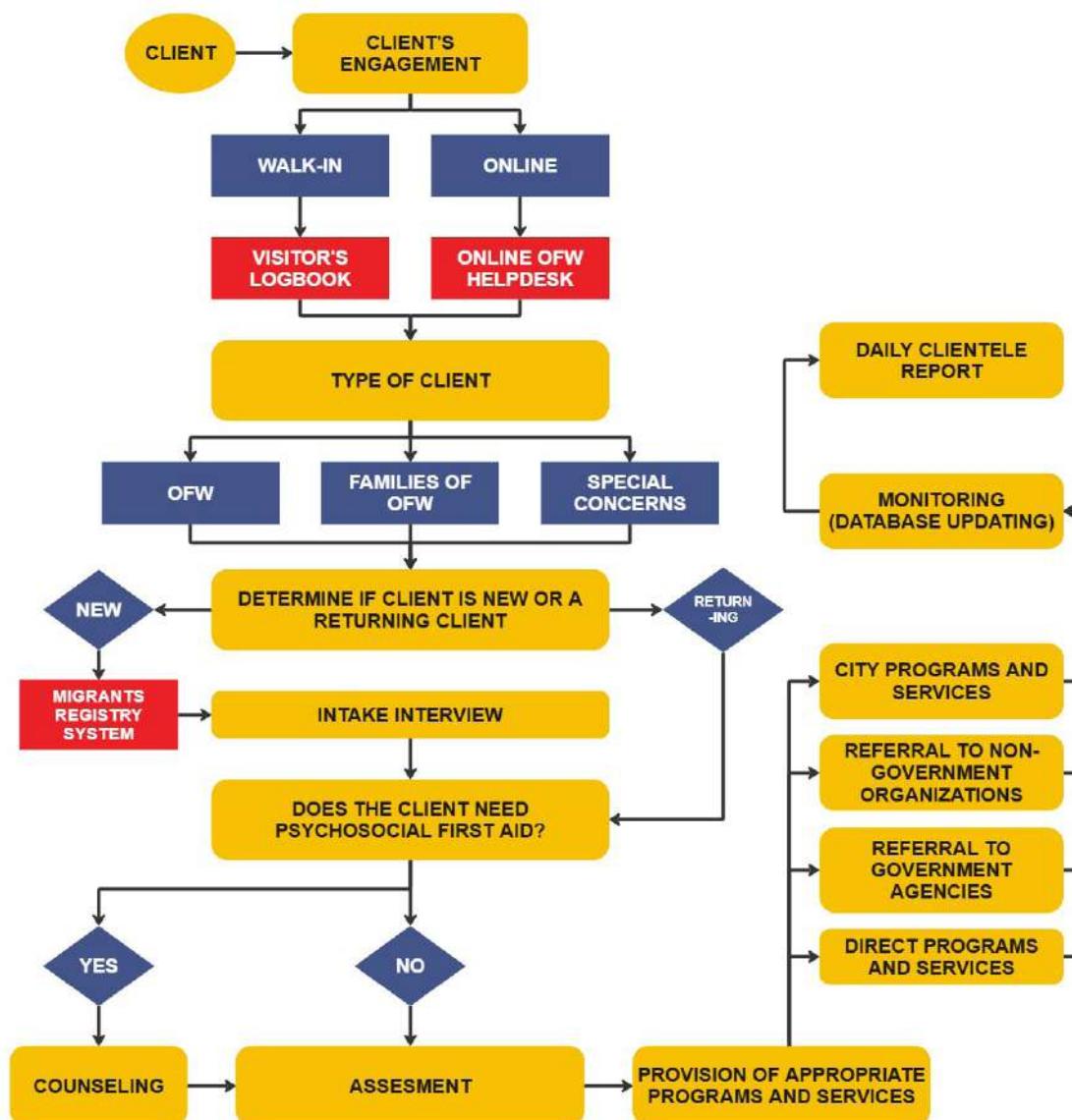
