



MANUAL OF OPERATIONS



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OUR MISSION

**Excellent public service
that encourages multi-sector engagement**

OUR VISION

By 2030, Bataan will achieve quality growth driven by diversified economic investments and efficient governance resulting in stable and empowered families.

OUR CORE VALUES

INTEGRITY	HUMILITY & SIMPLICITY	COMMITMENT TO EXCELLENCE	HOLISTIC	ADAPTABILITY AND INNOVATIVENESS	UNITY
Firm adherence to honesty and accountability to enhance public trust	Service with compassion and leading simple lives	Dedication and passion to serve and to ensure that we will always be better than before and better than expected	Balanced approach for the welfare of people and the environment	Resilience to change and finding creative solutions	Working together towards common goals while respecting diversity

LEGAL BASIS

THE EASE OF DOING BUSINESS LAW

Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 is an act that aims to streamline the current systems and procedures of government services. It is the landmark law of the Duterte administration that addresses priority number 3 of its 0+10 Point Socio-economic Agenda. This particular agenda pertains to improving the competitiveness of and ease of doing business in the Philippines. Signed into law on 28 May 2018, the law effectively amends Republic Act 9485 or the Anti-Red Tape Act of 2007.

The strengthened version of the law is poised to facilitate prompt actions or resolution of all government transactions with efficiency. It applies to all government offices and agencies in the Executive Department including local government units (LGUs), government-owned or -controlled corporations, and other government instrumentalities, located in the Philippines or abroad, that provide services covering business-related and non-business transactions as defined in the implementing rules and regulations.

ORGANIZATIONAL CHART



ORGANIZATIONAL CHART

The designations were hereby ordered in the exigency of public service and in the support to the One Stop Service Center for OFWs (OSSCO) program of the POEA pursuant to the operationalization of the 1Bataan One-Stop Service Center for OFWs (1BOSSCO) which was created by virtue of the Memorandum of Undertaking (MOU) between the Provincial Government of Bataan (PGB) and the seventeen (17) National Government Agencies dated September 12, 2019.

Maria Eva M. Basalo (OIC – Public Employment Service Office Manager) is hereby designated as the co-managing/ coordinating officer to represent the PGB in addition to her official functions, subject to pertinent laws and rules on the matter.

The following shall render the necessary administrative support to ensure the smooth and timely operationalization of the 1BOSSCO in addition to their official functions, subject to pertinent laws and rules on the matter:

1. **Mark George D. Castro (Administrative Consultant – The Bunker Property Management Office)** shall coordinate all administrative and funding of requirements concerning fit-outs, system, communication and all other requirements as specified in the MOU pertaining to physical set-up in coordination with MTD Alloy.
2. **Luz R. Enriquez (Provincial Human Resources Management Officer)** shall facilitate the recruitment and selection of the Customer Service Assistants (CSAs).
3. **Alicia R. Magpantay (Provincial Treasurer), Eduardo D. Banzon (Provincial Budget Officer), Leonora O. Siasat (OIC – Provincial Accountant)** shall allocate and disburse the necessary funding for the set-up and operationalization of the 1BOSSCO.
4. **Alexander M. Baluyot (Provincial Planning and Development Officer)** shall ensure the prompt inclusion of the 1BOSSCO as one of the priority supplemental projects to the Annual Investment Program (AIP) of the Provincial Government of Bataan for FY 2022.
5. **Jeffrey T. Calma (OIC – Provincial General Services Officer)** shall ensure the timely purchase of administrative requirements as stipulated in the MOU.
6. **Engr. Vic Ubaldo (Provincial Administrator)** shall ensure strong and reliable internet connectivity and guest Wi-Fi and direct the design, development and maintenance of the online appointment and queuing systems and the web page for 1BOSSCO prior to its operationalization.

As of the moment, the Provincial Government of Bataan is still working to complete the seventeen (17) National Government Agencies to board at 1BOSSCO. Listed below are the current and existing National Government Agencies found at 1BOSSCO to provide service to the general public.

1. **Philippine Statistics Authority (PSA)** designated Mitzi Armel Bless A. Ramos as the focal person.
2. **Department of Trade and Industry (DTI)** designated Rian Tially C. Molina as the focal person.
3. **Technical Education and Skills Development Authority (TESDA)** designated Karl Iverson Olmo as the focal person.
4. **Overseas Workers Welfare Administration (OWWA)** designated Kheygel S. Estrada and Jennilyn Cordova as the focal persons.
5. **Philippine National Police - Civil Security Group (PNP-CSG)** designated Sgt. Joseph Magauay as the focal person.
6. **Philippine National Police - National Police Clearance System (PNP-NPCS)** designated Rhonnel Villaruz as the focal person.
7. **Metro Bataan Development Authority - No Contact Apprehension Program (MBDA-NOCAP)** designated Sherlene C. Villegas as the focal person.

ADMINISTRATIVE POLICIES

In every policy, there is a procedure on each situation. In 1BOSSCO, there are administrative policies on how our staffs and office adhere to its governance structure and regulations that are listed below:

A. SECURITY, SAFETY, and HANDLING VISITORS

1. The Customer-Service Assistant (CSA) on duty must log all personnel and visitors coming to and from the office to different government agencies on-boarded at 1BOSSCO.
2. No employee shall be allowed to enter the office during non-working days without proper authorization and notice from the Department Head.
3. Visitors on unofficial business shall not be allowed in the office after 5:00 in the afternoon.
4. Visitors shall only stay at a designated area or lobby of 1BOSSCO.
5. In case of emergency such as fire, earthquake, and the likes, the Provincial Disaster Risk Reduction and Management Office (PDRRMO) staff shall sound off the alarm to all personnel inside The Bunker particularly at 1BOSSCO and tell them to evacuate the building. The PDRRMO, after sounding off the alarm, must call the nearest agency (i.e. fire station, ambulance, others) to prevent further loss of life and property.
6. After office hours, the 1BOSSCO staff must conduct an inspection tour of the office environment and double check if the lights and electrical equipment and appliances were all switched off.
7. It is the responsibility of the 1BOSSCO staff to report to management any untoward incident that happens during the rounds or those that may be observed to be an unusual occurrence.

8. All employees must ensure that their personal belongings are properly kept and locked in their respective drawers and cabinets. Loss of any belongings, shall immediately be reported to the immediate Supervisor or Department Head of 1BOSSCO.

