



The DOLE CITIZENS' CHARTER

2023|5TH EDITION





Message

As the Philippines is recovering against the COVID-19 Pandemic, the Department of Labor and Employment, in keeping with the requirements of Republic Act No. 11032 or *the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations*, incessantly delivers quality services to our clients.



The DOLE Citizen's Charter 2023, 5th Edition, covers changes consistent with the latest laws, rules and regulations. It highlights the improvements in the streamlined processes to expedite transactions in the DOLE towards better delivery of services to our clients and stakeholders.

These are all directed towards attaining client satisfaction which has always been at the core of all the DOLE's service delivery improvement efforts.


BIENVENIDO E. LAGUESMA
Secretary

Dept. of Labor & Employment
Office of the Secretary



I. Mandate

The Department of Labor and Employment (DOLE) is the national government agency mandated to formulate policies, implement programs and projects as well as serve as the policy-coordinating arm of the Executive Branch in the field of labor and employment.

II. Vision

Every Filipino Worker attains full, decent and productive employment

III. Mission

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

IV. Service 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;
- ✓ Offering numbers of venues which include service facilities, hotlines and websites in addressing public concerns and for clients to access information about our services;

- ✓ Listening to and responding immediately to public complaints and/or suggestions through the Department's Hotline, Help Desks and Public Assistance and Complaints Units towards client 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.
- ✓ Attending to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



Regional/Provincial/Field Office External Services



1) Application for Livelihood Project Assistance

The beneficiaries of the DOLE Integrated Livelihood Program (DILP) could venture in either individual or group undertaking. Access to livelihood assistance could either be through Direct Administration by the DOLE Regional/Provincial/Field Offices or through an Accredited Co-Partner (ACP) of DOLE to wit: peoples'/workers' organization, union, association, federation, cooperative, business association, church-based organization, educational institution, or private foundation.

The ACPs could act as the proponent who will render technical assistance to the DILP beneficiaries or as the direct beneficiary of the program.

Funds released to these ACPs is likewise governed by the provisions of COA Circular No. 2012-001 entitled "Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions" and 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-Government Organizations/Peoples' Organizations (NGOs/POs)".

The funds granted to the ACPs shall retain their character as public funds.

Office or Division:	DOLE Regional/Provincial/Field Offices
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government G2B –Government to Business
Who may avail:	<ul style="list-style-type: none"> ▪ Accredited Co-Partners such as Non-Government Organizations and Private Organizations ▪ National Government Agencies (NGAs) ▪ Local Government Units (LGUs) ▪ State Universities and Colleges (SUCs) <p>Beneficiaries: Working poor, vulnerable and marginalized workers such as:</p> <ul style="list-style-type: none"> ▪ Self-employed with insufficient income ▪ Marginalized and landless farmers ▪ Marginalized fisherfolks ▪ Unpaid family workers ▪ Women and youth ▪ Low/minimum wage earners and seasonal workers ▪ Workers displaced or to be displaced as a result of natural disasters or closure of establishment, retrenchment, termination ▪ Persons with disability (PWDs) ▪ Senior Citizens ▪ Indigenous peoples ▪ Parents/guardians of child workers



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ul style="list-style-type: none"> ▪ Rebel returnees ▪ Victims of armed conflict
A. For NGAs including LGUs and SUCs as ACP:	
1. Application letter duly signed by the authorized officials, i.e. Local Chief Executive (LCE), Chairman/President, Cabinet Secretary, Directors, among others, addressed to the DOLE Regional Director	Proponent
2. Detailed project proposal which is duly approved/signed by the authorized officials as enumerated in #1 above and indicating equity	Pro-forma project proposal/business plan format –DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD)
3. For LGUs and SUCs, Board or Sangguniang Bayan (SB) Resolution authorizing an official to enter into a Memorandum of Agreement (MOA) to avail of DOLE livelihood	LGUs and SUCs
4. Individual beneficiary profile (with picture) and proponent ACP profile	DOLE Regional/Provincial/Field Office – TSSD
5. MOA between the parties.	DOLE Regional/Provincial/Field Office – TSSD
6. For LGUs (City, Provincial/Municipal), a copy of the portion of their Local Development Plan referring to Labor and Employment/Social Services with detailed estimates of Approved Project Expenditures or Estimated Expenses	LGUs
7. Certification from the DOLE Regional Office’s Accountant that the previous cash advance granted has been liquidated and stamped received by Commission on Audit	DOLE Regional Office Accounting Unit
Note: A Focal Person shall be designated by the NGAs, LGUs or SUCs to coordinate and transact with DOLE in the availment of programs and services.	
B. For other Types of ACPs:	
1. Application letter by the ACP addressed to the DOLE Regional Director	Proponent
2. Detailed and duly signed Project Proposal from the ACP (indicating/showing that the ACP has equity equivalent to at least 20% of the total project cost)	Proponent



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Individual Beneficiary Profile (with picture) and Proponent ACP Profile		DOLE Regional/Provincial/Field Office – TSSD		
4. Copy of ACP Certificate of Accreditation		Proponent		
5. Board Resolution authorizing a representative to enter into a MOA		Proponent		
6. MOA between DOLE RO and the ACP		DOLE Regional/Provincial/Field Office – TSSD		
7. Audited financial reports (statements) for the past three (3) years preceding the date of project implementation. For applicant which has been in operation for less than three (3) years, financial reports for the years in operation and proof of previous implementation of similar projects.		Proponent		
8. Disclosure of other related business, if any		Proponent		
9. Work and financial plan and sources of and details of proponent's equity participation in the project		Proponent		
10. List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation		Proponent		
11. Sworn affidavit of the secretary of the applicant organization/entity that none of its incorporators, organizers, directors or officer's is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed MOA, and release funds		Proponent		
12. Certificate from the DOLE RO's Accountant that the previous cash advance granted has been liquidated and stamped received by the COA.		DOLE Regional Office Accounting Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Provincial/Field Office Action Officer.	1. Check the completeness of the proposal and documentary requirements.	None	3 days	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.</p>	<p>1.1. If complete, conduct initial evaluation of proposal.</p> <ul style="list-style-type: none"> ▪ If incomplete, notify the proponent and return the application. 	None		Action Officer or Alternate TSSD
	<p>1.2. If met the required rating, endorse the evaluation to DOLE Regional Office – Technical Support Services Division.</p>	None		Action Officer or Alternate TSSD
	<p>1.3. Validate and concur on the result of the evaluation, as indicated in the project appraisal report. Recommend for approval/ disapproval.</p>	None	7 days	Regional Project Management Team
	<p>1.4. Approve/ Disapprove the project proposal and the grant of livelihood project assistance.</p>	None	3 days	Regional Director
<p>2. Receive Notice of Approval and a copy of the proposed MOA with schedule of the MOA signing or Notice of Disapproval, as the case may be, thru fax, email or mail.</p>	<p>2. If approved, release the Notice of Approval and proposed MOA. Include/line up the approved proposal in the priority list for funding.</p>	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ▪ If disapproved, release a Notice of Disapproval citing the reasons and deficiency/ies noted. <p><i>Note: The release of funds is not included in the 10-day processing time because funds/grants for POs are subject to funds availability.</i></p>			
TOTAL		None	13 days, 15 minutes	



2) Issuance of Letter of Approval/Disapproval of Construction Safety and Health Program (CSHP) Application

The DOLE Department Order No. 198, series of 2018 requires every construction project to have a suitable Construction Safety and Health Program, which is in accordance with the Occupational Safety and Health Law and other related issuances by the Department. CSHP is a set of detailed rules to cover the processes, practices and personnel responsible that shall be utilized in a specific construction project site.

