



*More than Jobs!
It's decent jobs.*

Citizen's C h a r t e r

(Republic Act No. 9485
"Anti-Red Tape Act")

Cut the
RED
TAPE

DEPARTMENT OF LABOR AND EMPLOYMENT
Region 9





Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

Message

The Citizen's Charter of the Department of Labor and Employment spells out its accountability to serve the Filipino workers with utmost integrity and efficiency. It provides the transacting public with complete information on the requirements including schedule of fees, timelines and procedures involved in accessing to key frontline services with the objective of improving service delivery and promoting client satisfaction.



The DOLE Citizen's Charter is crafted in compliance with Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" and its Implementing Rules and Regulations. The Charter elevates the DOLE key frontline services to higher level of transparency as it adheres to the elimination of bureaucratic red tape. Feedback system and grievance mechanism are established to allow the transacting public to bring up their concerns or complaints involving key processes, inquiries, and suggestions.

Along with the DOLE Citizen's Charter comes the greater challenge for all the officials and staff of the Department to deliver key frontline services in the best interest of the public we serve – the Filipino workers!


ROSALINDA DIMAPILIS BALDOZ
Secretary



Acknowledgement

We wish to acknowledge the commendable efforts taken to modify the Department's respective standards, known as the "Citizen's Charter". We want to take this opportunity to acknowledge the services of everyone who collaborated in producing this output.

This initiative towards the benefits and interests of our clients is a product of the unflagging and dedicated endeavors of the organization's workforce headed by **Secretary Rosalinda Dimapilis-Baldoz** whose leadership motivates us to provide the best quality services to our citizens, with integrity, accountability and transparency.

Our gratitude also goes mainly to the new DOLE Anti-Red Tape Secretariat, namely: Mr. Warren M. Miclat, Ms. Crisanta O. Soriano and Ms. Katherine Mae S. Bautista and all the staff of Management Division - Financial and Management Service, who, at their best effort, prepared the layouts and designs and made some modifications of the Citizen's Charter.

Likewise, we extend our warmest thanks to the continuous support of DOLE Undersecretary Ciriaco A. Lagunzad III, Assistant Secretary Ma. Gloria A. Tango, Director Nenita O. Garcia of the Financial and Management Service, and Director Dominique R. Tutay of the Planning Service who contributed to the contents of the Charter.

Finally, thanks be to God, who, above all, guided and established us to complete this work. Glory be to Him.

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I. Our Organization

The **Department of Labor and Employment (DOLE)** started as a small bureau in 1908 under the Department of Commerce and Police. It had, for its principal functions, the registration of laborers, the compilation and analysis of statistics pertaining to labor market situation, the organization of employment agencies, and the settlement of disputes.

On December 8, 1933, the Bureau of Labor was constituted as a Department by virtue of Republic Act 4121. Since then, it has continuously evolved its thrusts and strategies to respond to emerging socio-political and economic challenges while keeping as primary concern the protection and promotion of the welfare of local and overseas Filipino workers (OFWs).

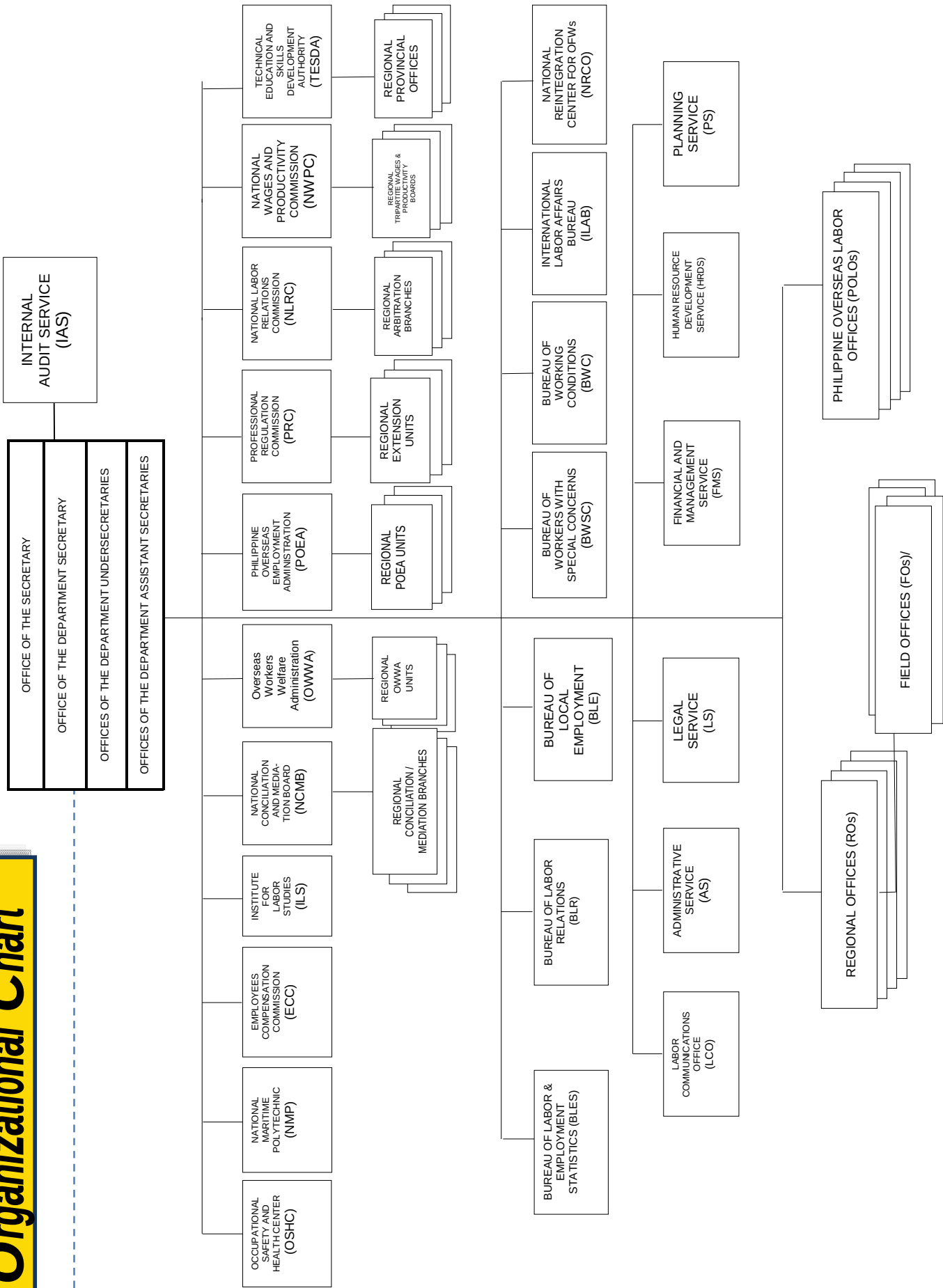
Today, the DOLE is the national government agency mandated to formulate policies, implement programs and serve as the policy-coordinating arm of the Executive Branch in the field of labor and employment.

It serves more than 40 million workers comprising the country's labor force, covering those in the formal and informal economies, private and public. On top of this, the DOLE clients also include workers' organizations, employers and/or employers' groups, non-government organizations (NGOs), and other government agencies, the academe, other stakeholders, international organizations (e.g., ILO, IOM, UNDP, UNICEF), and the international community including the host countries of our OFWs.

To carry out its mandate, the DOLE has 16 regional offices, 83 Field Offices with four (4) Satellite Offices, 36 overseas posts, 7 bureaus, 7 staff services and 11 agencies attached to it for policy and program supervision and/or coordination.



Organizational Chart



DEPARTMENT OF LABOR AND EMPLOYMENT*Family of Agencies*

Employees Compensation Commission (ECC)



National Wages and Productivity Commission (NWPC)



Institute for Labor Studies (ILS)



Occupational Safety and Health Center (OSHC)



National Conciliation and Mediation Board (NCMB)



Overseas Workers Welfare Administration (OWWA)



National Labor Relations Commission (NLRC)



Philippine Overseas Employment Administration (POEA)



National Maritime Polytechnic (NMP)



Professional Regulation Commission (PRC)



Technical Education and Skills Development Authority (TESDA)

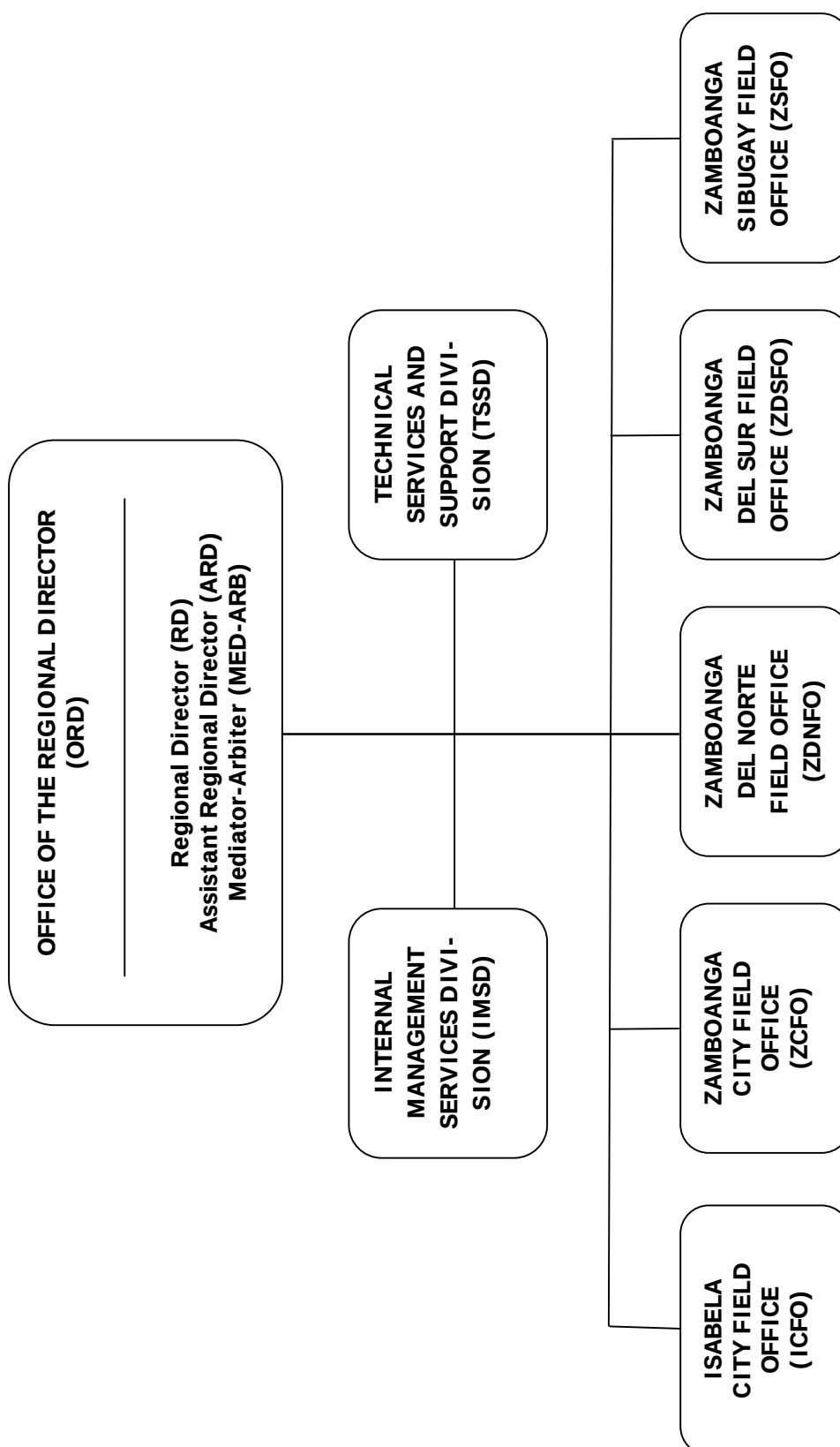
OUR VISION

Every Filipino worker attains
full, decent and productive
employment.

OUR MISSION

To promote gainful employment
opportunities, develop human
resources, protect workers and
promote their welfare, and
maintain industrial peace.

Regional Office's Organizational Chart



II. Our Goals and Strategies

Goals

To realize its vision of full, decent and productive employment for every Filipino worker, the Department pursues four strategic goals, as follows: (1) a **gainfully employed workforce**, (2) a **globally competitive workforce**, (3) a **secure workforce**, and (4) a **safe and healthy workforce**. Attainment of these strategic goals would be the Department's contribution to the national goal of reducing poverty.

Strategic Goal 1: a **gainfully employed workforce** means that workers enjoy gainful employment either as wage worker (locally or overseas), self-employed or entrepreneur.

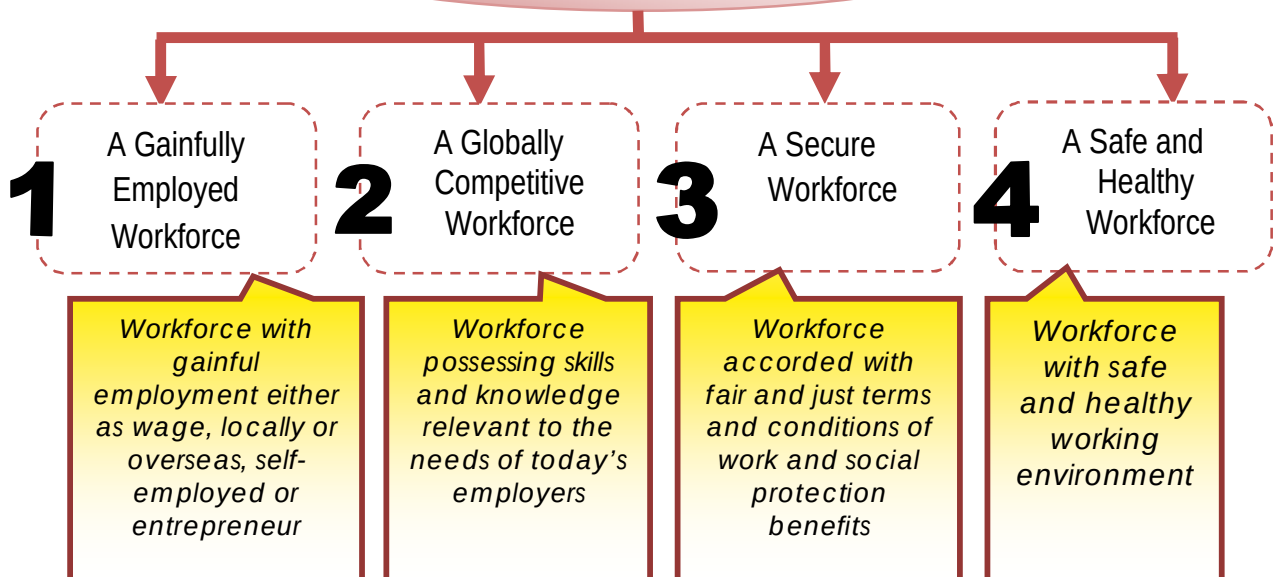
Strategic Goal 2: a **globally competitive workforce** means that workers possess demand-driven skills, technical education, and productivity improvement technologies.

Strategic Goal 3: a **secure workforce** means that workers are accorded with fair and humane terms and conditions of work and social protection.

Strategic Goal 4: a **safe and healthy workforce** means that workers enjoy a safe and healthy working environment.



FILIPINO WORKFORCE
STRATEGIC GOALS



III. Our Major Final Outputs, Programs and Projects

With Filipino workforce at the center of what the DOLE wants to achieve, the Department prioritizes the achievement of its **major final outputs (MFOs)** through the implementation of the following programs and projects:

MFO 1: LABOR POLICY SERVICES

Program/Project	Implementing Office
<i>Policy formulation, program planning and development of standard for the promotion of employment</i>	BLE
<i>Policy formulation, program planning and development of standard for the promotion of industrial peace</i>	BLR
<i>Policy formulation, program planning and development of standard for the promotion of appropriate working conditions and standards</i>	BWC
<i>Policy formulation, program planning and development of standard for the promotion of workers with special concerns</i>	BWSC
<i>Policy formulation, program planning and development of standard for the promotion of international labor affairs</i>	ILAB

MFO 2: EMPLOYMENT FACILITATION SERVICES

Program/Project	Implementing Office
<i>Conduct of training, livelihood and enterprise development and other capacity building programs</i> <i>DOLE Integrated Livelihood Program</i> <i>a. WYC/KABATAAN ITo/TULAY/SPES/WIN-AP</i> <i>b. SRO/PRESEED</i>	CO, RO
<i>Support services for employment generation</i> <i>PESO/EPD</i>	CO, RO

MFO 3: LABOR FORCE WELFARE SERVICES

Program/Project	Implementing Office
<i>Worker's Organization and Tripartism Empowerment Programs</i>	BLR
<i>Rural and Emergency Employment Services</i> <i>Adjustment Measures Program (AMP)</i>	CO, RO
<i>Workers' protection and welfare services</i> <i>Workers' protection and welfare services to Overseas Filipino Workers</i>	ILAB

MFO 3: LABOR FORCE WELFARE SERVICES

Program/Project	Implementing Office
<i>Reintegration Services to Overseas Filipino Workers</i>	NRCO
<i>Workers Amelioration and Welfare Services</i>	WAWD
<i>Verification of overseas employment documents</i>	ILAB

MFO 4: EMPLOYMENT REGULATION SERVICES

Program/Project	Implementing Office
<i>Enforcement of labor laws, regulations and standards</i>	BWC
<i>Settlement and disposition of labor disputes through collective bargaining</i>	BLR
<i>Adjudication of appealed cases</i>	BLR

PROJECTS**1. Locally – Funded Projects****Research and Development****Information and Communication Technology**

- a. Skills Registry Program
- b. Computerization Program

Social Security Welfare and Employment

- c. Emergency Repatriation Program
- d. Implementation of various Bottom-Up Budgeting Projects

***ACRONYMS USED**

BLE – Bureau of Local Employment
BLR – Bureau of Labor Relations
BWC – Bureau of Working Conditions
BWSC – Bureau of Workers with Special Concerns
CO – Central Office
EPD – Employment Promotion Division
ILAB – International Labor Affairs Bureau
KABATAAN ITO – Kabataan Information Technology Opportunities
PESO – Public Employment Service Offices
PRESEED – Promotion of Rural Employment and Entrepreneurship Development
RO – Regional Office
SPES – Special Program for Employment of Students
SRO – Self-Reliant Organizations
TULAY – Tulong, Alay sa Taong May Kapansanan Program
WAWD – Workers Amelioration and Welfare Division
WIN-AP – Workers Income Augmentation Program
WYC – Working Youth Center Program

IV. *Planning Tool*



National Goal:

**Massive Employment Generation
and Substantial Poverty Reduction**



**Department
Goal:**

Decent and Productive Employment



Key Outcomes:

1 Employability
of Workers and
Competitiveness
of Enterprises
Enhanced

2 Cooperation
Between Labor
and Employers
Sustained

3 Social
Protection for
Vulnerable
Workers Enhanced

4 Leadership, Management, Innovation and
Research and Statistics

OUTCOME 1:

Employability of Workers and Competitiveness of Enterprises Increased

STRATEGY 1

Facilitate job-matching and placement of jobseekers

- School-to-work bridging scheme for young workers (SPES)
- Enhance Effectiveness of Job-Skills Matching Convergent Program
- Strengthen facilitation/placement services

STRATEGY 2

Enhance productivity of MSMEs

- Productivity Toolbox for Micro, Small and Medium Enterprises (MSMEs) in Key Employment Generators (KEGs)
- Continuous implementation of the Two-Tiered Wage System (TTWS)

STRATEGY 3

Facilitate mobility of professionals

- Mutual Recognition Agreements/ Arrangements (MRAs)
- Continuing Professional Development (CPD)

OUTCOME 2:

Cooperation between Labor and Employers Sustained

STRATEGY 1

Strengthen mechanisms for labor law compliance, dispute prevention, settlement and case disposition

- Full implementation of the new Labor Law Compliance System
- Speedy settlement and disposition of labor cases
- Predictable and consistent decisions on labor cases

STRATEGY 2

More inclusive consultation with social partners on policy and program implementation

- Industry Self-regulation in Key Employment Generators (KEGs) in all regions

OUTCOME 3:

Social Protection for Vulnerable Workers Enhanced

STRATEGY 1

Enhance access to livelihood and entrepreneurship programs

- DOLE Integrated Livelihood Program (DILP)

STRATEGY 2

Enhance protection of migrant workers

- Legal documentation of OFWs
- Legal Assistance to Illegal Recruitment (IR) or Trafficking in Persons (TIP) victims
- On-site Welfare and Repatriation Services
- Reintegration Service
 - Livelihood
 - Enterprise Development

OUTCOME 4:

Leadership

- Transparency Seal
- Capacity building for critical functions
- Tripartite Efficiency and Integrity Boards (national and agency levels)
- Administrative Complaints Committee
- NLRC Anti-Corruption Roadmap



Innovation

- Labor Governance e-learning Center
- Labor Law Compliance and Incentives Application System
- Employment Facilitation for Inclusive Growth (EFIG)
- Online systems/e-services and feedback mechanisms
- 24/7 Call Center
- Web posting of the status and ageing of cases and texts of decisions

Management

- Quality Management System (ISO Certification of all public transactions and support services)
- Results-Based Performance Management System
- Bottom-Up Budgeting
- More targeted Gender and Development (GAD) programs
- Community-Based Employment Program (CBEP)
- Qualified Rating by COA

Research & **S**tatistics

Improving quality of policies and decisions through:

- Regulatory Impact Assessment Policy researches and Advocacy
- Statistical publications and Advocacy
- Program Impact Assessment

V. Our *Performance Pledge*

We, the **Officials** and **Employees** of the Department of Labor and Employment are committed and resolved to perform efficiently and effectively from time to time, with utmost courtesy and sincere dedication, in order to fulfill the needs and exceeds the expectations of the public.

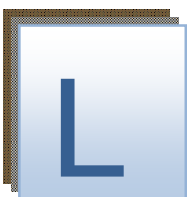
Through the collaboration of all staff of the department, we will continue to cater the best through:



DELIVERING quality services to the public, in accordance with the procedures and timeframe provided in our service standards, from Monday to Friday, 8:00 am to 5:00 pm.



OFFERING numbers of venues which include service facilities, hotlines and websites in addressing the public concerns and for clients to access information about our services.



LISTENING to and responding immediately to the public complaints and/or suggestions through the Department's **Help Desks** and **Public Assistance Units** towards customer satisfaction and this Department's sustainable development.



ENSURING to attend promptly to our client's needs, without qualification, and courteously handle each transaction with patience and in accordance with our Code of Ethics.

VI. Our Integrity Pledge

We, the **Officials** and **Employees** of the Department of Labor and Employment do hereby pledge to:

VALUE our being employees of the DOLE as opportunity to be an agent of change;

GUIDE our actions and decisions with the goal of serving solely the interest of the public and not my own;

OBSERVE the DOLE Code of Conduct as my standard of ethical and accountable behavior;

ADOPT the practice of continuous process improvement towards efficient and effective delivery of services;

ENGAGE our social partners in enhancing transparency and enforcing accountability;

ENSURE that I and my fellow workers will be vigilant in the performance of our duties and responsibilities.

So help me God.

VII. Our Key Frontline Services

GENERAL INFORMATION

1. All application forms are free of charge which may also be secured from our website (www.dole9.org, www.ro9.dole.gov.ph or www.dole.gov.ph).
2. If the claimant of the requested service is other than the one who filed the application, submit a letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes).
3. To serve you better, you are requested to fill up the Citizen's Feedback Form located at the desk of the action officers and public assistance officers and drop it at the designated boxes located near the entrances/exits areas.

A. APPLICATION FOR ALIEN EMPLOYMENT PERMIT

ALIEN EMPLOYMENT PERMIT

Under Article 40 of the Labor Code of the Philippines, as amended, any alien seeking admission to the Philippines for employment purposes and any domestic or foreign employer who desires to engage an alien for employment in the Philippines shall obtain an employment permit from the Department of Labor and Employment.

The Alien Employment Permit (AEP) is a permit issued to a non-resident alien or foreign national seeking admission to the Philippines for employment purposes after a determination of the non-availability of Filipino citizen who is competent, able and willing at the time of application to perform the services for which the alien is desired.

CLIENT/S/APPLICANT/S

All foreign nationals who intend to engage in gainful employment in the Philippines and any domestic or foreign employer who desires to engage an alien for employment in the Philippines.

REQUIREMENTS

A. For Issuance of New AEP

1. Application Form duly accomplished and notarized with 2 x 2 picture in white background
2. Notarized Contract of Employment/Appointment for non-elective position or Notarized Board Secretary's Certificate on the Election of Foreign National
3. Certified Photocopy of passport with visa or Certificate of Recognition for Refugees
4. Photocopy of Mayor's Permit or in case of Ecozone locators a Certification from the Ecozone authority that the employer is existing and operating in the Ecozone.
5. If the filer is a representative of the foreign national, authorization letter from the company or foreign national

Note: Present to the DOLE Action Officer the original passport with valid visa and other original documents for verification purposes.