B. SUSPENSION OF OPERATIONS

1. Cancellation or Suspension of Work During Typhoon/Storm

Automatic cancellation or suspension of work in government offices is pursuant to Executive Order No. 66 s. 2012, specifically with its provision below:

*When **Signal No.3 or higher** is raised by PAGASA, classes at preschool, elementary, secondary, and tertiary levels, in the affected area, including graduate school, as well as **work in all government offices, shall be automatically cancelled or suspended.** (Section 1, Item C)*

The said EO also provides that *PAGASA shall issue weather forecasts through various media outlets (radio and television), and the NDRRMC, not later than 10:00 PM of the previous day and 4:30 AM of the day of the intended cancellation of classes and work. In cases where there are classes and work in the morning and suspension of classes and work is only effective in the afternoon, PAGASA should issue the forecast not later than 11:00 AM of the said day.*

In the absence of a storm signal but flooding is imminent due to heavy rains, the Executive Director may enjoin all employees affected to go home for their welfare and safety.

2. Cancellation or Suspension of Work During Other Calamities

Work may be cancelled during disasters or calamities other than typhoons, such as but not limited to floods, earthquakes, tsunami and conflagration, upon the declaration by the President of a State of Calamity based on the recommendation of the NDRRMC.

CLIENTELE BENEFICIARIES

The 1Bataan One-Stop Service Center for OFWs is providing services to the general public. This is to cater their needs in all different agencies into one-stop service center to achieve efficiency with their time and effort in visiting the said office. These groups include the following:

General Public - ordinary people living in the Philippines, especially all the people who are not members of a particular organization.

Overseas Filipino Workers (OFW) - a term often used to refer to Filipino migrant workers, a person from the Philippines who is living and working in another country, typically on a temporary basis. This includes land-based OFWs and seafarers/sea-based OFWs, both male and female, active and non-active OWWA members, with different needs that have to be addressed appropriately their concerns to all attached and partner government agencies of 1BOSSCO.

OFW Beneficiaries / Family – a family member of an OFW residing in the Philippines that needs assistance to their concerns and to be the representative of an OFW.

Persons with Disabilities (PWD) - are those suffering from restrictions or different abilities, as a result of a mental or sensory impairment, to perform an activity in the manner within the range considered normal for a human being, male or female, 0-59 years of age.

First-time job seekers – Bataeños who are actively seeking employment, locally or abroad, for the first time, as certified by the barangay of which they are residents

CUSTOMER SERVICE POLICY

The Customer Service Policy of 1BOSSCO is designed to ensure that our clients receive the best service possible. The Policy sets out the standards that all customer service assistants (CSAs) are expected to uphold when interacting with clients, as well as the process for escalating issues to the technical or processing officers of the onboarded agencies.

A. PRACTICES

To meet the objectives of this customer service policy, CSAs need to adhere to certain practices. While working at 1BOSSCO, they must at all times:

- Remain professional
- Be polite and patient with customers
- Listen to customers carefully
- Take the time to understand customer inquiries
- Keep updated on product knowledge
- Follow up with customers after they have made a purchase or used the service
- Provide accurate information
- Make sure that customers are satisfied with the service provided before ending interactions with them

B. HANDLING CUSTOMER INQUIRIES

When a client reaches out, the CSA must:

- Acknowledge the inquiry within 5-10 minutes,
- Respond to the inquiry within 1-2 hours
- Provide accurate and up-to-date information about the product or service in question
- Remain professional and courteous at all times
- Take the necessary steps to resolve any issues relating to one of the offered services

C. ESCALATING ISSUES

If an inquiry is made about a problem that cannot be resolved by the CSA, he/she who is responsible for handling it should escalate it to the concerned technical officer by:

- Sending an email to/calling the technical officer of the agency
- Explaining the problem and providing any relevant information
- Asking for guidance on how to proceed

D. RECEIVING COMPLAINTS

If someone has a complaint about the level of customer service provided to them, they can reach out to us about it by:

- Sending an email at our official email address (1bataanossco@gmail.com) or a personal message (PM) thru our official Facebook Messenger or approach one of our CSAs at 1BOSSCO
- Approaching one of our CSAs at 1BOSSCO and file a complaint
- Filling out our online and printed feedback forms placed at conspicuous areas at 1BOSSCO

The CSAs will then:

- Acknowledge the complaint immediately (if walk-in) or within 1-2 hours if sent via email or Facebook Messenger
- Respond to the complaint within 3 days

E. ENDING INTERACTIONS WITH CUSTOMERS

When ending an interaction with a customer, the CSA must:

- Make sure that the customer is satisfied with the information or resolution provided
- Thank the customer for their time
- Let the customer know that they are always welcome to reach out if they have any further questions or problems