Office or Division:	DOLE Regional and Field Offices (Application for simplified CSHP may be submitted and processed at the DOLE Field Offices per AO 24-18 while comprehensive CSHPs are being received/processed at the Regional Office)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	<ul style="list-style-type: none"> ▪ Simplified CSHP – Project Owner or Contractor ▪ Comprehensive CSHP – Construction Project Manager, or in his/her absence, the Project Manager as authorized by the project owner 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Simplified CSHP (For minor repairworks, 2-storey and below project with less than 10 workers and not more than P3Million project cost.)		
1. Duly accomplished Application Form (2 copies)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – Technical Services & Support Division (TSSD) ▪ www.bwc.dole.gov.ph 	
2. CSHP template (2 copies)	www.bwc.dole.gov.ph	
3. The following as attachments: <ul style="list-style-type: none"> ▪ Certificate of Training of the designated Safety Officers (Basic Occupational Safety and Health in Construction), and a license certificate of an engineer in charge, if any; (1 photocopy) ▪ Copy of the certificate of Training and ID of First Aider, if any; (1 photocopy) ▪ Photocopy of valid Philippine Contractors Accreditation Board (PCAB) License of contractor (for projects with contactor) [1 photocopy] 	OSHC, Accredited Safety Training Organization Professional Regulation Commission Accredited Safety Training Organization, Organizations Recognized as First Aid Training Providers Department of Trade and Industry (DTI) – PCAB	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ▪ Proof of Purchase/Existence/Availability of Emergency Medicines/First Aid Kit to be used in the construction site (attach pictures or receipts) 	Applicant
<p>For Comprehensive CSHP (For general building construction, general engineering construction, special trade construction including demolition works and other undertakings and operations in the construction industry.)</p>	
1. Duly accomplished Application Form (2 copies)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – TSSD ▪ www.bwc.dole.gov.ph
2. Letter of intent, with name of authorized contact person with contact number/s (2 original copies)	Applicant
3. CSHP template (2 copies)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – TSSD ▪ www.bwc.dole.gov.ph
<p>4. The following as attachments (2 photocopies each):</p> <ul style="list-style-type: none"> ▪ Registration under OSHS (Rule 1020-Registration of Establishments) ▪ Valid PCAB Registration of Contractors/Subcontractors, if any ▪ Project Contract/any documentary proof showing company as chosen/winning bidder; ▪ Certificate of Completion on required training of all designated OSH Personnel (i.e., first-aider, safety officer, OH nurse, OH physician, dentist), as required under DO 198-18; ▪ Valid Certificate of Inspection and Testing of Construction Heavy Equipment (CHE) conducted by a DOLE accredited testing organization; ▪ Valid NC II to operate Construction Heavy Equipment and other critical skills/occupation, if any; ▪ Contract/Memorandum of Agreement with nearby hospital/clinic in lieu of the required hospital (if any). 	<p>DOLE Regional and Field Offices – TSSD</p> <p>DTI – PCAB</p> <p>Accredited CHE Testing Organization</p> <p>Accredited Safety Training Organization, Organizations Recognized as First Aid Training Providers</p> <p>Accredited CHE Testing Organization</p> <p>Technical Education and Skills Development Authority (TESDA) – Certification Office</p> <p>Applicant</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional/Field Offices.	1. Check the completeness of all the documentary requirements and duly accomplished form.	None	1 hour	Action Officer or Alternate TSSD
2. Get the claim stub.	For complete documents: 2. Issue claim stub indicating the date of release of Notice of Approval/Disapproval. <ul style="list-style-type: none"> ▪ If application form is not properly accomplished and/or documents are not complete, return the application form and documents to client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed. 	None	15 minutes	Action Officer or Alternate TSSD
	2.1. Evaluate CSHP application and prepare Notice of Approval/Disapproval.	None	3 days	Action Officer or Alternate TSSD
	2.2. Sign Notice of Approval/Disapproval.	None	1 day	Field Director or Authorized Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				(For Simplified Projects) Regional Director or Authorized Representative (For Comprehensive Projects)
<p>3. Return to the DOLE Regional/ Field Office on the scheduled date of release of Notice. Present the claim stub to the Action Officer and claim the Notice of Approval/Disapproval of CSHP application.</p> <p>If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative - to present original for verification purposes).</p>	<p>2. Release Notice of Approval/ Disapproval of CSHP application. Retain copy of issued letter duly received by client.</p>	None	15 minutes	Action Officer or Alternate TSSD
TOTAL		None	4 days, 1 hour, 30 minutes	



3) Registration of Workers' Association

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 for registration prescribed under Rules III and IV of DOLE Department Order No. 40-03, as amended.

Office or Division:	DOLE Regional/Provincial/Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Working Youth, Overseas Filipino Workers, Working Persons with Disabilities and all other workers, including ambulant, intermittent workers, the self-employed, rural workers and those without any definite employers.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ▪ 1 original and 2 photocopies of all application requirements for manual registration ▪ 1 original copy of all application requirements for online registration 	
1. Duly-filled out, signed and notarized Application Form for Registration of Workers' Association;	<ul style="list-style-type: none"> ▪ DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD) ▪ www.blr.dole.gov.ph ▪ https://blr-ours.dole.gov.ph
2. Names of the applicant association's officers and their respective addresses;	Applicant association
3. Minutes of the organizational meeting/s;	Applicant association
4. List of members who participated in the organizational meeting/s;	Applicant association
5. Financial Reports of the applicant association if it has been in existence for one or more years, unless it has not collected any amount from the members, in which case a statement to this effect shall be included in the application;	Applicant association
6. Constitution and By-laws (CBL);	Applicant association
7. Names of ratifying members;	Applicant association



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. Minutes of adoption or ratification of the constitution and by-laws and the date/s of ratification. (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)		Applicant association		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Registration:				
1. Submit the required documents to the DOLE Regional/ Provincial/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.	1. Receive and review the application for registration.	None	4 hours	Action Officer or Alternate TSSD
2. Get the Order of Payment.	2. For complete documents, issue Order of Payment. ▪ If documentary requirements are incomplete and/or not in order, notify the applicant in writing of the lacking requirement/s and to complete the same within thirty (30) days from receipt of notice. Otherwise, the application shall be deemed denied without prejudice to its re-filing.	None	10 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P70.00 – registration fee	15 minutes	Cashier
4. Submit OR to the Action Officer.	4. Receive OR.	None	10 minutes	Action Officer or Alternate TSSD
	4.1. Print Certificate of Registration and endorse to the Office of the Approving or Authorized Signatory for approval and signature.	None	2 hours	Action Officer or Alternate TSSD Regional Director or his/her alternate signatory
	4.2. Scan OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
5. Sign in the Registration Logbook.	5. Record the application and let the applicant sign in the Registration Logbook (for pick-up).	None	10 minutes	Action Officer or Alternate TSSD
6. Receive Certificate of Registration.	6. Release the Certificate of Registration either thru courier or for pick-up.	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to "Application Approved", encode and upload scanned copy of Certificate	None	4 hours	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of Registration & OR and change status to "Released".			
TOTAL		P70.00 – registration fee	1 day, 3 hours, 15 minutes	
Online Registration:				
1. Log in to https://blr-ours.dole.gov.ph , select and fill-out Registration of Workers' Association Application Form and upload documentary requirements.	1. Log in to https://blr-ours.dole.gov.ph , open and review the application for registration submitted online. For complete documents, notify the applicant when to go to DOLE to submit signed and notarized application form, original documents submitted online.	None	4 hours	Action Officer or Alternate TSSD
2. Receive notification.	2. For complete documents, notify the applicant when to go to DOLE to submit signed and notarized application form, original documents submitted online. <ul style="list-style-type: none"> ▪ If documentary requirements are incomplete and/or not in order, notify the applicant thru the "Message Section" to complete the application within thirty (30) days 	None	10 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	from receipt of notice. Otherwise, the application shall be deemed denied without prejudice to its re-filing.			
<p>3. Proceed to DOLE Office on scheduled date and submit the signed and notarized application form and original documents uploaded online.</p> <p>See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.</p>	<p>3. Receive and validate documents uploaded online vis-à-vis the original documents presented.</p> <ul style="list-style-type: none"> ▪ If in order, issue Order of Payment. Otherwise, return to applicant for completion. 	None	30 minutes	Action Officer or Alternate TSSD
4. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).	4. Receive payment and issue OR.	P70.00 – registration fee	15 minutes	Cashier
5. Submit OR to the Action Officer.	5. Receive OR.	None	10 minutes	Action Officer or Alternate TSSD
	5.1. Print Certificate of Registration and endorse to the Office of the Approving or Authorized Signatory for approval and signature	None	2 hours	Action Officer or Alternate TSSD Regional Director or his/her alternate signatory



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.2. Scan OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
6. Sign in the Registration Logbook.	6. Record the application, and let the applicant sign in the Registration Logbook (for pick-up) and release the Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to "Application Approved", encode and upload scanned copy of Certificate of Registration & OR and change status to "Released".	None	1 hour	Action Officer or Alternate TSSD
TOTAL		P70.00 – registration fee	1 day, 35 minutes	



4) Registration of Establishment under Rule 1020 of the Occupational Safety and Health Standards

The establishment regardless of size of economic activity, whether small, medium or large scale in one single location, shall register with the DOLE pursuant to the provisions of the Occupational Safety and Health Standards to form part of a databank of all covered establishments.

