







Department of Labor and Employment

PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION



TABLE OF CONTENTS

-  Vision and Mission
-  Performance Pledge
-  POEA Frontline Services
-  Procedures
-  Feedback and Redress Mechanism
-  Feedback Form

VISION

**Excellence in governance for
World-class Filipino migrant workers**

MISSION

POEA connects to the world and in partnership with all stakeholders, facilitates the generation and preservation of decent jobs for Filipino migrant workers, promotes their protection and advocates their smooth reintegration into Philippine society.

PERFORMANCE PLEDGE

We, at the Philippine Overseas Employment Administration
pursue excellence in governance
to satisfy our customers.

We achieve this by:

- P**roviding effective and efficient services;
- O**perating within the requirements and standards governing overseas employment;
- E**mpowering our human resources;
- A**ssuring continual improvement using ISO 9001:2000



LIST OF POEA FRONTLINE SERVICES

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
1. Registration of Landbased Applicants	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> Registration Form and requirements based on checklist 	<ul style="list-style-type: none"> 25 minutes 	<ul style="list-style-type: none"> Evaluator/ Manpower Registry Division/ Ground Floor
2. Registration of Seafarers	<ul style="list-style-type: none"> PhP50.00 - New/Upgrading of SRC PhP150.00 - lost SRC 	<ul style="list-style-type: none"> SRC Application Form and requirements based on checklist 	<ul style="list-style-type: none"> 3 hours 	<ul style="list-style-type: none"> Evaluator/ Seafarers Registration Unit/ Mezzanine Floor
3. Documentation of Landbased Name Hires	<ul style="list-style-type: none"> US\$100.00 (PhP equivalent) - POEA Processing Fee US\$25.00 (PhP equivalent) - OWWA Membership Contribution PhP900.00 – PhilHealth-Medicare 	<ul style="list-style-type: none"> Original and photocopy of documentary requirements based on checklist 	<ul style="list-style-type: none"> 1 hour - Phase I 1 hour and 30 minutes - Phase II 	<ul style="list-style-type: none"> Evaluator/ Name Hire Division/ 2nd Floor
4. Documentation of Government-Hired Workers	<ul style="list-style-type: none"> US\$50.00 (PhP equivalent) - POEA Processing Fee US\$25.00 (PhP equivalent) - OWWA Membership Contribution PhP900.00 – PhilHealth-Medicare Visa Fee - depending on the country of destination 	<ul style="list-style-type: none"> Original and photocopy of documentary requirements based on checklist 	<ul style="list-style-type: none"> 3 working days from release of visa 	<ul style="list-style-type: none"> Account Officer/ Government Placement Branch/ Ground Floor
5. Documentation of Workers-On-Leave	<ul style="list-style-type: none"> PhP100.00 - POEA Processing Fee US\$25.00 (PhP equivalent) - OWWA Membership Contribution PhP900.00 – PhilHealth-Medicare 	<ul style="list-style-type: none"> OFW Information Sheet and requirements based on checklist 	<ul style="list-style-type: none"> 20 minutes 	<ul style="list-style-type: none"> Evaluator/ Balik-Manggagawa Processing Division/ Service Area

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
6. Conduct of Pre-Departure Orientation Seminar (PDOS)	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> PDOS Endorsement Form 	<ul style="list-style-type: none"> 2 hours 	<ul style="list-style-type: none"> PDOS Officer/ PDOS Room/ 2nd Floor
7. Verification/ Certification of OFW Records	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> Request Form and requirements based on checklist 	<ul style="list-style-type: none"> 25 minutes - Electronic retrieval 7 hours - Manual retrieval of BM records 2 working days - Manual retrieval of LB and SB records 2 days - written or multiple request 	<ul style="list-style-type: none"> Records Officer/ Central Records Division/ 6th Floor
8. Verification of License of Agencies And Job orders	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> Verification Slip 	<ul style="list-style-type: none"> 5 minutes 	<ul style="list-style-type: none"> Info Center Staff/ Public Information and Assistance Center/ Ground Floor Lobby
9. Legal Assistance	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> Complaint Form, Sworn Statement, Information Sheet and requirements based on checklist 	<ul style="list-style-type: none"> 1 hour 15 minutes - Illegal recruitment: within 50 minutes - Administrative Case: 	<ul style="list-style-type: none"> Legal Officer/ Legal Assistance Division/ 4th Floor
10. Filing/Docketing of Cases	<ul style="list-style-type: none"> No fees collected 	<ul style="list-style-type: none"> Complaint and supporting documents 	<ul style="list-style-type: none"> 2 working days 	<ul style="list-style-type: none"> Docket Officer/ Docket and Enforcement Division/ 3rd Floor

FRONTLINE SERVICE	FEES	FORMS	PROCESS CYCLE TIME	RESPONSIBLE PERSON/OFFICE/ LOCATION
11. Issuance of New License of Recruitment Agencies	<ul style="list-style-type: none"> ▪ License Fee of P50,000.00 ▪ Filing Fee of P10,000 	<ul style="list-style-type: none"> ▪ Application Letter and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 15 calendar days from receipt of application with complete requirements 	<ul style="list-style-type: none"> ▪ Officer of the Day/ Licensing Branch/ 4th Floor
12. Renewal of License of Recruitment Agencies	<ul style="list-style-type: none"> ▪ PhP50,000.00 	<ul style="list-style-type: none"> ▪ Application Letter and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 6 working days 	<ul style="list-style-type: none"> ▪ Officer of the Day/ Licensing Branch/ 4th Floor
13. Registration/ Accreditation of Landbased Principals/ Employers	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Letter request and requirements based on checklist 	<ul style="list-style-type: none"> ▪ Accreditation - 5 days ▪ Registration - 3 days 	<ul style="list-style-type: none"> ▪ Account Officer/ Landbased Center/ 2nd Floor
14. Registration/ Accreditation of Seabased Principals/ Employers	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Letter request and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 7 hours - New ▪ 6 hours - Renewal 	<ul style="list-style-type: none"> ▪ Account Officer/ Seabased Center/ Mezzanine Floor
15. Documentation of Agency-Hired Landbased Workers	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP900.00 - PhilHealth-Medicare 	<ul style="list-style-type: none"> ▪ Request for Processing (RFP) and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 4 hours - Manual Submission ▪ 1 hour - e-Submit 	<ul style="list-style-type: none"> ▪ Account Officer/ Landbased Center/ 2nd Floor
16. Documentation of Agency-Hired Seafarers	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee (Engaged) ▪ Ph100.00 - POEA Processing Fee (Re-engaged) ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution 	<ul style="list-style-type: none"> ▪ Request to Process Seafarers (RPS) and requirements based on checklist 	<ul style="list-style-type: none"> ▪ 4 hours 	<ul style="list-style-type: none"> ▪ Account Officer/ Seabased Center/ Mezzanine Floor
17. Issuance of Job Fair Authority (JFA)	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Checklist of Requirements for JFA 	<ul style="list-style-type: none"> ▪ 8 hours 	<ul style="list-style-type: none"> Receiving Officer/ Manpower Registry Division/Ground Floor
18. Issuance of Special Recruitment Authority (SRA) and Letter of Acknowledgment (LOA)	<ul style="list-style-type: none"> ▪ No fees collected 	<ul style="list-style-type: none"> ▪ Checklist of Requirements for SRA and LOA 	<ul style="list-style-type: none"> ▪ 1 working day - SRA ▪ 2 working days - LOA 	<ul style="list-style-type: none"> ▪ Officer of the Day/ Employment Services and Regulation Division/ 4th Floor