B. For Renewal of AEP

1. Application Form duly accomplished and notarized with 2 x 2 picture in white background
2. Notarized Contract of Employment/Appointment for non-elective position or Notarized Board Secretary's Certificate on the Election of Foreign National
3. Photocopy of passport with visa
4. Photocopy of Updated Mayor's Permit or in case of Ecozone locators a Certification from the Ecozone authority that the employer is existing and operating in the Ecozone.
5. AEP Card previously issued or photocopy of current AEP
6. If the filer is a representative of the foreign national, authorization letter from the company or foreign national

Note: Present to the DOLE Action Officer the original passport with valid visa and other original documents for verification purposes

FEES

VALIDITY PERIOD

Permit Fee	P8,000.00	for one year validity or a fraction thereof plus P3,000.00 for every additional year or fraction thereof
Renewal of Application	P3,000.00	for every year of validity or a fraction thereof
Card Replacement	P750.00	
Penalty	P10,000.00	for every year or a fraction thereof on foreign nationals found working without an AEP or with an expired AEP

WHERE TO APPLY

Regional Office or Field Office having jurisdiction over the intended place of work

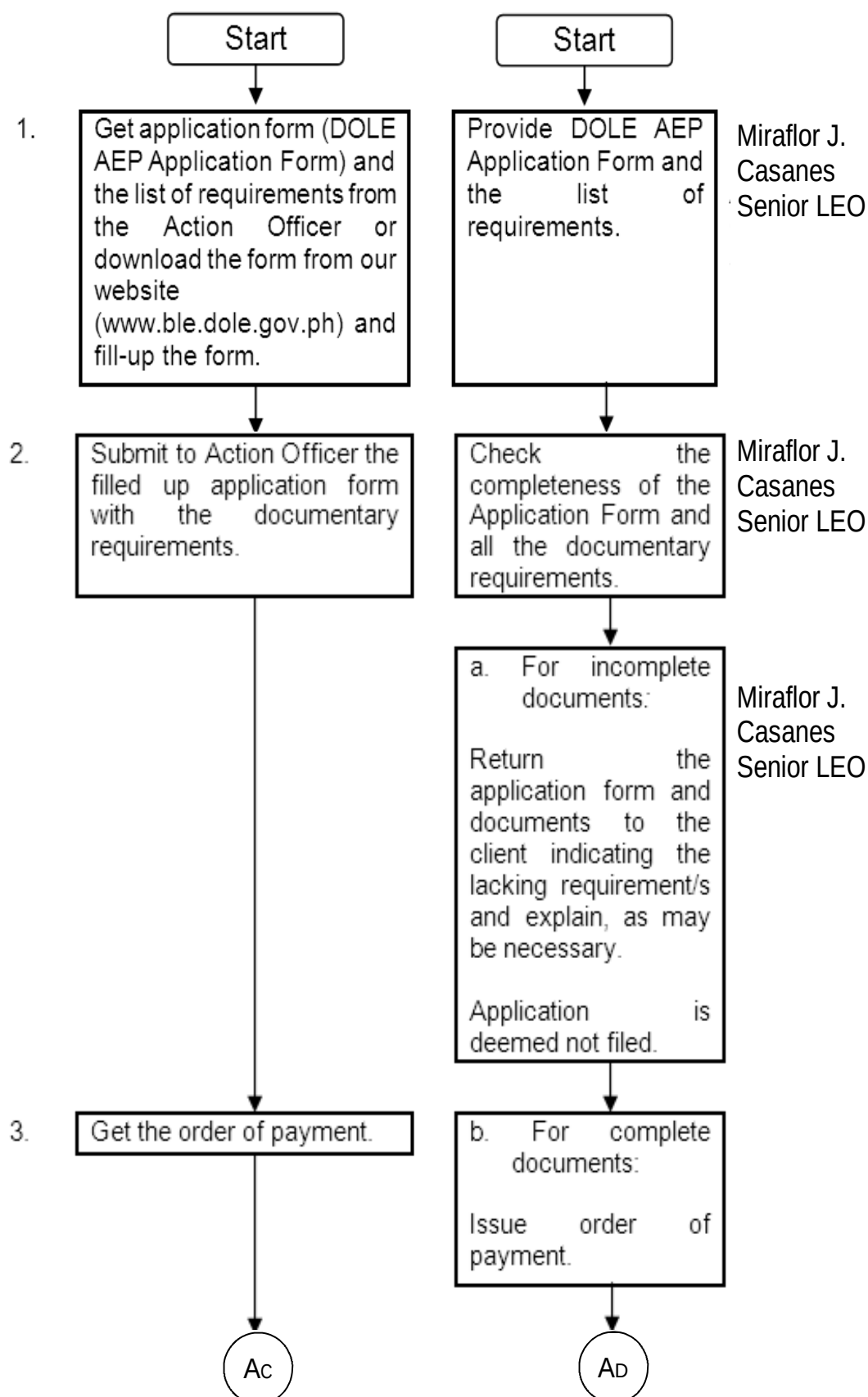
TOTAL PROCESS CYCLE TIME

If filed at the Regional Office, three (3) working days upon receipt of complete documents or within 24 hours after publication and payment of permit fees.

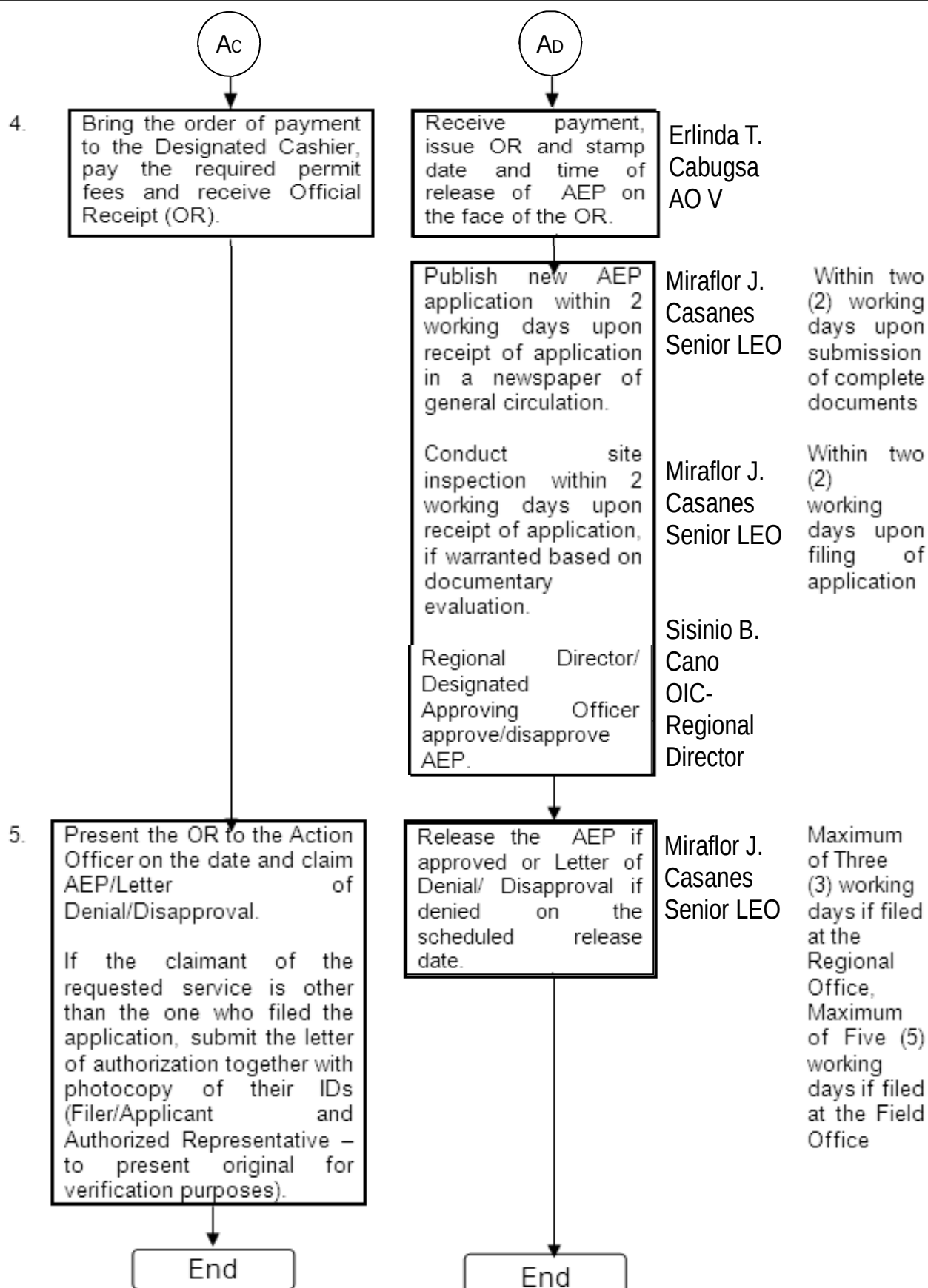
If filed at the Field Office, Five (5) working days upon receipt of complete documents and payment of permit fees.

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



An application for AEP may be denied on the following grounds:

1. Misrepresentation of facts in the application;
2. Submission of falsified documents;
3. The foreign national has a derogatory record; or
4. Availability of a Filipino who is competent, able and willing to do the job intended for the foreign national.

Denial of application of AEP shall cause the forfeiture of the fees paid by the applicant.

AEP may be suspended, cancelled or revoked based on the grounds enumerated in DOLE Department Order No. 97-09 dated August 26, 2009.

An AEP may be suspended on the following grounds and after due process:

1. The continued stay of the foreign national may result in damage to the interest of the industry or the country;
2. The employment of the foreign national is suspended by the employer or by order of the Court.

Petitions for suspension of AEP issued shall be resolved within thirty (30) days from receipt thereof.

B. REGISTRATION OF JOB CONTRACTORS AND SUB-CONTRACTORS

JOB CONTRACTORS AND SUB-CONTRACTORS

The Certificate of Registration of Job Contractors and Sub-contractors is issued to persons, entities, companies engaged in legitimate contracting and subcontracting arrangements in accordance with Articles 106 to 109 of the Labor Code, as amended and its implementing guidelines under DOLE Department Order No. 18-02.

CLIENT/S/APPLICANT/S

Any legal and duly registered entity engaged in legitimate job contracting and sub-contracting arrangements.

REQUIREMENTS

1. Duly accomplished and notarized application form with undertaking that the applicant shall abide to all applicable labor laws, rules and regulations.
2. Certified true copy of certificate of registration of firm or business name from the Securities and Exchange Commission (SEC), Department of Trade and Industry (DTI), Cooperative Development Authority (CDA) or from the DOLE if the applicant is a union;
3. Certified true copy of the license or business permit issued by the local government unit or units where the contractor or sub-contractor operates;
4. Certified true copy of audited financial statements if the applicant is a corporation, partnership, cooperative or union, or copy of the latest ITR if the applicant is a sole proprietorship.

FEES

VALIDITY PERIOD

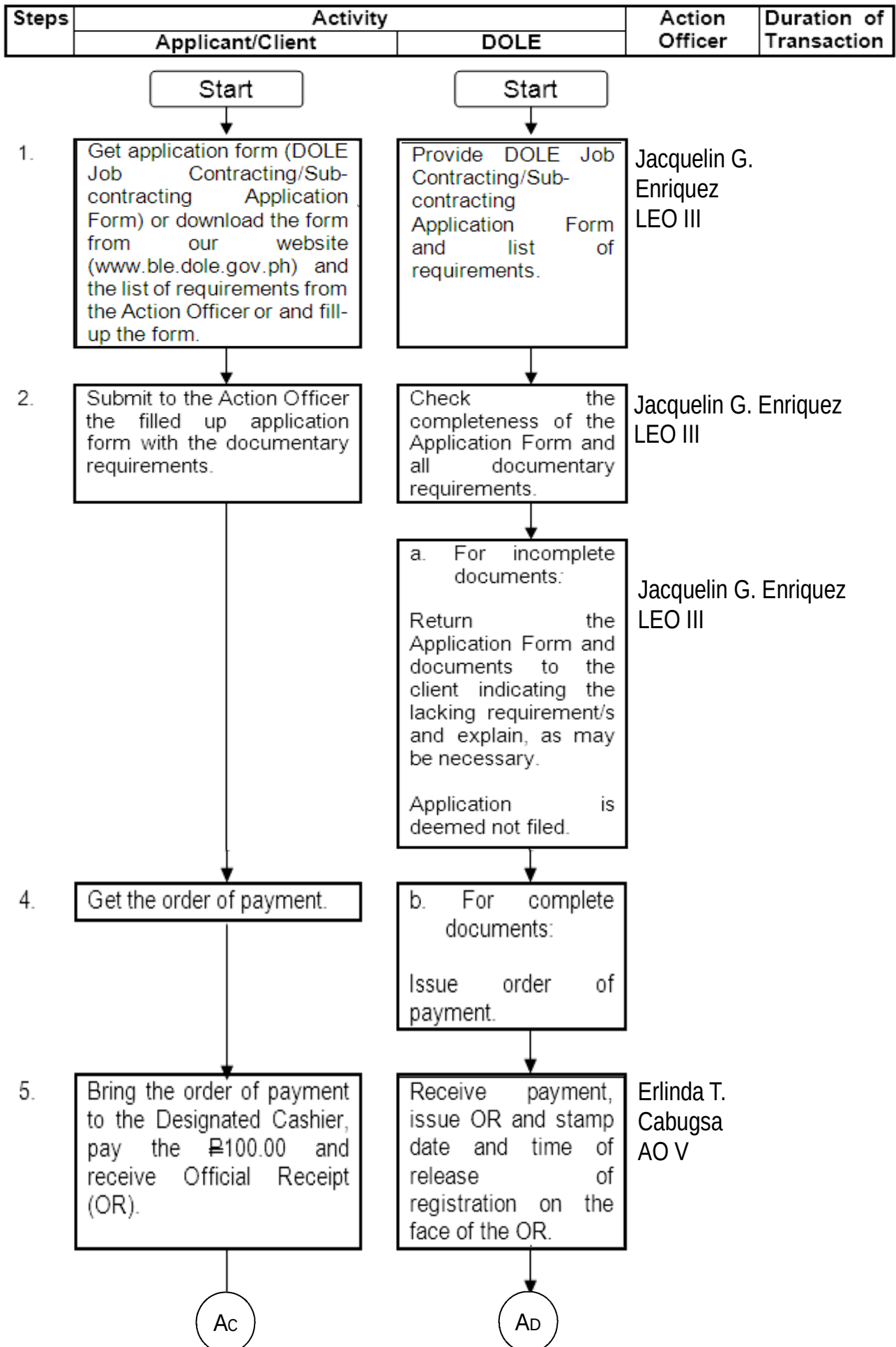
Registration Fee	P25,000.00	Three (3) years and renewable every three (3) years
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WHERE TO APPLY

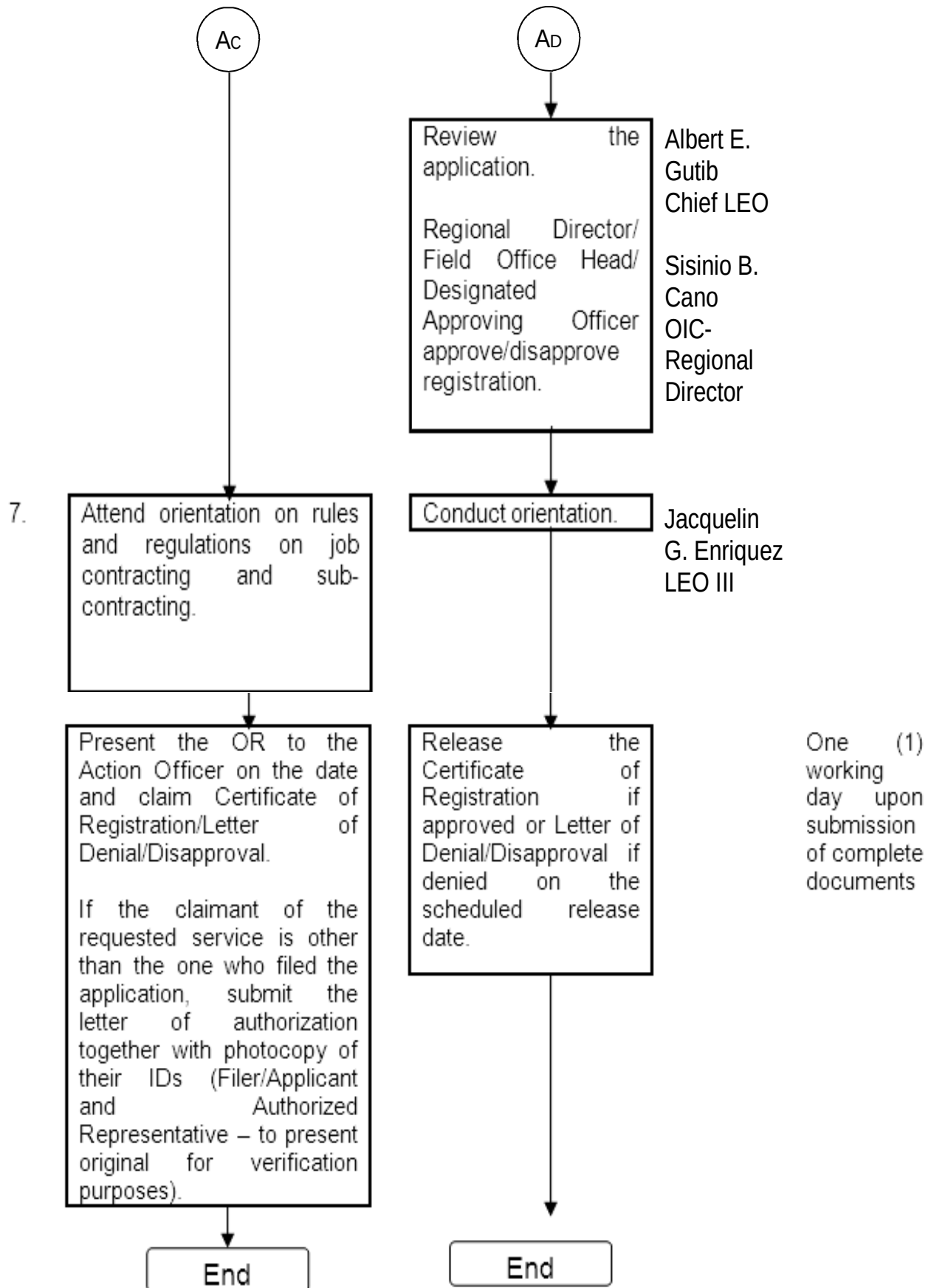
Regional/Field Office having jurisdiction of the business operation of the applicant

TOTAL PROCESS CYCLE TIME

One (1) Working Day upon receipt of payment of Registration Fee



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



C. ISSUANCE OF AUTHORITY TO RECRUIT OUTSIDE REGISTERED BUSINESS ADDRESS

AUTHORITY TO RECRUIT

Under Article 25 of the Labor Code of the Philippines, as amended, the Department is mandated to govern and regulate the activities of all individuals and entities engaged in the recruitment and placement of persons for local employment.

The Authority to Recruit is issued to licensed PRPA representative/s authorizing him/her to conduct recruitment activities outside their business address as specified in the authority.

CLIENT/S/APPLICANT/S

A licensed agency or its authorized representative

REQUIREMENTS

For Local Chapters

1. Letter request by the agency;
2. Copy of current Private Recruitment and Placement Agency (PRPA) License;
3. Certification under oath of licensee of the proposed recruitment activities of the representative
4. NBI Clearance and bio-data of the representative with two (2) passport size pictures;
5. Clearance from previous agency, if applicable; and
6. In case of renewal, previous Authority to Recruit

FEES

Authority Fee	P1,500.00
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VALIDITY PERIOD

Co-terminus with the PRPA License unless sooner revoked/cancelled by the issuing Regional Office or terminated by the agency.

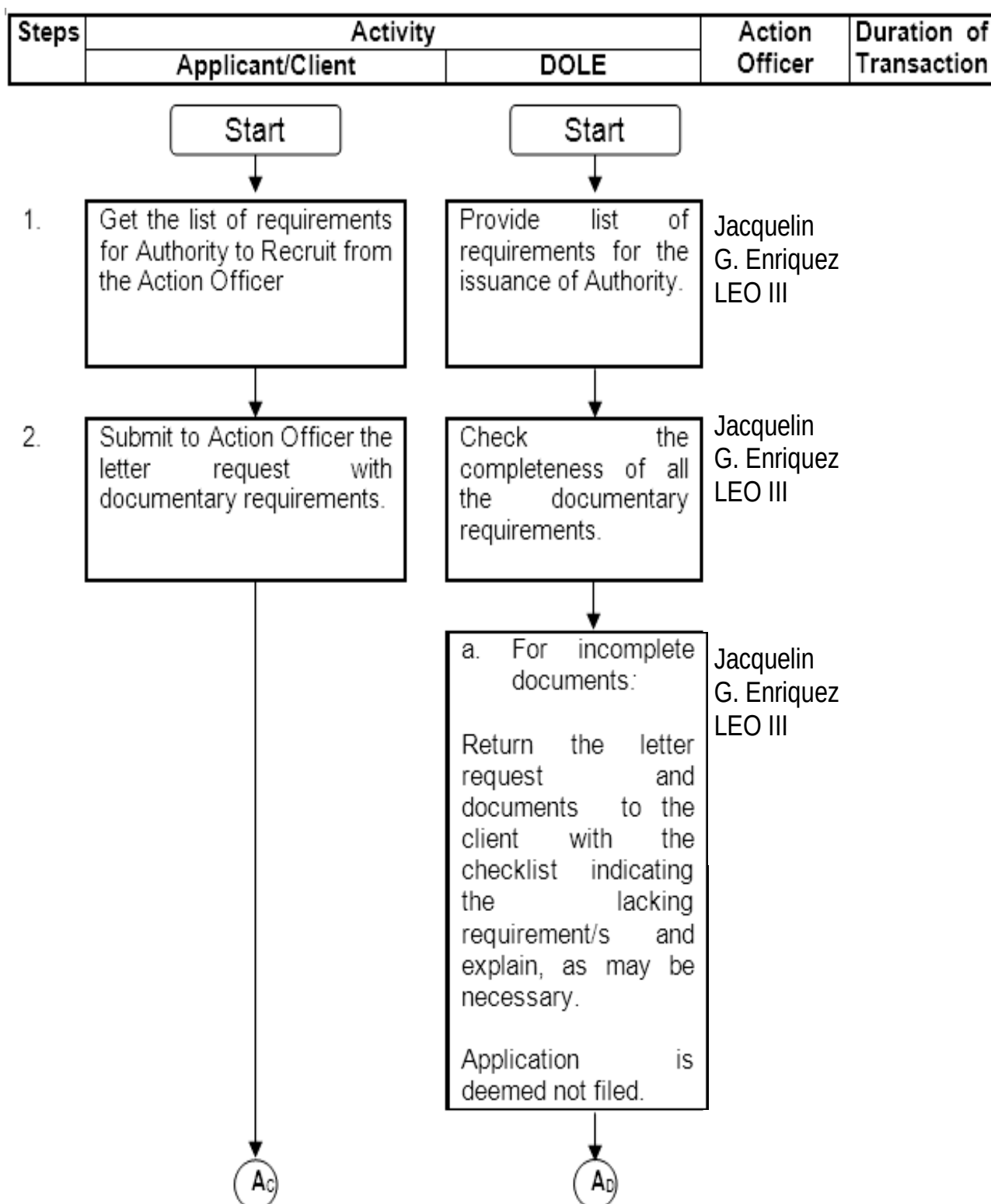
WHERE TO APPLY

Regional Office if it covers the entire region or more than one province.
Field Office if it covers one province only.

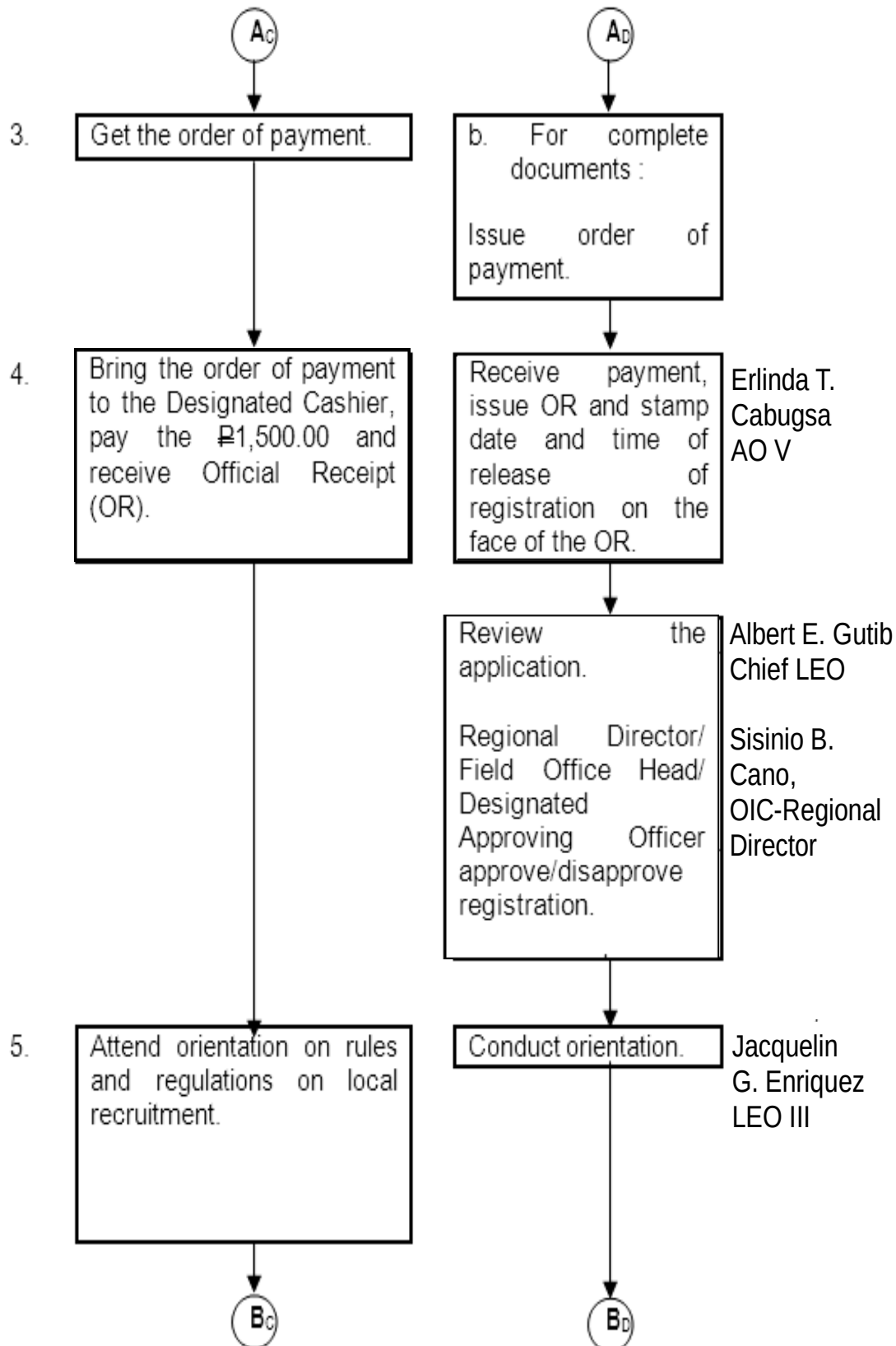
TOTAL PROCESS CYCLE TIME

One (1) Working Day upon receipt of payment of Authority Fee

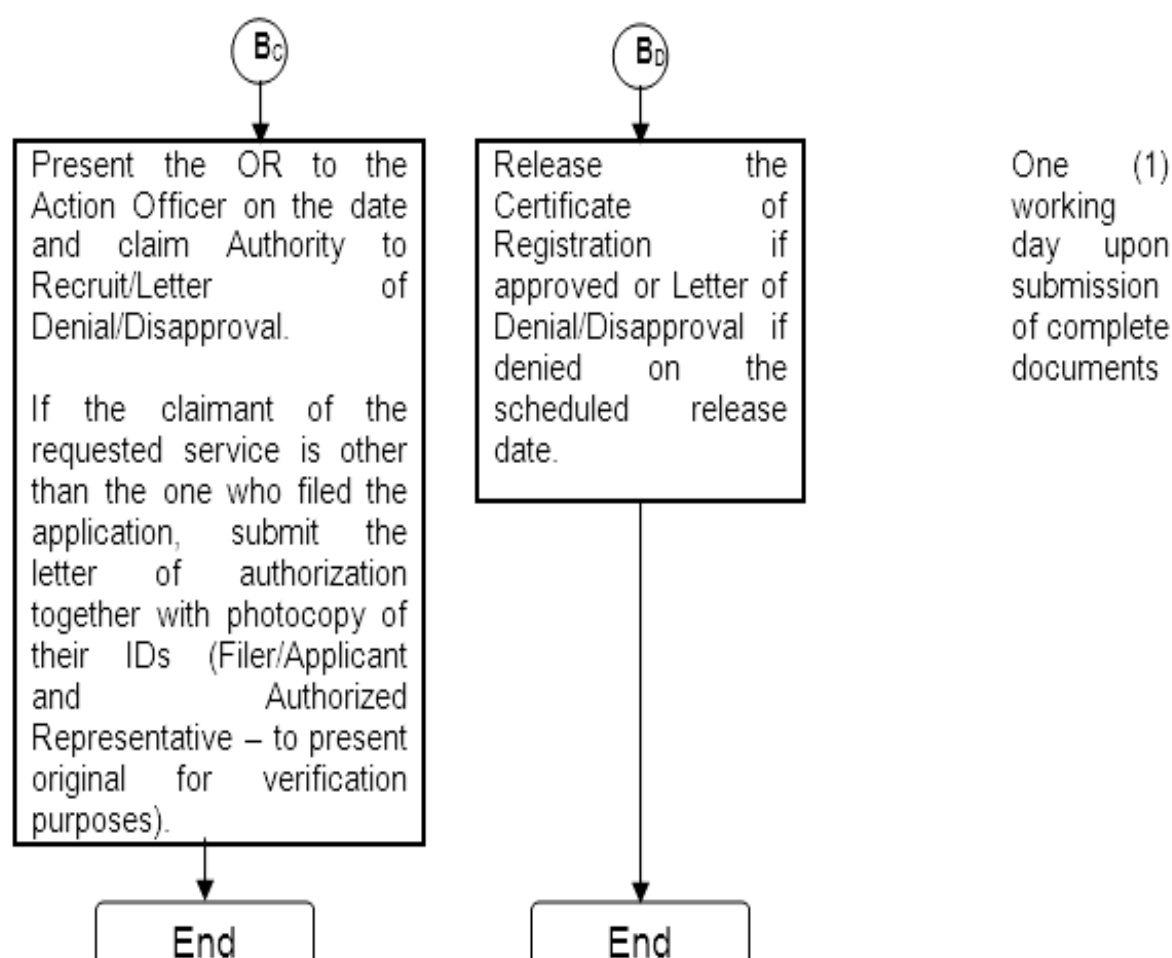
BASIC STEPS



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



D. CLEARANCE TO CONDUCT JOBS FAIR

CLEARANCE TO CONDUCT JOBS FAIR

The Clearance to Conduct Jobs Fair is an authority issued to the requesting entity to host or sponsor a job fair.