Office or Division:	DOLE Regional and Field Offices			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Private establishment/company/business registered and operating in the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Registration/Re-Registration due to establishment's change of name/address/ownership or opening after previous closing:				
1. Duly accomplished form for Registration of Establishment under Rule 1020 (3 original copies)		<ul style="list-style-type: none"> ▪ DOLE-Regional and Field Offices – Technical Services and Support Division (TSSD) ▪ www.bwc.dole.gov.ph 		
2. Department of Trade and Industry (DTI) Registration Certificate (1 photocopy)		DTI- https://bnrs.dti.gov.ph		
3. Valid License or Business Permit/Mayor's Permit (1 photocopy)		Local Government Unit where the establishment operates – Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional and Field Offices.	1. Check the completeness of the form and documentary requirements.	None	20 minutes	Action Officer or Alternate TSSD
2. Get the claim stub indicating the date of release of Certificate.	2. If documents are complete, issue claim stub indicating the	None	10 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>date of release of Certificate.</p> <ul style="list-style-type: none"> ▪ If incomplete, return the Registration Form and documents to client indicating the lacking requirement/s and explain, as may be necessary. Registration is deemed not filed. 			
	2.1. Evaluate registration and recommend for approval.	None	1 day	Action Officer or Alternate TSSD
	2.2. Sign the approved registration.	None	4 hours	Regional Director/ Designated Approving Officer
<p>3. Return to the DOLE Regional/ Field Office on the scheduled date of release of Certificate. Present the claim stub to the Action Officer and get the Registration of Establishment under Rule 1020.</p> <p>If the claimant is other than the one who filed the application, submit letter of authorization together with photocopy of their ID (Filer/Applicant and Authorized</p>	3. Release the Registration of Establishment under Rule 1020 on the scheduled release date.	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Representative - to present original for verification purposes).				
TOTAL		None	1 day, 4 hours, 45 minutes	



5) Registration of Collective Bargaining Agreement

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 or certified labor unions bargain collectively.

The registration of Collective Bargaining Agreement (CBA) refers to the process of determining whether the application for registration complies with the documentary requirements for registration prescribed in Rule XVII of DOLE Department Order No. 40-03, as amended.

Office or Division:	DOLE Regional/Provincial/Field Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parties to the CBA			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> ▪ 1 original and 2 photocopies of all application requirements for manual registration ▪ 1 original copy of all application requirements for online registration 				
1. Duly-filled out, signed and notarized Application Form for Registration of Collective Bargaining Agreement		<ul style="list-style-type: none"> ▪ DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD) ▪ www.blr.dole.gov.ph ▪ https://blr-ours.dole.gov.ph 		
2. Collective Bargaining Agreement (CBA) which must be certified under oath by the representative/s of the employer/s and labor/union/s concerned		Applicant labor union		
3. A 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		Union applicant and employer representative		
4. A statement that the CBA was ratified by the majority of the employees in the bargaining unit of the employer/s concerned		Applicant labor union		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Registration:				
1. Submit the required documents to the	1. Receive and review the application for	None	4 hours	Action Officer or Alternate

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOLE Regional/ Provincial/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.	registration.			TSSD
2. Get the Order of Payment.	2. For complete documents, issue Order of Payment. <ul style="list-style-type: none"> ▪ If documentary requirements are incomplete and/or not in order, notify the applicant in writing of the lacking requirement/s and to complete the same within ten (10) days from receipt of notice. Otherwise, the application shall be deemed denied without prejudice to its re-filing. 	None	10 minutes	Action Officer or Alternate Technical Services and Support Division
3. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P1,000.00 – registration fee	15 minutes	Cashier
4. Submit OR to the Action Officer.	4. Receive OR.	None	10 minutes	Action Officer or Alternate TSSD
	4.1. Print Certificate of Registration and endorse to	None	2 hours	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Office of the Approving or Authorized Signatory for approval and signature.			Regional Director or his/her alternate signatory
	4.2. Scan OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
5. Sign in the Registration Logbook.	5. Record the application and let the applicant sign in the Registration Logbook (for pick-up).	None	10 minutes	Action Officer or Alternate TSSD
6. Receive Certificate of Registration.	6. Release the Certificate of Registration either thru courier or for pick-up.	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to "Application Approved", encode and upload scanned copy of Certificate of Registration & OR and change status to "Released".	None	4 hours	Action Officer or Alternate TSSD
TOTAL		P1,000.00 – registration fee	1 day, 3 hours, 15 minutes	
Online Registration:				
1. Log in to https://blr-ours.dole.gov.ph ,	1. Log in to https://blr-ours.dole.gov.ph ,	None	4 hours	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
select and fill up CBA Application Form and upload documentary requirements.	open and review the application for registration submitted online.			
2. Receive notification.	<p>2. For complete documents, notify the applicant when to go to DOLE to submit signed and notarized application form, original documents submitted online.</p> <ul style="list-style-type: none"> ▪ If documentary requirements are incomplete and/or not in order, notify the applicant thru the “Message Section” to complete the application within ten (10) days from receipt of notice. Otherwise, the application deemed denied without prejudice to its re-filing. 	None	10 minutes	Action Officer or Alternate TSSD
<p>3. Proceed to DOLE Office on scheduled date and submit the signed and notarized application form and original documents uploaded online.</p> <p>See VII. List of Offices for the</p>	<p>3. Receive and validate documents uploaded online vis-à-vis the original documents presented.</p> <ul style="list-style-type: none"> ▪ If in order, issue Order of Payment. Otherwise, return 	None	30 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
address of DOLE Regional/ Provincial/Field Offices.	to applicant for completion.			
4. Proceed to NCMB/RCMB Cashier, present the Order of Payment, pay the registration fee and receive the Official Receipt (OR).	4. Receive payment and issue OR.	P1,000.00 – registration fee	15 minutes	NCMB/RCMB Cashier
5. Submit OR to the Action Officer.	5. Receive OR.	None	10 minutes	Action Officer or Alternate TSSD
	5.1. Print Certificate of Registration and endorse to the Office of the Approving or Authorized Signatory for approval and signature.	None	2 hours	Action Officer or Alternate TSSD, Regional Director or his/her alternate signatory
	5.2. Scan OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
6. Sign in the Registration Logbook and Receive Certificate of Registration	6. Record the application and let the applicant sign in the Registration Logbook (for pick-up) and release the Certificate of Registration	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to “Application Approved”,	None	1 hour	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	encode and upload scanned copy of Certificate of Registration & OR and change status to "Released".			
	TOTAL	P1,000.00 – registration fee	7 hours, 15 minutes	



6) Registration of Contractors

The Certificate of Registration of Contractors is issued to all parties engaged in legitimate contracting and subcontracting arrangements in accordance with DOLE Department Order (DO) No. 174, Series of 2017/Rules Implementing Articles 106 to 109 of the Labor Code, as Amended.