CITIZEN'S CHARTER

1. PHILIPPINE STATISTICS AUTHORITY (PSA)

BASIC REQUIREMENTS	STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON RESPONSIBLE	FEES	REQUIREMENTS
1. Civil Registration Service Appointment Slip 2. StaySafe.ph App, StaySafe.ph QR Code or Accomplished Health Survey Form 3. Queue Ticket Number 4. Valid IDs (Memorandum Circular No. 2019-16A)/Authorization Letter/Special Power of Attorney (SPA) as per Presidential Decree 603 and Data Privacy Act of 2012 • If the requester is the document owner, present original valid IDs • If the requester is a representative: a. Original valid IDs and photocopy of original and photocopy of the valid IDs of the document owner and of the representative. b. Authorization Letter/SPA duly signed by document owner and indicating the following: 1) Type of document/s; 2) Number of copies per requested document/s; 3) Name of the document owner/s; and 4) Complete details of requested document/s. 5. Accomplished Application Form: Birth Certificate (BC) - White Marriage Certificate (MC) - Pink Death Certificate (DC) - Yellow Certificate of No Marriage Record (CENOMAR) - Green 6. For Authentication Request, Certified True Copy (CTC) of the document with the signature of authorized signatory from Local Civil Registry Office (LCRO)	1	<ul style="list-style-type: none"> Present Civil Registration Service Appointment Slip Get Queue Ticket Number and Application Form Accomplish Application Form with the required information 	<ul style="list-style-type: none"> Check the Civil Registration Service Appointment Slip and ensure that the requester have observed and passed the Health and Safety Protocols Provide the needed Queue Ticket Number according to client's classification/Application Form Direct the client to the designated waiting area 	5 minutes	Information Marshal	N/A	<ul style="list-style-type: none"> Civil Registration Service Appointment Slip bearing the name of the appointee
	2	<ul style="list-style-type: none"> Proceed to the designated waiting area Present the StaySafe.ph App or StaySafe.ph QR Code or Accomplished Health Declaration form Proceed and submit to Encoder/Cashier/Collecting Officer for the screening of the Application Form and all requirements including CTC of document for Authentication request If approved, pay the processing fee. Check the issued Official Receipt (OR) and count your change before leaving the counter 	<ul style="list-style-type: none"> Screen the Application Form and all requirements including CTC of document for Authentication request. If approved, encode the details, accept payment and issue OR with definite time of release. Attach the Civil Registration Service Appointment Slip and Queue Ticket Number to the Application Form 	20 minutes	FELICIDAD M. CRUZ Outlet Supervisor CRS Outlet East Avenue	Copy Issuance/Authentication Php 165.00 CENOMAR Php 210.00	<ul style="list-style-type: none"> Civil Registration Service Appointment Slip Queue Ticket Number Application Form CTC of document for Authentication request Processing Fee If Document Owner <ul style="list-style-type: none"> - Valid IDs - Application Form - Authorization Letter/SPA
	3	<ul style="list-style-type: none"> Proceed to the Releasing Area Present OR, Valid IDs, Authorization Letter/SPA Check the correctness and completeness of the received document/s Sign the received portion at the back of the accomplished Application Form 	Process: CIAU – Copy issuance of document/certification/Authentication request UNCON – Document not yet in the database and subject for Manual Verification CE – Certificate of No Marriage Record (CENOMAR)/ Advisory of Marriages (CEMAR)	CIAU 2 hours after payment UNCON 6 working days and 7 hours CE 1 working day and 7 hours	EMILY R. MACARIO Supervisor Request Service Officers Unit	N/A	<ul style="list-style-type: none"> Civil Registration Service Appointment Slip Queue Ticket Number Application Form CTC of document for Authentication request
			<ul style="list-style-type: none"> Check the OR for the date and time of release Require and check the authorization letter/SPA and valid IDs Check the details of the document before the release Require the claimant to sign the received portion at the back of the Application Form Release the requested documents to the client 	35 minutes	FELICIDAD M. CRUZ Outlet Supervisor CRS Outlet East Avenue	N/A	<ul style="list-style-type: none"> Original OR If Document Owner <ul style="list-style-type: none"> - Valid IDs - Application Form - Authorization Letter/SPA
			Estimated Processing Time : END OF TRANSACTION	3 hours 7 working days 2 working days			

B. OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)

SKILLS-FOR-EMPLOYMENT SCHOLARSHIP PROGRAM (SESP)

A short term (6 months to 2 years) training program consisting of a maximum of **Php14,500.00** per training course leading to completion of a technical or vocational course in any school accredited by TESDA, MARINA, and other government training institutions.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Members and their Authorized/Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Application Form	OWWA RWO
2) 2x2 colored ID Photo (2 Copies)	OFW Member
3) At least two (2) Valid I.D.s	Government Issued or Company Issued
4) Diploma, High School Report Card or any proof of High School completion	School Registrar
5) Proof of applicant's relationship with the OFW - member <ul style="list-style-type: none"> • Birth certificate of the applicant, for OFWs child • Birth certificate of the applicant and OFW, for OFWs sibling • Marriage certificate, for OFWs spouse • Certificate of No Marriage (CENOMAR), if the OFW is single 	PSA

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	1 minute	None	None	Assigned Guard or Registration Desk OWWA RWO
2) Present I.D or passport at Education and Training Unit/Focal for verification of Membership Record. <ul style="list-style-type: none"> • If the membership is valid, submit the accomplished application form and requirements. • Get your schedule for claiming the Notice Of Award (NOA). 	Check membership and evaluate submitted requirements. If approved, issue schedule of claiming NOA. RWO-NCR Other RWOs	10 minutes 2 days 3-7 days	Membership Record Application Form	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
3) Return on the given schedule for the issuance of Notice of Award. Get a Priority Number. Wait until your number is called.	Issue queuing number for claiming of NOA.	30 seconds	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO
4) Go to Counter 1 to obtain the Notice of Award (NOA).	Release NOA.	5 minutes	Notice of Award	None	Processor/Evaluator Education and Training Unit/Focal OWWA RWO

Note:

- For the applicants from National Capital Region (NCR), Notice of Awards (NOA) can be claimed for 2 days (2 working days) after submitting the completed requirements.
- For the applicants from other regions, Notice of Awards (NOA) can be claimed for 7 days (7 working days) after submitting the completed requirements to make way for the verification process in the regional office.

5. EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)

A scholarship grant to qualified dependents of OFWs consisting of a maximum of **Php60,000.00** per school year until the completion of baccalaureate course (4-5 years). For incoming freshmen, the selection of scholars is determined through the DOST national examinations. Only the top 400 passers are considered for entry as freshmen; 600 slots are for those who are already enrolled in college.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Scholarship Application Form	OWWA RWO
OFW Membership Record	OWWA RWO
2pcs. I.D. Picture with Name Tag	Applicant
At least one (1) valid I.D. of the OFW and/or the Authorized Representative	Government Issued or Company Issued I.D.
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> • OFW Birth Certificate, if dependent is sibling • OFW CENOMAR, if single • Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registrar
Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) <ul style="list-style-type: none"> • For incoming first year, 80% GWA without failing grades • For second to fifth year, 85% GWA without failing grades 	School Registrar

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Incoming 1 st Year College, Notice from RWOs of qualifying the DOST-OWWA Pre-Qualifying Examination for EDSP	OWWA RWO
Other Special Requirements: <ul style="list-style-type: none"> • Certificate of Good Moral • Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for EDSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ EDSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements. Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes *Depending on the completeness or compliance to qualifications/ requirements	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO
3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours 30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00-P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
END OF PROCESS					

6. OFW DEPENDENTS SCHOLARSHIP PROGRAM (ODSP)

A scholarship program that offers financial assistance amounting to **Php20,000.00** per school year to qualified dependents of OFWs who receive a monthly salary of not more than US\$600.00, and who shall enroll, are currently enrolled or have been enrolled in any four-year or five-year baccalaureate course or associate course in any college or university.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Scholarship Application Form	OWWA RWO