CLIENT/S/APPLICANT/S

The requesting party refers to the entity requesting to host or sponsor a Jobs Fair. Jobs Fair may be conducted, hosted, sponsored and/or co-sponsored by Non-Government Organizations and other private entities including educational institutions and participated in by employers, Private Recruitment and Placement Agency (PRPA) and Private Employment Agency (PEA) or registered job contractors/sub-contractors.

REQUIREMENTS

1. Written request for the conduct of Jobs Fair, with complete details such as the proposed date, venue and complete location/address, submitted at least ten (10) working days before the scheduled date of the event.
2. List of participating employers and agencies with their individual
 - a. copy of license
 - b. registration certificate
 - c. job orders/vacancies

FEES

No Service Fee.

VALIDITY PERIOD

Within the specified duration of the jobs fair

WHERE TO APPLY

Field Office where the jobs fair will be conducted.

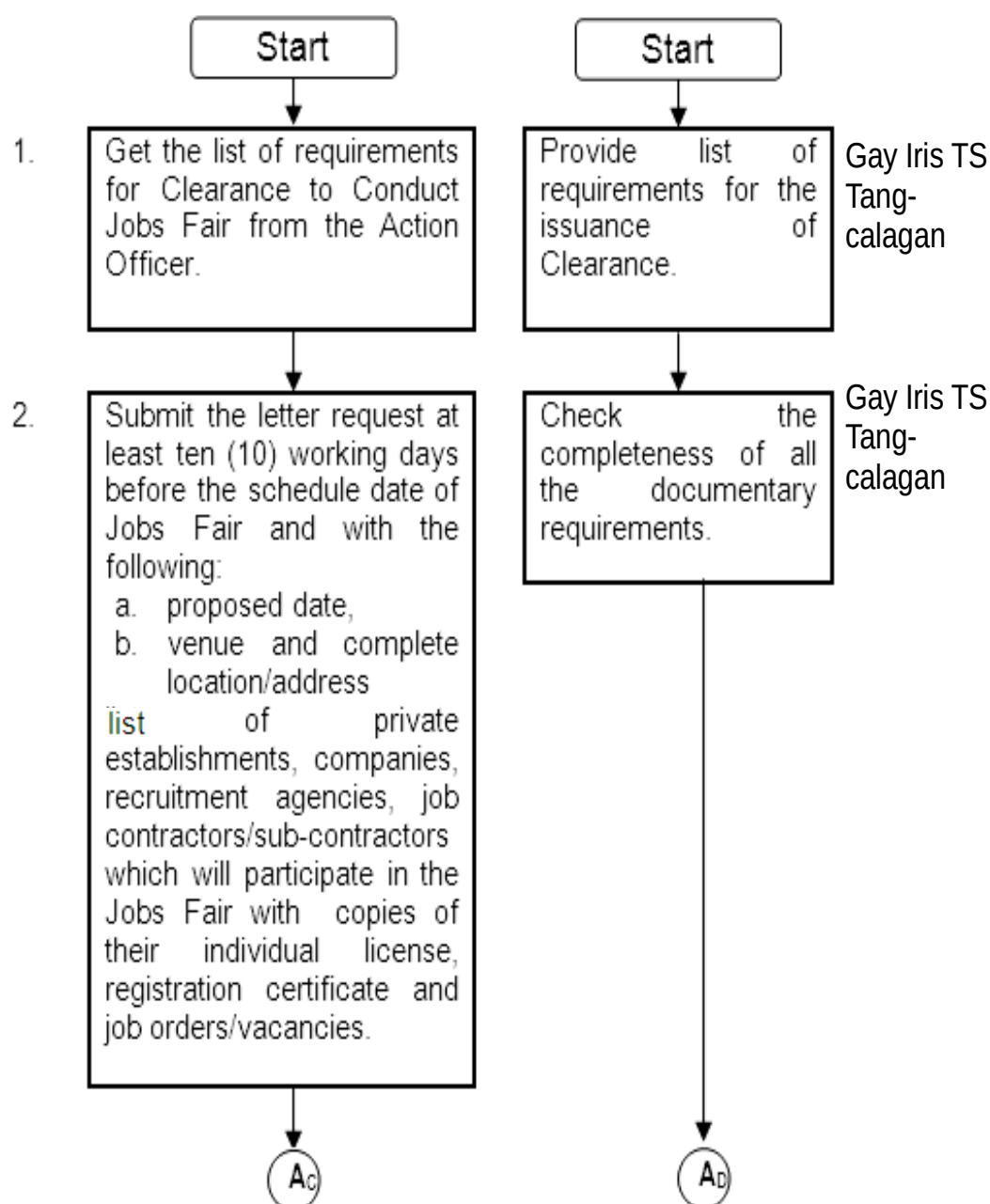
TOTAL PROCESS CYCLE TIME

Five (5) Working Days upon receipt of complete documents.

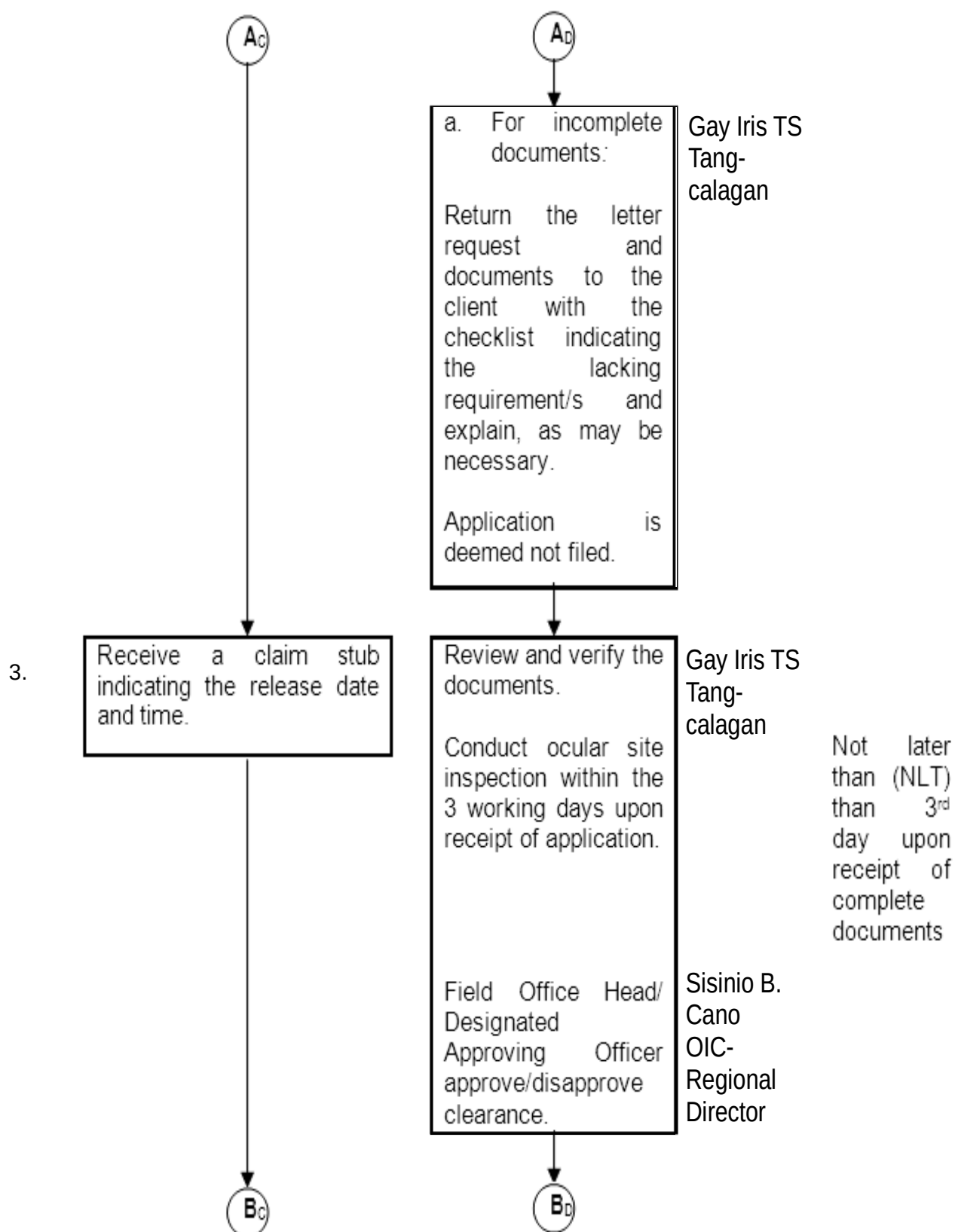
BASIC STEPS

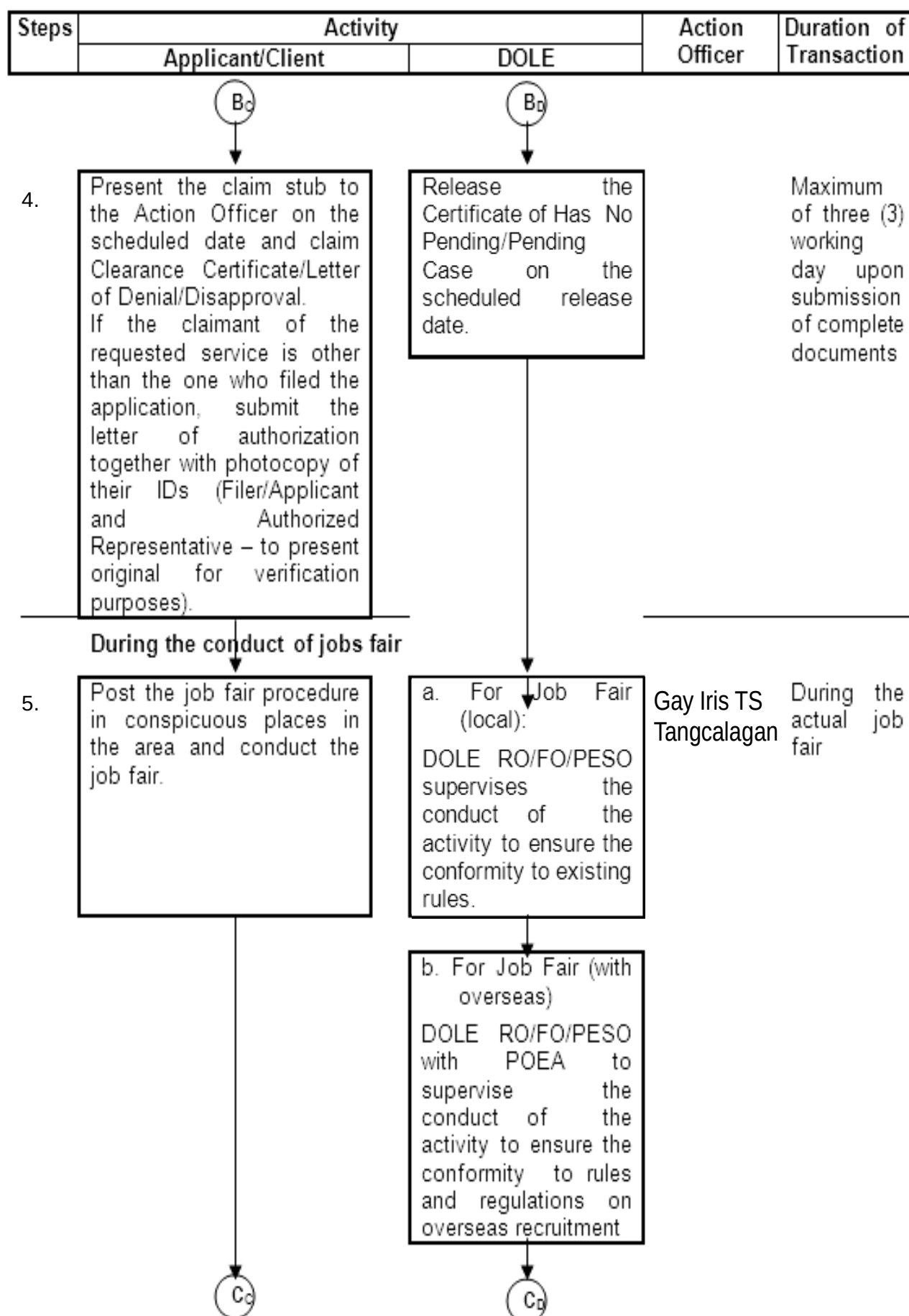
Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		

Before the conduct of jobs fair:

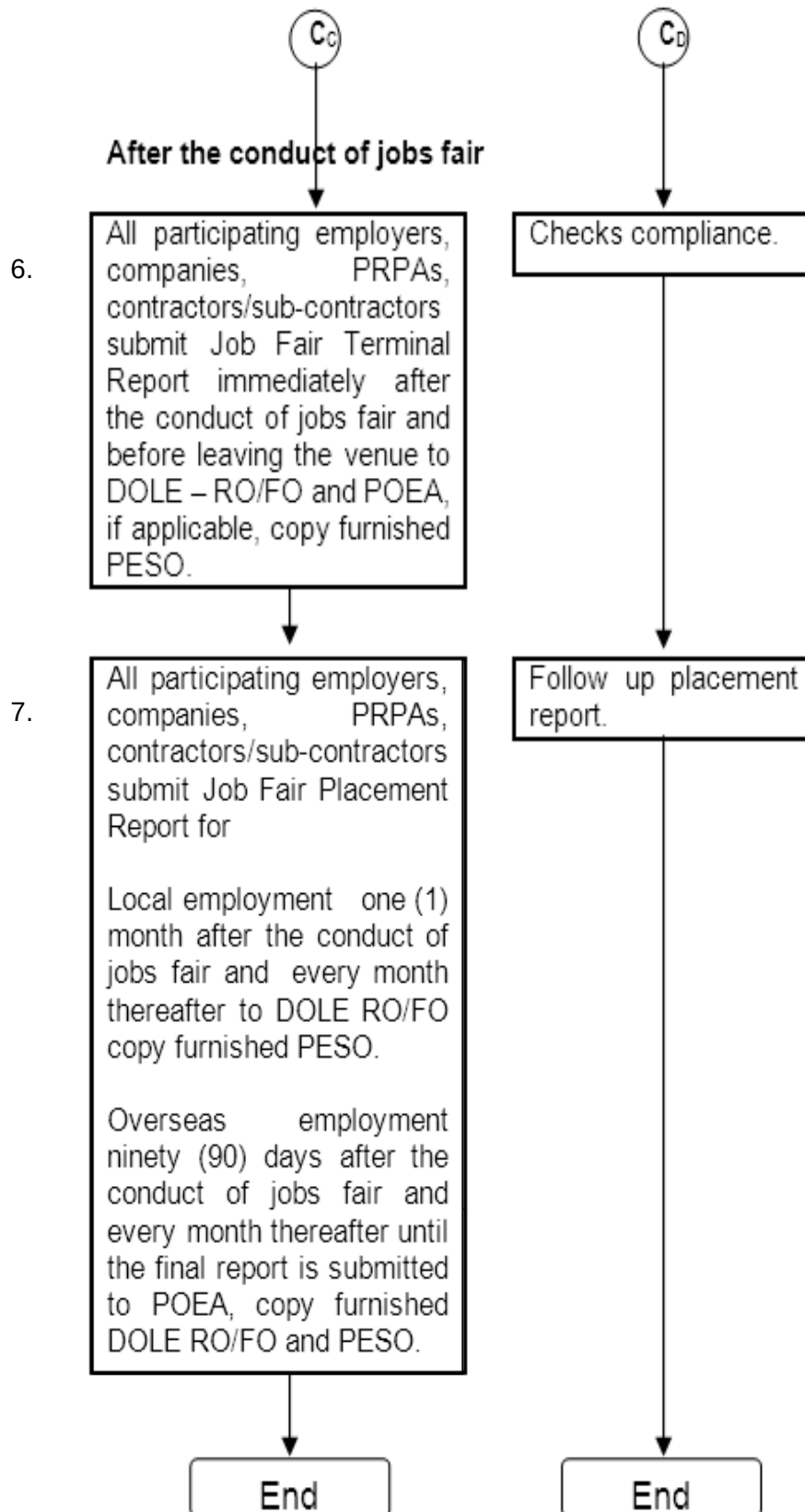


Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		





Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



E. APPLICATION FOR WORKING CHILD'S PERMIT

WORKING CHILD'S PERMIT

Under Republic Act No. 9231, the Department is mandated to protect the working child under allowable work circumstances against abuse, exploitation and discrimination.

As a rule, no child below 15 years of age shall be employed, permitted or suffered to work, in any public or private establishment except: 1) when the child works under the sole responsibility of his/her parents or guardian, provided that only members of the child's family are employed; and 2) when the child's employment or participation in public entertainment or information is essential.

A Working Child's Permit is issued to any child below 15 years of age before he/she is allowed to commence work, usually on short-term and per project basis, in a family undertaking and in public entertainment or information.

CLIENT/S/APPLICANT/S

Employer, parent or guardian of a child below 15 years of age before engaging him or her in any legitimate work not prohibited by law.

REQUIREMENTS

1. Duly accomplished and notarized/under oath application for work permit
2. Additional requirements for a child above seven years old:
 - a. Proof or Certificate of enrollment for the current year or current school identification or report card;
 - b. If the Child is not enrolled, a brief description of the program for education, training and skills acquisition for the child
3. Authenticated copy of child's Birth Certificate or Certificate of Late Registration of Birth issued by the NSO or the city/municipal registrar
4. Medical certificate issued by a licensed physician stating that he/she has personally examined the child for whom a work permit is being secured, and that the child is fit to undertake the work in which he/she is to be engaged. Such certificate must bear the certifying physician's full name, and his/her license number
5. Two (2) passport size photographs of the child, expenses for securing such should be the employer's responsibility. For a child who will work in a family undertaking, any digitally-captured photograph either by DOLE or employer may be accepted

6. When the employer is the parent, guardian, or a family member other than the parent of the child, he/she shall present any valid documents such as latest passport, latest postal/company identification card, driver's license establishing his/her identity. Additional requirement for the following are:
- For legal guardian: authenticated proof of legal guardianship
 - For family member: proof of relationship to the child
 - For employers in public entertainment or information:
 - Certified true copy of the employer's business permit or certificate of registration
 - Written employment contract between the employer and the child's parents or guardian and approved by DOLE.
 - An express agreement of the child to the provisions of the contract when the child is between seven (7) to below 15 years of age.

Additional Requirements for Renewal

Previously issued WCP

FEES

Permit Fee	P100.00 per permit/ project
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VALIDITY PERIOD

Based on the employment contract but not to exceed one (1) year

WHERE TO APPLY

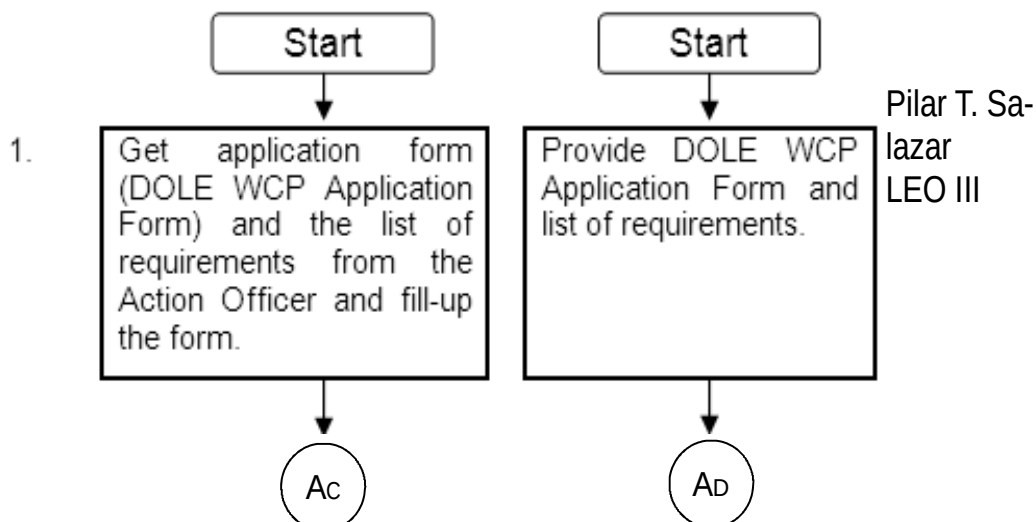
Regional / Field Offices whichever is nearest to the client

TOTAL PROCESS CYCLE TIME

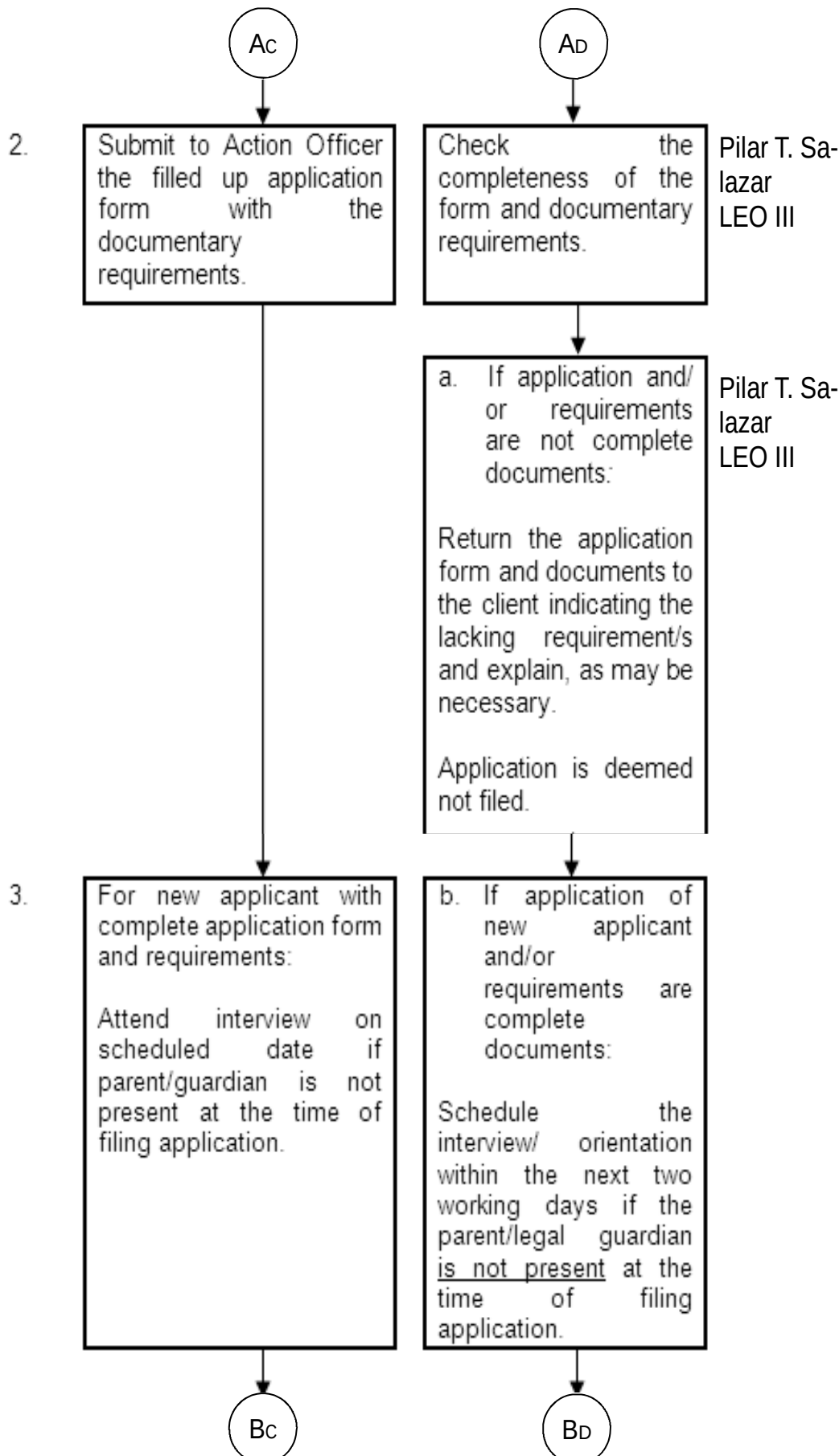
Eight (8) Working Hours from receipt of payment