Office or Division:	DOLE Regional Offices	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Any person or entity engaged in legitimate job contracting and subcontracting arrangement providing services for a specific job or undertaking farmed out by principal under a service agreement except those who are engaged in recruitment and placement activities as defined in Article 13(b) of the Labor Code.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For New Applications – 3 copies of the following:		
1. Duly accomplished Application Form (TIN required) with attached proof of compliance with substantial capital requirement as defined in Section 3 (I);	<ul style="list-style-type: none"> ▪ DOLE Regional Offices – Technical Services and Support Division (TSSD) ▪ DOLE website – www.dole.gov.ph 	
2. Any of the following: <ul style="list-style-type: none"> ▪ Certified True Copy of the Certificate of Registration, along with the Articles of Incorporation; w/ a paid-up capital of P5,000,000.00 ▪ Certified True Copy of Department of Trade and Industry (DTI) Registration Certificate and DTI Certification with net worth of P5,000,000.00 ▪ Certified True Copy of the Certificate of Registration from the CDA with P5,000,000.00 paid up capital stocks/shares 	Securities and Exchange Commission – Information and Communications Technology Department DTI- https://bnrs.dti.gov.ph Cooperative Development Authority – Registration Division	
<ul style="list-style-type: none"> ▪ Certified copy of Registration from the DOLE if the applicant is a union 	DOLE Regional/Provincial/Field Office – TSSD	
3. Certified True Copy of License or Business Permit/Mayor’s Permit	Local Government Unit where the contractors operate – Business Permit and Licensing Office	
4. Copy of duly audited financial statement for Corporation, Partnership, Cooperative or a labor organization, or copy of the latest Income Tax Return (ITR),for sole proprietorship	Company records	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Sworn disclosure that the registrant, its officers and owners or principal stockholders or any one of them, has not been operating or previously operating as a contractor under a different business name or entity or with pending cases of violations of DO 174-17 and/or labor standards, or with a cancelled registration. In case any of the foregoing has a pending case, a copy of the complaint and the latest status of the case shall be attached	Company records
6. Certified listing, with proof of ownership or lease contract of facilities, tools, equipment, premises implements, machineries and work premises, that are actually used by the contractor in the performance of completion of the specific job or work contracted out	Applicant/Contractor
7. Listing of services to be contracted out in accordance with its primary purpose in the Articles of Incorporation	Applicant/Contractor
8. Number of employees	Applicant/Contractor
9. Commitment Form specifying the increase of paid up capital should there be increase in the number of workers	Applicant/Contractor
10. Photo of the office building and premises where the contractor holds office	Applicant/Contractor
For Renewal – 3 copies of the following:	
1. Duly accomplished Application Form (TIN required)	DOLE Regional Offices – TSSD
2. Copies of all the updated supporting documents in letters (a) to (e) of Section 15 of DO 174-17 shall be attached to the duly accomplished application forms including the following: <ul style="list-style-type: none"> ▪ Certificate of membership and proof of payment of SSS, BIR, ECC, Pag-IBIG contributions for the last three (3) years, as well as loan amortization; and ▪ Certificate of pending or no pending labor standard violations case/s with the NLRC and DOLE. The pendency of a case will not prejudice the renewal of registration, unless there is a finding of violation of 	SSS, BIR, ECC, Pag-ibig National Labor Relations Commission, DOLE Regional Office – TSSD



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
labor standards by the DOLE Regional Director **DOLE Clearance (Certificate of no pending case) <ul style="list-style-type: none"> ▪ Application for Clearance/Request Form or letter request indicating the purpose; ▪ Identification Card of the Requesting party 		Applicant/Contractor Applicant/Contractor		
3. Copy of previous Certificate of Registration		Applicant/Contractor		
4. Proof of submission of Contractor's/Sub-Contractor's Semi-Annual Reports		Applicant/Contractor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional Office Action Officer. See VII. List of Offices for the office address of DOLE Regional Offices.	1. Check the completeness of the Application Form and all documentary requirements. <ul style="list-style-type: none"> ▪ For complete requirements, receive the application with all supporting documents. ▪ For incomplete documents, return the Application Form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed. 	None	15 minutes	Action Officer or Alternate TSSD
	1.1. Review the application, and conduct verification inspection.	None	2 days	Authorized Representative of the Regional Director

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2. Approve/ Disapprove the application.	None	3 days	Regional Director
2. Get the Order of Payment/Letter of Denial or Disapproval.	2. Issue Order of Payment for approved application. If disapproved, issue Letter of Denial/ Disapproval.	None	10 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).	3. Receive payment, issue OR and stamp date and time of release of Certificate on the face of the OR.	P100,000.00 – registration fee	15 minutes	Cashier
4. Return to the DOLE Regional Office on the scheduled date of release of Certificate. Present the OR to the Action Officer and claim Certificate of Registration. If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes).	4. Release the Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
TOTAL		P100,000.00 - registration fee	5 days, 55 minutes	

7) Application for Alien Employment Permit (New/Renewal)

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.

Office or Division:	DOLE Regional Offices
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	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
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Form for AEP (1 original copy)	<ul style="list-style-type: none"> ▪ DOLE Regional Offices – Technical Services and Support Division (TSSD) ▪ www.ble.dole.gov.ph ▪ websites of DOLE Regional Offices
2. Passport with valid visa, except for temporary visitor's visa in case of renewal or Certificate of Recognition for Refugees or Stateless Persons (1 photocopy)	<ul style="list-style-type: none"> ▪ Valid visa – Bureau of Immigration/Department of Foreign Affairs/Department of Justice ▪ Certificate of Recognition – Department of Justice
3. The Expiring AEP card (Renewal)	Philippine-based employer / foreign national
4. Notarized appointment or contract of employment enumerating their duties and responsibilities, annual salary, and other benefits of the foreign national (1 original copy)	Philippine-based employer
5. Mayor's Permit to operate business (1 certified true copy). In case of locators in economic zones, Certification that the company is located and operating within the Ecozone, while in case of a construction company, one photocopy of license from the Philippine Contractors Accreditation Board (PCAB) or DO 174-17 Registration should be submitted in lieu of Mayor's Permit	concerned Local Government Unit – Business Permit and Licensing Office <ul style="list-style-type: none"> ▪ Certification that the company is located and operating within the Ecozone – Philippine Economic Zone Authority or the Ecozone Authority ▪ PCAB license – Department of Trade and Industry ▪ DO 174-17 Registration – concerned DOLE Regional Office – Technical Services and Support Division

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Business Name Registration and Application Form or Securities and Exchange Commission (SEC) Registration and General Information Sheet (1 certified true copy)		<ul style="list-style-type: none"> ▪ Business Name Registration and Application Form – https://bnrs.dti.gov.ph ▪ Articles of Incorporation and GIS – SEC– Information and Communications Technology Department 		
7. BIR form no. 1904 or 1902 duly received by the Bureau of Internal Revenue (BIR) revenue district office indicating the Taxpayer Identification Number (TIN) of the foreign national or a certification from the BIR with a list of foreign nationals opposite each with the TIN issued, or a copy of e-registration (1 photocopy)		<ul style="list-style-type: none"> ▪ Concerned BIR Revenue District Office having jurisdiction over the company ▪ BIR website - https://ereg.bir.gov.ph 		
8. Philippine Offshore Gaming Operations (POGO) license, accreditation, or appointment issued by Philippine Amusement and Gaming Corporation (PAGCOR), and any other authorized freeport or economic zones established by a charter, in case of online gaming companies (1 certified true copy)		PAGCOR Offshore Gaming Licensing Department - https://pagcor.ph/regulatory/offshore-gaming.php		
9. Special Temporary Permit (STP), if the position title of the foreign national is included in the list of regulated professions (1 certified true copy)		Professional Regulation Commission – International Affairs Office		
10. If the employer is covered by the Anti-Dummy Law, an Authority to Employ Foreign National (1 photocopy)		Department of Justice or Department of Environment and Natural Resources (DENR), in case of mining		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Application:				
1. Employers to publish the job vacancy being applied for by the foreign national in a newspaper of general circulation	1. Recognize and accept AEP applications filed within 15-45 days from date of publication	<i>Fees on the publication of job vacancy may vary depending on the newspaper company</i>		Employer of the FN