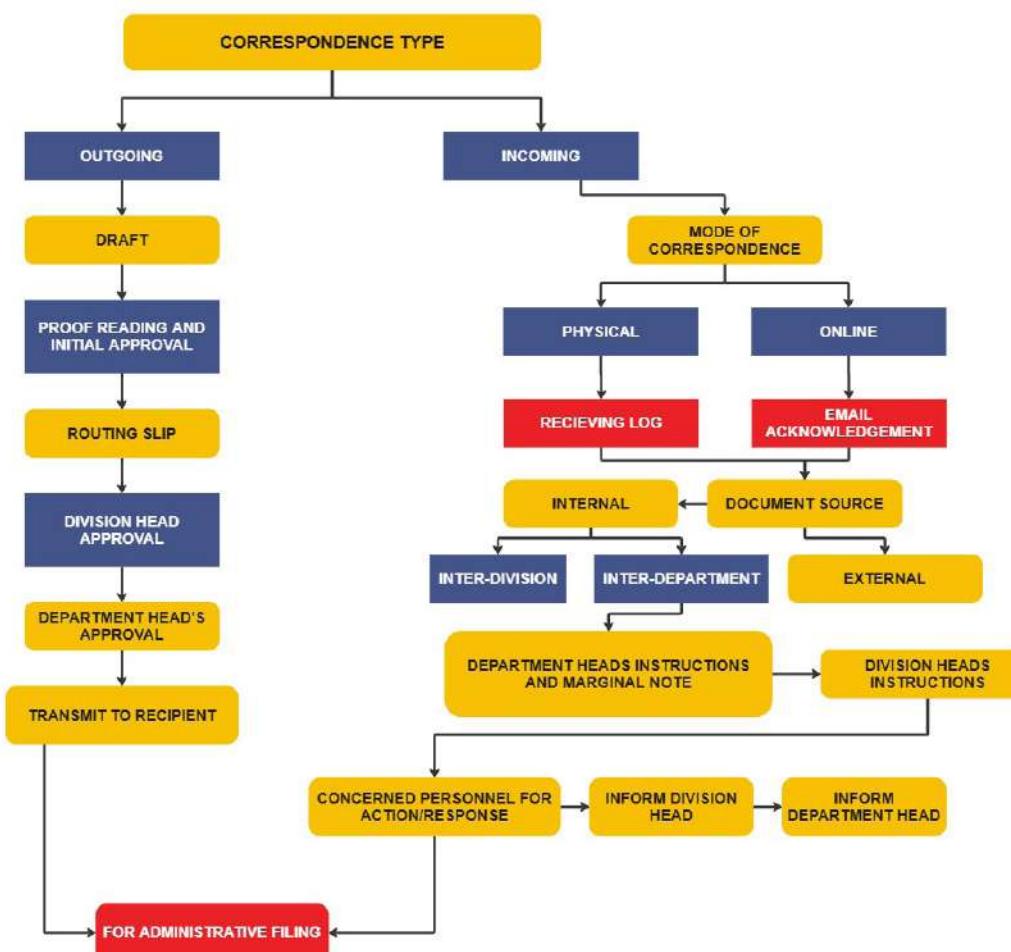