PROCEDURES

	Page
Frontline Service	
1. Registration of Landbased Applicants -----	9
2. Registration of Seafarers -----	11
3. Documentation of Landbased Name Hires -----	14
4. Documentation of Government Hired Workers -----	16
5. Documentation of Workers-On-Leave -----	18
6. Conduct of Pre-Departure Orientation Seminar (PDOS) -----	20
7. Verification/ Certification of OFW Records -----	21
8. Verification of License of Agencies And Job orders -----	23
9. Legal Assistance -----	24
10. Filing/Docketing of Cases -----	25
11. Issuance of New License of Recruitment Agencies -----	26
12. Renewal of License of Recruitment Agencies -----	29
13. Registration/ Accreditation of Landbased Principals/Employers -----	31
14. Registration/ Accreditation of Seabased Principals/ Employers -----	33
15. Documentation of Agency Hired Landbased Workers -----	35
16. Documentation of Agency Hired Seafarers -----	37
17. Issuance of Job Fair Authority (JFA) -----	38
18. Issuance of Special Recruitment Authority (SRA) and Letter of Acknowledgment (LOA) -----	39

FRONTLINE SERVICE:	REGISTRATION OF LANDBASED APPLICANTS
OFFICE/LOCATION:	Manpower Registry Division
CLIENTS/CUSTOMERS:	Landbased Applicants for Overseas Employment
DOCUMENTARY REQUIREMENTS:	<p><i>Original and Photocopies of the following:</i></p> <ol style="list-style-type: none"> 1. Self-made bio-data /resume with detailed work experience 2. Valid Passport 3. High School/College Diploma 4. Transcript of Records 5. Valid PRC ID (for Professional only) 6. Board Certificate (for Professional only) 7. Board Rating (for Professional only) 8. Valid NBI Clearance 9. Employment Certificates (of at least 2 years experience in one position) 10. Training /Skills certificate 11. OMA Certificate (for Muslim Applicants) 12. 1 piece 2x2 colored picture (6 pcs. For MOH-KSA applicants) 13. Active e-mail address <p><i>Qualifications:</i></p> <ul style="list-style-type: none"> • at least 18 years old • at least high school graduate • with minimum work experience of two (2) years • no medical or legal impediments to disqualify the applicant from overseas employment • no derogatory and criminal records • not banned from leaving the country. <p><i>Schedule for registration:</i> Mondays to Fridays</p>
FEES:	None

PROCEDURES:	PERSON IN CHARGE
<p><i>Walk-In Registration</i></p> <p>Step 1. Submit documentary requirements for evaluation at Window M at the Manpower Registry Division, left wing, Ground Floor Lobby Area. Wait for the result of evaluation.</p> <p>Step 2. If documents are complete and in order, proceed to the encoding room located in the same area for the encoding of registration data. (For those with lacking requirements, their documents shall be returned for completion).</p> <p>Step 3. Return to Window M for issuance of Landbased Registration Card.</p> <p>Step 4. Wait for notification for possible referral to prospective employer. If not notified within six months, update your registration data through any internet facility via the POEA website: http://www.poea.gov.ph/ or at the Manpower Registry Division</p> <p><i>Online Registration:</i></p> <p>Step 1. Register on-line through any internet facility via the POEA website: http://www.poea.gov.ph/.</p>	<p>Senior LEO/ LEO III</p> <p>MRD Encoder</p> <p>LEO III</p>
PROCESS CYCLE TIME:	25 minutes

FRONTLINE SERVICE:	REGISTRATION OF SEAFARERS
OFFICE/LOCATION:	Seabased Employment Accreditation and Processing Center (PSO)/Mezzanine Floor
CLIENTS/CUSTOMERS:	Individual Seafarers, Licensed Seabased Agencies
DOCUMENTARY REQUIREMENTS:	<p>REGULAR REGISTRATION:</p> <p><i>New Entrants</i></p> <ol style="list-style-type: none"> 1. Application Form 2. Valid Seafarer's Identification and Record Book (SIRB) 3. Certification, Authentication, Verification (CAV) issued by the Department of Education (Dep Ed), Commission on Higher Education (CHED) or Technical Education Skills Development Authority (TESDA) (except fisherman) 4. Basic Safety Training Course Certificate 5. One (1) piece 2 x 2 picture and one 1x 1 picture 6. SSS premium print out and certificate of employment for those with one year sea experience or with two years related landbased experience (for female applicants) 7. Employment contract for agency endorsed applicants <p><i>Change Rating or Upgrading of Rating</i></p> <ol style="list-style-type: none"> 1. Application Form 2. Valid Seafarers Identification and Record Book (SIRB) 3. Old Seafarer's Registration Certificate (SRC) 4. Certificate of Employment and SSS Premium print out if with one year inter-island experience or with two years related landbased experience 5. Professional Regulation Commission (PRC) license for officers (PRC ID, Board Certificate, Endorsement Certificate or Certificate of Competency) 6. One (1) piece 2x2 picture and one 1x 1 picture 7. Employment contract for agency endorsed applicants

C3 REGISTRATION (AGENCY ENDORSED)

Issued to registrants who do not meet the minimum requirements of regular registration but possess certain skills, related trainings or have limited sea / land job experience.