BASIC STEPS

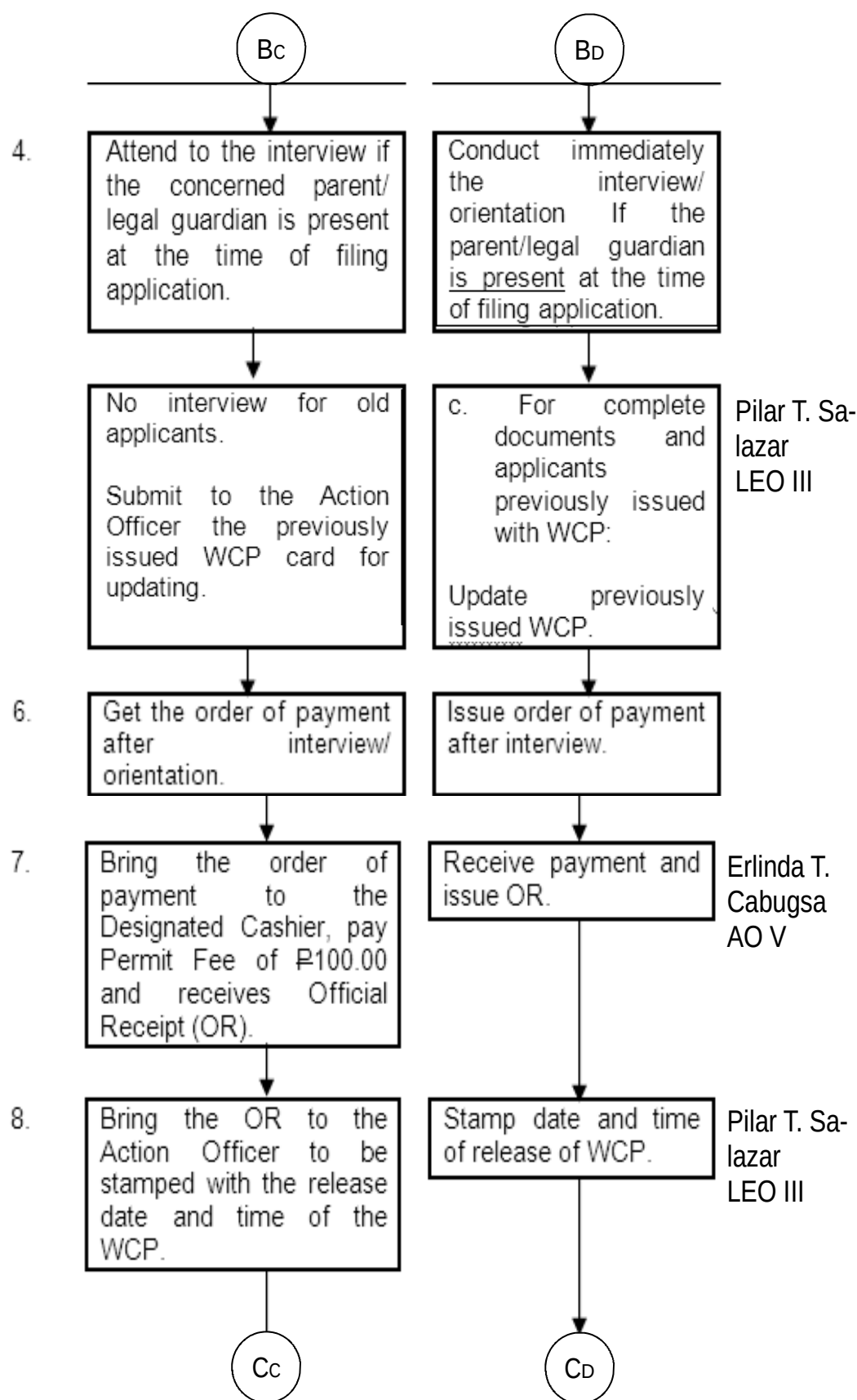
Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



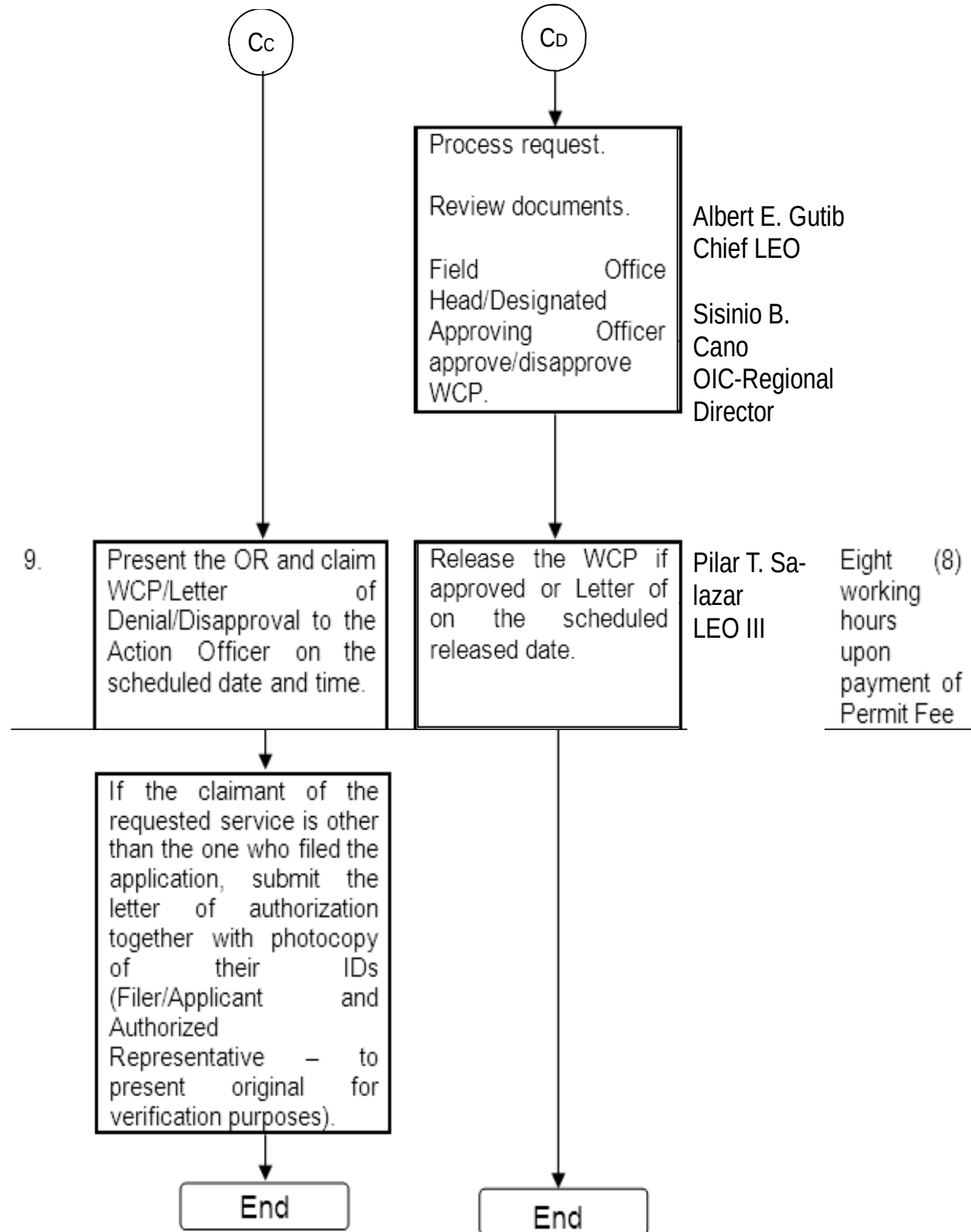
Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



F. REGISTRATION OF UNION

UNION REGISTRATION

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of labor organizations in order for them to acquire legal personality and to enjoy the rights given to legitimate labor organization.

Union registration refers to the process of determining whether the application for registration of a labor union organized for collective bargaining complies with the documentary requirements prescribed under Rule 3 and 4 of DOLE Department Order No. 40-03 and the rules implementing Book V of the Labor Code, as amended.

CLIENT/S/APPLICANT/S

All labor unions whose members are employed in commercial, industrial and agricultural enterprises and employees of government-owned or controlled corporations without original charters established under the Corporation Code, including religious, charitable, medical or educational institutions whether operating for profit or not which exist in whole and in part for collective bargaining.

Supervisory employees shall not be eligible for membership in a rank-and-file employee labor union but may form their separate labor unions.

Alien employees with valid working permits issued by DOLE may exercise their right to self-organization and join or assist labor unions for purposes of collective bargaining if they are nationals of a country which grants the same or similar rights to Filipino workers, as certified by the Department of Foreign Affairs.

Managerial employees shall not be eligible to form, join or assist any labor union for purposes of collective bargaining.

REQUIREMENTS

For Local Chapters

1. Duly accomplished and notarized Application Form
2. Charter certificate issued by the federation or national union indicating the creation or establishment of the local/chapter
3. The names of the local/chapter's officers, their addresses and principal office of the local chapter
4. The local/chapter's constitution and by-laws, provided that where the local/chapter's constitution and by-laws is the same as that of the federation or national union, this fact shall be indicated accordingly.

For Independent Labor Union

1. Duly accomplished and notarized Application Form
2. Minutes of Organizational Meeting and Attendance Sheet
3. List of Members
4. Financial Report if in existence for at least one (1) year
5. If less than 1 year, and has not collected any amount, a certification to this effect.
6. Constitution and by-laws accompanied by the names and signatures of ratifying members
7. Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members.
8. Minutes of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members.
9. Statement that it is not reported as a chartered local or any federation
10. List of members comprising at least 20% of the employees of the bargaining unit

FEES

Permit Fee	P70.00
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VALIDITY PERIOD

Indefinite

WHERE TO APPLY

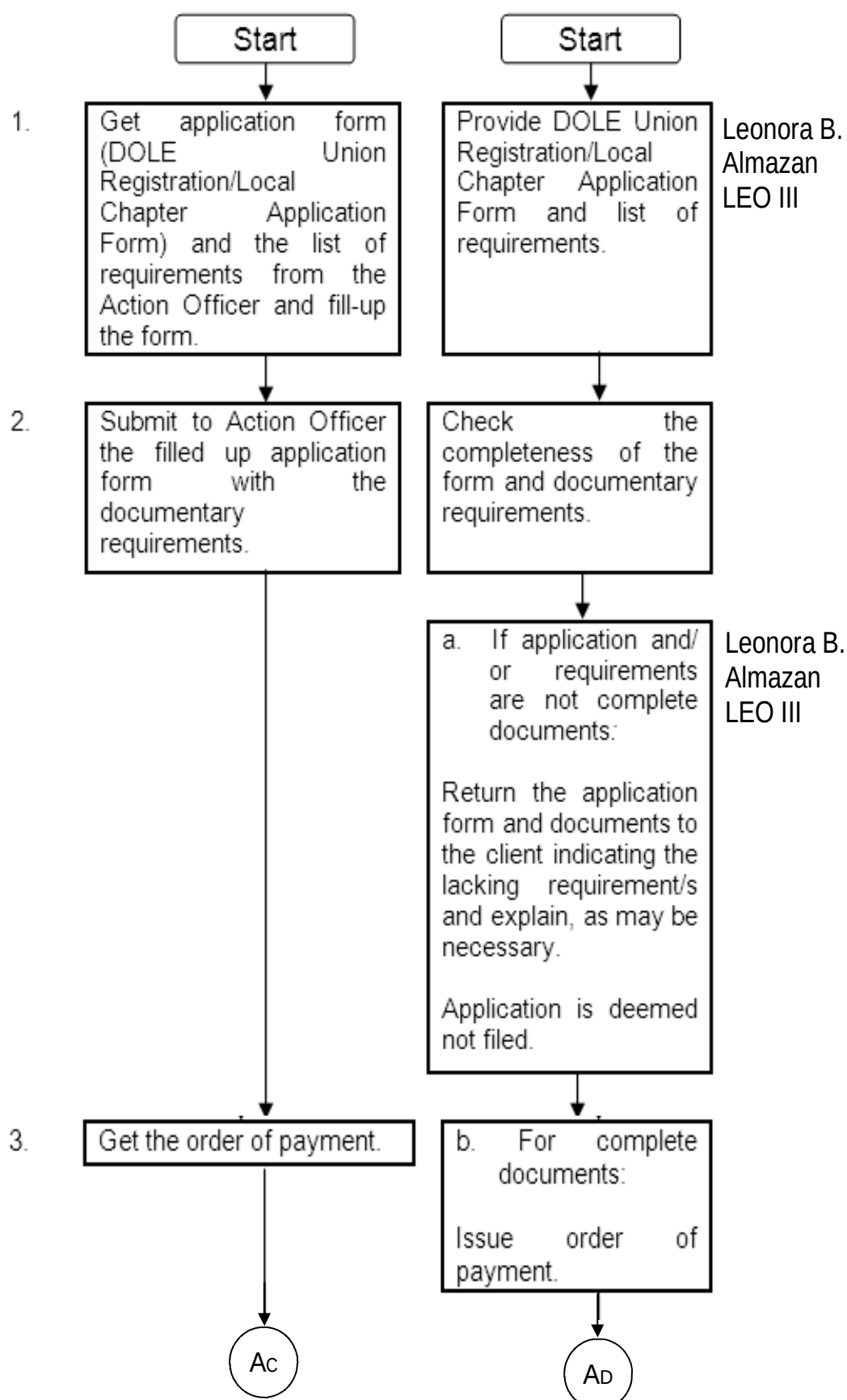
Field Office

TOTAL PROCESS CYCLE TIME

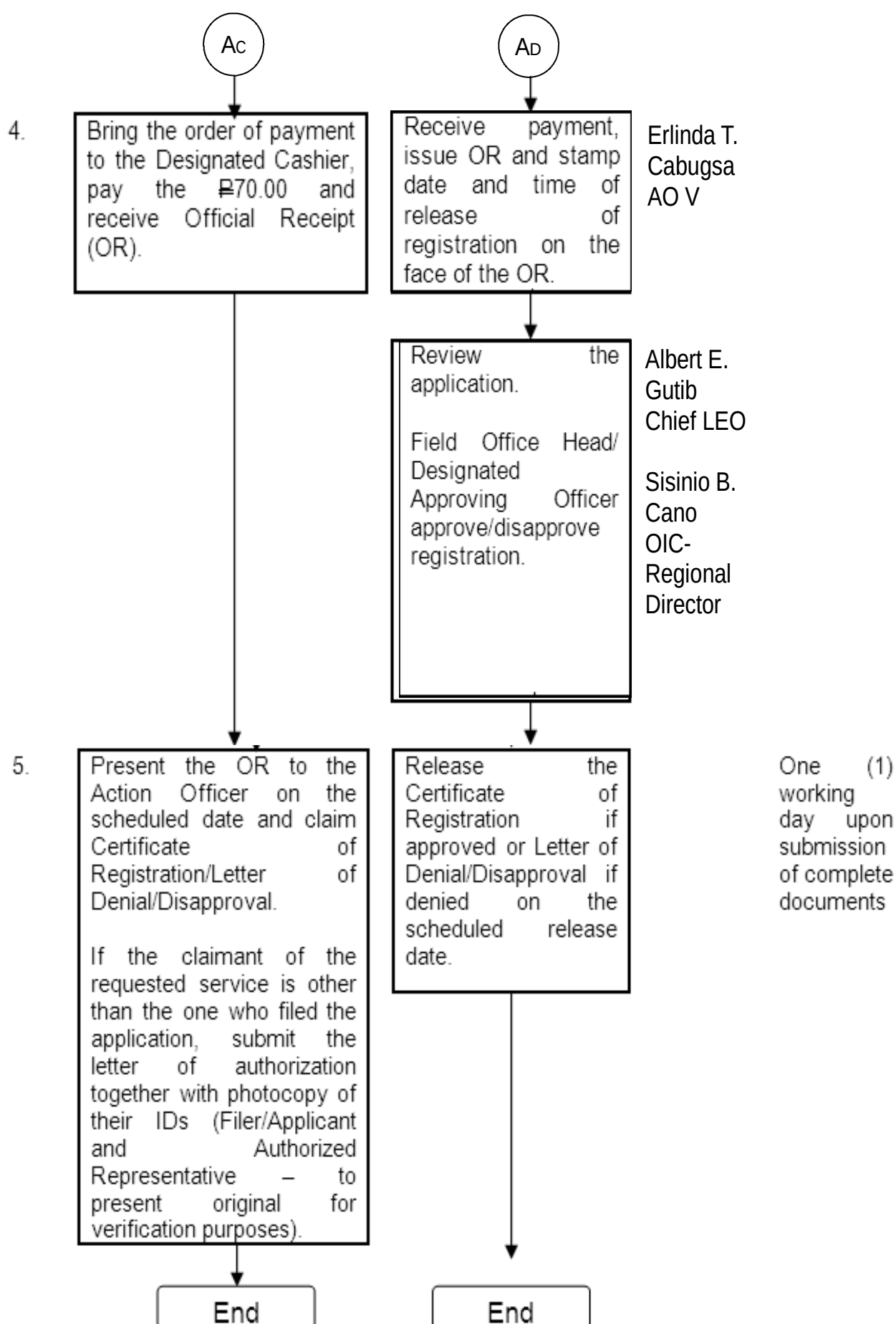
One (1) Working Day upon receipt of complete documents and payment of registration fee

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



G. REGISTRATION OF WORKER'S ASSOCIATION

WORKER'S ASSOCIATION REGISTRATION

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of workers' association organized for the mutual aid and protection of its members or for other legitimate purposes except collective bargaining in order for them to acquire legal personality.

Worker's Association registration refers to the process of determining whether the application for registration of such organization complies with the documentary requirements prescribed under Rule 3 and 4 of DOLE Department Order No. 40-03, as amended.

CLIENT/S/APPLICANT/S

Working Youth, Overseas Filipino Workers, Persons with Disabilities, Displaced Workers and all other workers, including ambulant, intermittent workers, the self-employed, rural workers and those without definite employers

REQUIREMENTS

1. Duly accomplished and notarized Application Form
2. Name of the association officers and their addresses
3. Minutes of Organizational Meeting and Attendance Sheet
4. List of Members
5. Financial Report if in existence for at least one (1) year
6. If less than 1 year, and has not collected any amount, a certification to this effect.
7. Constitution and by-laws accompanied by the names and signatures of ratifying members
8. Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members
9. Minutes of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members

FEES

Permit Fee	P70.00
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VALIDITY PERIOD

Indefinite

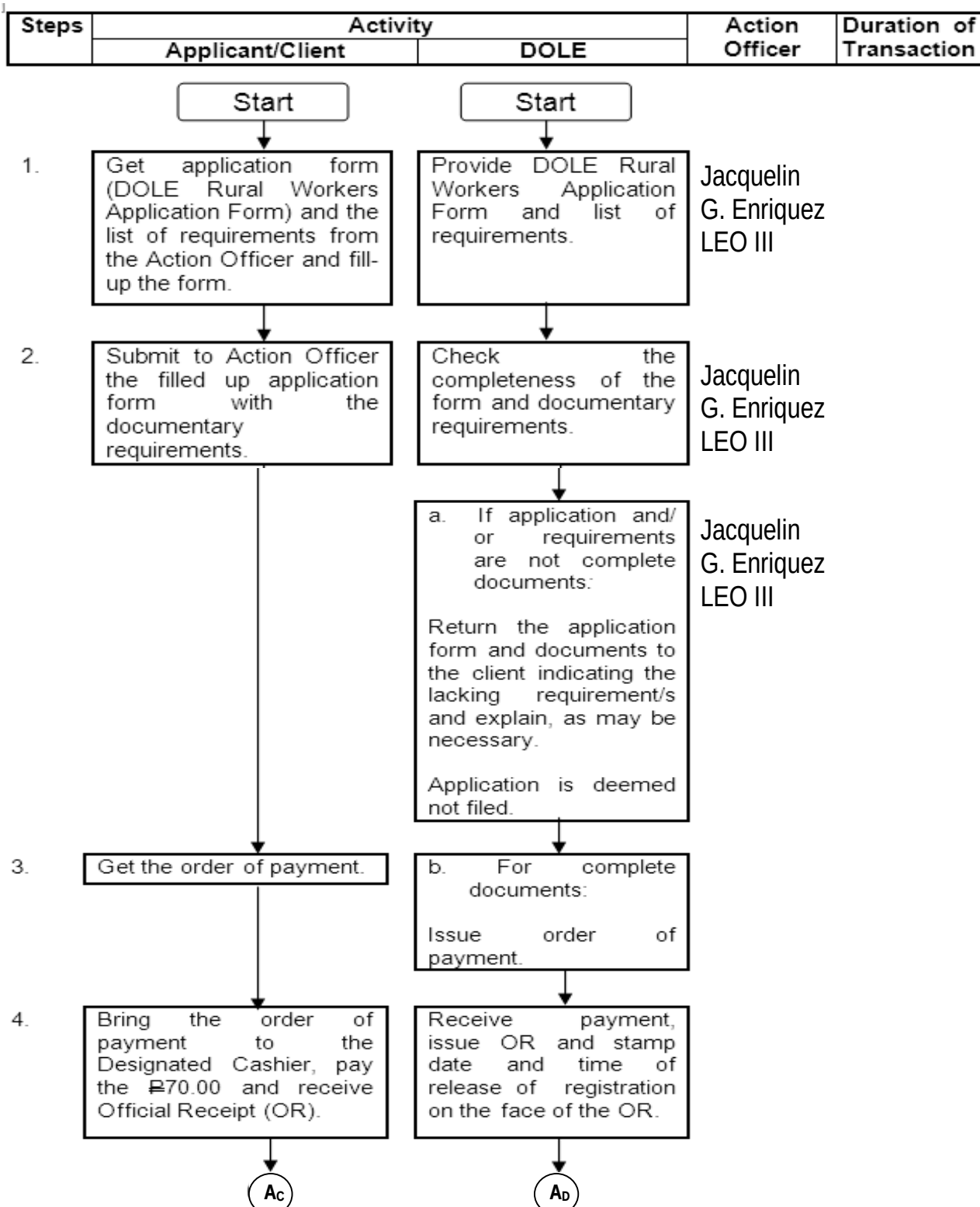
WHERE TO APPLY

Regional Office/ Field Office

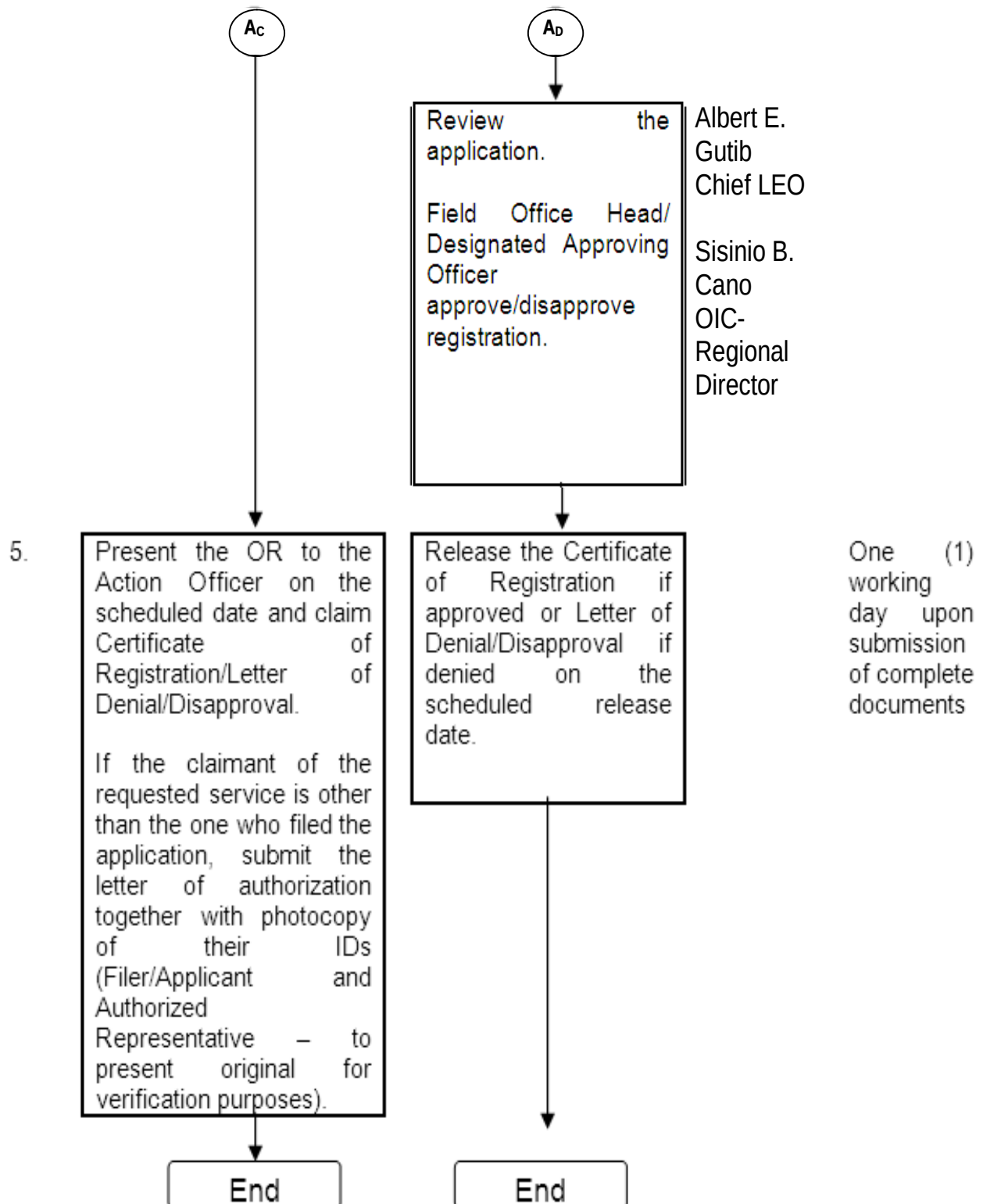
TOTAL PROCESS CYCLE TIME

One (1) Working Day upon receipt of complete documents and payment of registration fee

BASIC STEPS



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



H. REGISTRATION OF COLLECTIVE BARGAINING AGREEMENT

COLLECTIVE BARGAINING AGREEMENT (CBA) REGISTRATION

It is the State policy to promote and emphasize the primacy of collective bargaining in setting working conditions or the creation of a mechanism by which employers and recognized and certified labor unions bargain collectively.

The registration of Collective Bargaining Agreement refers to the process of determining whether the application for registration complies with the requirements provided under DOLE Department Order No. 40-03, as amended.

