



## 11. Assistance to Bataeno OFWs

In coordination with the Overseas Workers Welfare Administration (OWWA), the PESO shall assist in providing re-integration assistance services to returning Overseas Filipino Workers (OFW's)

<b>Office or Division:</b>	Office of the Provincial Public Employment Service Manager /Special Projects and Administrative Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	Active and inactive Bataeno overseas Filipino workers (OFWs), OFW family members or beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of OWWA Membership		Client		
Valid ID		Client		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Inquires at the OFW/OWWA Help Desk and signs on the OFW and Beneficiaries Sheet	1. Receives the client and the initial concern/request for assistance	NONE	2 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
2. Fills-out the Intake Form	2. Verifies client's information and determines if OWWA membership and status in the system If OWWA member, prints Members Personal Profile (MPS) generated through the OWWA website at <a href="http://mps.owwa.gov.ph">mps.owwa.gov.ph</a> If not, prints the OFW Information generated through the POEA Verification System	NONE	10 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
3. Submits documents or requirements listed above and provide details of request/concern/issue	3. Validates submitted documents or requirements, evaluates client's request/concern/issue and determines which service should be provided  If the client is an active OWWA member, educates client about the benefits and service they can avail from OWWA to address the client's concern If the client is inactive or not an OWWA member, recommends course of actions to be undertaken by the client or other services/remedies available to the client If the request/concern/issue or case is complex, refers to POEA Regional	NONE	30 minutes	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>



4. Acknowledges instructions or accepts referral to POEA Regional Office III	4. Encodes and document client's consultation with PESO, files the printed and accomplished forms for recordkeeping and conducts follow-up with the client after 5-7 days if desired/requested services were provided	NONE	7 days	<i>Bookbinder III Senior Administrative Assistant Special Projects and Administrative Division</i>
<b>TOTAL:</b>		<b>None</b>	<b>7 days, 42 minutes</b>	