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the complete required documents to the DOLE Regional Office Action Officer. See VII. List of Offices for the office address of DOLE Regional Offices.	2. Check the completeness of the Application Form and all the documentary requirements.	None	15 minutes	Action Officer or Alternate TSSD
3. Get the Order of Payment.	3. For complete documents, issue Order of Payment. ▪ For incomplete documents, return the application form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.	None	10 minutes	Action Officer or Alternate TSSD
4. Present the Order of Payment to the Regional Office Cashier, pay the required permit fees and receive Official Receipt (OR).	4. Receive payment, issue OR and stamp date of release of AEP on the face of the OR.	P10,000.00 – permit fee for an AEP with a validity of 1 year. In case the period of employment is more than one year, P5,000.00 shall be charged for every additional year or	15 minutes	Regional Office Cashier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		fraction thereof.		
	3.1. Publish new AEP application within 2 working days upon receipt of application in a newspaper of general circulation, DOLE RO website and PESO.	None	1 day, 7 hours	Action Officer or Alternate TSSD
	3.2. Evaluate submitted documents and recommend for approval/disapproval.	None	2 days	Action Officer or Alternate TSSD
	3.3. If warranted based on documentary evaluation, conduct verification inspection.	None	2 days	Action Officer or Alternate TSSD
	3.4. Approve/ Disapprove AEP.	None	4 hours	Regional Director
	3.5. Print AEP Card.	None	3 hours	Action Officer or Alternate TSSD
5. Return to the DOLE Regional Office on the scheduled date of release of the AEP. Present the OR to the Action Officer and claim AEP/Letter of Denial/Disapproval .	5. Release the AEP if approved or Letter of Denial/ Disapproval if denied on the scheduled release date.	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID (Filer/Applicant and Authorized Representative – to present original for verification purposes).</p>				
TOTAL		<p>P 10,000.00 – permit fee for an AEP with a validity of 1 year</p> <p>In case the period of employment is more than one year, P 5,000.00 shall be charged for every additional year or fraction thereof.</p>	<p>6 days, 6 hours, 55 minutes</p>	
Renewal:				
<p>1. Submit the complete required documents to the DOLE Regional Office Action Officer.</p> <p>See VII. List of Offices for the office address of</p>	<p>1. Check the completeness of the Application Form and all the documentary requirements.</p>	<p>None</p>	<p>15 minutes</p>	<p>Action Officer or Alternate TSSD</p>



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
DOLE Regional Offices.				
2. Get the Order of Payment.	<p>2. For complete documents, issue Order of Payment.</p> <ul style="list-style-type: none"> For incomplete documents, return the application form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed. 	None	10 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the required permit fee and receive Official Receipt (OR).	3. Receive payment, issue OR and stamp date of release of AEP on the face of the OR.	Permit fee of P5,000.00 for each year of validity or fraction thereof	15 minutes	Regional Office Cashier
	3.1. Evaluate submitted documents and recommend for approval/disapproval.	None	4 days	Action Officer or Alternate TSSD
	3.2. If warranted based on documentary evaluation, conduct verification inspection			
	3.3. Approve/ Disapprove AEP.	None	4 hours	Regional Director
	3.4. Print AEP Card.	None	3 hours	Action Officer or Alternate TSSD



<p>4. Return to the DOLE Regional Office on the scheduled date of release of the AEP. Present the OR to the Action Officer and claim AEP/Letter of Denial/Disapproval.</p> <p>If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID (Filer/Applicant and Authorized Representative – to present original for verification purposes).</p>	<p>4. Release the AEP if approved or Letter of Denial/Disapproval if denied on the scheduled release date.</p>	<p>None</p>	<p>15 minutes</p>	<p>Action Officer or Alternate TSSD</p>
<p>TOTAL</p>		<p>Permit Fee of P5,000.00 for each year of validity or fraction thereof</p> <p>In case the Renewal will be handled by a different Regional Office due to the transfer of the company or person to another region, a publication fee of P4,000.00 must be</p>	<p>4 days, 7 hours, 55 minutes</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		paid since the Labor Market shall be conducted.		



8) Issuance of Certificate of Exclusion from Alien Employment Permit

Pursuant to Section 20 of Department Order No. 221, Series of 2021, certain categories of foreign nationals may be excluded from applying an Alien Employment Permit. These foreign nationals' main function is to provide or supply services in the country but their employers are located abroad. This also covers foreign nationals that do not maintain an employee-employer relationship with a Philippine-based employer – these conditions are also enumerated in Section 20 of Department Order No. 221.

Office or Division:	DOLE Regional Offices	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business	
Who may avail:	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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter request addressed to the DOLE Regional Director (1 original copy)		Foreign National
2. Valid business/Mayor's permit of the Philippine based company or enterprise (1 certified true copy)		LGU (Municipality/City) - Business Permit and Licensing Office
3. Passport (bio page) with valid visa (1 photocopy)		Foreign National
<i>Additional documents shall be required for specific categories, such as the following:</i>		
<ul style="list-style-type: none"> ▪ For Members of Governing Boards (excluding those listed in the Foreign Investment Negative List) 		
1. Updated General Information Sheet (GIS) showing the name and position of the foreign national (1 certified true copy for each foreign national)		Securities and Exchange Commission – Information and Communications Technology Department
2. Duly notarized Secretary's Certification that the requesting foreign national is a member of the governing board with voting rights only, will not in any manner intervene in the management and operation of enterprise and with no intention to obtain gainful employment (1 original copy for each foreign national)		Employer Company
3. Corporate Secretary's Certificate of Election		Employer Company
<ul style="list-style-type: none"> ▪ For President and Treasurer, who are part-owner/s of the company(excluding those 		

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
listed in the Foreign Investment Negative List)				
1. Updated General Information Sheet (GIS) showing the name and position of the foreign national (1 certified true copy for each foreign national)		Securities and Exchange Commission – Information and Communications Technology Department		
2. Duly notarized Secretary’s Certification that the requesting foreign national is elected President/Treasurer and part-owner of the company (1 original copy for each foreign national)		Employer Company		
3. Corporate Secretary’s Certificate of Election		Employer Company		
▪ For Contractual Service Supplier				
1. Authenticated Contract of Employment from the origin company including proof of salary (1 original copy)		Foreign Employer and Philippine Foreign Service Post		
2. Duly notarized Service contract between the Philippine based company and the foreign company (1 original copy)		Foreign Employer and Philippine based company		
▪ For Representative of the Foreign Principal/Employer assigned in OLMA				
1. Letter of Acknowledgment from the Philippine Overseas Employment Administration (POEA) [1 original copy]		POEA		
2. Certified True Copy of the Special Recruitment Authority of licensed recruitment/manning agency		POEA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional Office Action Officer. See VII. List of Offices for the office address of DOLE Regional Offices.	1. Check the completeness of all the documentary requirements.	None	15 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Get the Order of Payment.	2. For complete documents, issue Order of Payment. ▪ For incomplete documents, return the application form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.	None	10 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the required fees and receive Official Receipt (OR).	3. Receive payment, issue OR and stamp date of release of Certificate on the face of the OR.	P2,000.00 – processing fee per application	15 minutes	Regional Office Cashier
	3.1. Approve/ Disapprove issuance of certificate of exclusion.	None	2 days	Regional Director
4. Return to the DOLE Regional Office on the scheduled date of release of Certificate. Present the OR to the Action Officer and claim Certificate of Exclusion. If the claimant is other than the one who filed the letter, submit an authorization letter together with photocopy of their ID (Filer/Applicant and Authorized	4. Release the Certificate of Exclusion if approved or Letter of Denial/ Disapproval if denied on the scheduled release date.	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Representative – to present original for verification purposes).				
	TOTAL	P2,000.00 – processing fee per application	2 days, 55 minutes	

9) Application for Working Child 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 legal 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 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 or in public entertainment or information.

