

OFW SERVICES AND PROCEDURE

FRONTLINE SERVICE:		FILING/DOCKETING OF CASES	
OFFICE/LOCATION:	Docket and Enforcement Division/3 rd Floor		
CLIENTS/CUSTOMERS:	Complainant: Overseas Filipino Workers, Recruitment Agencies, Representatives of Foreign principals/Employers		
DOCUMENTARY REQUIREMENTS:	<p>Five (5) copies of complaints – verified/under oath accompanied by the following documents</p> <ul style="list-style-type: none"> A. For recruitment violation cases <ul style="list-style-type: none"> 1. List of Agency Personnel as verified from Licensing Branch 2. Agency Status as verified from Licensing Branch B. For Disciplinary Action Cases <ul style="list-style-type: none"> 1. OFW Record/Information Sheet 		
FEES:	None		
PROCEDURES:			PERSON IN CHARGE
Step 1:	File the complaint along with the required documents at the Docket and Enforcement Division, 3 RD Floor.		Docket officer
Step 2:	Draw a numbered pingpong ball from the tamboliolo to identify the Overseas Employment Adjudicator (OEA) who will handle the case		Docket officer
Step 3:	Receive file copy of the complaint with attached documents duly stamped "Received" indicating the case number and the OEA who will handle the case		Docket officer
Step 4:	Wait for the notice of hearing or preliminary conference.		OEA
PROCESS CYCLE TIME:	20 minutes		