

# AGENCY SERVICES AND PROCEDURE

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|--|---|-------------------------------|
| <b>FRONTLINE SERVICE:</b>  | <b>ISSUANCE OF SPECIAL RECRUITMENT AUTHORITY (SRA) and LETTER OF ACKNOWLEDGEMENT (LOA)</b>  |                               |
| <b>OFFICE/LOCATION:</b>  | Employment Services and Regulation Division/4th Floor   |                               |
| <b>CLIENTS/CUSTOMERS:</b>  | Licensed Agencies   |                               |
| <b>DOCUMENTARY REQUIREMENTS:</b>   | <p><b>SRA:</b></p> <ol style="list-style-type: none"> <li>1. Letter request from the licensed agencies</li> <li>2. Affidavit of Undertaking duly signed by a responsible officer acknowledged by POEA</li> <li>3. No Objection Certificate (NOC) from PESO, DOLE or POEA <ul style="list-style-type: none"> <li>▪ if recruitment will be conducted in PESO/DOLE/POEA</li> <li>▪ if recruitment will be conducted during weekends/holidays</li> </ul> </li> <li>4. Copies of approved job order/s</li> <li>5. Terminal Report of previous activity</li> </ol> <p><b>LOA:</b></p> <ol style="list-style-type: none"> <li>1. Letter request from the licensed agencies</li> <li>2. Authorization letter signed by accredited/registered principal or verified by the POLO if not signed by principal on record</li> <li>3. Affidavit of Undertaking duly signed by a responsible officer acknowledged by POEA</li> </ol> |                               |
| <b>FEES:</b>   | None  |                               |
| <b>PROCEDURES:</b>   |   | <b>PERSON IN CHARGE</b>       |
| Step 1. Submit request for SRA or LOA with requirements at the Employment Services Regulation Division (ESRD), 4 <sup>th</sup> Floor.  |   | Officer of the Day (Sr. LEOs) |
| Step 2. Follow-up status of request the following working day <ul style="list-style-type: none"> <li>▪ With complete requirements – SRA will be released within one (1) day, LOA the following day</li> <li>▪ With incomplete requirements – receive Notice of Deficiency for compliance.</li> </ul> |   | Officer of the Day (Sr. LEOs) |
| Step 3. Acknowledge receipt of SRA or LOA.   |   | Clerk                         |
| <b>PROCESS CYCLE TIME:</b>   | One (1) working day for SRA / two (2) working days for LOA  |                               |