Office or Division:	DOLE Regional and Field Offices	
Classification:	Simple	
Type of Transaction:	G2B – Government to Business G2C – Government to Client G2G – Government to Government	
Who may avail:	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	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For new application:		
1. Duly accomplished and notarized Working Child Permit Application Form (1 original copy)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – Technical Services and Support Division (TSSD) ▪ Website of DOLE Regional Offices 	
2. Proof of schooling (any of the following) <ul style="list-style-type: none"> ▪ Certificate of Enrolment (1 photocopy) ▪ Current School ID (1 photocopy) ▪ Certified True Copy of Current Report Card (1 photocopy) If the child is not enrolled, Notarized Affidavit that the child shall be enrolled in the next school year (1 original copy)	Current school of the child applying for permit Child's Parent or Guardian	
3. Authenticated copy of the child's Birth Certificate or Certificate of Late Registration of Birth (1 photocopy)	Philippine Statistics Authority – Serbilis Outlets or City/Municipal Registrar	
4. Medical Certificate (valid within 1 month from date of issuance) indicating that the child is fit to work (1 original copy)	Issued by a licensed physician showing the physician's full name, signature and license number	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. Passport size photographs of the child (2 original copy)	Child's Parent or Guardian
6. Any valid government issued ID or document to establish the identity of the parent/guardian (1 photocopy)	Authorized government offices
<p>7. When the employer is the parent, guardian or a family member other than the parent of the child:</p> <ul style="list-style-type: none"> ▪ For legal guardian – Authenticated proof of legal guardianship (1 photocopy) ▪ For family member – Proof of relationship to the child (1 photocopy) <p>When the employer is in public entertainment or information</p> <ul style="list-style-type: none"> ▪ Certified true copy of the employer's business permit or Mayor's permit (1 original copy) ▪ Notarized Employment Contract between the employer and the child's parents or guardian (1 original copy) 	<p>Legal Guardian</p> <p>Family member</p> <p>City or Municipal Government – Business Permit and Licensing Office</p> <p>Employer</p>
8. Official Receipt for the Application fee (₱100.00) (to be kept by client)	Regional Office/Field Office Cashier
<p>Additional requirements for persons exercising substitute parental authority over the child in case of death, absence or unsuitability of both parents and in the absence of a legal guardian:</p>	
1. Proof of relationship to the child [e.g. birth certificate, marriage contract] (1 photocopy)	Philippine Statistics Authority – Serbilis Outlets or City/Municipal Registrar
2. Notarized affidavit explaining the reason for exercising substitute parental authority over the child (1 original copy)	Person exercising substitute parental authority
<p>For succeeding application:</p>	
1. Duly accomplished and notarized Working Child Permit Application Form (1 original copy)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – TSSD ▪ Website of DOLE Regional Offices
2. Previously issued WCP Card (1 original copy)	Child's Parent or Guardian
<p>3. Proof of schooling (any of the following):</p> <ul style="list-style-type: none"> ▪ Certificate of Enrolment (1 photocopy) ▪ Current School ID (1 photocopy) ▪ Certified True Copy of Current Report Card (1 photocopy) 	Current school of the child applying for permit
4. Medical Certificate (valid within 1 month from date of issuance) indicating that the child is fit to work (1 original copy)	Issued by a licensed physician showing the physician's full name, signature and license number



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. Passport size photographs of the child (2 original copy)		Child's Parent or Guardian		
6. Any valid government issued ID or document to establish the identity of the parent/guardian (1 photocopy)		Authorized government offices		
7. Savings Account Certificate or Time Deposit Account Certificate under an in-trust-for set-up issued by a bank under the child's name in lieu of Trust Fund Certificate [if applicable] (1 photocopy)		Bank where part of the child's income is deposited		
8. When the employer is the parent, guardian or a family member other than the parent of the child: <ul style="list-style-type: none"> For legal guardian – Authenticated proof of legal guardianship (1 photocopy) ▪ For family member – Proof of relationship to the child (1 photocopy) When the employer is in public entertainment or information: <ul style="list-style-type: none"> ▪ Certified true copy of the employer's business permit or Mayor's permit (1 original copy) ▪ Notarized Employment Contract between the employer and the child's parents or guardian (1 original copy) 		Legal guardian Family member City or Municipal Government – Business Permit and Licensing Office Employer		
9. Official Receipt for the application fee (PHP100.00) (to be kept by client)		Regional Office/Field Office Cashier		
Additional requirements for persons exercising substitute parental authority over the child in case of death, absence or unsuitability of both parents and in the absence of a legal guardian:				
1. Proof of relationship to the child; (e.g. birth certificate, marriage contract) (1 photocopy)		Philippine Statistics Authority – Serbilis Outlets or City/Municipal Registrar		
2. Notarized affidavit explaining the reason for exercising substitute parental authority over the child (1 original copy)		Person exercising substitute parental authority		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
New Application:				
1. Submit the complete required documents to the	1. Check the completeness of the Application	None	30 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Action Officer of DOLE Regional/Field Office having jurisdiction over the workplace of the child at least three (3) days prior to shooting/taping/ event.</p> <p>See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.</p>	<p>Form and documentary requirements.</p> <ul style="list-style-type: none"> ▪ If complete, receive the application documents. Otherwise, return to the client indicating the lacking requirement/s. In such case, the application is deemed not filed. 			
<p>2. Attend interview/ orientation on scheduled date, time, and place.</p>	<p>2. For applicants with complete documents, schedule the interview/ orientation:</p> <ul style="list-style-type: none"> ▪ Immediately – if the parent/guardian and employer or the child himself/herself as may be appropriate, are present at the time of filing the application. ▪ Within the next two working days – if the parent/guardian and employer or the child himself/herself as may be appropriate, are not present at the time of filing the application. 	None	30 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1. Process request and review documents.	None	1 hour	Action Officer or Alternate TSSD TSSD Chief/Provincial Field Office Head
3. Get the Order of Payment/Letter of Denial.	3. If approved, issue Order of Payment. Otherwise, issue Letter of Denial.	None	10 minutes	Action Officer or Alternate TSSD TSSD Chief/Provincial Field Office Head
4. Present the Order of Payment to the Cashier, pay the required fees and receive Official Receipt (OR).	4. Receive payment and issue OR.	P100.00 – application fee	10 minutes	Regional Office/Field Office Cashier
5. Bring the OR to the Action Officer and receive claim stub.	5. Issue claim stub.	None	10 minutes	Action Officer or Alternate TSSD
	5.1. Prepare the WCP to be approved/ signed by the Regional/ Provincial Director. Note: Validity period of the WCP is based on the employment contract but not to exceed one (1) year.	None	4 hours	Action Officer or Alternate TSSD
6. Present the claim stub and get the WCP from the Action Officer on the scheduled date and time.	6. Release the WCP on the scheduled release date.			



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>If the claimant of the requested service is other than the one who filed the application, submit a letter of authorization together with a photocopy of their IDs. Filer/applicant and authorized representative must present original ID for verification purposes.</p>		None	10 minutes	Action Officer or Alternate TSSD
TOTAL		P100.00 – application fee	6 hours, 40 minutes	
Succeeding Application:				
<p>1. Submit the complete required documents to the Action Officer of DOLE Regional/Field Office having jurisdiction over the workplace of the child at least three (3) days prior to shooting/taping/event.</p> <p>See VII. List of Offices for the office address of DOLE Regional/Provincial/Field Offices.</p>	<p>1. Check the completeness of the Application Form and documentary requirements.</p> <ul style="list-style-type: none"> ▪ If complete, receive the application documents. Otherwise, return to the client indicating the lacking requirement/s. In such case, the application is deemed not filed. 	None	30 minutes	Action Officer or Alternate TSSD
	1.1. Process request and review documents.	None	1 hour	<p>Action Officer or Alternate TSSD</p> <p>TSSD Chief/Provincial Field Office Head</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Get the Order of Payment/Letter of Denial.	2. If approved, issue Order of Payment. Otherwise, issue Letter of Denial.	None	10 minutes	Action Officer or Alternate TSSD TSSD Chief/Provincial Field Office Head
3. Present the Order of Payment to the Cashier, pay the required fees and receive Official Receipt (OR).	3. Receive payment and issue OR.	P100.00 – application fee	10 minutes	Regional Office/Field Office Cashier
4. Bring the OR to the Action Officer and receive claim stub.	4. Issue claim stub.	None	10 minutes	Action Officer or Alternate TSSD
	4.1. Prepare the WCP to be approved/ signed by the Regional/ Provincial Director. Note: Validity period of the WCP is based on the employment contract but not to exceed one (1) year.	None	4 hours	Action Officer or Alternate TSSD
5. Present the claim stub and get the WCP from the Action Officer on the scheduled date and time. If the claimant of the requested service is other than the one who filed the application, submit a letter of authorization together with a	5. Release the WCP on the scheduled release date.	None	10 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
photocopy of their IDs. Filer/applicant and authorized representative must present original ID for verification purposes.				
TOTAL		P100.00 – application fee	6 hours	



10) Application for Sugar Workers' Death Benefit Claim

The Sugar Workers' Death Benefit Program is another component of the Social Amelioration Program (SAP) in the Sugar Industry under R.A. 6982.

