

OFW SERVICES AND PROCEDURE

FRONTLINE SERVICE:	LEGAL ASSISTANCE	
OFFICE/LOCATION:	Legal Assistance Division (LAD), 4 th Floor	
CLIENTS/CUSTOMERS:	Overseas Filipino Workers-Complainants	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. OFW Record 2. Verification Form 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1:	Get verification form from the guard at the 4th Floor and fill up the form	Guard on duty
Step 2:	Present accomplished form at Window 3, Licensing Branch (LB), 4th floor for verification of status of agency/persons Deployed workers must secure OFW information sheet from the Central Records Division at the 6th floor	LB Verification Officer Records Officer
Step 3:	Present duly verified form/OFW information sheet to the Legal Assistance Division (LAD) Legal Officers and wait for your name to be called	Legal officer
Step 4:	When your name is called, proceed to the table of the designated legal officer for counseling or legal assistance in the preparation or filling up of a complaint form.	Legal officer
Step 5:	Present duly accomplished complaint form to the LAD Legal Officers and swear under oath as to the truthfulness of the facts contained in the complaint.	Legal Officer
Step 6:	You may file the complaint at the Conciliation Unit, 2nd floor if proper for conciliation or at the Docket and Enforcement Division, 3rd floor.	Receiving/Docket Officer
PROCESS CYCLE TIME:	50 minutes for Administrative Case 75 minutes for Illegal Recruitment Case	