FIGURE 10

MRC LETTER CORRESPONDENCE FLOW CHART



APPENDIX



Appendix A

Ordinance No. SP-2500, S-2016
Creation of Quezon City Migrants Resource Center



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
19th City Council

PO19CC-548

88th Regular Session

ORDINANCE NO. SP- 2500, S-2016

AN ORDINANCE CREATING THE QUEZON CITY MIGRANTS RESOURCE CENTER (MRC), DEFINING ITS FUNCTIONS, DUTIES AND RESPONSIBILITIES, PROVIDING FOR ITS COMPOSITION, AND APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.

https://drive.google.com/file/d/1pusZbxBxHfmK0GdbzYEARf_DVwNU6LS0/view



Appendix B

Ordinance No. SP-2657, S-2017
QC PESO Rationalization



Republic of the Philippines
QUEZON CITY COUNCIL
Quezon City
20th City Council

PO20CC-302

49th Regular Session

ORDINANCE NO. SP- 2657, S-2017

AN ORDINANCE RATIONALIZING THE QUEZON CITY PUBLIC EMPLOYMENT SERVICE OFFICE (QC PESO), PROVIDING FOR ITS REVISED/NEW ORGANIZATIONAL STRUCTURE AND STAFFING PATTERN, DUTIES, FUNCTIONS AND RESPONSIBILITIES, APPROPRIATING FUNDS THEREFOR AND FOR OTHER PURPOSES.

https://drive.google.com/file/d/1tFecgDwrzjIls_yoWpbcB1VbQB5alKje/view



Appendix C

Ordinance No. SP-2125, S-2012
Creation of Local Reintegration Section



Republic of the Philippines
QUEZON CITY COUNCIL
 Quezon City
 18th City Council

PO2011-114

47th Regular Session

ORDINANCE NO. SP- 2125 S-2012

AN ORDINANCE CREATING A LOCAL REINTEGRATION SECTION FOR OVERSEAS FILIPINO WORKERS PURSUANT TO SECTION 10 OF REPUBLIC ACT NO. 10022, AN ACT AMENDING REPUBLIC ACT NO. 8042, OTHERWISE KNOWN AS THE MIGRANT OVERSEAS FILIPINO ACT OF 1995 AND APPROPRIATING FUNDS THEREFOR.

https://drive.google.com/file/d/1jV0PBjtWFiCTf1f20uYSG0-49P2adU8_/view



DO NOT REPRODUCE

Appendix D

Quezon City Ordinance No. 1853 Series of 2008

Annual Outstanding OFWs of Quezon City Award as one of the Awardees in the Annual Quezon City Foundation Day Celebration.



QUEZON CITY COUNCIL
 Quezon City
 17th City Council

18th Regular Session

ORDINANCE NO. SP- 1853 S-2008
 (PO2007-99)

AN ORDINANCE PROVIDING FOR AN ANNUAL OUTSTANDING OVERSEAS FILIPINO WORKERS (OFW) OF QUEZON CITY AWARD TO BE INCLUDED AS ONE OF THE AWARDEES IN THE ANNUAL QUEZON CITY FOUNDATION DAY CELEBRATION.

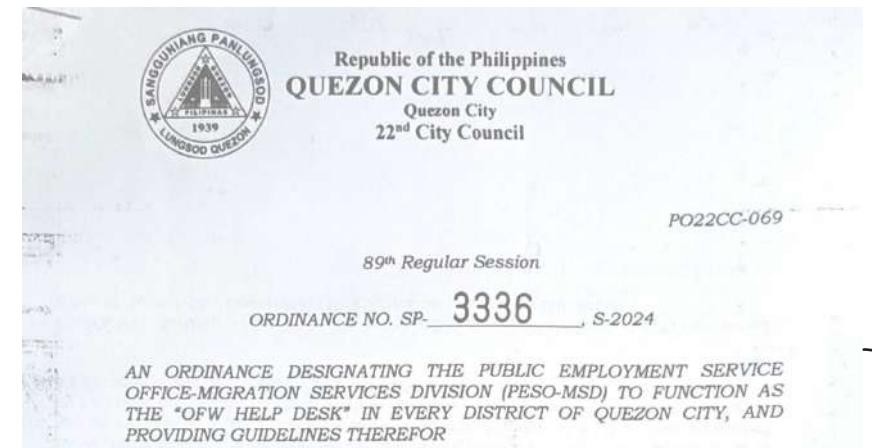
http://libros.quezoncitypubliclibrary.org:8080/jspui/bitstream/123456789/2565/1/SP1853_S2008.pdf



Appendix E

Ordinance No. SP-3336, S-2024

An ordinance that designates the Public Employment Service Office-Migration Services Division (PESO-MSD) as the "OFW Help Desk" in every district of Quezon City, providing support and guidelines for overseas Filipino workers