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2) OFW Membership Record	OWWA RWO
3) 2 pcs. I.D. Picture with name tag	Applicant
4) At least one (1) valid I.D. of OFW member and/or Authorized Representative	Government Issued or Company Issued I.D.
5) Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR <ul style="list-style-type: none"> ● OFW Birth Certificate, if dependent is sibling ● OFW CENOMAR, if single ● Dependent's Birth Certificate 	Philippine Statistics Authority or Local Civil Registrar
6) Dependent's Form 137/ Certified true copy of Form 138/ Transcript of Records (TOR) indicating 80% GWA without failing grades	School Registrar
7) Other Special Requirements: <ul style="list-style-type: none"> ● Certificate of Good Moral ● Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line for ODSP scholarship application	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	Scholarship Application Form	None	Focal on Education and Training/ ODSP OWWA RWO
2) Present the I.D. of OFW member together with the requirements to the Membership Verification Desk	Check membership record and evaluate submitted requirements. Inform the applicants on the initial result of the evaluation i.e. approved or disapproved.	10 minutes *Depending on the completeness or compliance to qualifications/ requirements	Membership Record	None	Focal on Education and Training/ EDSP OWWA RWO
3) Obtain Notice of Award and Schedule of Scholarship Orientation	Issue Notice of Award together with the schedule and venue of scholarship orientation.	3-5 working days	Notice of Award	None	Focal on Education and Training/ EDSP OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) Attend Scholarship Orientation and Facilitate Notarization of Scholarship Agreement	Conduct scholarship orientation Assist the applicants in the accomplishment/ notarization of Scholarship Agreement	1-2 hours 30 minutes to 1 hour	Attendance Scholarship Agreement	P50.00- P100.00 *Notary Public	Focal on Education and Training/ EDSP OWWA RWO
END OF PROCESS					

7. EDUCATION AND LIVELIHOOD ASSISTANCE PROGRAM FOR DEPENDENTS OF DECEASED OFW

A program designed for survivors of deceased OFWs who were active OWWA members at the time of death and families of OFWs who are incarcerated/convicted and meted out the death penalty in foreign countries. It is intended to provide, aside from financial assistance for the continuing education of a qualified dependent, a livelihood activity of surviving members of the family to augment family income.

- Livelihood Assistance- P15,000.00
- Educational Assistance- intended for deceased OFW with school-age qualified dependent. The eldest or the first born shall be the qualified dependent, in cases where the eldest/first born is not qualified or able the next born child shall be elected. The assistance covers education assistance from primary (Kindergarten)- P5,000.00, secondary- P8,000.00 and tertiary- P10,000.00 education.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member's Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	LIVELIHOOD ASSISTANCE	EDUCATIONAL ASSISTANCE	WHERE TO SECURE
OFW Membership Record (MR)	✓	✓	OWWA RWO
Proof of Relationship to OFW Member i.e. Birth Certificate from PSA or LCR			PSA/LCR
<ul style="list-style-type: none"> ● Marriage Certificate, if applicant is spouse of OFW 	✓		
<ul style="list-style-type: none"> ● Birth Certificate of applicant, if applicant is child of OFW or sibling 	✓	✓	
<ul style="list-style-type: none"> ● Birth Certificate of OFW, if applicant is sibling or parents of OFW 	✓	✓	
<ul style="list-style-type: none"> ● Certificate of No Marriage (CENOMAR), if OFW is single 	✓		
2 pcs. 2 X 2 colored ID photo of applicant if name tag	✓	✓	Applicant
Death Certificate of OFW	✓	✓	PSA/LCR
Entrepreneurial Development Training Certificate (EDT)	✓		OWWA RWO
Business Plan	✓		Applicant
School Record of Qualified Dependent for Educational Assistance			School Registrar
<ul style="list-style-type: none"> ● Form 137/138 		✓	
<ul style="list-style-type: none"> ● Transcript of Record 		✓	
<ul style="list-style-type: none"> ● Certificate of Grades (if college level) 		✓	
Other Special Requirements: <ul style="list-style-type: none"> ● Certificate of Good Moral ● Medical Certificate i.e. Physically Fit to attend school if student has a medical pre-condition/s 		✓ ✓	School Registrar or Authorized School Officer/Faculty Any competent Medical Practitioner from public or private medical institution/facility

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard or Registration Desks OWWA RWO
2) Present/Submit the accomplished Endorsement Form from Social Benefits Unit/Desks and the OFW Membership Record. Obtain ELAP application forms and checklist of requirements.	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for livelihood assistance.	5 minutes	Membership record	None	ELAP Livelihood Focal OWWA RWO
3) Submit the accomplished forms and requirements to the Reintegration Unit/Desks. Obtain schedule of the Entrepreneurship Development Training (EDT)	Review and evaluate requirements submitted for qualification to livelihood assistance.	5 minutes	ELAP Livelihood Application Form	None	ELAP Livelihood Assistance Focal/ Reintegration Unit/Focal OWWA RWO
	Release Notice of Schedule of EDT.	2-3 weeks	Notice		
4) If deceased OFW has qualified dependent for ELAP-Educational Assistance, proceed to Education and Training Unit/Desk and get requirements checklist	Check endorsement from Social Benefits Unit/Desk and provide list of requirements and application form for educational assistance.	5 minutes	Scholarship Application Form	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
5) Submit the complete requirements for ELAP - Educational Assistance Application and wait for the result of the evaluation.	Review and evaluate requirements submitted for qualification to educational assistance.	5 minutes	None	None	ELAP Educational Assistance Focal/ Education and Training Unit/Focal OWWA RWO
	Release Notice of Schedule of Scholarship Orientation.	2-3 weeks	Notice		
6) Attend the training/orientation in the designated schedule and venue provided.				None	ELAP Educational Assistance Focal/

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
a. EDT for Livelihood Assistance b. Scholarship Orientation	Conduct the EDT. Conduct the Scholarship Orientation and facilitate signing of scholarship agreement.	1-2hours each session	Attendance Claim Stub Scholarship Agreement		Education and Training Unit/Focal OWWA RWO
7) Obtain the Notice from the Reintegration Unit/Desk and/or Education and Training Unit/Desk for the release of assistance. Note: Bring at least two (2) valid I.D.s of the claimant/dependents	Release Livelihood assistance. Release Notice of Award for the Education Assistance as basis for periodical release of cash assistance to school-age dependent.	30 minutes	Claim Stub/Form	None	Cashier or Authorized Personnel OWWA RWO

END OF PROCESS

Note: Schedule on the conduct of orientations/trainings may vary from one RWO to another considering geographical locations and the complexity of cases in terms of qualifications and compliance to the requirements of the applicants.