CLIENT/S/APPLICANT/S

Parties to the CBA

REQUIREMENTS

1. Duly accomplished and notarized Application Form
2. Original and 2 duplicate signed copies of the CBA which must be certified under oath by the representative/s of the employer/s and labor/union/s concerned
3. Statement that the CBA was posted in at least two (2) conspicuous places in the establishment/s concerned for at least five (5) days before its ratification
4. Statement that the CBA was ratified by the majority of the employees in the bargaining unit of the employer/s concerned

FEES

Permit Fee	P1,000.00
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VALIDITY PERIOD

Five (5) years

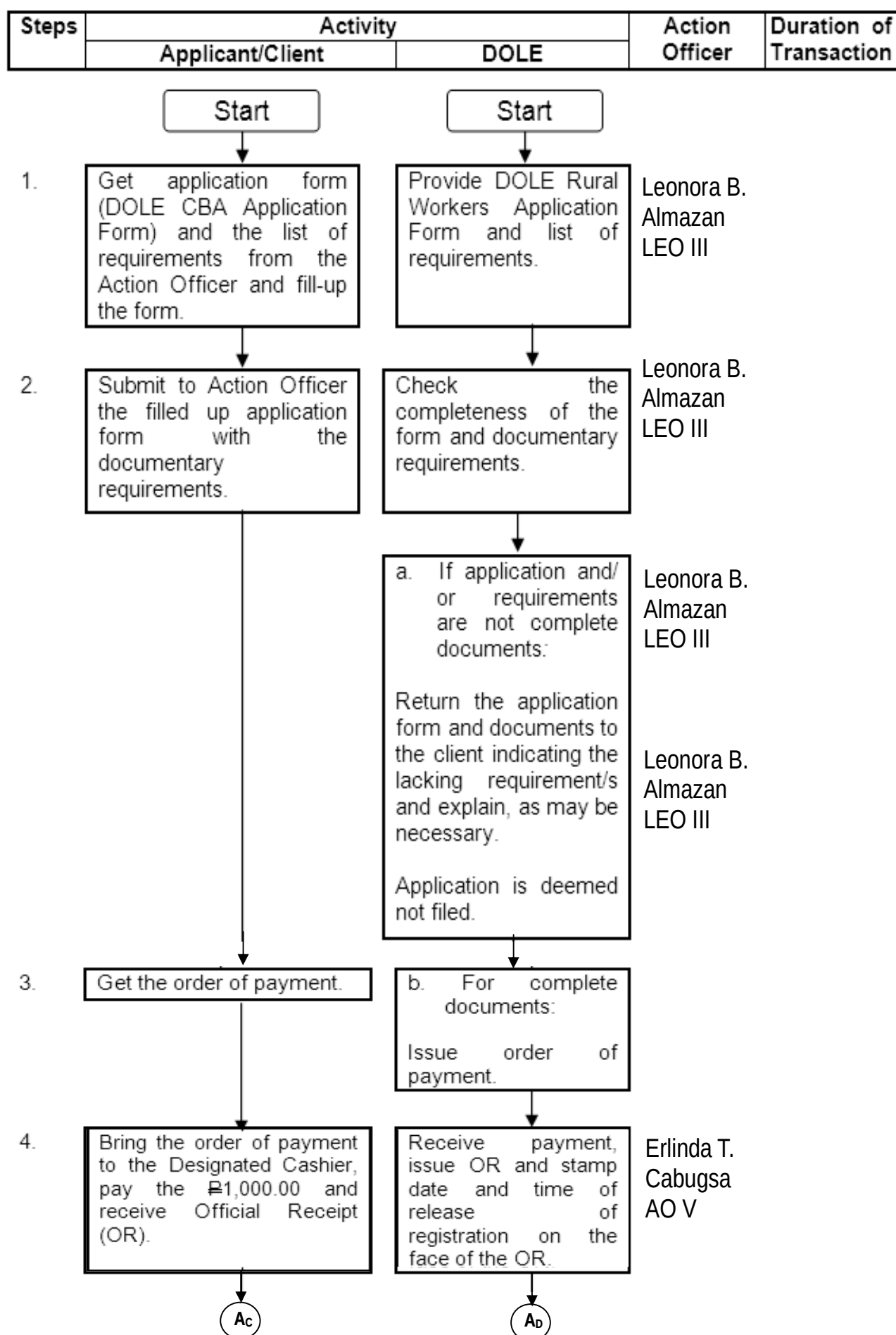
WHERE TO APPLY

Field Office

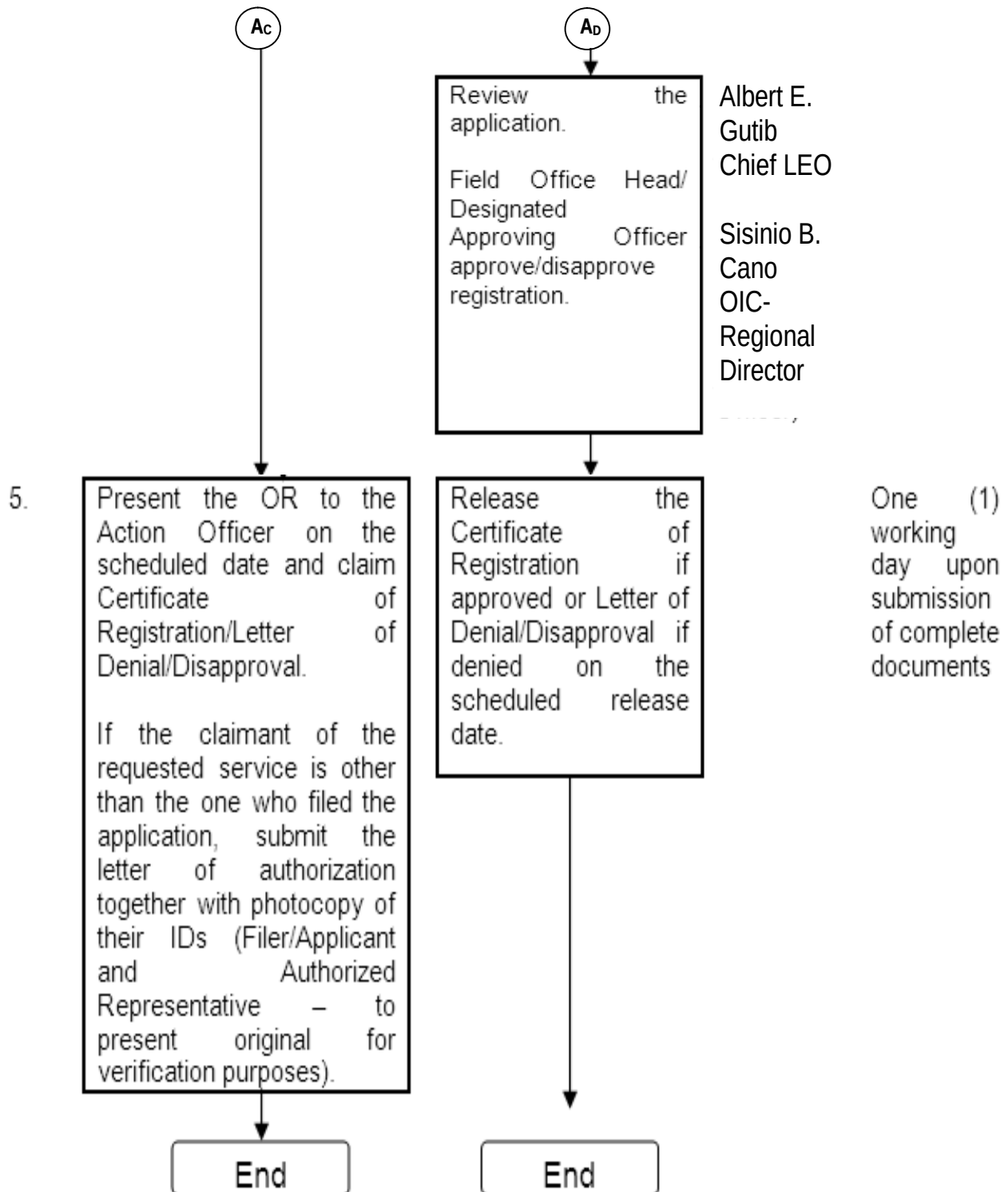
TOTAL PROCESS CYCLE TIME

One (1) Working day upon receipt of complete documents and payment of registration fee

BASIC STEPS



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



I. CERTIFICATION FROM DOLE THAT THE COMPANY HAS NO PENDING/HAS PENDING CASE

CERTIFICATION FROM DOLE THAT COMPANY HAS PENDING/NO PENDING CASE

The DOLE is mandated to review labor standards cases coming from Regional Offices through the exercise of their visitorial powers under Article 128 of the Labor Code, as amended and review the Order of the POEA Administrator pertaining to recruitment violations.

The Certification is issued to stakeholders for bidding purposes, renewal of license and withdrawal of escrow deposit.

CLIENT/S/APPLICANT/S

DOLE stakeholders/clients, Companies, Corporations, Agencies, Government Offices and Other Legal Entities

REQUIREMENTS

1. For Individual
 - a. Application for Clearance/Request Form or letter request indicating the purpose
 - b. Identification Card of the requesting party
2. For Corporation, Agency and Other Legal Entities
 - a. For Bidding purposes
 - i. Application for Clearance/Request Form or letter request indicate the purpose
 - ii. Photocopy of the Official Receipt (OR) of the bidding fee
 - iii. Pertinent bidding document/s showing that the Certification of No Pending / With Pending Case from DOLE Office is being required of the company i.e., Checklist of Eligibility Requirements, Instruction to Bidders and the like
 - iv. Identification Card of the requesting party
 - b. For Renewal of License/Certificate of Registration
 - i. Application for Clearance/Request Form or letter request indicating the purpose
 - ii. Identification Card of the requesting party

- c. For Withdrawal of Escrow Deposit
 - i. Photocopy of escrow deposit
 - ii. Any document showing/certifying that the Certification of No Pending/With Pending Case from DOLE is being required of the company.
 - iii. Identification Card of the requesting party
- d. For Other Legal/Valid Purpose
 - i. Any document showing/certifying that the Certification of No Pending/With Pending Case from DOLE is being required of the company.
 - ii. Identification Card of the requesting party

VI. FEES

No Service Fee.

WHERE TO APPLY

For bidding purposes and withdrawal of POEA's escrow deposit:
DOLE Regional Office, 3rd Floor, QNS Bldg. Veterans Ave. Tumaga Rd.
Zamboanga City

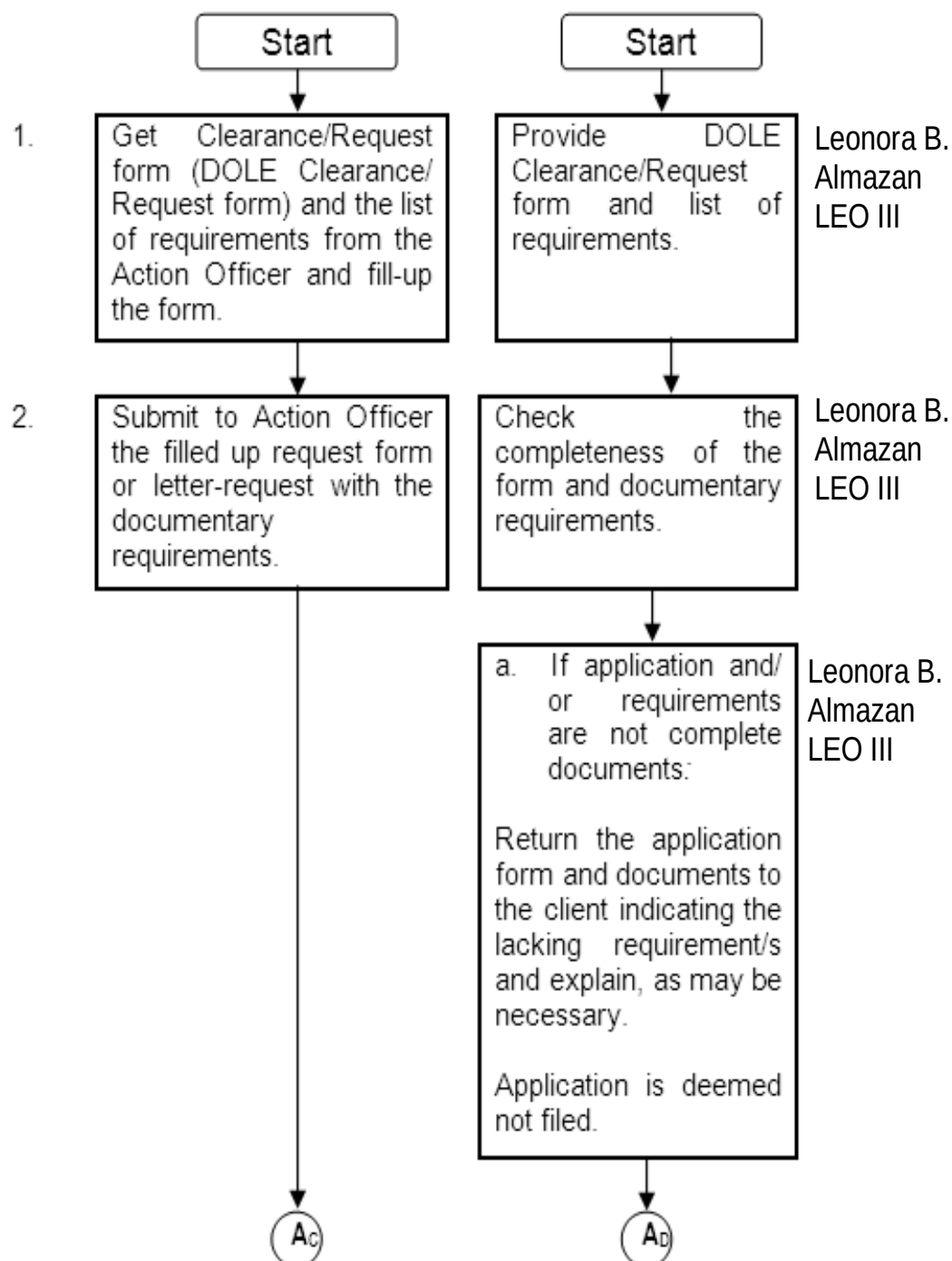
DOLE Zamboanga City Field Office, 3rd Floor, QNS Bldg. Veterans Ave.
Tumaga Rd., Zamboanga City

TOTAL PROCESS CYCLE TIME

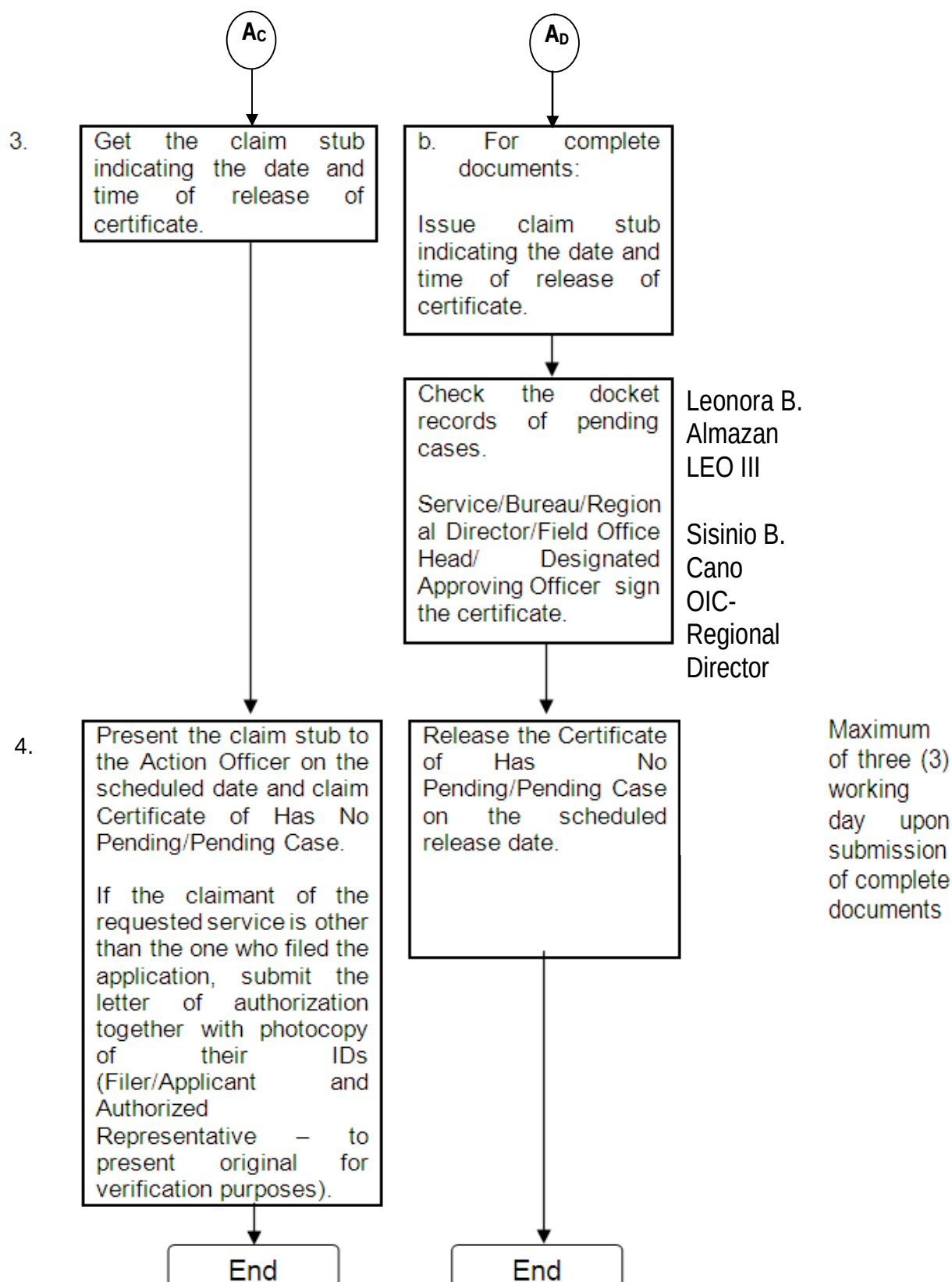
Maximum of three (3) working days upon receipt of complete documents

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		

**Note:**

The clearance Certificate can be claimed only up to 1 month from the date of its scheduled release, otherwise, file a new clearance/request form or letter request.

SIMPLE OVERSEAS TRANSACTIONS

J. ISSUANCE OF OVERSEAS EMPLOYMENT CERTIFICATE AT POST

ISSUANCE OF OVERSEAS EMPLOYMENT CERTIFICATE AT POST

Overseas Employment Certificate (OEC) is a clearance issued to Overseas Filipino Workers (OFWs), known as Balik-Manggagawa (BM) who exit from the Philippines for employment purpose.

Pursuant to Section 35, Migrant Workers and Overseas Filipinos Act 1995 (Republic Act 8042), OFWs shall be exempted from the payment of travel tax and airport terminal fee upon presentation of the OEC exit clearance which shall serve as:

- Travel exit pass for OFWs at the airports
- An exemption certificate from payment of Travel Tax and airport terminal fee upon presentation to the airline counter and airport terminal fee counter
- Worker's guarantee that he/she is covered by government protection and benefits;

CLIENT/S/APPLICANT/S

- OFWs on leave/vacationing or returning to same employer after a specified term of contract or to same employer who has transferred to another jobsite.
- OFWs who have partially served their present employer
- Undocumented OFWs (tourists, dependents, students, businessman) who became OFWs and have partially served the same employer

REQUIREMENTS

1. Valid original passport
2. Valid re-entry visa, work permit or any equivalent document
3. Copy of verified employment contract
4. Copy of plane ticket or printed e-ticket
5. Official Receipt for the valid OWWA Membership payment
6. Other, as may be necessary – Any proof that OFW is returning to the same employer (such as: company ID, employment certificate and visas if OFW has no record on file at POEA)

FEES

P 100.00 or its equivalent in local currency

VALIDITY PERIOD

Sixty (60) days from the date of issuance or US Dollars

WHERE TO APPLY

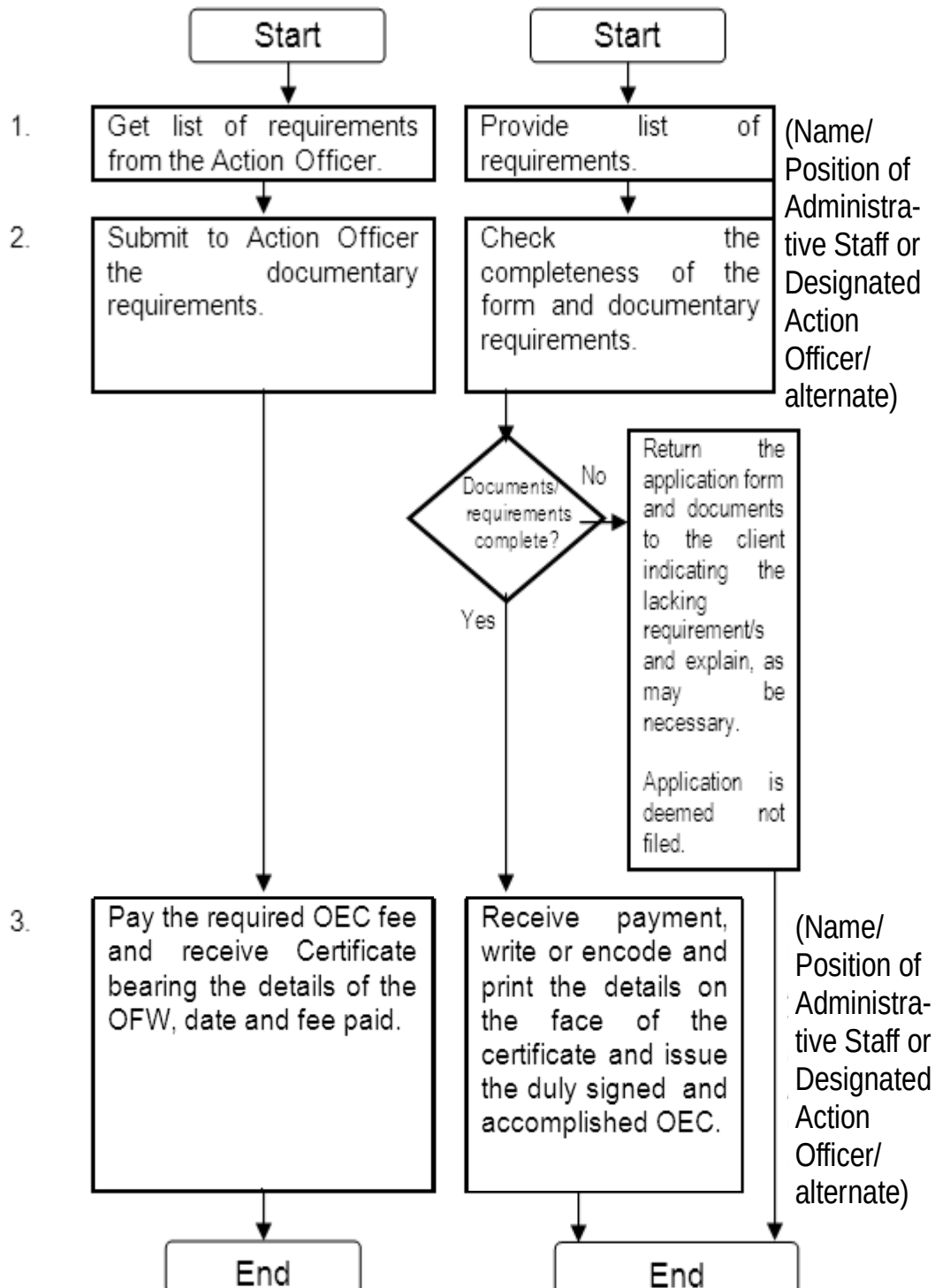
For workers abroad - Philippine
Overseas Labor Offices (POLOs)
For workers from the Philippines –
Philippine Overseas Employment
Administration (POEA) and its
Regional/Satellite Offices

TOTAL PROCESS CYCLE TIME

Thirty minutes upon
submission/presentation of
complete documents and
payment of required fees

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



K. VERIFICATION OF OVERSEAS EMPLOYMENT DOCUMENTS

VERIFICATION OF OVERSEAS EMPLOYMENT DOCUMENTS AT POST

Verification of overseas employment documents at post provide for a built-in mechanism for verifying overseas employment documents as a requisite to authentication with Section 21 of the Labor Code and the rules of POEA. It aims to protect the interest of Filipino Workers abroad pursuant to EO 1022 and its implementing rules and regulations per Jt. DOLE/DFA/DBM/DOF/COA Circular No. 3-99.

CLIENTS/APPLICANTS

OFWs, Employer/s and Foreign Recruitment Agencies (FRAs)

REQUIREMENTS

A. For Employment Contract

From OFW	From the Employer/FRA	*Additional Requirement for Renewal of Employment Contract or Change of Employer
1. Photocopy of the passport of the OFW	5. photocopy of the passport or valid/national ID of the employer	7. Valid Official Receipt for OWWA Membership
2. Authority to work or equivalent Work Permit from the host country	6. Photocopy of the Verified Job Order (JO)	
3. Photocopy of the Plane Ticket		
4. Proof Visa Approval (if applicable)		

B. For Recruitment Agreement (RA)/Service Agreement (Land-based) or Manning Agreement (Sea-based)

From Philippine Recruitment Agency	For Land-based : From Foreign Recruitment Agency	For Sea-based : From Foreign Recruitment Agency
1. Photocopy of valid POEA License	2. Legal personality of the employer/principal (e.g. equivalent SEC/DTI registration of the employer/principal or company; equivalent DOLE license/authority to recruit)	5. Legal personality of the employer/principal (e.g. equivalent SEC/DTI registration of the employer/principal or company; equivalent Ship registration)

From Philippine Recruitment Agency	For Land-based : From Foreign Recruitment Agency	For Sea-based : From Foreign Recruitment Agency
	3. Proof of financial capability of the employer/principal	6. Proof of financial capability of the employer/principal
	4. Photocopy of the passport or valid national ID of the employer/signatory of all documents	7. Photocopy of the passport or valid national ID of the employer/signatory of all documents
		8. Particulars of the Ship (e.g. type, capacity, point of destination, etc.)