89th Regular Session

ORDINANCE NO. SP- 3336 S-2024

AN ORDINANCE DESIGNATING THE PUBLIC EMPLOYMENT SERVICE OFFICE-MIGRATION SERVICES DIVISION (PESO-MSD) TO FUNCTION AS THE "OFW HELP DESK" IN EVERY DISTRICT OF QUEZON CITY, AND PROVIDING GUIDELINES THEREFOR

<https://drive.google.com/file/d/1P2oMy8CBxIqG2yd8POSGJgqrk9pPfyMF/view?usp=sharing>



DO NOT REPRODUCE

Appendix F

Republic Act No. 11641

Creation of the Department of Migrant Workers

[REPUBLIC ACT NO. **11641**]

AN ACT CREATING THE DEPARTMENT OF MIGRANT WORKERS, DEFINING ITS POWERS AND FUNCTIONS, RATIONALIZING THE ORGANIZATION AND FUNCTIONS OF GOVERNMENT AGENCIES RELATED TO OVERSEAS EMPLOYMENT AND LABOR MIGRATION, APPROPRIATING FUNDS THEREFOR, AND FOR OTHER PURPOSES

<https://www.officialgazette.gov.ph/downloads/2021/12dec/20211230-RA-11641-RRD.pdf>



Appendix G

Republic Act No. 10022

An act amending Republic Act No. 8042, otherwise known as the
Migrant Workers and Overseas Filipinos Act of 1995

Republic of the Philippines

OMNIBUS RULES AND REGULATIONS
IMPLEMENTING
THE MIGRANT WORKERS AND
OVERSEAS FILIPINOS ACT OF 1995,
AS AMENDED BY REPUBLIC ACT NO. 10022

Pursuant to the authority vested by law on the Secretary of Foreign Affairs, Secretary of Labor and Employment, Secretary of Health, the Chairman of the National Labor Relations Commission, and the Insurance Commissioner, and in the light of Republic Act No. 10022, An Act Amending Republic Act No. 8042, Otherwise Known as the Migrant Workers and Overseas Filipinos Act of 1995, as amended, Further Improving the Standard of Protection and Promotion of the Welfare of Migrant Workers, Their Families and Overseas Filipinos in Distress, and For Other Purposes, the following Implementing Rules and Regulations are hereby promulgated:

<https://tinyurl.com/RepAct10022>



Appendix H

Republic Act No. 10691

An act defining the role of the Department of Labor and Employment (DOLE), the local government units (LGUs), and accredited non-government organizations (NGOs) in the establishment and operation of the Public Employment Service Office (PESO)

[REPUBLIC ACT NO. 10691, October 26, 2015]

AN ACT DEFINING THE ROLE OF THE DEPARTMENT OF LABOR AND EMPLOYMENT (DOLE), THE LOCAL GOVERNMENT UNITS (LGUs), AND ACCREDITED NONGOVERNMENT ORGANIZATIONS (NGOs) IN THE ESTABLISHMENT AND OPERATION OF THE PUBLIC EMPLOYMENT SERVICE OFFICE (PESO), AND THE OPERATION OF JOB PLACEMENT OFFICES IN EDUCATIONAL INSTITUTIONS (EIs), AMENDING FOR THE PURPOSE SECTIONS 3, 5, 6, 7 AND 9 OF REPUBLIC ACT NO. 8759, OTHERWISE KNOWN AS THE "PUBLIC EMPLOYMENT SERVICE OFFICE ACT OF 1999"

<https://elibrary.judiciary.gov.ph/thebookshelf/showdocs/2/65046>



YOUR JOURNEY, OUR MISSION.



988-42-42 Loc. 8436/8437/8439



msd.peso@quezoncity.gov.ph



instagram.com/qcpesomrc



facebook.com/quezoncitytypesomrc



x.com/qcpesomrc