BALIK PINAS, BALIK HANAPBUHAY (BPBH) PROGRAM

BPBH is a package of livelihood support/assistance intended to provide immediate relief to returning member-OFWs, to wit:

- Cash assistance OFWs: a) Non-Members of OWWA- **Php5,000.00**; b) In-active Members with at least one (1) contribution- **Php10,000.00**; and c) Active Members of OWWA- **Php20,000.00** as start-up or additional capital for the livelihood project;
- Entrepreneurship development training; and
- Other services that will enable the target beneficiaries to start/manage a livelihood undertaking through self-employment, such as provision of marketing linkages and job referral.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple-Complex

TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Repatriated Distress OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Active Members a. OWWA Membership Records b. Application Form with Personal Undertaking (Sariling Salaysay) that the cash assistance will be used solely for livelihood activities of OFW c. Proof of repatriation or return to the Philippines (passport or travel documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO OWWA RWO/ Reintegration Unit or Focal Person POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division Barangay where the OFW resides
2) In-active Members a. OWWA Membership Records b. Application Form with Personal Undertaking (Sariling Salaysay) that the cash assistance will be used solely for livelihood activities of OFW c. Proof of repatriation or return to the Philippines (passport or travel documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO OWWA RWO/ Reintegration Unit or Focal Person POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division Barangay where the OFW resides
3) Non-Members (Undocumented OFWs) a. At least 2 valid Government Issued I.D.s (including the already the passport I.D.)	Concerned Government Agencies e.g. SSS, PRC, LTO, COMELEC, DFA, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
b. Application Form with Personal Undertaking (Sariling Salaysay) that the cash assistance will be used solely for livelihood activities of OFW c. Proof of repatriation or return to the Philippines (passport or travel documents, airline ticket, boarding pass) d. Proof of displacement (termination letter, referral letter/certification from POLO or Philippine Embassy, SENA or complaint, request for repatriation, etc.) e. Proof of Residency (Barangay Certificate/Clearance)	OWWA RWO Reintegration Unit or Focal Person / OFW POLO OWWA with jurisdiction of the OFW jobsite Issuing Airline for Air tickets/Boarding Pass Employer/Recruitment Agency, POLO OWWA or Philippine Embassy, or OWWA Legal Service or Repatriation Assistance Division Barangay where the OFW resides

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line. Give application Form	5 minutes	Application Form	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present and submit requirements	Check membership status Issue membership record for (member OFWs), Review accomplished application form and completeness of requirements Issue schedule of EDT session for qualified OFWs	At least 5 minutes per transaction	Membership record Accomplished Application Form Schedule of EDT	None	Reintegration Unit Staff OWWA RWO
3) Attend the scheduled EDT session at the OWWA RWO	Conduct the EDT Session Issue certificate of attendance	Half-day session	Attendance/Registration Form Certificate of Attendance Business Plan	None	Reintegration Unit Staff OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
4) After the EDT session, submit the application forms and complete requirements	Receive the complete requirements including the Certificate of Attendance to the EDT and the Business Plan Issue schedule of Business Site inspection <i>(Note: This may vary based on geographic location, no. of OFWs queued for business site inspection and availability of OFW for the site inspection)</i>	10 minutes At least seven (7) days after the EDT session	Accomplished Application Form Certificate of Attendance Business Plan	None	Reintegration Unit Staff OWWA RWO
5) Prepare for the Business Site Inspection by the OWWA RWO	Conduct the Business Site inspection. Conduct final review and approval of the BPBH application. Schedule release of cash assistance and send OFW notice of approval and claiming of cash assistance.	At least 30 minutes At least 10 minutes- review At least seven (7) days after approval	N/A	Site visit report from OWWA RWO i.e. narrative and photos	Family Welfare Officer/ Business Inspector OWWA RWO Reintegration Unit Staff OWWA RWO Reintegration Unit Staff OWWA RWO
6) For approved applications, claim the financial assistance	Release financial assistance either through check, cash pay-out or money transfer.	10 minutes	Claim Stub/Form	None	Cashier, OWWA RWO Authorized Personnel/ Money Transfer OWWA RWO
END OF PROCESS					

Note: The processing time and venue of office may vary from one RWO to another depending on the current circumstances, particularly the magnitude of disasters and displacement of OFWs.

WAP is an assistance extended to OWWA members, active or non-active, and/or their families, who are not eligible under any of the existing OWWA social benefit programs and services.

It seeks to provide cash relief assistance to OWWA members in any one of the following circumstances which are not covered under the regular programs implemented by the Secretariat:

- a. Calamity assistance for OWWA members and their families affected by natural calamities/disasters, such as super typhoons, earthquakes, heavy flooding, etc.
- b. Bereavement assistance
- c. Disability assistance for OWWA members who were victims of crimes or accidents
- d. Medical assistance for OWWA members who have illnesses that are not covered under MEDplus
- e. Relief assistance for OWWA members who were displaced/laid-off due to economic/political/health crises, bankruptcy & other related conditions

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple-Complex
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member or Qualified Dependents
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) Calamity Assistance <ol style="list-style-type: none"> a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Barangay Certificate as resident of disaster/emergency affected community d. If victim of fire incident, secure Certification 	Government issued or company issued OFW member Barangay Council Bureau of Fire Protection

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>Note: Calamity Assistance can be claimed by OFW members who are residing in areas where there is declared a State of Calamity by the Local Government Unit or the Office of the President.</i>	
2) Bereavement Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of Claimant b. Proof of relationship with OFW i.e. Marriage Contract, Birth Certificate c. Death Certificate d. Joint Affidavit of two disinterested persons who witnessed the administration of burial rites 	Government issued or company issued PSA or LCR PSA or LCR Notary Public
3) Disability Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of Claimant b. Medical Certificate/Examination Procedure Result c. Accident/Police Report d. If claimant is not the OFW, Special Power of Attorney (SPA) 	Government issued or company issued Competent Practitioner and Medical Institution/Facility Police Authorities with jurisdiction on the incident Legitimate Law/Legal Practitioner
4) Medical Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Original Medical Certificate/ Abstract with PTR No. of Attending Physician 	Government issued or company issued OFW member Competent Practitioner and Medical Institution/Facility
5) Relief Assistance <ul style="list-style-type: none"> a. At least two (2) valid I.D.s of OFW or Claimant b. Authorization Letter with I.D. of OFW, if claimant is not the OFW c. Proof of Displacement e.g. Termination of Contract, Working Visa, etc. d. Certification from OWWA-POLO of OFW's job sites 	Government issued or company issued OFW member Employer OWWA-POLO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO
3) Submit accomplished application form and required documents for validation/evaluation	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form Claim Form/Stub	None	Social Benefits Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes (up to maximum of five working days)	Claim Stub/Form	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

Note: The processing time and venue of office may vary from one RWO to another depending on the current circumstances, particularly the magnitude of disasters and displacement of OFWs.

