

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 (valid at least 6 months from date of departure) 3. Re-entry visa, work permit, or any equivalent document 4. Proof of employment 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. 	
FEES:	<ul style="list-style-type: none"> ▪ PhP100.00 - POEA Processing Fee ▪ US\$25.00 (PhP equivalent) - OWWA Membership Contribution (valid for two years) ▪ PhP1,200.00 (6 months)/Ph2,400.00 (1 year) - PhilHealth-Medicare ▪ PhP100.00/month - Pag-ibig contribution 	
PROCEDURES:		PERSON IN CHARGE
Regular BM/WOL Documentation:		
Step 1.	Get an OFW Info Sheet with a queuing number indicated at the Form Issuance Counter at the POEA entrance. 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 and in order, the evaluator encodes the data and gives you instructions to proceed to the Assessment Counter. If the documents are deficient, the evaluator endorses the BM/WOL to the BM Supervisor/Division Chief for further advice on requirements to be complied with.	Evaluator/ BMPD Supervisor/Division Chief
Step 4.	Proceed to the Assessment Counter to determine the fees to be paid.	Assessor
Step 5.	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 and exemption from payment of travel tax and terminal fee.	Cashier

On-line Registration thru Appointment Facility:

Step 1. Register on-line through any internet facility via the POEA website: bmappointment.poea.gov.ph

PROCESS CYCLE TIME:

Twenty (20) minutes per worker-on-leave.

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 action.
- Talk to the Division Chief/Manager of the concerned POEA Office/department.

THANK YOU for helping us continuously improve our services.



CITIZENS FEEDBACK FORM

We would like to serve you better.

Please let us know how we have served you.

Layunin po naming paglingkuran kayo nang maayos.

Sabihin po ninyo kung paano pa namin kayo mapapaglingkuran ng lubos.

Please check appropriate box. Thank you.

Paki-tsek. Salamat po.





Nasiyahan Ako



Hindi Ako Nasiyahan

Person(s)/Unit/Office Visited [*Tao/pangkat/tanggapan na nagbigay ng serbisyo*]:

Service Requested [*Serbisyong Hiningi*]

Please check if Yes or No <i>Paki-tsek po kung Oo o Hindi</i>	 Yes	 No
Promptly served? <i>Inasikaso po ba kayo agad?</i>		
Courteously served? <i>Magalang po ba ang pag-asikaso sa inyo?</i>		
Got services you requested on time? <i>Nakuha po ba ang serbisyong hiningi sa tinakdang oras?</i>		

Recommendation(s)/Suggestion(s)/Desired Action from our Office.

[Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan Maaaring pong gamitin ang likurang bahagi para sa karagdagang komento o mungkahi]

Name [*Pangalan*]: _____

Office/Agency (*Tanggapan/Ahensya*): _____

Address [*Tirahan*]: _____

Contact Number(s) (*Telepono/Cellphone*): _____

E-mail Address (if any) _____ Signature [*Lagda*] _____

You may contact us through: E-mail: info@poea.gov.ph Tel no. 7221144 / 7221155

Please drop the filled up form in our designated box

[Pakihulog po itong form sa aming kahon]

Maraming salamat po...