The program aims to give financial assistance in the amount of P14,000.00 to defray the cost of funeral and other expenses upon death of a qualified sugar worker.

The application for death benefit claim shall be filed within three (3) years counted from the date of the covered worker.

Office or Division:	DOLE Regional/Provincial/Field Offices	
Classification:	Complex	
Type of Transaction:	Government to Citizen (G2C)	
Who may avail:	<p>The sugar workers' death benefit program shall cover mill and field workers including small farm cultivators, subject to the following conditions:</p> <ol style="list-style-type: none"> a. In the case of mill worker or field worker who is currently employed, the deceased must have been employed by the mills, planters or contractors for at least three (3) months of continuous or aggregate service within the current crop year or the crop year immediately prior to his or her death; b. In the case of a worker who is no longer employed or has been separated from employment due to work related reasons at the time of his or her death, he or she must have rendered at least five (5) years of continuous or aggregate service as a worker or employee of a sugar farm or mill, and his or her death occurred within a period of three (3) years from the date of his or her last day of employment. c. In the case of small farm cultivator, the deceased must have milled his or her canes within the current crop year or crop year immediately prior to his or her death. 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished application form (1 copy)		<ul style="list-style-type: none"> ▪ DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD) ▪ Accredited Planters' Association or Cooperative and Mill through their accredited representatives having jurisdiction over the workplace or residence of the deceased worker
2. The application shall be supported by an affidavit executed by the claimant attesting		

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>to relationship with the deceased covered worker, and the fact that claimant is the beneficiary to the exclusion of the others. The affidavit shall be accompanied by the following basic documents:</p> <ol style="list-style-type: none"> a. (1) Copy of Death Certificate of the deceased sugar worker subject to presentation of the original copy; b. (1) Copy of the CBF special payroll certified by the employer which will match or is the same as the file copy of the RO. 	<p>Local Civil Registrar</p> <p>Planters' Association/Planter/Sugar Mill</p>
<p>3. If claimant is the legitimate spouse of the deceased, in addition to the documentary requirements provided under item no. 2, the claimant shall submit the true copy of marriage certificate/contract duly certified by the LCR.</p>	<p>Local Civil Registrar</p>
<p>4. If claimant is a child of the deceased, in addition to the documentary requirements provided for under item no. 2, the claimant shall submit a copy of his or her birth certificate (indicating that the deceased is one of his or her parents), or adoption certificate of claimant certified by the LCR (1 copy);</p>	<p>Local Civil Registrar</p>
<p>5. If the claimant is a legitimate ascendant, in addition to the documentary requirements provided under item no. 2, the claimant shall submit the true copy of birth certificate of deceased sugar worker certified by the LCR (1 copy).</p>	<p>Local Civil Registrar</p>
<p>6. If the claimant is a legitimate brother or sister, in addition to the documentary requirements provided under item no. 2, the claimant shall submit the following:</p> <ol style="list-style-type: none"> a. (1) Copy of birth certificate of deceased sugar worker certified by the LCR; b. (1) Copy of death certificate of parents certified by the LCR; and c. (1) Copy of birth certificate of claimant certified by the LCR. 	<p>Local Civil Registrar</p>
<p>7. If the deceased is a small farm cultivator, in addition to the basic documents establishing the relationship of the claimant with the</p>	

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>deceased, the claimant shall submit the following:</p> <p>a. (1) Certificate of membership specifying that the deceased was:</p> <ul style="list-style-type: none"> ▪ a small farm cultivator with five (5) hectares and below directly worked by himself or with ▪ the help of immediate household members; ▪ and currently milling at the time of his/her death. 		Planters' Association (for affiliated planters) or Sugar Mill (for unaffiliated planters)		
<p>8. If the claimant is a third party who defrayed cost of burial and related expenses, in addition to the documentary requirements provided under item no. 2, establishing the identity of the deceased, the third-party claimant shall submit the following:</p> <p>a. Joint affidavit and waiver of the beneficiary attesting to the fact and circumstances of assistance rendered/extended by the third party to the immediate heir/s of the deceased and waiving the beneficiary's claim over the benefit; and</p> <p>b. Receipt/s of burial expenses certified under oath by the claimant.</p>		<p>Third party and immediate family</p> <p>Third party</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the complete required documents to the DOLE Regional/Provincial/Field Office Action Officer, accredited Planters' Association/ Cooperatives and Mill through their respective accredited representatives having jurisdiction over the workplace or residence of the deceased.</p>	<p>1. Check whether the submitted application form is properly accomplished/filled-out and provided supporting documents are complete.</p>	None	15 minutes	Action Officer or alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.				
2. Get the claim stub.	<p>2. If the application form is properly accomplished and supporting documents are complete, accomplish and provide the client with the claim stub indicating the expected date of release of the benefits. Inform the client that the office will conduct further verification of the claim and the submitted supporting documents.</p> <p>Explain to the client that the office may still contact them, if deemed necessary.</p> <ul style="list-style-type: none"> ▪ If the application form is not properly accomplished or supporting documents are incomplete, return all the documents to the client and explain the specific deficiencies or reasons why the claim may not be considered as filed. 	None	15 minutes	Action Officer or alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.1. Perform checking and verification of claim and supporting documents submitted by the client. The Action Officer may perform phone or field verification and coordinate with the concerned Local Government Unit or other offices which issued the supporting documents provided by the client. Endorse the claim for approval of the Regional Director, if found proper.</p> <ul style="list-style-type: none"> ▪ If there are established concerns on the legitimacy of the claim or on the authenticity of provided supporting documents, contact the client and explain the reason why the claim cannot be processed. 	None	10 days	<p>Action Officer or Alternate TSSD</p> <p>Regional Director</p>
	2.2. Prepare the Disbursement Vouchers and other necessary accounting	None	5 days	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	documents for processing by concerned DOLE personnel and approval by the Regional Director.			Regional Director
3. Return to the DOLE Regional/ Provincial/Field Office on scheduled date of release of the benefits. Present the claim stub to the Action Officer and receive the check corresponding to the amount of benefits from the Program. Sign all accounting documents.	3. Release the check corresponding to the benefits to be received by the client. Ensure that the client will properly sign all the necessary accounting documents as proof of receipt of benefits.	None	15 minutes	Action Officer or Alternate TSSD
TOTAL		None	15 days, 45 minutes	

Note: Service is covered under the D.O. 114-11 or the Amended Implementing Rules and Regulations of Republic Act No. 6982.
See Rule IX. Socio-Economic Plans and Programs, Section 3: Death Benefit Program



11) Application for Sugar Workers' Maternity Benefit Claim

The Sugar Workers' Maternity Benefit Program is implemented by virtue of Republic Act No. 6982 or the Sugar Act of 1991 which aims to provide financial assistance of P8,000 to qualified women sugar workers to defray expenses for every delivery or therapeutic abortion.

A woman sugar worker is only allowed to claim the maternity benefit on her first four deliveries.

The application for maternity benefit claim shall be filed within three (3) years counted from the date of her delivery or therapeutic abortion.