MEDplus is designed to provide supplemental medical relief for active OWWA and PhilHealth member-OFWs who are afflicted with dreaded diseases and were hospitalized, either at the jobsites or while in the Philippines. It is a financial assistance that aims to provide eligible availed with relief in the payment of their hospital/medical bills that is equivalent to the PhilHealth benefits under its case rate system, but not to exceed **Fifty Thousand Pesos (PhP 50,000.00)** per member.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member with active PhilHealth Membership
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) MEDPlus Application Form	OWWA RWO
3) One (1) Copy of Passport Size Picture	OFW Member or Claimant
4) Valid Passport	DFA
5) Valid Identification (I.D) Card	Government or Company issued
6) Member Data Record from PhilHealth	PhilHealth
7) Medical Certificate	Competent medical practitioner from legitimate medical institution/facility
8) If the family of OFW will claim the assistance because of: <ul style="list-style-type: none"> • OFW is abroad: Duly notarized Special Power of Attorney executed by the OFW • Deceased OFW: Death certificate of deceased OFW / marriage certificate or birth certificate of NOK-claimant issued by Philippine Statistics Authority (PSA) 	Legal Practitioner PSA or LCR

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard
2) Present I.D at Counter 29 of the Social Benefits Unit for verification of Membership Record. <ul style="list-style-type: none"> • If the membership and MDR are valid, acquire MedPlus Application Form and other needed documents. 	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Evaluator/Processor Counter 9 - SBU
3) Submit the accomplished application form and requirements; proceed to present claim stub and claim financial assistance through check or cash pay-out	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form Claim Form/Stub	None	Evaluator/Processor Counter 9 - SBU
4) After claiming the check, go to the Cashier - Releasing Window and present 2 valid IDs e.g. Passport, Postal, Voter's, Company, Driver's License, Senior Citizens, NBI Clearance (Original/Valid), PRC License	Release financial assistance.	5 minutes	Claim Stub/Form	None	Cashier Cash Unit

DISABILITY BENEFIT

Disability Benefit - this could be availed of by the OFWs for any accident-related disabilities ranging from **Php2,500.00 to Php25,000.00 for partial disability** and from **Php50,000.00 to Php100,000.00 for total/permanent disability**.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	OFW Member
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	MARINA
3) Foreign Medical Certificate with English Translation	OWWA- POLO
4) Medical Certificate (with indicated procedure of the medical examination/procedure of the doctor in Philippines)	Competent medical practitioner from legitimate medical institution/facility
5) Accident Report and/or Master's Report (for seafarer)	Employer
6) One (1) copy of 1x1 picture	OFW member
7) If claimant is not OFW, submit Authorization Letter with I.D. of OFW	OFW's authorized claimant
8) At least one (1) valid I.D. of authorized claimant	OFW's authorized claimant

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get the Priority Number (Ticket) from the Queuing Machine. Wait until your number is called.	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Assigned Guard or Registration Desk OWWA RWO
2) Present your I.D or Passport at Social Benefits Unit/Desk for verification of Membership Record. • If the membership is valid, obtain application form and ascertain the schedule for medical evaluation.	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record Application Form	None	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO
3) Return on the given schedule for the medical evaluation at Counter 9 of Social Benefits Unit. Submit the accomplished application form and requirements; proceed to present claim stub and claim financial assistance through check or cash pay-out	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Application Form	None	Evaluator/Processor Social Benefits Unit/Desk OWWA RWO
4) After claiming the check, proceed to the Cashier - Releasing Window and present 2 valid IDs e.g. Passport, Postal, Voter's, Company, Driver's License, Senior Citizens, NBI Clearance (Original/Valid), PRC License. Submit copies of ID.	Release financial assistance.	5 minutes	Claim Stub/ Form	None	Cashier or Authorized Personnel OWWA RWO

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
END OF PROCESS					

DEATH AND BURIAL BENEFIT

Death Benefit - insurance benefit to survivors of deceased OFWs who were active OWWA members at the time of death. The beneficiary is entitled to Php100,000.00 for deaths due to natural causes and Php200,000.00 for accidental death.

Burial Gratuity - in addition to the death benefit, a funeral grant of Php20,000.00 is given to the beneficiaries of the deceased OFW to assist them for the decent burial of their loved ones.

a. Info about the service

CONCERNED OFFICE/DIVISION:	Regional Welfare Office
CLASSIFICATION:	Simple
TYPE OF TRANSACTION:	Government to Citizen (G2C)
WHO MAY AVAIL:	Deceased OFW Member's Qualified Dependent
SCHEDULE OF AVAILMENT:	Monday to Friday/ 8:00 AM – 5:00 PM

b. Basic Requirements

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1) OFW Membership Record (MR)	OWWA RWO
2) Copy of Passport or Seaman's Identification Record Book (SIRB) of the OFW - Member	MARINA
3) Two (2) Valid IDs and One (1) copy of ID Picture of claimant (1x1)	Qualified Claimant
4) Death Certificate (local or foreign; police/accident report - if death was caused by accident)	PSA or LCR
5) Burial Permit and Official Receipt of payment in funeral	City/Municipal LGU
6) Affidavit of Undertaking executed by claimant	Notary Public
7) Proof of Relationship to OFW Member <ul style="list-style-type: none"> • OFW CENOMAR, if single • Marriage Certificate • Birth Certificate of OFW, if the claimant is the parent • Birth Certificate of the claimant and death certificate of deceased spouse, for OFW's child 	PSA or LCR

c. How to avail the service

CLIENT'S STEPS	AGENCY ACTION	PROCESSING TIME	FORM	FEES TO BE PAID	RESPONSIBLE PERSON/OFFICE
1) Get queuing number or queue in the line	Provide queuing number or ensure orderliness in the queuing line.	30 seconds	None	None	Either Guard on-duty or Registration Desks OWWA RWO
2) Present OFW I.D. or info to the Membership Verification Desk, based on status of membership obtain application form and checklist of requirements	Check membership status Issue membership record, inform OFW/claimant whether qualified or not qualified	5 minutes	Membership record	None	Social Benefits Staff or Membership Verification Desk OWWA RWO
3) Submit accomplished claim form and required documents for validation/evaluation	Review and evaluate submitted requirements. Inform OFW/claimant about final approval/disapproval of application	15 minutes	Claim Form	None	Social Benefits Staff OWWA RWO
4) For approved applications, proceed to present claim stub and claim financial assistance through check or cash pay-out	Release financial assistance.	5 minutes	Claim Stub	None	Cashier or Authorized Personnel OWWA RWO
END OF PROCESS					