1. Application Form
2. Employment Contract from hiring agency
3. Valid Seafarer's Identification and Record Book (SIRB)
4. Certification, Authentication, Verification (CAV) issued by Dep Ed, CHED or TESDA (except fisherman)
5. Basic Safety Training Course Certificate
6. One (1) piece 2 x 2 picture
7. Certificate of Employment with SSS premium print out or Training Certificate for related position (except fisherman)
8. Guaranty Undertaking executed by agency head / representative
9. Request for processing seafarer/s
10. Seafarer's information sheet

C2 REGISTRATION

Issued to C3 registrants who have rendered less than one year sea service from date of C3 registration. (A Seafarers Registrants Certificate is issued upon completion of 12 months sea service).

1. Application form
2. Employment Contract from hiring agency
3. Request for Processing Seafarer/s
4. Valid Seafarer's Identification and Record Book (SIRB)
5. One (1) piece 2 x 2 picture
6. Old C3 certificate.

FEES:

- PhP50.00 - New/Upgrading of SRC/C2-C3
- PhP150.00 - lost SRC

PROCEDURES:		PERSON IN CHARGE
Regular Registration:		
Step 1.	Get application form from security guard at the lobby from 7 a.m. to 8 a.m. and at the entrance to Mezzanine floor after 8 a.m.	Guard on duty
Step 2.	Fill out form, attach one (1) 2x2 picture and submit complete documents to the receiving counter at the SRC Unit, Mezzanine floor and wait for the result of the evaluation.	Evaluator
Step 3	Complete documents shall be returned to the applicant with an Order of Payment. (Incomplete documents shall be returned with instructions to comply with the lacking requirements).	Evaluator
Step 4.	Proceed to the POEA Cash Division, 5 Th floor for payment of the required fees and issuance of the official receipt.	Cashier
Step 5.	Resubmit complete documents at the designated counter for encoding	Encoder
Step 6.	Present the official receipt to the releasing counter for the release of SRC	Releasing Officer
Step 7.	After receiving the SRC, sign on the space provided for signature of seaman and attach one (1) 1x1 picture before having the SRC laminated	Releasing Officer
C3 And C2 Registration (Agency Endorsed)		
Step 1.	Submit agency request with the requirements at the designated counter	Evaluator
Step 2.	Wait for the result of the evaluation	
Step 3.	For those with complete documents, proceed to the cashier for payment of fees (incomplete documents shall be returned with instructions to comply with the lacking requirements)	Cashier
Step 4.	Resubmit requirements with official receipt to designated counter for preparation of C2/C3 certificate/ approval and initial/signature of Division Chief / Director II	Evaluator, Division Chief/ Director II
Step 5.	Wait for the release of the documents at the Sea based Employment Contracts Processing Division	Releasing Clerk
PROCESS CYCLE TIME:	3 hours per application	

FRONTLINE SERVICE:	DOCUMENTATION OF LANDBASED NAME HIRES			
OFFICE/LOCATION:	Name Hire Assistance Division, Landbased Center, 2 ND Floor			
CLIENTS/CUSTOMERS:	Name-hired workers			
DOCUMENTARY REQUIREMENTS :	<p><i>Household Service Workers (HSW)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate) 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document. 3. TESDA NCII for HSW who has no POEA employment record abroad as Household Service Worker 4. Comprehensive Pre-Departure Education Program (CPDEP) certificate from OWWA 5. Valid Passport 6. At least 23 years old 7. Valid Medical certificate from DOH-accredited medical clinic 8. One (1) piece 2 x 2 picture (for medical referral) 9. Request for exemption from direct hiring policy issued by POLO at the worksite (for direct hired HSW) 10. Pre-Departure Orientation Seminar (PDOS) certificate from POEA 11. Labor Market Opinion Confirmation-for Canada Bound Workers only 12. Labor condition application – for USA bound workers only. 	<p><i>Low-skilled Female Workers (LSFW)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate) 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document. 3. Valid Passport 4. Valid Medical certificate from DOH-accredited medical clinic. 5. One (1) piece 2 x 2 picture (for medical referral) 6. Pre-Departure Orientation Seminar (PDOS) certificate from POEA. 7. Labor Market Opinion Confirmation-for Canada Bound Workers only 8. Labor condition application – for USA bound workers only. 	<p><i>Skilled and Professional Workers</i></p> <ol style="list-style-type: none"> 1. Employment Contract 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document 3. Valid Passport 4. Valid Medical certificate from DOH-accredited medical clinic 5. One (1) piece 2 x 2 picture (for medical referral) 6. Pre-Departure Orientation Seminar (PDOS) certificate from POEA 7. Labor Market Opinion Confirmation-for Canada Bound Workers only 8. Labor condition application – for USA bound workers only. 	<p><i>Drivers (Bound to Middle East Only)</i></p> <ol style="list-style-type: none"> 1. Employment Contract must be verified by Philippine Overseas Labor Office / Authenticated (by the Philippine Embassy / Consulate) with insurance for the driver and comprehensive TPL for the vehicle. 2. Valid visa/ entry/work permit/ no objection certificate (NOC), or equivalent document 3. Valid Passport 4. Valid Medical certificate from DOH-accredited medical clinic 5. One (1) piece 2 x 2 picture (for medical referral) 6. Pre-Departure Orientation Seminar (PDOS) certificate from POEA
FEES:	<ul style="list-style-type: none"> ▪ US\$100.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution (valid for two years) ▪ PhP900.00 – PhilHealth-Medicare (for one year coverage) 			

FRONTLINE SERVICE:	DOCUMENTATION OF GOVERNMENT-HIRED WORKER
OFFICE/LOCATION:	Government Placement Branch, Ground Floor
CLIENTS/CUSTOMERS:	Government hired workers
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Duly accomplished OFW Information Sheet 2. Duly executed Employment Contract / Employment Offer 3. Passport (original & photocopy) 4. Medical Certificate (original & photocopy) 5. Certificate of Pre-Departure Orientation Seminar (PDOS) (original & photocopy) 6. NBI Clearance (original & photocopy) <p><i>For Visa Processing</i></p> <ol style="list-style-type: none"> 1. Duly accomplished visa application form 2. Copy of visa authorization / visa availability 3. 3 pcs. passport size pictures (colored with white background)
FEES:	<ul style="list-style-type: none"> ▪ US\$50.00 (PhP equivalent) - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution ▪ PhP900.00 – PhilHealth-Medicare ▪ Visa Fee - depending on the country of destination