C. For Special Power of Attorney (SPA)

From Philippine Recruitment Agency	From Foreign Recruitment Agency
1. Photocopy of valid POEA license	2. Legal personality of the employer/principal (e.g. equivalent SEC/DTI registration of the employer/principal or company)
	3. Equivalent DOLE license/authority to recruit from the Host Country

D. For Proof of Visa Availability (if necessary)

From the OFW	From the Employer/Foreign Recruitment Agency
1. Photocopy of the passport of the OFW	3. Photocopy of the passport or valid/national ID of the employer
2. Authority to Work or equivalent work permit from the host country	

E. For Job Order (JO) or Manpower Request with Master/Model Employment Contract of Employment

From Philippine Recruitment Agency	From Foreign Recruitment Agency	From Requesting Employer	For Sea-Based : From the Shipping Company
1. Photocopy of valid POEA license	2. Legal personality of the Recruitment Agency/ employer/ principal (e.g. equivalent DOLE license/ authority of the recruitment agency)	5. Letter requesting the foreign recruitment agency to do the recruitment for the company	8. Particulars (e.g. no. of OFW per position with the corresponding salary rates)
	3. Photocopy of passport or valid/national ID of the Employer/ signatory of all the documents	6. Legal personality of the employer/ principal (e.g. equivalent SEC/ DTI registration with proof of financial capability)	9. Other related documents as may be necessary, i.e. Master/Model Contract of Employment
	4. Master/Model Contract of Employment	7. Photocopy of passport or valid/national ID of the Employer/ signatory of all the documents	

FEES

US \$10 or its equivalent in local currency for individual contract of employment /Master Model or Pro-Forma Contract, Proof of Visa

Availability, Job Order/Manpower Requests, Special Power of Attorney, and other similar documents

US \$30 or its equivalent in local currency for Group Service Contract of Employment, Recruitment Agreement/ Manning Agreement, and other similar contract/agreement/document

VALIDITY PERIOD

For Individual Employment Contract – Two (2) years or as indicated in the contract

For Group Service Agreement – Within the specified period/duration as stated in the contract

For RA/SPA – One (1) year

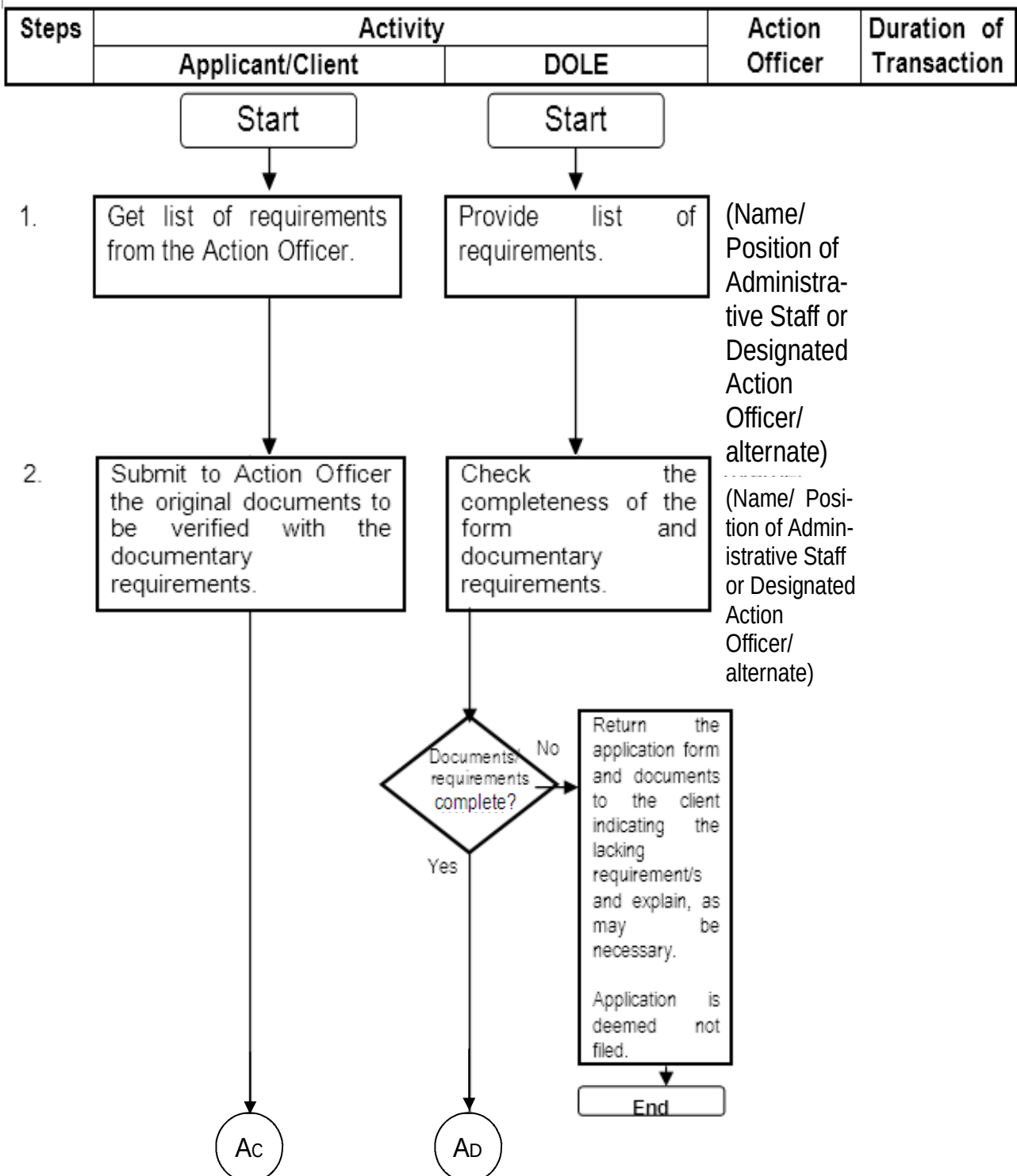
For JO – until such time that the JO has been used up but not to exceed one (1) year

WHERE TO APPLY

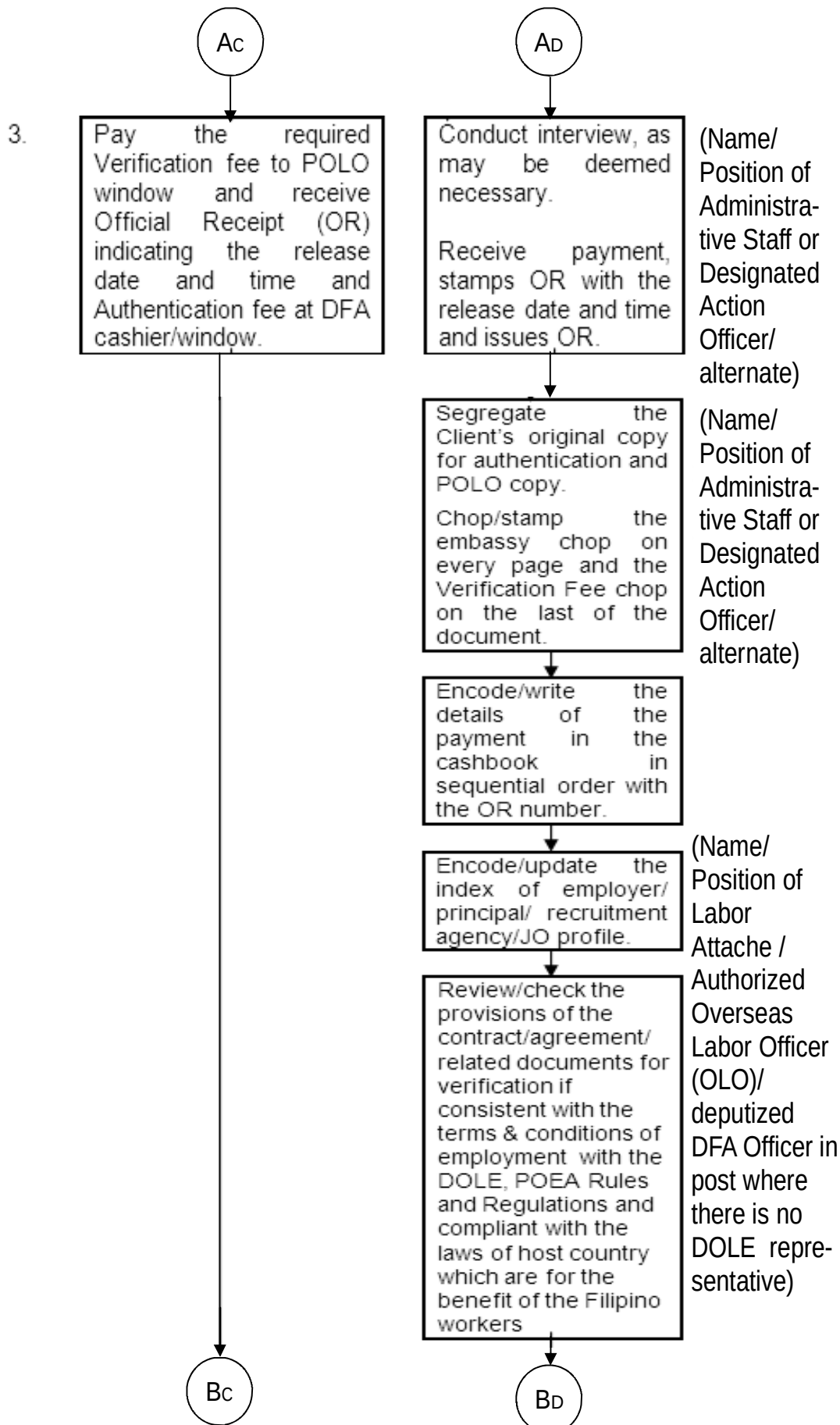
Philippine Overseas Labor Offices
(POLOs)

TOTAL PROCESS CYCLE TIME

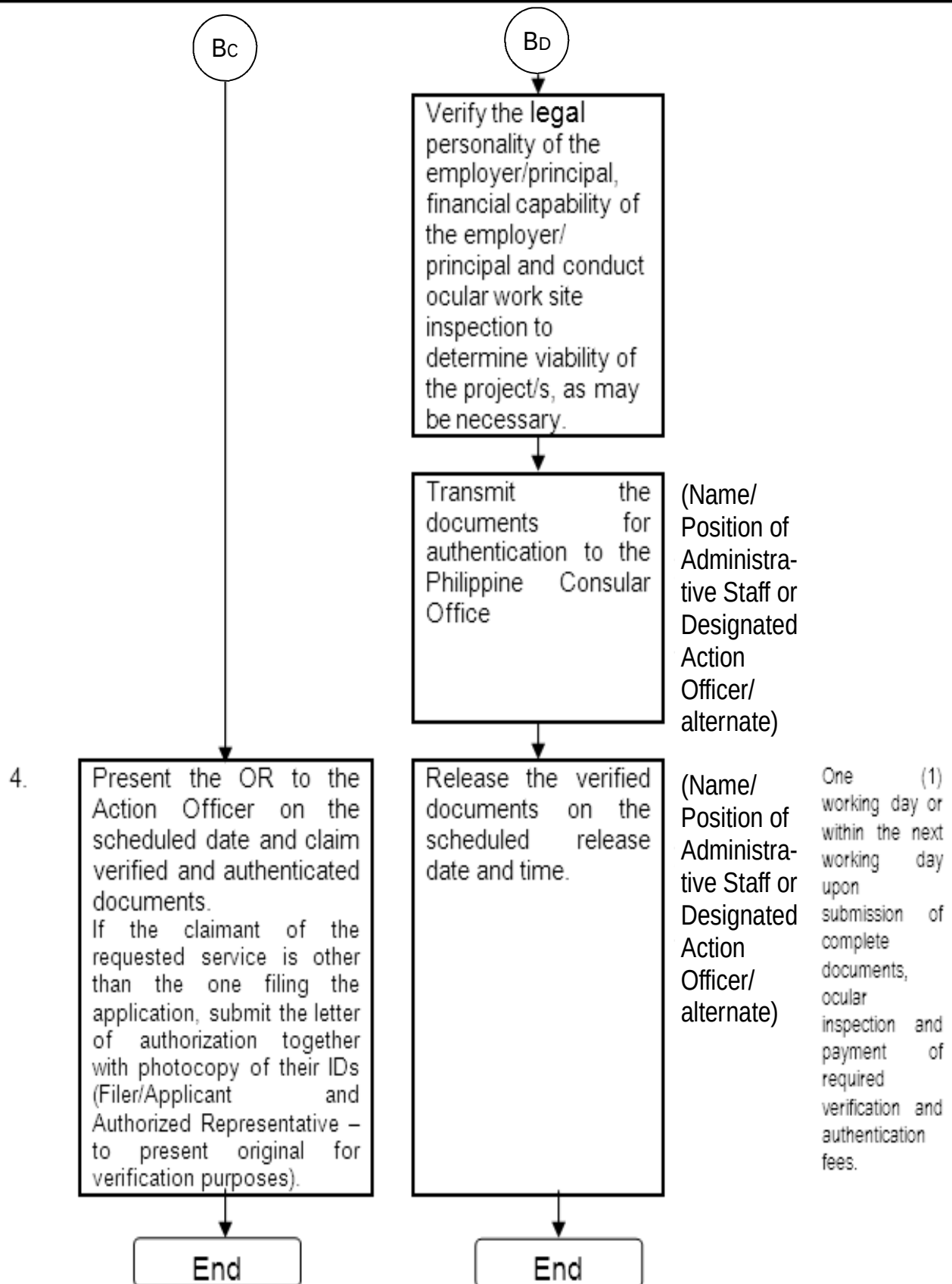
One (1) working day or within the next working day upon receipt of complete documents, ocular inspection, and payment of verification and authentication fees.

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



COMPLEX LOCAL TRANSACTIONS**L. APPLICATION FOR PRIVATE RECRUITMENT AND PLACEMENT AGENCY LICENSE****PRIVATE RECRUITMENT AND PLACEMENT AGENCY LICENSE**

Under Article 25 of the Labor Code of the Philippines, as amended, the Department is mandated to govern and regulate the activities of all individuals and entities engaged in the recruitment and placement of persons for local employment.

The Private Recruitment and Placement Agency License is a license issued by the Department authorizing an individual, partnership, corporation or entity to operate a private recruitment and placement agency for local employment.

CLIENT/S/APPLICANT/S

1. Must be a Filipino citizen, if single proprietorship. In case of partnership or a corporation, at least seventy-five percent (75%) of the authorized capital stock must be owned and controlled by Filipino citizens;
2. Must have a minimum net worth of P200,000.00 in the case of single proprietorship and partnership or a minimum paid-up capital of P500,000.00 in the case of corporation.
3. The owner, partners or the officers of the corporation must be of good moral character and not otherwise disqualified by law;
4. Must have an office space with a minimum floor area of fifty (50) square meters.
5. Must issue an undertaking on the following:
 - a. That they will not engage in the recruitment of children below 15 years of age or place children below 18 years old in hazardous occupation in accordance with Republic Act No. 9231 and other related laws, and;
 - b. That they will assume full responsibility for all claims and liabilities which may arise in connection with the use of the license.
6. Must have undergone orientation on rules and regulations on local recruitment.

REQUIREMENTS

For New/Renewal License:

1. Duly filled up and notarized application form with undertaking.
2. Certified copy of Certificate of Registration of firm or business name from Department of Trade and Industry (DTI) Business Name Registration for Single Proprietorship; or SEC Registration/By-Laws/Articles of Incorporation/Articles of Partnership for Partnership and/or Corporation - *original copy to be presented*;
 - Must have a minimum paid-up capital of P500,000.00 for corporation
 - Must have a minimum net worth of P200,000.00 for single proprietorship and partnership
3. Specific address and location map of the office/proposed office
4. Contract of Lease for two (2) years or Owner's Certificate/Title of Office location (minimum office floor area of 50 sq.m.) - *original copy to be presented*;
5. Updated NBI Clearance of the applicant-owner, of the partners in the case of partnership or all the officers and members of the Board of Directors in the case of corporation - *original copy to be presented*;
6. Organizational structure and list of all officers and personnel with their respective bio-data, two (2) passport size picture and detailed statement of their duties and responsibilities
7. Income Tax Return (ITR) for the last two (2) years, as the case may be - *original copy to be presented*;
8. Sworn statement of assets and liabilities and/or duly audited financial statement, as the case may be;
9. List of all authorized representatives, if any; who must be at least high school graduate, with their corresponding bio-data, two (2) passport size pictures, high school diploma or other proof of educational attainment duly authenticated, NBI clearance and Special Power of Attorney (SPA) and
10. Certificate of attendance to orientation on rules and regulations on local recruitment.

Additional Requirements for Renewal:

1. DOLE Certificate of No Pending/Has Pending Case - *original copy to be presented*
2. Original copy of existing license and
3. Proof of Publication of the previous license

The application for renewal shall be filed not later than thirty (30) days before expiration of the same.

The PRPA License cannot be renewed if the licensee/proprietor, or any of the partners and board directors have been convicted by the regular courts for violation of the Labor Code, as amended and its Implementing Rules and Regulations, or if it has been previously revoked.

For Establishment of Branch Office/Renewal of Authority to Operate a Branch Office

1. Certified copy of the current license
2. Organizational structure of the branch office, including duly notarized appointments.
3. NBI Clearance, bio-data and two (2) passport-size pictures of the branch manager and staff members;
4. Certification that the branch office has office space with a minimum floor area of fifty (50) sq.m.
5. Certification that the licensee has no pending case from the DOLE Regional Office which issued the license and where the applicant will establish a branch office and
6. List of all authorized representatives, if any; who must be at least high school graduate, with their corresponding bio-data, two (2) passport size pictures, high school diploma or other proof of educational attainment duly authenticated, NBI clearance and Special Power of Attorney (SPA)

License Fee

	New or Renewal of License		Authority to operate a Branch Office
	Single Proprietorship	Corporation/ Partnership	
Filing Fee	₱1,000.00	₱3,000.00	₱1,000.00
License Fee	₱6,000.00	₱6,000.00	₱3,000.00
Cash Bond	₱25,000.00	₱25,000.00	
Surety Bond	₱100,000.00	₱100,000.00	Additional ₱50,000.00
Replacement of Lost License	₱600.00		

Penalty

₱5,000.00	Non-publication of License
₱10,000.00	Late filing of application

WHERE TO APPLY

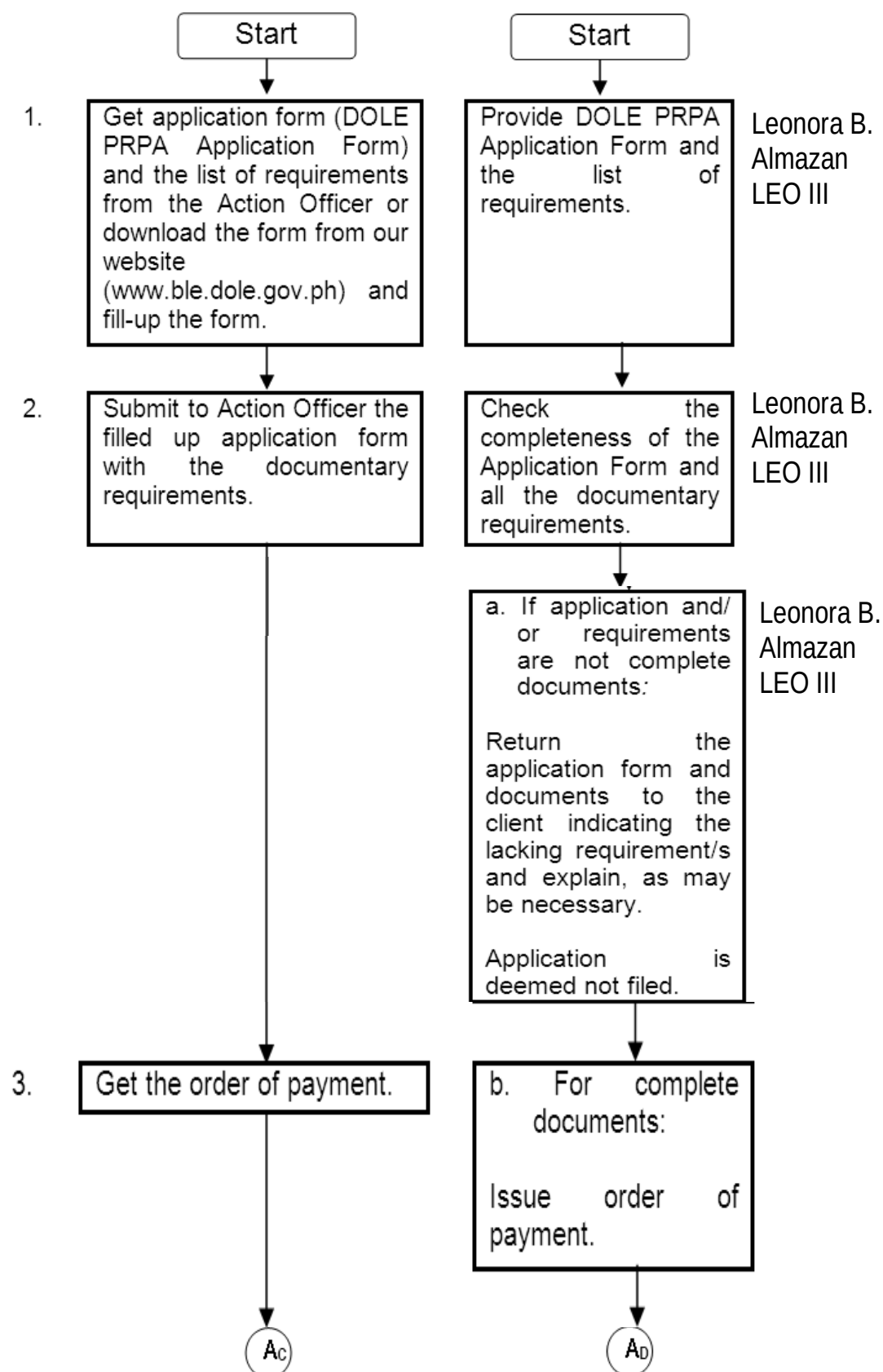
DOLE Regional Office

TOTAL PROCESS CYCLE TIME

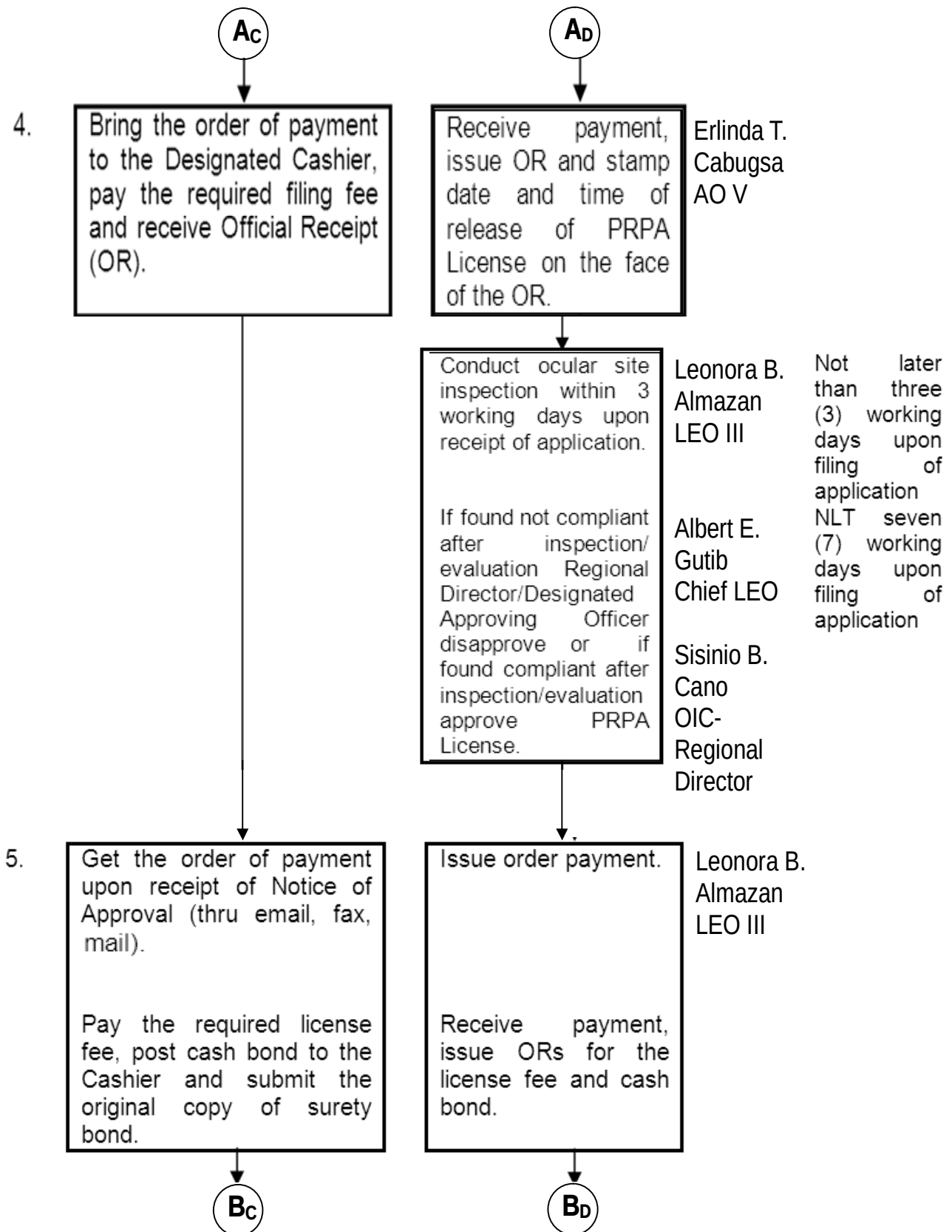
Ten (10) Working Days upon submission of complete documents and payment of required fees and bonds

BASIC STEPS

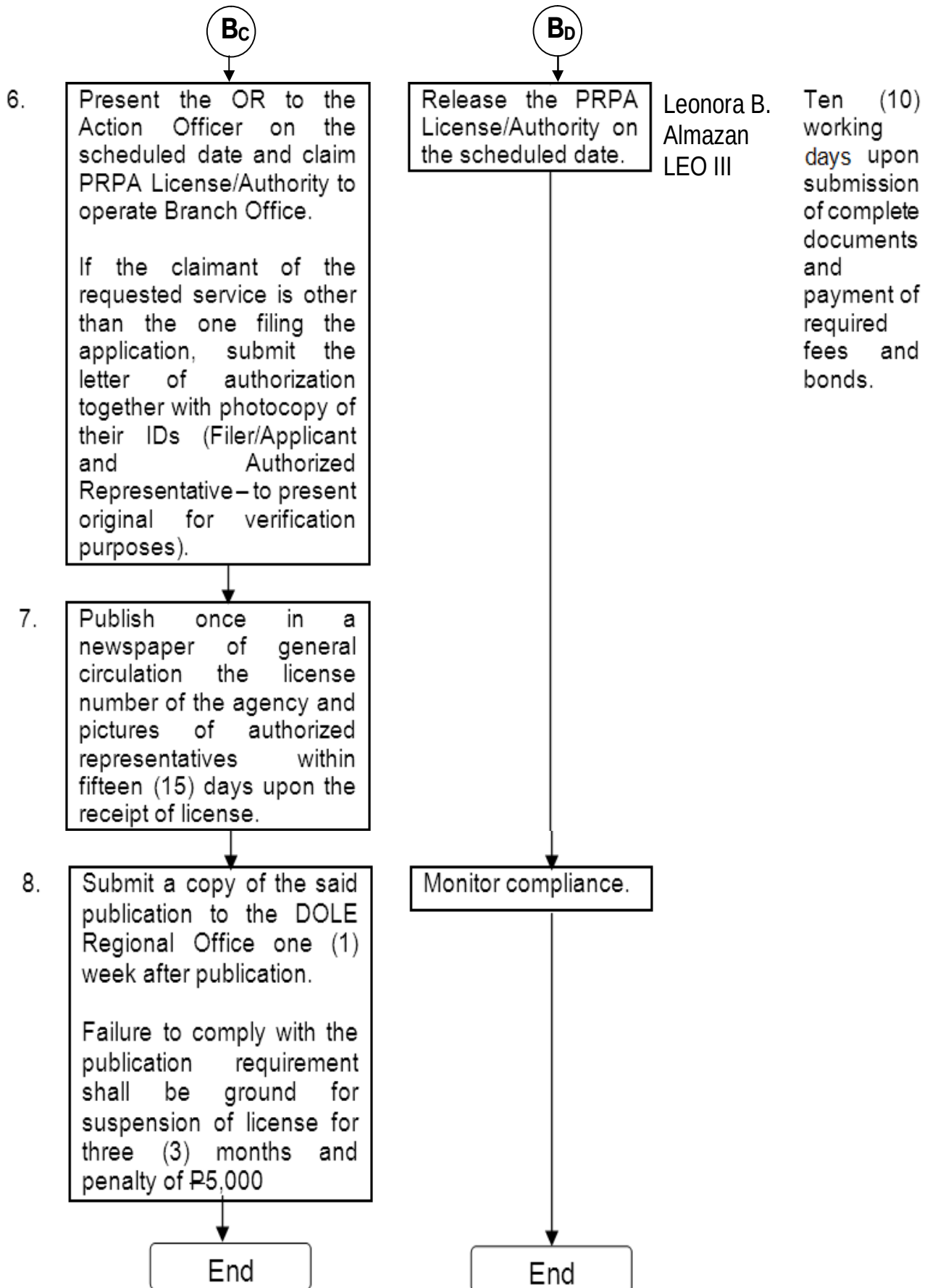
Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Reminders to Applicants and Employers seeking assistance from a Licensed Private Recruitment and Placement Agency:**Placement Fee (paid by the worker to the Licensed PRPA)**

Must not exceed twenty percent (20%) of the worker's first month basic salary and in no case shall be charged prior to the actual commencement of employment.

Service Fee (paid by the employer to the Licensed PRPA)

Must not exceed twenty percent (20%) of the annual basic salary of the worker and in no case shall the service fee be deducted from the worker's salary.

Transportation Expenses of the Worker (charge to the employer)

Transportation of the worker from the place of origin to the place of work shall be charged to the employer and shall in no case be deducted from the worker's salary.

Issuance of Official Receipt

Official Receipt for any payments shall be issued for any fees collected by the PRPA.

Complaints against PRPA

Report to DOLE and/or the concerned Regional/Field Office having jurisdiction on the PRPA any irregularities and violations incurred by said PRPA.

M. ACCREDITATION OF OCCUPATIONAL SAFETY AND HEALTH PRACTITIONERS

ACCREDITATION OF OCCUPATIONAL SAFETY AND HEALTH PRACTITIONERS

Under Rule 1030 of the Occupational Safety and Health Standards as amended by Department Order No. 16, Series of 2001, the Accreditation of Practitioners, Consultants and Organizations on Occupational Safety and Health (OSH) is issued to OSH Personnel and Training Organizations to assist the Department in instituting new and update existing programs to ensure safe and healthful working conditions in all places of employment (Article 162 Book IV, Title I, of the Labor Code of the Philippines, as amended).

CLIENT/S/APPLICANT/S

- A. Qualifications of Practitioners who are qualified to practice OSH in the Philippines:
 - i. Must have completed the prescribed 40-hour Basic Occupational Safety and Health Training Course from DOLE accredited or recognized organizations.
 - ii. Must have relevant experience in occupational safety and health. Three (3) years experience is required if applicant is duly licensed, four (4) years experience, if graduate of any 4 or 5 years college course without license and ten (10) years experience if college undergraduate.