C. DEPARTMENT OF TRADE AND INDUSTRY (DTI)

Registration of Business Name

The issuance of Business Name Registration Certificate is considered a **SIMPLE** transaction. Under Sec. 9 b1 of RA 11032, simple transactions shall be acted upon by the assigned officer/employee within 3 working days. If BNRC is not released within 3 days, you may file a complaint via email (artaunit@dti.gov.ph).

BNR is mandated by Act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions.

The BNR should be renewed every 5 years from the date of registration. The application for renewal of BNR may be filed one hundred eighty (180) calendar days prior to its expiration up to 180 calendar days after the expiration date.

Office or Division:	DTI Regional and Provincial Offices – Negosyo Centers
Classification:	Simple
Type of Transaction:	G2B – Government-to-Business
Who may avail:	Individuals/sole proprietors

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
I. BUSINESS NAME REGISTRATION – NEW AND RENEWAL APPLICATION	
For walk-in/over-the-counter application (may also be done online end-to-end through the Business Name Registration System (BNRS) –https://bnrs.dti.gov.ph)	
1. Applicant must be at least 18 years old	
2. One (1) duly filled-out Application Form signed by the applicant of the BNR	DTI Regional and Provincial Offices / Negosyo Centers
3. One (1) valid government-issued ID	
4. Additional requirements for non-Philippine national:	
a. Applicant must be at least 18 years old (where the laws of the home country of the authorized non-Philippine national provides for the legal or contract age lower than 18 years, said authorized non-Philippine national shall submit proof thereof)	
b. Clear certified copy of the Alien Certificate of Registration	Bureau of Immigration
c. Certificate of Registration for Sole Proprietorship/Certificate of Authority to engage in business in the Philippines issued by the concerned DTI Office per Republic Act No. 7042 (Foreign Investment Act) as amended by Republic Act No. 8179, Republic Act No. 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be	Concerned DTI Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Additional requirement for refugee/stateless persons: <ul style="list-style-type: none"> • Clear certified copy of the Certificate of Recognition issued by the Department of Justice – Refugee and Stateless Person Protection Unit (DOJ-RSPPU) showing that the applicant is recognized as a refugee/stateless person or presentation of the original Certificate of Recognition and submission of a duplicate copy thereof 	Department of Justice
<p>For online applications, a signed application form is no longer required since the accomplished online application is equivalent to the duly- accomplished physical application form. The online application for BN registration is subject to the Terms and Conditions set forth under the Rules and by clicking the "I Agree" button, the applicant is deemed to have understood and accepted all such Terms and Conditions including the mandatory undertakings as posted on the web-enabled BN registration system.</p>	
<p>Online applications filed by non-Philippine nationals, refugees and stateless persons shall be acted upon submission of the abovementioned supporting documentary requirements.</p>	
<p>Additional requirements if filer is other than the owner</p>	
1. Authorization letter from the owner	
2. Valid ID of the authorized representative	
<p>For renewal of registration</p>	
1. Same requirements as that for new application	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit application form	1.1 Receive, verify and process application form. (If incomplete, immediately return the application to applicant and point out deficiencies.)		Upon submission of completed documents and approval of application under normal circumstances, estimated processing time is fifteen (15) minutes	BN Processor/NC Business Counsellor, if through NC
2. Pay registration fee	2.1 Receive payment and issue official receipt	Registration fee based on territorial scope: Barangay: ₱200.00 City/ Municipality: ₱ 500.00 Regional: ₱1,000.00 National: ₱2,000.00 Plus Documentary Stamp Tax of ₱30.00 per registration Surcharge for Renewal - Additional 50% of registration fee if filed within ninety-one (91) days to onehundred eighty days (180) days after the expiration date		Cashier/Special Collecting Officer (SCO) If online application, through available online payment modes.
3. Claim Certificate of BNR	3.1 Print and issue Certificate of BNR			BN Processor/NC Business Counsellor, if through NC

D. TECHNICAL EDUCATION AND SKILLS DEVELOPMENT AUTHORITY (TESDA)

1. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC)

Office or Division:	Provincial Office FASD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Those who are interested to take assessment in the different qualifications offered by the TESDA Training Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled up Application Form CHECKLIST (1 original)			Applicant	
2. Self-Assessment Guide			Provincial Office	
3. Picture, passport size, white background with collar and name tag (2 pieces)			Applicant	
4. Birth Certificate (1 photocopy)			Philippine Statistics Authority	
5. Employment Certificate (1 original); and/or			Company	
6. Training Certificate (1 photocopy/ each)			Training Center Attended	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	<i>Provincial Office CAC Focal</i>
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	<i>Provincial Office CAC Focal</i>

	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment if the number of applicants reaches to 10 and above	None	15 Minutes	<i>Provincial Office CAC Focal</i>
3. Receives assessment Schedule	3. Issue assessment Schedule	None	2 Minutes	<i>Provincial Office</i>
4. Proceeds to Assessment Center		None	2 Minutes	<i>CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief / Administrator</i>
	TOTAL:	None	36 Minutes	

4. Availment of Scholarship Programs

Facilitating and providing information to the customers inquiring on scholarship availment.

Office or Division:	Provincial/District Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> - Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees - Filipinos, 15 years old and above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal visit/ inquiry of client; or online scholarship inquiry/ application form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				
1. Inquiries about available scholarship	1.1. Refers client to respective Provincial Office/Scholarship Focal	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.2. Informs clients of the different scholarship programs	None	25 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.3. Refers the client to a training provider with available scholarship slots	None	5 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
Online inquiry				
1. Fills-out the online scholarship inquiry/ application form	1.1. Receives information on the scholarship	None	5 Minutes	<i>Provincial/District Scholarship Focal</i>

	inquiry/ application via email			<i>Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.2. Forwards email to appropriate training provider	None	1 Minute	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.3. Contacts client to inform and refer to appropriate training provider	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	TOTAL:	None	Face to face: 32 Minutes Online: 8 Minutes	

12. Issuance of National Certificate/ Certificate of Competency

The National Certificate and Certificate of Competency are issued to passers of National Competency Assessment who requested for issuance.