PROCEDURES:	PERSON IN CHARGE
Step 1. After receipt of notice, report to the Recruitment & Documentation Division (RDD), Government Placement Branch (GPB), Ground Floor for pre-documentation briefing.	Account Officer
Step 2. If employment offer is acceptable, sign the employment offer and undergo medical examination at accredited medical clinics.	Account Officer / Medical Clinic
Step 3. If medically fit, submit documentary requirement/s for processing. If medically unfit, employment offer is cancelled.	
Step 4. Attend Pre-Departure Orientation Seminar (PDOS) at the 2nd floor.	PDOS Officer
Step 5. Submit visa requirements and accomplish visa application form. Pay visa fee.	Account Officer
Step 6. Upon release of visa, pay the following fees for the issuance of OEC which will also serve as your POEA travel exit clearance: <ul style="list-style-type: none"> • PhilHealth contribution - Balik-Manggagawa Service Area • OWWA membership contribution - OWWA Satellite Office, 2nd Floor • POEA processing fee - Cash Division, 5th floor, • Airfare - Travel Center, Balik-Manggagawa Service Area 	Account Officer, Concerned Cashiers
Step 7. Attend pre-flight briefing conducted by GPB Account Officer at the Government Placement Branch, Ground Floor, for additional information and flight details.	Account Officer
Step 8. Wait for the release of your travel documents (visa, passport, original employment contract and plane ticket).	
PROCESS CYCLE TIME:	3 working days from release of visa

FRONTLINE SERVICE:		DOCUMENTATION OF WORKERS-ON-LEAVE	
OFFICE/LOCATION:	Balik-Manggagawa Processing Division (BMPD), Service Area		
CLIENTS/CUSTOMERS:	Workers on Leave (WOLs) / Balik-Manggagawa (BM)		
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Accomplished OFW Information Sheet 2. Valid passport 3. Entry visa, work permit, or any equivalent document <p>* Supplementary documents are required in case there are no sufficient information / documents to prove that an OFW is returning to the same employer i.e., Employment Contract (old or new) / Employment Certificate/Pay slip/old records etc.; WOLs/BM without valid visas may submit visa guarantee letter from their employer/ receipt or proof of visa renewal.</p>		
FEES:	PhP100.00 - POEA Processing Fee US\$25.00 (PhP equivalent) - OWWA Membership Contribution (valid for two years) PhP900.00 - PhilHealth-Medicare (for one year coverage)		
PROCEDURES:		PERSON IN CHARGE:	
<i>Regular BM/WOL Documentation</i>			
Step 1.	Get an OFW info sheet and a queuing number at the Form issuance counter at the entrance of the BMPD. Fill out the OFW information sheet at the designated area and wait for the assigned number to appear on the queuing machine.	Officer of the day	
Step 2.	When your number appears on the queuing machine, proceed to the evaluation counter and present the documentary requirements for evaluation/approval and encoding.	Evaluator	
Step 3.	If the documents are complete /approved, the evaluator encodes the data and gives you instructions to proceed to the assessment counter. (* If the documents are deficient, evaluator endorses the BM/WOL to BM supervisor/Division Chief inside the BMPD office for further advice on requirements to be complied with).	Evaluator/ BMPD Supervisor/Division Chief	
Step 3.	Proceed to the assessment counter to determine the fees to be paid.	Assessor	
Step 4.	Proceed to the designated cashier's counter to pay the assessed fees and wait for the release of your e-Receipt which also serves as your POEA travel exit clearance.	Cashier	

For BM/WOLs availing of the Multiple Travel Exit Clearance (MTEC):

Step 1.	Get an OFW info sheet at the form issuance counter at the entrance of the BMPD area and fill it out.	Officer of the day
Step 2.	After filling up the forms, go inside the BMPD office and present your documents to the approving officer (BMPD Supervisor/ Division Chief) including your valid employment contract or equivalent document for pre-evaluation and approval. <ul style="list-style-type: none"> a. If the documents are deficient, the Division Chief/Supervisor advises BM/WOL on requirements to be complied with b. If the required documents for issuance of MTEC are not complete, regular e-Receipt processing (one travel exit clearance only) will be done. 	BMPD Supervisor / Div. Chief
Step 3.	If your documents are in order/ approved for MTEC issuance, you will be directed to an MTEC evaluator for encoding of your data and assessment of fees.	BMPD Supervisor / Div. Chief
Step 4.	Submit your approved documents to the MTEC evaluator and wait for the issuance of Order of Payment.	MTEC Evaluator
Step 5.	Proceed to the following cashiers for payment of fees: <ul style="list-style-type: none"> • POEA processing fee - Cash Division, 5th floor • OWWA membership contribution - OWWA Satellite Office, 2nd Floor • PhilHealth contribution - Balik-Manggagawa Service Area 	Cashier
Step 5.	Present proof of payment to the MTEC evaluator for the release of your MTECs	MTEC Evaluator

PROCESS CYCLE TIME:

Twenty (20) Minutes per worker-on-leave

FRONTLINE SERVICE:	CONDUCT OF PRE-DEPARTURE ORIENTATION SEMINAR	
OFFICE/LOCATION:	PDOS Room/2 nd Floor	
CLIENTS/CUSTOMERS:	Name-hired and GPB-hired workers	
DOCUMENTARY REQUIREMENTS:	Conduct Of Pre-Departure Orientation Seminar (PDOS) Endorsement Form	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE
Step 1. Present the PDOS endorsement form and register at the designated desk outside the PDOS Room at the 2nd Floor		PDOS Officer
Step 2: Attend the seminar on the designated schedule.		PDOS Officer, PDOS Resource Person
Step 3: Get the Certificate of Attendance from the PDOS Officer		PDOS Officer,
PROCESS CYCLE TIME:	Two hours per session	

FRONTLINE SERVICE:	VERIFICATION/CERTIFICATION OF OFW RECORDS
OFFICE/LOCATION:	Central Records Division (CRD), 6 th Floor
CLIENTS/CUSTOMERS:	OFWs, OFW family/relatives; recruitment and manning agencies; private entities and other government agencies
DOCUMENTARY REQUIREMENTS:	<p><i>Request by OFW himself:</i></p> <ol style="list-style-type: none"> 1. Accomplished Verification Request Form 2. Identification document with picture (Passport, driver's license, PRC card, NBI clearance, company ID, etc) <p><i>Request by members of the family or relatives of the OFW:</i></p> <ol style="list-style-type: none"> 1. Accomplished Verification Request Form 2. Proof of relationship (original or authenticated or certified true copy) <ol style="list-style-type: none"> a. Spouse - marriage contract b. Children- birth certificate of the requesting party c. Siblings - birth certificate of the requesting party and birth certificate of the OFW d. Parents - birth certificate of the OFW 3. Identification document with picture (Passport, driver's license, PRC card, NBI clearance, company ID, etc) <p><i>Request by other parties:</i></p> <ol style="list-style-type: none"> 1. Accomplished Verification Request Form/formal written request indicating the purpose 2. Other Requirements <ol style="list-style-type: none"> a. Persons authorized by the OFW <ul style="list-style-type: none"> - Special Power of Attorney b. Government Agencies <ul style="list-style-type: none"> - Proof of authority of representative to receive the record c. Parties with case filed in court <ul style="list-style-type: none"> - Court order to the POEA or - Letter request from the law office with authorization from the complaining party 3. Identification document with picture (Passport, driver's license, PRC card, NBI clearance, company ID, etc)