Relevant experience shall mean actual work experience on OSH or a combination of actual work experience and attendance or participation in various trainings, seminars and other related learning processes.

REQUIREMENTS

For Accreditation as OSH Practitioner for New Application (Use/Attach Form DOLE-BWC-AF-CHK-PC)

1. Duly accomplished Application Form (DOLE-BWC-AF-PCN-A1 for OSH practitioner)
2. Two (2) recent 1" x 1" ID pictures in red background for practitioner duly signed by the applicant at the back

3. Original Certificate of Employment indicating date of appointment at present position using the official company letter head and photocopy of previous employment certificate, if any
4. Photocopies of Actual Duties and Responsibilities at present position, using company letterhead, signed by Immediate supervisor and Personnel Manager or authorized official of the company
5. Photocopies of certificates of completion of BWC prescribed training on OSH (40 hours) for practitioners and advanced training on OSH (80 hours) for consultants
6. Photocopies of certificates of completion/attendance in other OSH related trainings/seminars
7. Photocopy of college diploma and Transcript of Records or Board Exam Certificate/PRC license if applicable
8. Proof/s of accomplishment or participation in OSH (accident reports, safety inspection reports, safety audit reports, safety and health committee reports/programs prepared/implemented) and
9. Other supporting documents as proof of OSH practice.

Requirements for Renewal of Accreditation of Occupational Safety and Health Practitioner

1. Duly accomplished application form (DOLE-BWC-AF-PCR-A2)
2. Updated Resume with recent picture
3. Two (2) recent 1" x 1" ID pictures in red background for Practitioner, duly signed by the applicant at the back
4. Summary of Accomplishments on OSH duly certified by the supervisor and employer using official letterhead of the company
5. Proof/s of accomplishments or participation in OSH (accident reports, safety inspection reports, safety audit reports, safety and health committee reports/programs prepared/implemented)
6. Photocopy of certificate of accreditation
7. Photocopy of certificate of attendance on additional OSH related trainings (at least 16 hours of OSH training per year or a total of 48 hours for 3 years, earned from DOLE recognized/accredited STO/institutions or any institutions authorized by law).
8. Other supporting documents as proof of OSH practice.

Where there is a change of employer/position, the following must also be submitted:

- a. Original certificate of employment indicating name, position and date of appointment at present position, using official letterhead of the company.
- b. Original copy of actual Duties and Responsibilities at present position, using official letterhead of the company, signed by immediate supervisor and Personnel Manager or authorized official of the company.

FEES**For Certificate/ID, Renewal/ID and Replacement Fee of OSH Practitioner**

Certificate and ID	P150.00
Renewal Certificate and ID	P100.00
Replacement Fee (upon presentation of proof of loss)	P150.00

VALIDITY PERIOD

Three (3) years, renewable every three (3) years

WHERE TO APPLY

Regional Office

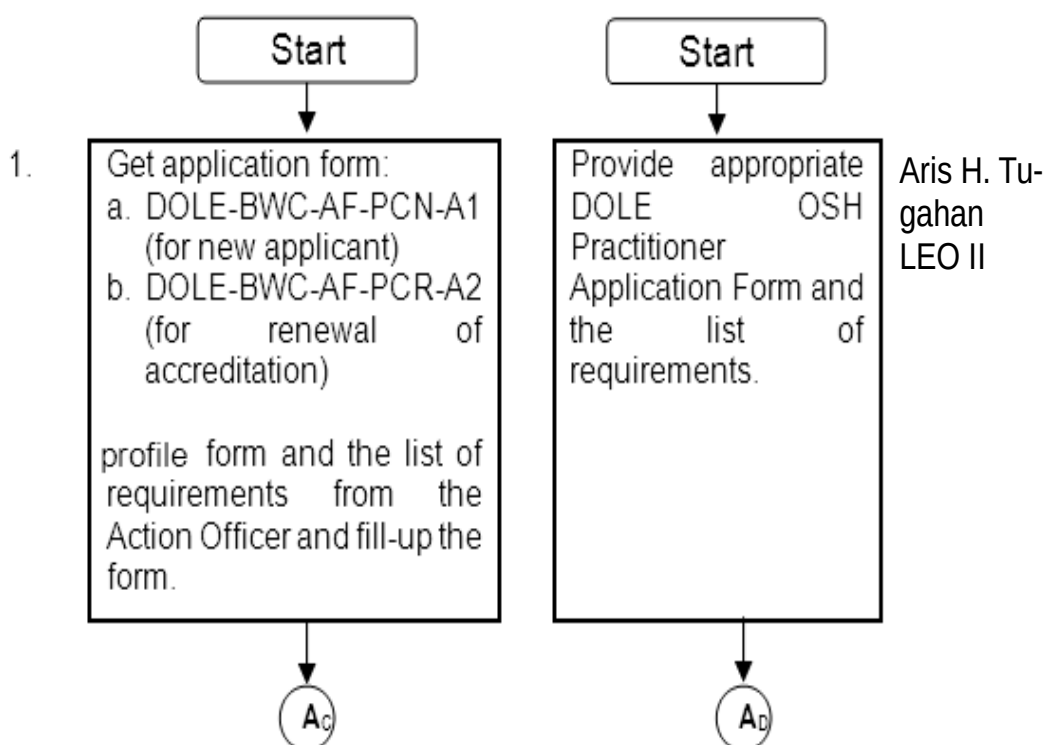
Field Office may accept application but the Regional Director signs the Accreditation certificate

TOTAL PROCESS CYCLE TIME

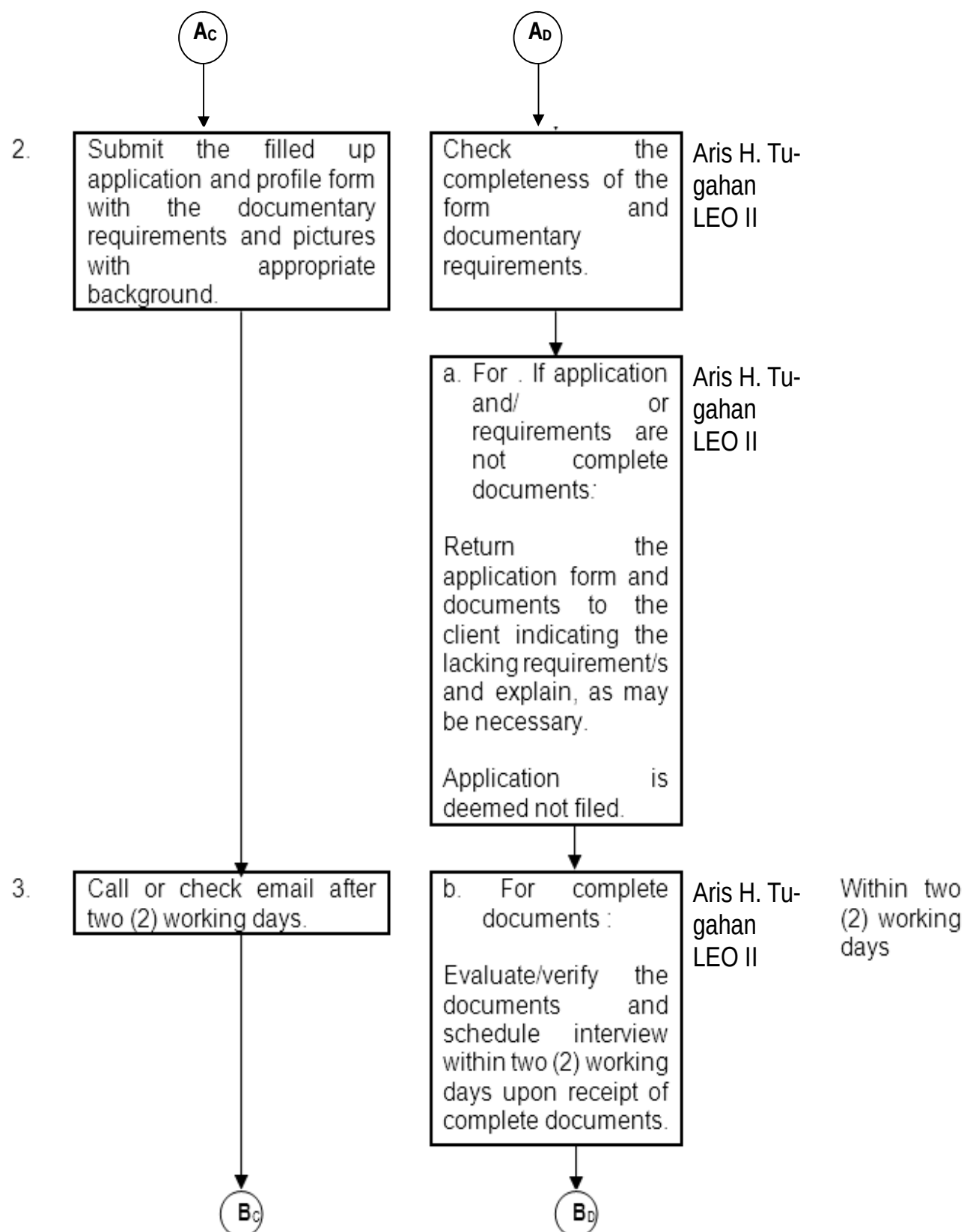
Ten (10) working days upon receipt of complete documents, interviewed and paid the required fees

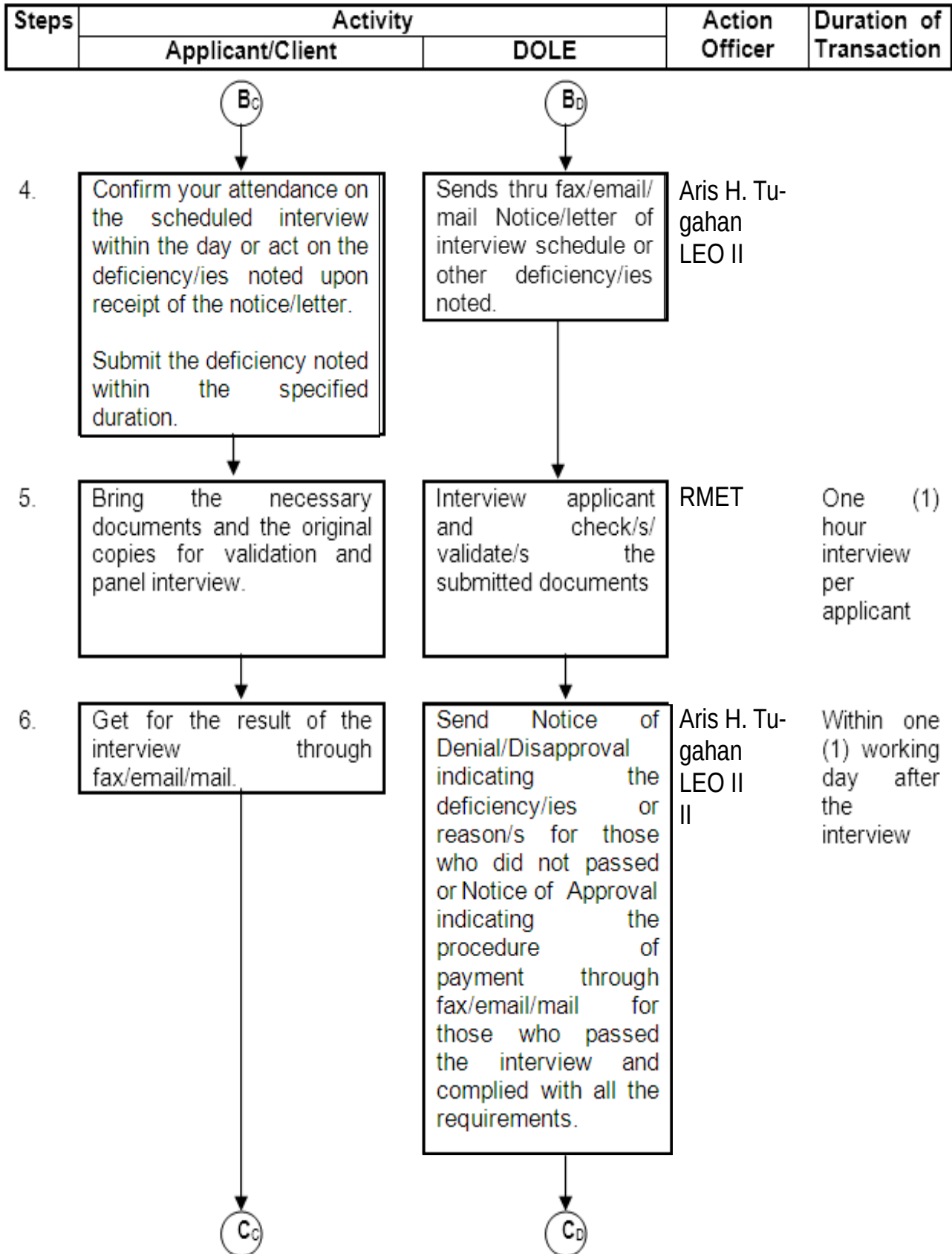
BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		

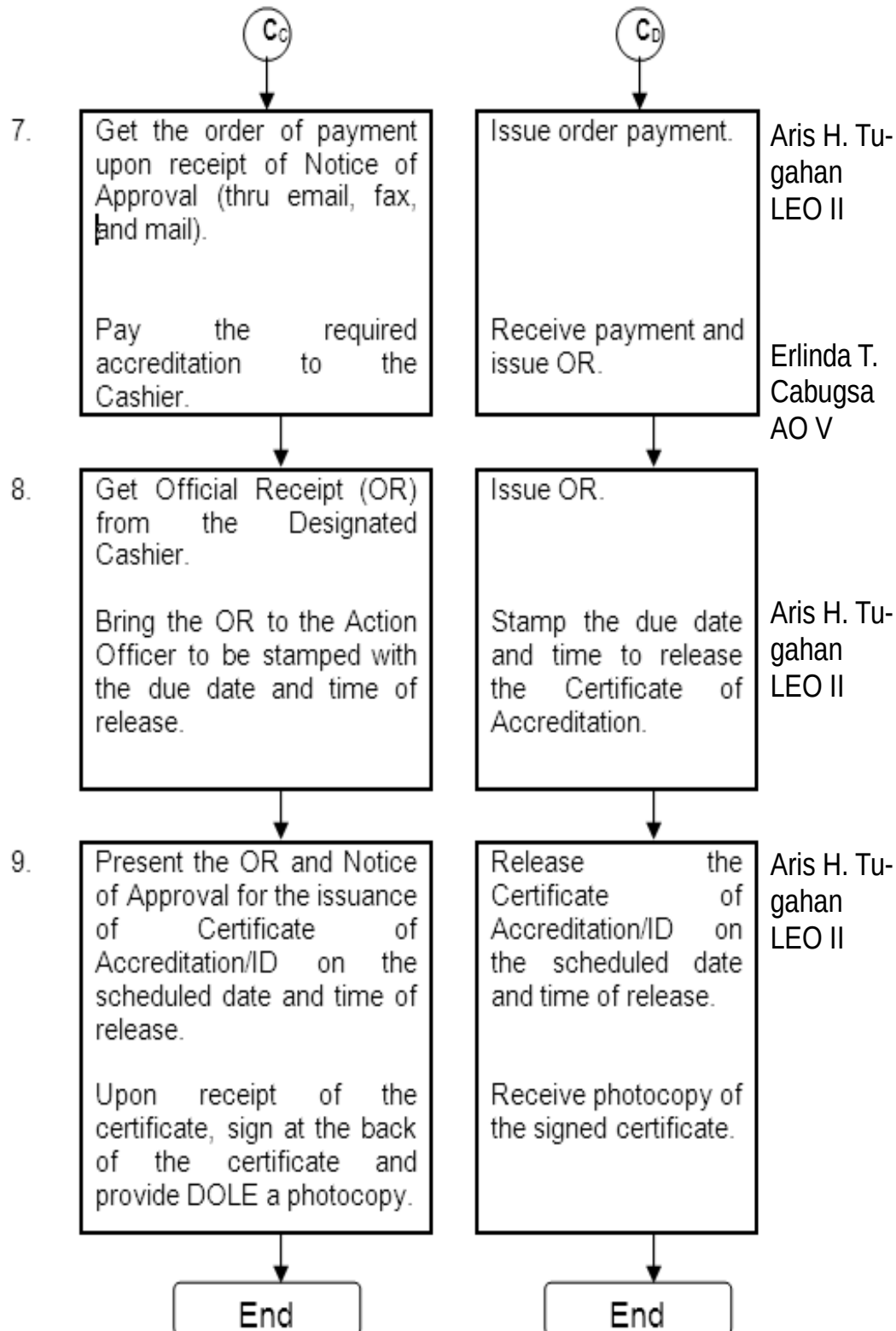


Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		





Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



N. ACCREDITATION OF CO-PARTNER

ACCREDITATION OF CO-PARTNERS

The accreditation of co-partners is governed by the provisions of COA Circular No. 2007-001 dated October 25, 2007 entitled *“Revised guidelines in the granting, utilization, accounting and auditing of the funds released to Non-Governmental Organizations/People’s Organizations (NGOs/POs)”* and COA Circular No. 94-013 dated December 13, 1994 entitled *“Rules and Regulations in the Grant, Utilization and Liquidation of Funds Transferred to Implementing Agencies”*.

For this purpose, accreditation is the acceptance by the DOLE of the NGO, PO, Government Organization (GO) or Local Government Unit (LGU) to implement the former’s project after proper verification and validation of required documents.

CLIENT/S/APPLICANT/S

1. Government Offices / Local Government Units
2. Workers’ Organizations, namely, NGOs and POs
 - a. Workers in the informal economy engaged in small livelihood undertakings such as farmers, fisherfolks, ambulant workers or peddlers, ambulant service providers, vendors, tricycle or pedicab drivers and operators, among others
 - b. Disadvantaged/unemployed workers, especially the specific groups of workers that include the youth (15 – 30 years old), women, physically and occupationally-disabled persons, indigenous people, parents of child laborers, urban poor
 - c. Workers in the formal economy, particularly the minimum/low wage earners seeking to augment their income
 - d. Returning Overseas Filipino Workers (OFWs) and OFW Circle members
 - e. Workers affected by economic restructuring and natural calamities/disasters

REQUIREMENTS

1. Duly accomplished Application Form for Accreditation
2. Application Letter addressed to DOLE Regional Director
3. Certificate of registration with the Securities and Exchange Commission (SEC), and/or either the Cooperative Development Authority (CDA) or the Department of Labor and Employment (DOLE)
4. Authenticated copy of the latest Articles of Incorporation, or the Articles of Cooperation, showing the original incorporators/organizers and the Secretary's certificate for incumbent officers, together with the Certificate of Filing with the SEC/Certificate of Approval by the CDA
5. Financial reports, audited by an independent Certified Public Accountant, for the past three (3) years preceding the date of project implementation. For NGO/PO which has been in operation for less than three (3) years, report of accomplishment or any equivalent proof certified by its President and Secretary that it had previously implemented similar projects shall be required, in addition to financial reports for the years it has been in operation
6. Disclosure by the NGO/PO of other related business, if any, and extent of ownership therein
7. Work and Financial Plan, and Sources and Details of Proponents Equity Participation in the Project
8. List and/or photographs of similar projects previously completed by the NGO/PO, if any, indicating the source of funds for their implementation
9. Sworn affidavit of the Secretary of the NGO/PO that none of its incorporators, organizers, directors or officials is an agent of or related by consanguinity or affinity up to the fourth civil degree to the DOLE officials.

FEES

None

VALIDITY PERIOD

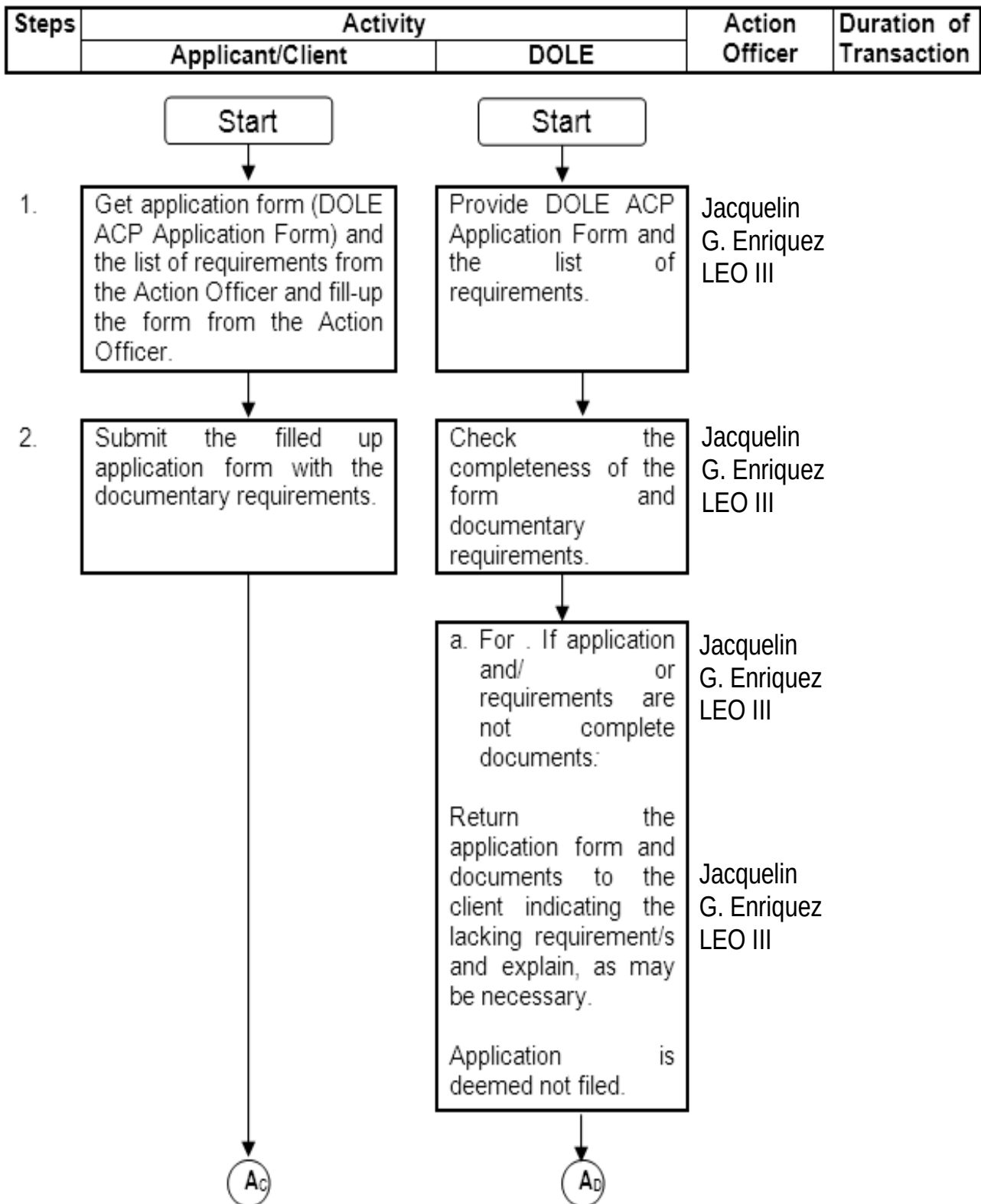
Indefinite

WHERE TO APPLY

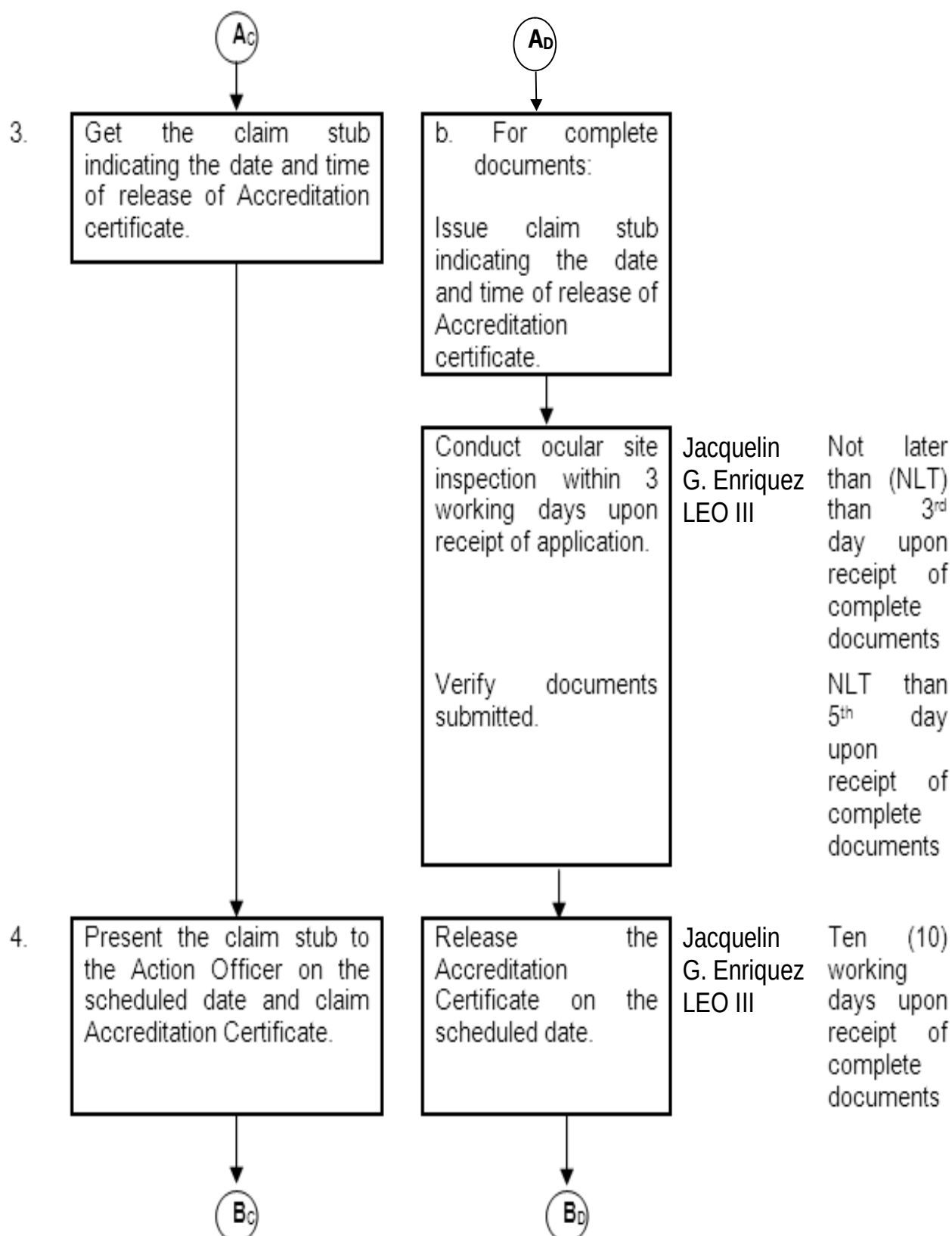
Field Office

PROCESS CYCLE TIME

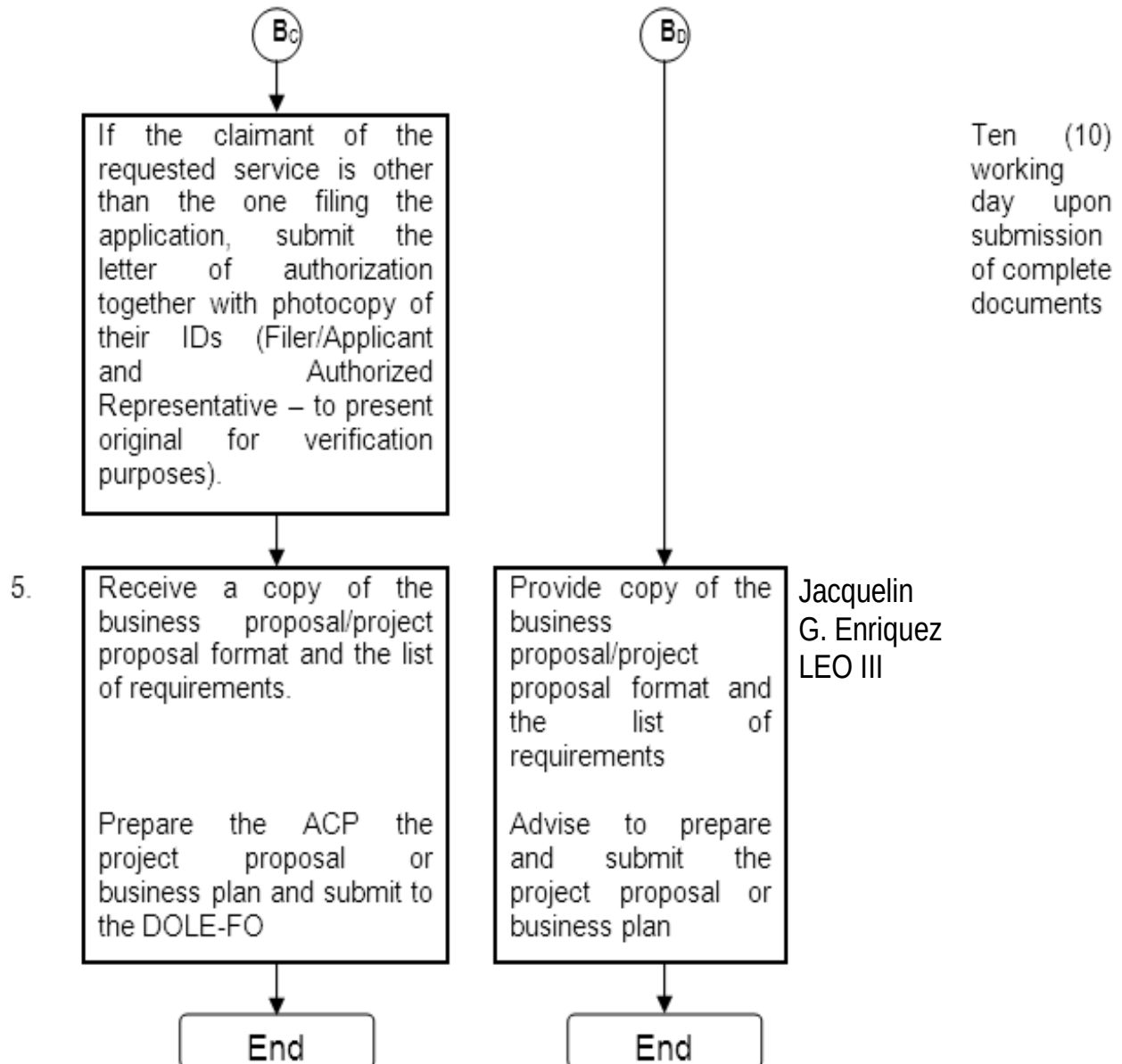
Ten (10) working days

BASIC STEPS

Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



O. APPLICATION FOR LIVELIHOOD PROJECT ASSISTANCE

LIVELIHOOD PROJECT ASSISTANCE

Access to livelihood fund assistance thru any of the DOLE's programs/projects requires an accreditation of co-partners, to wit: Non-Governmental Organizations/People's Organizations (NGOs/POs), Government Organizations (GOs) or Local Government Units (LGUs).