Office or Division:	Provincial/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Passers of National Competency Assessment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal				
1. Competency Assessment Result Summary (CARS) (1 original)		Assessment Center		
2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece)		Applicant		
Representative		Liaison Officer/ Relative		
1. Competency Assessment Result Summary (CARS) (1 original)				
2. Picture of the certified worker, colored, passport size, white background, with collar and with name written at the back (1 piece)				
3. Special Power of Attorney (SPA), or Letter of Authorization (1 original)				
4. ID of the certified worker (1 photocopy)				
5. ID of the representative (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Competency Assessment Result Summary (CARS)	1.1. Verifies in the T2MIS the name of the certified worker and the corresponding certificate number from the RWAC 1.2. Checks completeness and validity of documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Pays the certificate fee	2. Accepts payments and issues Official Receipt	PHP50		Cashier Provincial/ District Director Provincial/ District Office
3. Receives the NC/CoC	3. Prints and issues the NC/CoC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP50.00	1 Day	

FEEDBACK MECHANISM

We value your feedback! Share your 1BOSSCO experience with us!

We would appreciate it if you would give us feedback by doing any of the following:

- Scan the QR codes (<https://bit.ly/3CLQLCM>) posted around 1BOSSCO and fill out our online feedback form.



WE VALUE YOUR FEEDBACK!
WE LOOK FORWARD TO BETTER UNDERSTAND HOW TO SERVE YOU AND IMPROVE IN THE FUTURE.
PLEASE SCAN THIS QR CODE AND FILL OUT OUR ONLINE FEEDBACK FORM.



[HTTPS://BIT.LY/3CLQLCM](https://bit.ly/3CLQLCM)





 

SHARE YOUR 1BOSSCO EXPERIENCE WITH US!
WE STRIVE TO PROVIDE OUR CLIENTS WITH THE BEST SERVICE. WE WOULD APPRECIATE IT IF YOU WOULD TAKE OUR BRIEF ONLINE SURVEY ABOUT YOUR EXPERIENCE AT 1BOSSCO.
PLEASE SCAN THIS QR CODE AND FILL-OUT OUR ONLINE FEEDBACK FORM.



[HTTPS://BIT.LY/3CLQLCM](https://bit.ly/3CLQLCM)

- Fill out the Feedback Form and put it in the drop box both located at the 1BOSSCO information desk.
- Approach our Customer Service Assistants at the 1BOSSCO information desk.

1BOSSCO Feedback Form

It's our pleasure to serve you. Please help us improve our service by answering this survey.

Name (optional) _____

How did you learn about the 1Bataan One-Stop Service Center for OFWs (1BOSSCO)?
(You may choose more than one option)

Paano mo nalaman ang tungkol sa 1Bataan One-Stop Service Center for OFWs (1BOSSCO)?
Maaaring pumili ng higit sa isa

<input type="checkbox"/> PESO Capitol Office	<input type="checkbox"/> Local website
<input type="checkbox"/> Search engine (Google, Yahoo, etc.)	<input type="checkbox"/> Television
<input type="checkbox"/> Social media (Facebook)	<input type="checkbox"/> Radio
<input type="checkbox"/> Recommended by a friend or colleague	<input type="checkbox"/> Webinar/Training/Seminar
<input type="checkbox"/> Online news	<input type="checkbox"/> Other

Agency/Office Visited _____
(Ahensya o Opisina na bibigyan ng komento)

Purpose (Ano ang sinadya?) _____

Your responses will help us provide the best service possible. Please rate your experience and level of satisfaction with the provided service/s.

1. How would you rate the support/assistance you received?
Gaano ka nasiyahan sa iyong tulong na natanggap?

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

A. Staff helpfulness
Pagiging matulongin ng kawani

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

B. Staff courtesy
Pagiging magalang ng kawani

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

How prompt were we able to address/act on your concerns/requests?
Gaano ka nasiyahan sa bits ng tulong o serbisyong natanggap?

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

How satisfied are you with the accuracy of the information provided?
Gaano ka nasiyahan sa katumpakan ng impormasyong natanggap?

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

How likely are you to recommend the 1BOSSCO frontline services to a colleague or applicants?
Mairerekomenda mo ba ang mga serbisyo sa 1BOSSCO sa iyong mga kaibigan o kakilala?

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

Overall, are you satisfied with the service you received from 1BOSSCO?
Pangkalahatan, nasiyahan ka ba sa iyong natanggap na serbisyo sa 1BOSSCO?

😊 Very satisfied (Nasiyahan) 😞 Not satisfied (Di nasiyahan)

How could we improve your experience at 1BOSSCO? What other services do you want to receive in the future?
Paano pa namin mapapagbuti ang aming serbisyo o ang iyong karanasan sa 1BOSSCO? Kung sakali, meron bang serbisyo o programa na gusto mong matanggap sa hinaharap?

We look forward to better understand how to serve you and improve in the future.

RECORDS MANAGEMENT POLICY

There is a specific area for safekeeping of records of the 1BOSSCO and a Record Officer shall be responsible in the filing, storing, safekeeping and retrieval of records.

The following shall be observed:

1. Confidentiality of records shall be maintained and shall not be given to any unauthorized persons unless otherwise with written instructions from the Regional Directors of the onboarded agencies and or maybe required by law, court or quasi-judicial order.
2. Confidential and Restricted Records are within the confines of the personnel herein. No other personnel shall be allowed to access said documents for other purposes prejudice to the 1BOSSCO.
3. Maintain upkeep of the records to avoid damages due to terminates, fire or by other means.
4. Ensure the record drawers/lockers are properly locked that entry of unauthorized person shall be avoided with signage "ONLY AUTHORIZED PERSON IS ALLOWED" posted at the main door.
5. All documents, records and boxes shall be labeled and marked "Confidential."
6. Report of records for disposal shall be submitted periodically indicating life period, classifications and other requirements prescribed in the law on safekeeping, management, archive and disposing of official records.
7. Persons who can access confidential and restricted records include officials from the Field Office such as the Regional Director, Assistant Regional Directors and Division Chiefs pertaining to their areas of work and jurisdiction.

