

NAME OF AGENCY:		Overseas Workers Welfare Administration (OWWA)		TENTATIVE DATE OF ONBOARDING TO 1BOSSCO:		
NUMBER OF HOUR/S OF TRAINING:		1 week for all the services		NAME OF TRAINER:		
SYSTEM REQUIREMENT/S:		web-based - internet connection required				
NO.	FRONTLINE SERVICE	MAXIMUM PROCESSING TIME	REQUIREMENTS	FEES	ADDITIONAL NOTES	
1	Renewal of OWWA membership	5-10 minutes	<ul style="list-style-type: none"> · Fill up OFW Info Sheet · Encode OWWA Personnel · OEC & Visa, then cashier 		<ul style="list-style-type: none"> • For Medical Assistance - Application forms will be provided by OWWA but they still have to verify the client's membership • Mr. Kheygel Estrada of OWWA will be the trainer of CSAs (Wed-Thurs) • For most transactions, the client needs to talk personally with an OWWA representative (at the cubicle) 	
2	Medical Assistance for Active Member	20-30 minutes	<ul style="list-style-type: none"> · Medical Certificate · Medical Laboratory · Resita · 2x2 Picture (passport size) 			
3	Bereavement Assistance for Inactive Member	10-20 minutes	<ul style="list-style-type: none"> · Death Certificate PSA · CENOMAR OFW · Marriage Contract · 2x2 picture with valid ID of claimant 			
4	Balik-Pinas, Balik-HanapBuhay Livelihood Programs	<ul style="list-style-type: none"> · Inquiry - 5-10 minutes · Seminar- 3-4 hours 	<ul style="list-style-type: none"> · Proof of Distressed · Passport -Arrival - Departure · Seminar EDLP 			
5	Inquiry of OWWA Scholarship	10-20 minutes	<ul style="list-style-type: none"> · Active Member 			
6	Welfare Assistance	20-30 minutes	<ul style="list-style-type: none"> · Fill up Application Form 			
7	SESP Inquiry	10-15 minutes	<ul style="list-style-type: none"> · Active Member 			
NAME OF PERMANENT 1BOSSCO FOCAL PERSON:						
CONTACT NUMBER OF FOCAL PERSON:						
NAME OF REGIONAL DIRECTOR:						
NAME OF PROVINCIAL DIRECTOR:						
PROVINCIAL FIELD OFFICE ADDRESS:						
PROVINCIAL FIELD OFFICE CONTACT NUMBER/S:						
PROVINCIAL FIELD OFFICE EMAIL ADDRESS/ES:						