FRONTLINE SERVICE:		VERIFICATION OF LICENSE OF AGENCIES AND JOB ORDERS	
OFFICE/LOCATION:	Public Information and Assistance Center (PIAC) /Ground Floor Lobby		
CLIENTS/CUSTOMERS:	Walk-in clients, general public		
DOCUMENTARY REQUIREMENTS:	None		
FEES:	None		
PROCEDURES:			PERSON IN CHARGE
Step 1.	Proceed to the Public Information and Assistance Center (PIAC) located at the Ground Floor Lobby.		PIAC Staff
Step 2.	Fill out and submit verification slip available at the counter.		
Step 3.	Wait for the requested information to be provided.		PIAC Staff
PROCESS CYCLE TIME:	5 minutes		

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	

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> <p>A. For recruitment violation cases</p> <ol style="list-style-type: none"> 1. List of Agency Personnel as verified from Licensing Branch 2. Agency Status as verified from Licensing Branch <p>B. For Disciplinary Action Cases</p> <ol 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 tamboli 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		

FRONTLINE SERVICE:	ISSUANCE OF NEW LICENSE OF RECRUITMENT AGENCIES
OFFICE/LOCATION:	Licensing Branch, 4 th Floor
CLIENTS/CUSTOMERS:	Applicants for New License to Operate Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Written application for issuance of license 2. Applicant Information Sheet for issuance of license 3. Proof of business registration and minimum P2 million paid-up capital/capitalization 4. Proof of financial capacity <ul style="list-style-type: none"> ▪ Bank certificate on savings account deposit showing a maintaining balance of at least P500,000 ▪ Bank certificate on the remaining balance of the P2 million capitalization ▪ Authority to examine bank deposits signed by the authorized signatory of the agency ▪ Income Tax Returns with confirmation receipt of payment for the past 2 years of the proprietor or partners or board of directors as the case may be ▪ BIR tax exemption certificate, if tax exempt ▪ Audited Financial Statements and corporate income tax returns for the past 2 years (in case of existing corporation/partnership) ▪ In case the applicant has corporate investor(s) <ul style="list-style-type: none"> - articles of incorporation - board resolution/secretary's certificate on designated authorized representative - financial statement and corporate income tax returns with confirmation receipt of payment for the part two (2) years 5. Proof of marketing capability <ul style="list-style-type: none"> ▪ For landbased agencies: <ul style="list-style-type: none"> - Special Power of Attorney and/or recruitment agreement verified by the Philippine Overseas Labor Office (POLO) nearest the jobsite or authenticated by the Philippine Embassy in case there is no POLO at the jobsite - Manpower request/job order of not less than 100 workers verified by the POLO or authenticated by the Philippine Embassy in the absence of a POLO - Certification from the Pre-Employment Services Office (PSO) that the principal(s) is a new market - Business registration of the principal - In case the principal is a foreign placement agency: <ul style="list-style-type: none"> . manpower request of the direct employers addressed to the foreign placement agency verified by the POLO or authenticated by the Phil. Embassy in the absence of a POLO . certification from PSO that the direct employers are new markets . license/registration of the principal to operate a placement agency

	<ul style="list-style-type: none"> ▪ For seabased agencies: <ul style="list-style-type: none"> - Special Power of Attorney and/or recruitment agreement verified by the Philippine Overseas Labor Office (POLO) nearest the jobsite or authenticated by the Philippine Embassy in case there is no POLO at the jobsite - Manning agreement verified by the POLO, or authenticated by the Philippine Embassy/Philippine Consulate in the absence of a POLO - Crew order request of not less than 50 seafarers verified by the POLO or authenticated by the Philippine Embassy in the absence of a POLO - Certification from the Pre-Employment Services Office (PSO) that the principal(s) and vessel(s) are new markets - Business registration of the principal <ol style="list-style-type: none"> 6. Bio-data with 2 copies of passport size pictures, NBI clearance (police clearance or its equivalent document from country of origin, if foreigner), and Anti-Illegal Recruitment Branch Clearance of the Board of Directors/Partners/Proprietor, Officers and Staff. 7. Individual letters of appointment for staff providing specific functions 8. Proof of bachelor's degree and 3 years business experience of the Proprietor/President/Managing Partner or the Chief Executive Officer 9. Certificate of Attendance of the Proprietor/President/Managing Partner or the Chief Executive Officer to the Pre-Licensing Orientation Seminar 10. Proof of publication of notice of application with name of the Proprietor/President/Partners, Incorporators and Officers 11. Contract of Lease or proof of building ownership indicating the office address and office space of at least 100 square meters 12. Human resource development plan 13. Notarized affidavit of undertaking per Section 1 (f) for Landbased or Section 1(e) for Seabased of the POEA Rules and Regulations. <ul style="list-style-type: none"> In case of a corporation, notarized affidavit of undertaking per Section 1 (g) for Landbased or Section 1(f) for Seabased of the same Rules. 14. Organizational chart 15. Staffing pattern indicating duties and responsibilities of officers and staff 16. For applications presenting Overseas Performing Artists as new market, an affidavit of undertaking of the Proprietor/President/Partner on deployment of other skills 17. Other requirements on proofs of sources of investment which may be asked during the panel interview: <ul style="list-style-type: none"> - employment certificate indicating salaries, allowances and other benefits - passbooks/bank statement - proof of loans or mortgaged properties - deed of sale, old and new titles of properties in case of sale
FEES:	License Fee of P50,000.00 Filing Fee of P10,000