Fund release to these accredited co-partners is likewise governed by the provisions of COA Circular No. 2007-001 dated October 25, 2007 entitled *"Revised guidelines in the granting, utilization, accounting and auditing of the funds released to Non-Governmental Organizations/People's Organizations (NGOs/POs)"* and COA Circular No. 94-013 dated December 13, 1994 entitled *"Rules and Regulations in the Grant, Utilization and Liquidation of Funds Transferred to Implementing Agencies"*.

The funds granted to these NGOs/POs/GOs/LGUs shall retain their character as public funds.

CLIENT/S/APPLICANT/S

1. Government Offices / Local Government Units
2. Workers' Organizations, namely, NGOs and POs
 - a. Workers in the informal economy engaged in small livelihood undertakings such as farmers, fisherfolks, ambulant workers or peddlers, ambulant service providers, vendors, tricycle or pedicab drivers and operators, among others
 - b. Disadvantaged/unemployed workers, especially the specific groups of workers that include the youth (15 – 30 years old), women, physically and occupationally-disabled persons, indigenous people, parents of child laborers, urban poor
 - c. Workers in the formal economy, particularly the minimum/low wage earners seeking to augment their income
 - d. Returning Overseas Filipino Workers (OFWs) and OFW Circle members
 - e. Workers affected by economic restructuring and natural calamities/disaster

REQUIREMENTS

1. Certificate of Accreditation by the DOLE Regional Office (RO)
2. Application Letter addressed to DOLE RO Director
3. Complete project proposal approved/signed by its officers which shall include the objectives, target beneficiaries, feasibility studies, risk assessment, designs, plans, blueprints, charts, etc. and
4. Resolution by organization
5. Certification of displacement, if necessary

FEES

None

VALIDITY PERIOD

Indefinite

WHERE TO APPLY

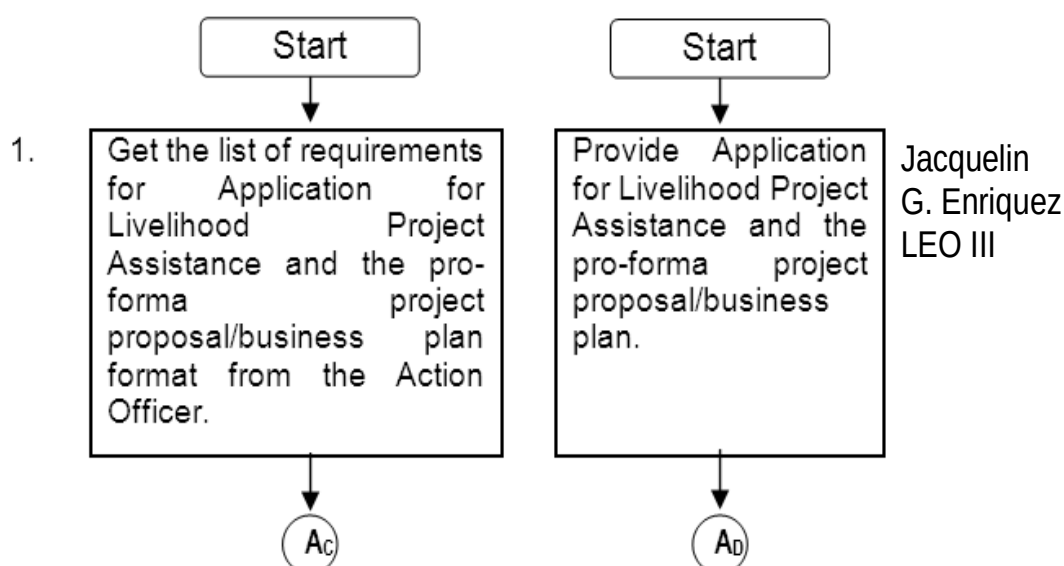
Regional Office/Field Office (FO)

TOTAL PROCESS CYCLE TIME

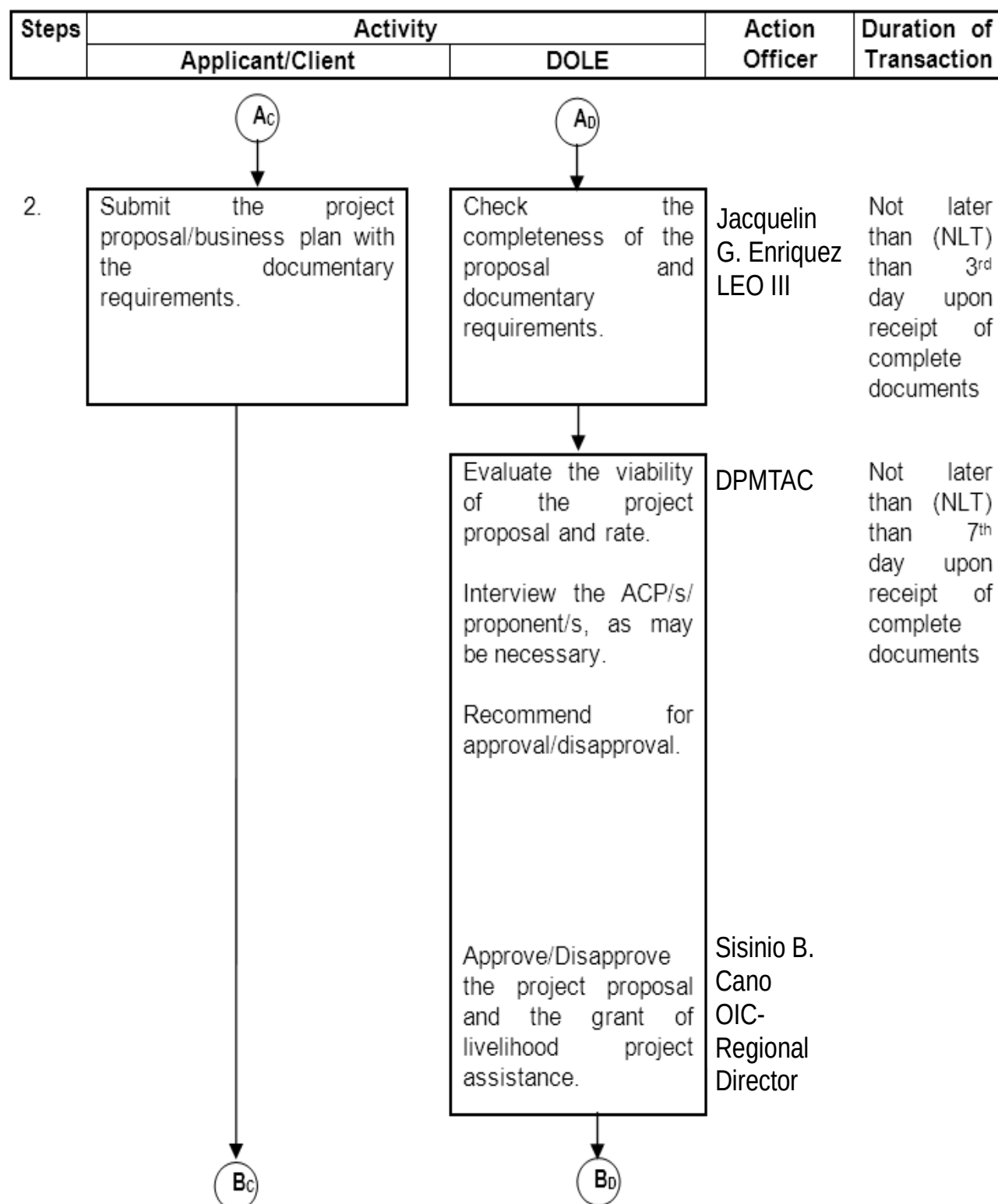
Ten (10) Working Days upon receipt of complete documents and interview/site inspection.

BASIC STEPS

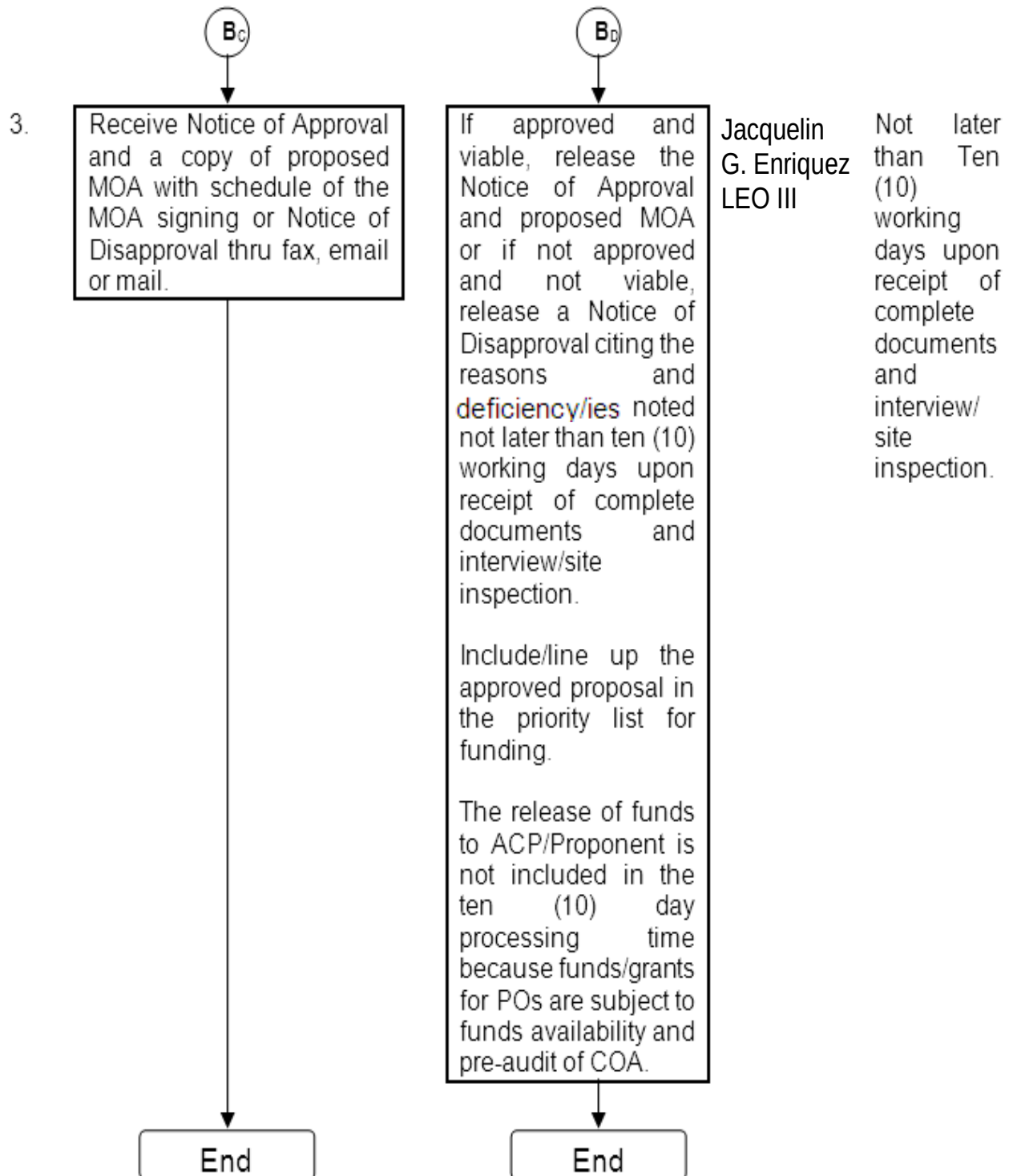
Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



Jacquelin
G. Enriquez
LEO III



Steps	Activity		Action Officer	Duration of Transaction
	Applicant/Client	DOLE		



VIII. Our Citizen's Feedback System

We intend to serve you better. Please tell us how we have served you by doing any of the following:



Get and fill up our simple Citizens Feedback System Form available at the desks of Public Assistance and Complaint Unit (PACU) and Action Officers and at the entrances/exits of our building. Please drop the filled up form in our designated box.



Send us your feedback through email (webmaster@dole.gov.ph) or fill up the email form at our website (www.dole.gov.ph)

Mail us at Office of the Secretary, Department of Labor and Employment, 7th Floor, DOLE Building, Muralla St., Intramuros, Manila 1002.

Call us at (632) 5278000 Call Center or 527-3000 local 610 (Public Assistance and Complaints Unit)



Be assured that we will act promptly on your complaints, comments and suggestions.

We will **appreciate** your cooperation in helping us continuously improve the delivery of our services to you.

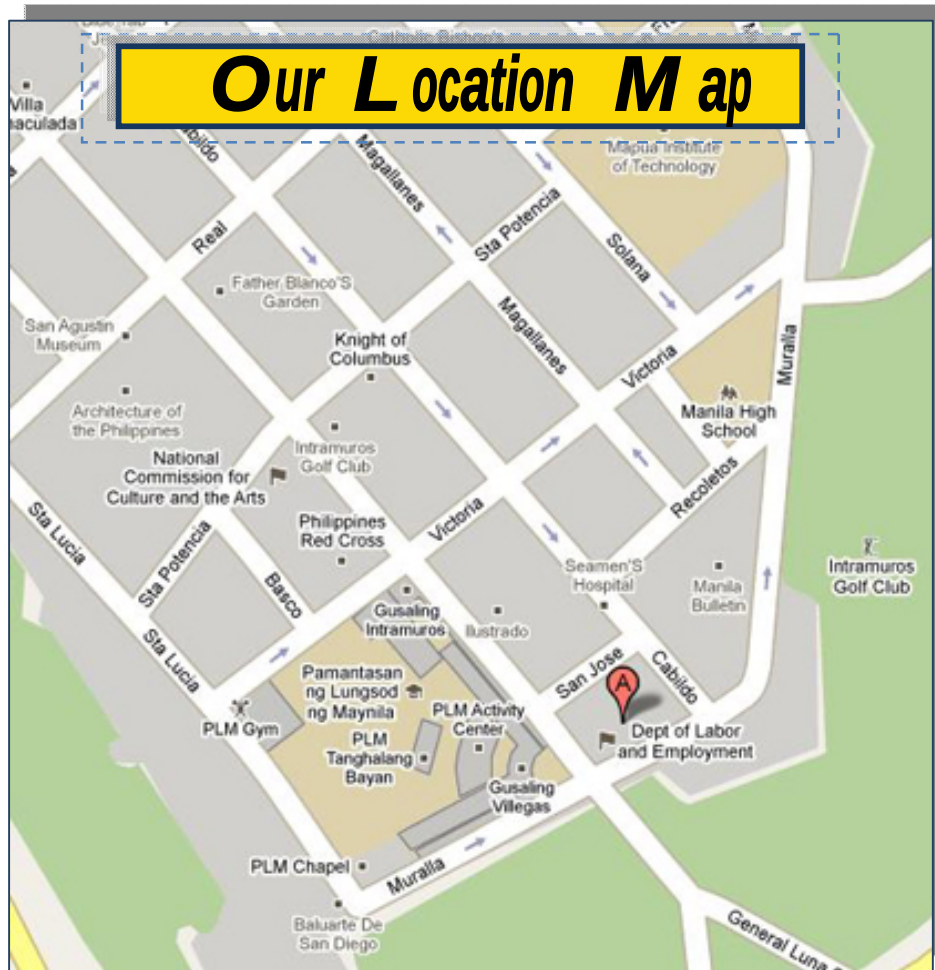
IX. Our Citizen *R*edress/ *G*rievance *M*echanism

Should there be any complaint/s/grievance/s about the requested services, please follow the simple steps:

1. Write or email us or fill up the feedback or complaint form. Please indicate the following:
 - a. Your complete name and signature
 - b. Your complete address and contact numbers
 - c. Date and time of incidence
 - d. The specific grievance, acts or omissions committed/being complained about where our official/employee has violated the Department's Performance Pledge or Service Standards as indicated in this Charter
 - e. Whether you request for a preliminary investigation or suggest corrections/improvements
2. File complaint through the following means:
 - a. Drop in the designated feedback/complaint box.
 - b. Division Head of the person being complained of
 - c. Submit to the Internal Management Service Division, DOLE Regional Office No. 9, 3rd Floor QNS Bldg., Veterans Ave., Zamboanga City
3. Attend the preliminary hearing immediately if filed through Division Head or HRDS or receive a notice of hearing on a scheduled date if filed through DOLE's feedback/complaint box or email.

Both parties will be given a chance to explain their side either through verbal or written explanation within 24 hours upon receipt of complaint.
4. Receive a notice or letter indicating the actions taken by DOLE on your grievances, correcting the acts or omissions committed, or improving the delivery of our services to the citizens thru email, fax or mail.





ANNEX "A"

Our Contact Numbers

DOLE CENTRAL OFFICE

Trunkline	(632) 5273000
DOLE Hotline	(632) 5278000 Call Center
Website	www.dole.gov.ph
Public Assistance and Complaint (PACU) Atty. Gilbert D. Cacatian	(632) 5273000 Loc. 601
For Certification that Company Has no Pending Case/Has Pending Case	
Atty Sherilyn G. Malonzo OIC-Director/ Case Review and Investigation Division	(632) 5273000 Loc. 608





DOLE Citizen's Feedback Form 2013 – 01

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

Citizen's Feedback Form

**WE INTEND TO SERVE YOU BETTER.
KINDLY FILL UP THE FEEDBACK FORM TO HELP US PROVIDE
EVEN BETTER SERVICE.**

Office Visited (Opisinang nagbigay serbisyo) : _____

Person Visited (Taong nagbigay Serbisyo) : _____

Service Requested (Serbisyong Kailangan): _____

Please put a check on appropriate box. (✓)

Lagyan lamang ng (✓) ang uri ng serbisyong naibigay sa inyo.

QUALITY OF OUR SERVICES	Yes	No
1. <i>Your problem/inquiry was solved/answered.</i> Nasagot ang iyong katanungan/problema.	☐	☐
2. <i>Your problem/inquiry was promptly attended to.</i> Mabilis na tinugunan ang iyong katanungan/problema.	☐	☐
3. <i>Your problem/inquiry was courteously attended to.</i> Magalang na tinugunan ang iyong katanungan/problema.	☐	☐
4. <i>Complete information about your inquiry was provided.</i> Kumpleto ang naibigay na impormasyon sa iyong suliranin.	☐	☐
QUALITY OF OUR FACILITIES	Good	Poor
1. Signage (Mga Panuto)	☐	☐
2. Receiving Area (Kaayusan ng Tanggapan)	☐	☐
3. Cleanliness and Orderliness of the Office (Kalinisan ng Opisina)	☐	☐
4. Restroom	☐	☐

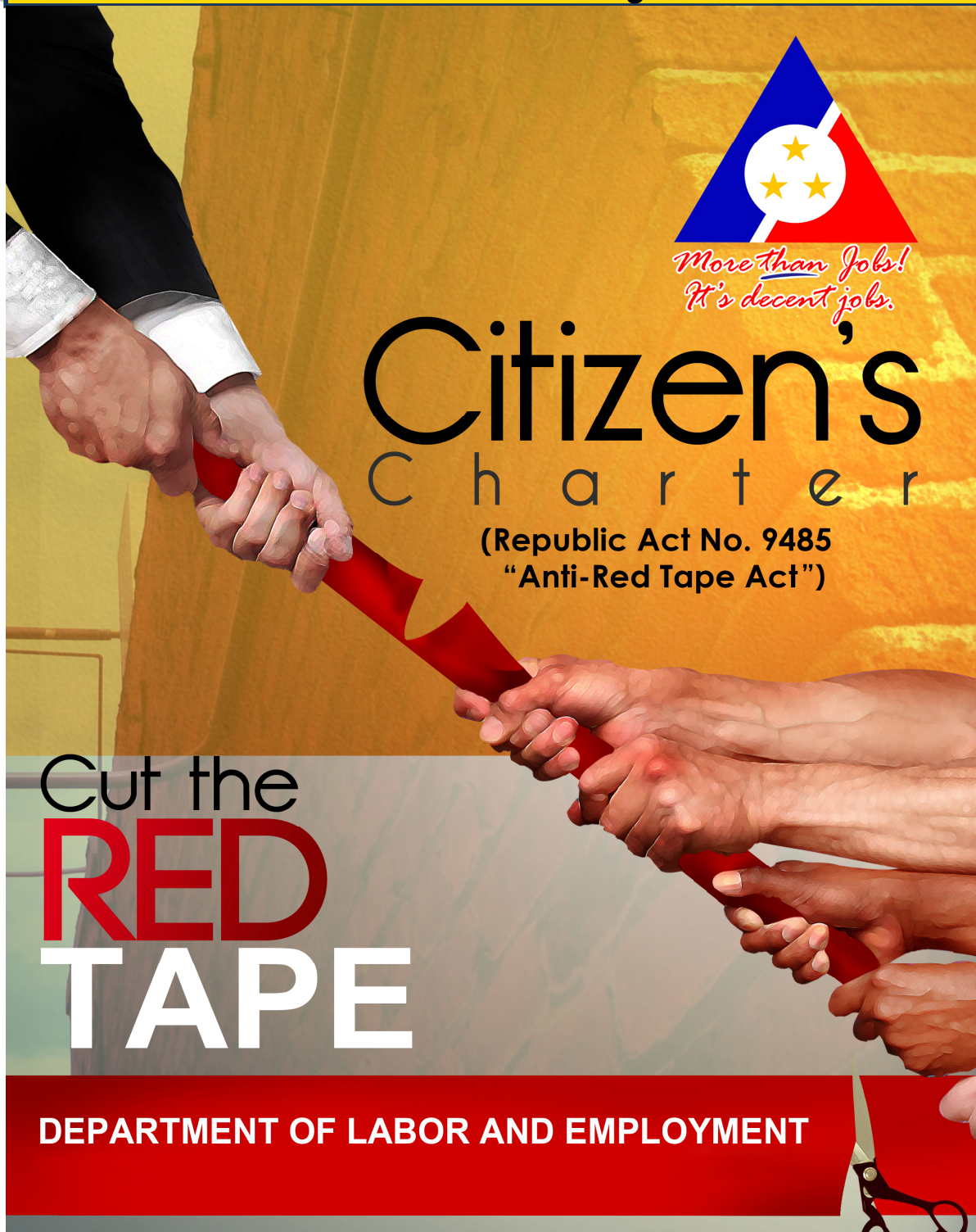
ANNEX "B"

FRONT

DOLE Citizen's Feedback Form 2013 – 01

Suggestion and/or Recommendation**Mungkahi o Rekomendasyon :*****Complaint/s*****Reklamo:****Name (Pangalan) Optional:** _____**Contact No Optional :** _____**Signature (Pirma) :** _____**Date Visited (Petsa ng Pagbisita):** _____**THANK YOU.*****Please drop the filled up form to our Feedback box.*****Visit our website: www.dole9.org or contact us: (062) 991-****BACK**

About the Logo



The DOLE Citizen's Charter logo depicts the unremitting collaborative effort of the government (upper– left corner), and the public (the citizens) (down-right corner) in cutting the bureaucratic red tape so as to efface graft and corruption; and promote transparency in line of service delivery of the Department.

Lower portion of the logo symbolizes the underlying support and enjoinder of the DOLE to the nation in its endeavor to establish effective practices towards advocating and cultivating integrity and accountability in carrying out its frontline services.



*More than Jobs!
It's decent jobs.*

**DEPARTMENT OF LABOR
AND EMPLOYMENT**

**Muralla cor. Gen. Luna Streets
Intramuros, Manila
www.dole.gov.ph**

**By: DOLE Anti-Red Tape Act (ARTA) Secretariat
Management Division
Financial and Management Service
527-3000 local 416 or 418**

Published (September 2013)