PROCEDURES:	Person in Charge
Step 1. Arrange documents in a folder according to the checklist of requirements and submit to the Officer of the Day at Window 9 at Licensing Branch (LB) and receive proof of filing. Only applications with complete documentary requirements will be accepted. Wait for ocular inspection of the proposed office.	Officer of the Day
Step 2. Return after seven (7) days to verify the result of evaluation at Window 9 at Licensing Branch. Only authorized representative shall be allowed to follow-up or transact business with POEA.	Officer of the Day
Step 3. If found complete, request for schedule of panel interview and wait for the notice of interview. (If found incomplete, receive the notice of deficiency(ies) together with the filed documents for compliance of lacking requirements)	Evaluator
Step 4. Upon receipt of notice of interview, proceed to Window 9, Licensing Branch to get an Order of Payment. Pay Filing Fee of P10,000 to the POEA Cash Division, 5 th Floor, POEA Bldg.	Evaluator POEA Cashier
Step 5. Proprietor/Partners/Board of Directors to attend the scheduled panel interview. Present original and Xerox copy of the Official Receipt evidencing payment of P10,000 filing fee to the Evaluator prior to the interview.	POEA Panel
Step 6. Comply with requirements of the POEA panel of interviewees. If found complete wait for the approval of application for new license.	
Step 7. Upon approval of the application, submit/comply the following: a. three (3) copies of escrow agreement in the amount of P1 million with bank certification and confirmation of the escrow deposit with an accredited reputable bank b. original copy of a surety bond in the amount of P100,000 together with original copy of the official receipt from a bonding company acceptable to the POEA. The surety bond shall be co-terminus with the validity of the license and shall include conditions prescribed by POEA	Evaluator
Step 8. Get an Order of Payment from Window 9, Licensing Branch and pay license fee of Php50,000 to the POEA Cash Division, 5 th Floor, POEA Bldg.	Evaluator POEA Cashier
Step 9. Present original and Xerox copy of Official Receipt and get the License Certificate	Evaluator
PROCESS CYCLE TIME:	15 calendar days from receipt of application with complete requirements including proof of payment of filing fee of P10,000.00

FRONTLINE SERVICE:	RENEWAL OF LICENSE OF RECRUITMENT AGENCIES
OFFICE/LOCATION:	Licensing Branch, 4 th Floor
CLIENTS/CUSTOMERS:	Applicants for Renewal of License to Operate Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<p>18. Applicant Information Sheet for renewal of license</p> <p>19. NBI clearance and POEA, Anti-Illegal Recruitment Branch clearance for all directors, officers and staff and photocopy of valid passport for previously reported foreign Director, if any</p> <p>20. In case of new board of directors</p> <ul style="list-style-type: none"> • Board resolution/secretary's certificate received by the SEC on the election of new directors • Deed of assignment of corporate shares • Stock and Transfer Book • Updated General Information Sheet received by SEC • Income Tax Returns (ITRs) for the past 2 years of the new directors • Bio-data with 2 passport-size pictures • Police clearance or its equivalent document from country of origin in case of foreigner(s) • Proofs of financial capacity to invest <p>For new President or Chief Executive Officer</p> <ul style="list-style-type: none"> • Proof of attendance to the Pre-Licensing Orientation Seminar • Proof of Bachelor's Degree • Proof of 3 years business experience <p>21. Appointment, biodata and 2 passport-size pictures of new personnel</p> <p>22. In case there are terminated/resigned employees, notice of termination/resignation with proof of publication in a newspaper of general circulation for terminated employees</p> <p>23. Surety bond in the amount of P100,000 with original copy of the official receipt from a bonding company acceptable to the POEA</p> <p>24. Three (3) copies of duly notarized renewed escrow agreement with bank certificate of escrow deposit</p> <p>25. Audited Financial Statements for the past two (2) years with verified corporate or individual income tax returns with confirmation receipt of payment</p> <p style="padding-left: 40px;">Proofs of capital infusion in case the equity is below P2M such as DTI/SEC certificate of increase of capital or bank certification corresponding to the amount of capital infusion with treasurer's affidavit duly received by the SEC.</p> <p>26. Notarized affidavit of undertaking per Section 1 (f) for Landbased or Section 1(e) for Seabased of the POEA Rules and Regulations.</p> <p style="padding-left: 40px;">In case of a corporation, notarized affidavit of undertaking per Section 1 (g) for Landbased or Section 1(f) for Seabased of the same Rules.</p> <p>27. Bank certificate on savings deposit showing a maintaining balance of at least P500,000 with authority to examine the bank deposit</p> <p>28. Track record of pending recruitment violation cases and repatriation cases</p>

FEES:	License Fee - P50,000.00	
PROCEDURES:	PERSON IN CHARGE	
<p>Step 10. Arrange documents in a folder according to the checklist of requirements and submit to the Officer of the Day at Window 9 at Licensing Branch (LB) and receive proof of filing. Only applications with complete documentary requirements will be accepted. Applicants are advised to file an application for renewal a month before the expiration of license.</p> <p>Step 11. Return after two (2) working days to verify the result of evaluation at Window 9 at Licensing Branch. If found complete, wait for the notice of approval. (If found incomplete, receive the notice of deficiency(ies) together with the filed documents for compliance of lacking requirements).</p> <p>Step 12. Upon receipt of notice of approval of the application, proceed to Window 9, Licensing Branch and get an Order of Payment.</p> <p>Step 13. Pay the License Fee of Php50, 000.00 to the POEA Cash Division, 5th Floor, POEA Bldg.</p> <p>Step 14. Present original and Xerox copy of Official Receipt and get the Certificate of License Renewal.</p>	<p>Officer of the Day</p> <p>Officer of the Day</p> <p>Evaluator</p> <p>POEA Cashier</p> <p>Evaluator</p>	
PROCESS CYCLE TIME:	6 working days	

FRONTLINE SERVICE:	REGISTRATION/ACCREDITATION OF LANDBASED PRINCIPALS/EMPLOYERS
OFFICE/LOCATION:	Landbased Center / 2 nd Floor
CLIENTS/CUSTOMERS:	Licensed Landbased Recruitment Agencies
DOCUMENTARY REQUIREMENTS:	<p>Registration</p> <ol style="list-style-type: none"> 1. Letter request for registration (original & photocopy) 2. Special Power of Attorney (original & photocopy) verified by POLO 3. Manpower Request (original & photocopy) verified by POLO 4. Master employment contract (1 original copy and 1 photocopy) verified by POLO 5. Valid Commercial Registration or business license of the principal (2 photocopies) <p>Accreditation</p> <ol style="list-style-type: none"> 1. Letter request for accreditation (original & photocopy) 2. Duly accomplished Job Order Form (2 copies) 3. Special Power of Attorney (SPA), duly notarized or authenticated at the Philippine Embassy/Consulate nearest the jobsite (original & photocopy) 4. Authenticated Manpower Request (1 original & photocopy) 5. Authenticated Master Employment Contract (1 original and 1 photocopy) 6. Visa or equivalent document (original & photocopy), as applicable 7. Authenticated Valid Commercial Registration or business license of the principal (2 original & 2 photocopies) <p>** Additional Requirements for Foreign Placement Agencies (FPAS)</p> <ol style="list-style-type: none"> a. Manpower Request from direct employer/s b. Employment contract from direct employer/s c. Visa or equivalent document (as applicable) <p>For Renewal of Registration/Accreditation</p> <ol style="list-style-type: none"> 1. Confirmation of validity of Special Power of Attorney 2. Manpower Request or letter for revalidation of Job Order balance (as applicable) 3. Employment contract (1 original copy & 1 photocopy), as necessary 4. Valid Commercial registration or business license of the principal (2 photocopies), as necessary 5. Visa or equivalent document (as applicable)

FEES:	None	
PROCEDURES:		PERSON IN CHARGE:
<p>Step 1. Submit documentary requirements at the designated window, Landbased Center , 2nd floor</p> <p>Step 2. Verify the evaluation result from the evaluator after two (2) days.</p> <ul style="list-style-type: none"> ▪ With complete requirements – certificate of registration/accreditation, together with approved manpower request and master employment contract shall be released after one (1) working day for registration of principal and three (3) working days for accreditation of principal ▪ With lacking requirements - receive the Notice of deficiency for compliance. <p>Step 3. Receive accreditation/registration documents as scheduled</p>		<p>Receiving Officer</p> <p>Evaluator, Division Chief, Director II, Director IV</p> <p>Releasing Officer</p>
PROCESS CYCLE TIME:	<p>Registration of Principal : 3 working days</p> <p>Accreditation of Principal : 5 working days</p>	

FRONTLINE SERVICE:	REGISTRATION/ACCREDITATION OF SEABASED PRINCIPALS/EMPLOYERS
OFFICE/LOCATION:	Seabased Center / Mezzanine
CLIENTS/CUSTOMERS:	Licensed Seabased Agencies
DOCUMENTARY REQUIREMENTS:	<p>I. ACCREDITATION/REGISTRATION OF NEW PRINCIPAL</p> <p>A. With Foreign Flag Vessels</p> <ol style="list-style-type: none"> 1. Authenticated/Verified Manning Agreement (MA) / Special Power of Attorney (SPA) 2. MA/SPA (unauthenticated/unverified- <i>for provisional accreditation</i>) 3. Crew Complement and Salary Scale Form (3 copies) 4. Crew request of the principal 5. Vessel's particulars, type, ex-name and Including IMO Number (as needed) 6. Valid Commercial Registration or Business License of the principal 7. Certificate of Vessel Registration (as needed) 8. Copy of PSO Certification as new market, if applicable <p>B. With Phil. Registered Vessels</p> <ol style="list-style-type: none"> 1. Crew Complement and Salary Scale Form (3 copies) 2. Crew request of the principal 3. Certificate of Vessel Registration including IMO Number 4. Certificate of Accreditation by MARINA of the principal 5. MARINA Approval of the vessel 6. Notarized Manning Agreement and Special Power of Attorney (if with Local Principal only) 7. Certificate of Ownership (for owned tonnage only)

	<p>II. RENEWAL OF ACCREDITATION / REGISTRATION OF PRINCIPAL</p> <p>A. With Foreign Flag Vessels</p> <ol style="list-style-type: none"> 1. Letter request from the manning agency 2. List of active and inactive vessels 3. Renewed Manning Agreement and Special Power of Attorney (as needed) 4. Confirmation from agency and principal on the request for renewal and the applicable salary 5. Crew Complement and Salary Scale Form (3 copies), if amended <p>B. With Phil. Registered Vessels</p> <ol style="list-style-type: none"> 1. Renewed Manning Agreement (as applicable) 2. MARINA Approval 3. Certificate of Vessel Registry 4. Crew Complement and Salary Scale Form (3 copies) 5. Certificate of Accreditation by MARINA 	
FEES :	None	
PROCEDURES:		PERSON IN CHARGE
	<p>Step 1. Submit documentary requirements at the Seabased Employment Accreditation Division, Mezzanine floor for evaluation</p> <p>Step 2. Verify the evaluation result on the designated follow-up time (10:00 am and 3:00 pm)</p> <ul style="list-style-type: none"> ▪ With complete requirements - receive the certificate of accreditation/registration together with crew complement and salary scale. ▪ With lacking requirements - receive the Notice of deficiency for compliance. 	<p>Receiving Officer</p> <p>Evaluator, Division Chief, Director II, Director IV</p>
PROCESS CYCLE TIME:	<p>7 hours per request for New Accreditation/Registration 6 hours for the Renewal of Accreditation/Registration</p>	

FRONTLINE SERVICE:	DOCUMENTATION OF LANDBASED AGENCY HIRED WORKERS
OFFICE/LOCATION:	Landbased Center – Agency Hires Group, PSO, 2 nd Floor
CLIENTS/CUSTOMERS:	Licensed Landbased Agencies
DOCUMENTARY REQUIREMENTS:	<p>For Processing</p> <p><i>I. Thru Manual Submission</i></p> <ol style="list-style-type: none"> 1. Letter Request for manual processing 2. Monitoring Sheet 3. OFW Information Sheet 4. Individual Verified Employment Contract (for Household Workers, Low/semi-skilled Female Workers, Drivers bound for Middle East and Overseas Performing Artists for Korea and Japan only) 5. PDOS Certificate, National Certificate (NC) II, Comprehensive Pre-Departure Education Program (CPDEP) Certificate from OWWA (For HSWs) 6. Verified Insurance Policy (for Drivers bound for Middle East) <p><i>II. Thru e-Submission</i></p> <ol style="list-style-type: none"> 1. e-Submit Form 2. Individual Verified Employment Contract (for Household Workers, Low/semi-skilled Female Workers, Drivers bound for Middle East and Overseas Performing Artists for Korea and Japan only) 3. PDOS Certificate, National Certificate (NC) II, CPDEP Certificate from OWWA (for HSWs) 4. Verified Insurance Policy (for Drivers bound for Middle East)
FEES:	<p>PhP200.00 Processing Fee (per worker)</p> <p>US\$25.00 or Peso equivalent OWWA Membership Fee (per worker)</p> <p>PhP900.00 PhilHealth/Medicare Coverage (per worker)</p>

PROCEDURES:		PERSON IN CHARGE
<p><i>I. Processing Thru Manual Submission</i></p> <p>Step 1: Submit required documents at the designated window at the Landbased Center, 2nd floor for evaluation.</p> <p>Step 2: Wait for the release of your evaluated and encoded Request for Processing (RFP).</p> <p>Step 3: Present encoded RFP at Counters H – J for the assessment of payment of worker's OWWA contribution, PhilHealth-Medicare and POEA processing fee.</p> <p>Step 4: Proceed to the Cashier at Window L for payment of assessed fees and issuance of E-receipt which serves as the POEA travel exit clearance.</p> <p><i>II. Processing Thru e-Submission</i></p> <p>Step 1: Submit required documents at the designated window at the Landbased Center, 2nd floor, for evaluation.</p> <p>Step 2: Wait for the release of evaluated e-submit form.</p> <p>Step 3: Present the evaluated e-Submit Form at Counters H-J for the assessment of payment of worker's OWWA contribution, PhilHealth-Medicare and POEA processing fee.</p> <p>Step 4: Proceed to the Cashier at Window L for payment of assessed fees and issuance of E-receipt which serves as the POEA travel exit clearance.</p>		<p>Receiving Clerk</p> <p>Evaluator</p> <p>Assessment Officer</p> <p>Cashier</p> <p>Receiving Clerk</p> <p>Evaluator</p> <p>Assessment Officer</p> <p>Cashier</p>
<p>PROCESS CYCLE TIME:</p>	<p>4 hours per request for processing thru manual submission 1 hour per request for processing thru e-submit</p>	

FRONTLINE SERVICE:		DOCUMENTATION OF AGENCY HIRED SEAFARERS	
OFFICE/LOCATION:	Seabased Employment Accreditation and Processing Center /Mezzanine Floor		
CLIENTS/CUSTOMERS:	Licensed Seabased Agencies		
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Request to Process Seafarers (RPS) (3 copies) 2. Seafarer's Information Sheet 3. Employment Contract (original and duplicate) 4. Seafarer's Registration Certificate (SRC) (original) 5. Seafarer's Identification and Record Book (SIRB) (original) 6. Monitoring Sheet 		
FEES:	<ul style="list-style-type: none"> ▪ PhP200.00 - POEA Processing Fee (Engaged) ▪ Ph100.00 - POEA Processing Fee (Re-engaged) ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution 		
PROCEDURES:		PERSON IN CHARGE	
Step 1. Submit required documents at the Sea based Employment Contracts Processing Division (SECPD), Mezzanine Floor.		Receiving Clerk	
Step 2. Wait for result of evaluation <ul style="list-style-type: none"> ▪ With complete requirements - validated and encoded RPS shall be released within the process cycle time of 4 hours ▪ With incomplete requirements - documents shall be returned with the Deficiency Notice within 2 hours with instructions to comply with the lacking requirements. 		Evaluator	
Step 3. Present the validated and encoded RPS together with the Order of Payment to the designated Cashier at the Mezzanine Floor and pay the corresponding fees. Wait for the release of the e-Receipt which serves as the POEA travel exit clearance to be given by the Cashier.		Cashier	
Step 5. Present the POEA exit clearance to the Releasing Officer at SECPD for the release of processed documents (approved RPS, employment contract, SRC, SIRB and Seafarers Information sheet		Releasing Officer	
PROCESS CYCLE TIME:	4 hours per request for processing		

FRONTLINE SERVICE:	ISSUANCE OF JOB FAIR AUTHORITY (JFA)	
OFFICE/LOCATION:	Manpower Registry Division, Ground Floor	
CLIENTS/CUSTOMERS:	Licensed Recruitment Agencies	
DOCUMENTARY REQUIREMENTS:	<ol style="list-style-type: none"> 1. Letter request from the Agency 2. Copy of valid approved job orders/crew orders & principal accreditation/registration 3. Notarized affidavit of Undertaking on the Agency's assumption of full responsibility for the acts of its authorized representative/s to the jobs fair. 4. Invitation letter from the sponsor/organizer 5. DOLE clearance 6. Letter of Acknowledgement (LOA) 7. Terminal Report 	
FEES:	None	
PROCEDURES:		PERSON IN CHARGE:
<p>Step 1. Submit request for JFA with requirements at the Manpower Registry Division (MRD), Ground Floor for evaluation.</p> <p>Step 2. Follow-up status of request the following working day</p> <p style="padding-left: 40px;">With complete requirements – JFA will be released</p> <p style="padding-left: 40px;">With incomplete requirements – receive Notice of Deficiency for compliance.</p> <p>Step 3. Acknowledge receipt of JFA</p>		<p>Receiving Clerk</p> <p>Senior LEO/LEO III</p> <p>Releasing Clerk</p>
PROCESS CYCLE TIME:	8 hours	

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

Feedback and Redress Mechanism

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Forms and put in the drop boxes located at the POEA lobby and offices
- Send your feedback through e-mail info@poea.gov.ph. Your feedback shall be forwarded to the departments concerned for prompt redress
- Talk to the Division Chief/Manager of the concerned POEA Office/department

THANK YOU for helping us continuously improve our services.

Feedback Form



POEA FEEDBACK FORM (Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box. [Ipaalam po ninyo sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring I-tsek lamang ang kahong naaayon]

COMPLIMENT
(Papuri)

COMPLAINT
(Reklamo)

SUGGESTION
(Mungkahi)

Person(s)/Unit/Office Concerned or Involved [Mga] tao/pangkat/tanggapan na may kinalaman sa papuri, reklamo, o mungkahi]:

Facts or Details Surrounding the Incident: [Kaganapan o detalyeng bumabalot sa pangyayari]

Recommendation(s)/Suggestion(s)/Desired Action from our Office
[Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan]

Name [Pangalan] (OPTIONAL): _____

Office/Agency (Tanggapan/Ahensya): _____

Address [Tirahan]: _____

Contact Number(s) (if any): _____

Telephone _____ E-mail Address (if any) _____

Signature [Lagda] _____ Date [Petsa] _____

You may contact us at:

E-mail: info@poea.gov.ph

Tel no. 7221144/7221155

Salamat Po

**PHILIPPINE OVERSEAS EMPLOYMENT
ADMINISTRATION**



Recommending Approval:

VIVECA C. CATALIG
Deputy Administrator

Approved:

JENNIFER JARDIN-MANALILI
Administrator