Office or Division:	DOLE Regional/Provincial/Field Offices	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	<p>The Sugar Workers' Maternity Benefit Program shall cover mill and field workers including small farm cultivators, subject to the following conditions:</p> <ul style="list-style-type: none"> ▪ In case of a woman sugar worker who is currently employed, the worker-claimant must have rendered at least ninety days (90) days of continuous or aggregate service during the current crop year or the last crop year immediately prior to such delivery. ▪ An unemployed woman sugar worker shall be entitled to this maternity benefit if she has a record of service in a sugar mill or sugar farm of at least ninety (90) days for the last crop year immediately prior to her delivery. ▪ In case of small farm cultivator, she must have milled her canes within the current crop year or the crop year immediately prior to such delivery. ▪ The maternity benefit shall be paid only for the first four deliveries of the claimant reckoned from the effectivity of the Act. <p>A woman sugar worker who is a managerial employee is not covered and therefore not entitled to maternity benefits.</p>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. As general rule, filing shall be done after delivery. However, it may be filed not earlier than the 7th month.		
2. Duly accomplished application form (1 copy)		<ul style="list-style-type: none"> ▪ DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD) ▪ Accredited Planters' Association or Cooperative and Mill through their accredited representatives having jurisdiction over the workplace or residence of the covered woman worker

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>3. The application for the maternity benefit must be supported by the following documents:</p> <ul style="list-style-type: none"> i. If the claim is filed before delivery not earlier than the 7th-month of her pregnancy <ul style="list-style-type: none"> a. Medical Certificate (1 original or duly authenticated copy) b. Latest Cash Bonus Fund (CBF) special payroll (1 original or certified true copy) ii. If the claim is filed after her delivery or abortion <ul style="list-style-type: none"> a. In case of full-term/complete delivery (live/still birth): <ul style="list-style-type: none"> o Certificate of live birth (1 Certified True Copy); or o In case of unavailability of the same, a duly notarized affidavit, attesting to the fact of delivery or childbirth; and o Latest CBF Special payroll (1 original or certified true copy) b. In case of therapeutic abortion <ul style="list-style-type: none"> o Medical certificate attesting to the fact that abortion was performed to save life of the pregnant woman and/or preserve the woman's physical or mental health; and o Latest CBF special payroll (1 original or certified true copy) iii. In cases where the claimant woman sugar worker cannot claim the benefit, the following may be allowed to file in her behalf subject to the additional requirements as maybe required, such as authority from the worker-claimant and evidence of relationship: <ul style="list-style-type: none"> a. Legitimate spouse b. Child of legal age c. Parent d. Legitimate brother or sister iv. In case the claimant is a small farm cultivator, in addition to the requirements provided under items (ii)a or (ii)b as applicable, the claimant shall submit the following: 	<p>A physician or hospital or rural health unit attesting to the fact of pregnancy Planters' Association/Planter</p> <p>Local Civil Registrar Claimant and attending physician, a registered nurse or midwife or "komadrona" Planters' Association/Planter</p> <p>Physician Planters' Association/Planter</p>

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Certificate of membership (1 original copy) of the sugar worker specifying that the claimant is: <ul style="list-style-type: none"> o A small farm cultivator with five (5) hectares and below and directly worked by herself or with the help of immediate household members; and o Currently milling at the time of her delivery. 		Planters' Association (for affiliated planters)/Sugar Mill (for unaffiliated planters)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Provincial/Field Office Action Officer, accredited Planters' Association or Cooperative and Mill through their accredited representatives having jurisdiction over the workplace or residence of the covered woman worker See VII. List of Offices for the office address of DOLE Regional/Provincial/Field Offices.	1. Check whether the submitted application form is properly accomplished/ filled-out and provided supporting documents are complete.	None	15 minutes	Action Officer or Alternate TSSD
2. Get the claim stub.	2. If the application form is properly accomplished and supporting documents are complete, accomplish and provide the client with the claim stub	None	15 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>indicating the expected date of release of the benefits. Inform the client that the office will conduct further verification of the claim and the submitted supporting documents. Explain to the client that the office may still contact them, if deemed necessary.</p> <ul style="list-style-type: none"> ▪ If the application form is not properly accomplished or supporting documents are incomplete, return all the documents to the client and explain the specific deficiencies or reasons why the claim may not be considered as filed. 			
	<p>2.1. Perform checking and verification of claim and supporting documents submitted by the client. The Action Officer may perform phone or field verification and coordinate with the concerned Local Government Unit or other offices which issued the</p>	None	10 days	<p>Action Officer or Alternate TSSD</p> <p>Regional Director</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>supporting documents provided by the client. Endorse the claim for approval of the Regional Director, if found proper.</p> <ul style="list-style-type: none"> ▪ If there are established concerns on the legitimacy of the claim or on the authenticity of provided supporting documents, contact the client and explain the reason why the claim cannot be processed. 			
	<p>2.2. Prepare the Disbursement Vouchers and other necessary accounting documents for processing by concerned DOLE personnel and approval by the Regional Director.</p>	None	5 days	Action Officer or Alternate TSSD
<p>3. Return to the DOLE Regional/ Provincial/Field Office on scheduled date of release of the benefits. Present the claim stub to the Action Officer and receive the check corresponding to</p>	<p>3. Release the check corresponding to the benefits to be received by the client. Ensure that the client will properly sign all the necessary accounting documents as</p>	None	15 minutes	Action Officer or Alternate TSSD



the amount of benefits from the Program. Sign all accounting documents.	proof of receipt of benefits.			
TOTAL		None	15 days, 45 minutes	

Note: Service is covered under the D.O. 114-11 or the Amended Implementing Rules and Regulations of Republic Act No. 6982.
See Rule IX. Socio-Economic Plans and Programs, Section 2: Maternity Benefit Program



12) Application for Accreditation of Co-Partner

The accreditation of co-partners (ACPs) is governed by the provisions of COA Circular No. 2012-001 entitled “Prescribing the Revised Guidelines and Documentary Requirements for Common Government Transactions and 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-Government Organizations/People’s Organizations (NGOs/POs)”.

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.

Office or Division:	DOLE Regional/Provincial/Field Offices
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business
Who may avail:	<ul style="list-style-type: none"> ▪ Peoples’/Workers’ Organizations ▪ Private Sector Unions/Federations ▪ Cooperatives ▪ Church-Based Organizations ▪ Private Educational Institutions ▪ Private Foundations

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished and signed application form (in 4 sets)	DOLE Regional/Provincial/Field Office – Technical Services and Support Division
2. (1) Certificate of Registration from the Securities and Exchange Commission (SEC) or Cooperative Development Authority (CDA) or the DOLE	Securities and Exchange Commission – Information and Communications Technology Department or Cooperative Development Authority (CDA) – Registration Division or the DOLE
3. (1) Authenticated copy of the latest Articles of Incorporation in the case of a corporation, or the Articles of Cooperation in the case of cooperative, or Constitution and By-laws in the case of unions/associations, 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	Applicant, SEC, CDA, as applicable
4. Audited financial reports for the past three (3) years preceding the date of project implementation. For applicant which has been in operation for less than three (3) years, financial reports for the years in	Applicant



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
operation and proof of previous implementation of similar projects				
5. List and/or photographs of similar projects previously completed, if any, indicating the source of funds for implementation		Applicant		
6. Sworn affidavit of the secretary of the applicant organization/entity that none of its incorporators, organizers, directors or officers is an agent of or related by consanguinity or affinity up to the fourth civil degree to the official of the agency authorized to process and/or approve proposed Memorandum of Agreement (MOA), and release funds		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Provincial/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional/Provincial/Field Offices.	1. Check the completeness of the form and documentary requirements.	None	15 minutes	Action Officer or Alternate TSSD
2. Get the claim stub.	2. For complete documents, issue claim stub indicating the date and time of release of Accreditation Certificate. ▪ If application and/or requirements are not complete, return the application form and documents to	None	10 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.</p>			
	<p>2.1. Conduct ocular site inspection and verification of documents submitted.</p>	None	10 days	Action Officer or Alternate TSSD
	<p>2.2. Review and recommend for approval/disapproval of application.</p>	None		TSSD Chief
	<p>2.3. Approve/ Disapprove application for accreditation.</p>	None		Regional Director
<p>3. Proceed to DOLE Office on the scheduled date of release of the Certificate. Present the claim stub to the Action Officer and get the Accreditation Certificate or Notice of Disapproval.</p> <p>If the claimant of the requested service is other than the one filing the application, submit an Authorization letter together with photocopy of their ID (Filer/Applicant and Authorized</p>	<p>3. Release the Accreditation Certificate or Notice of Disapproval on the scheduled date of release.</p>	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Representative to present original copies for verification purposes.				
TOTAL		None	10 days, 40 minutes	



13) Registration of Union

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 III and IV of DOLE Department Order No. 40-03 and the rules implementing Book V of the Labor Code, as amended.

Office or Division:	DOLE Regional/Provincial/Field Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	<p>All persons employed in commercial, industrial and agricultural enterprises, including employees of government-owned or controlled corporations without original charters established under the Corporation Code, as well as religious, charitable, medical or educational institutions whether operating for profit or not, shall have the right to self-organization and to form, join or assist labor unions for purposes of collective bargaining: provided, however, that supervisory employees shall not be eligible for membership in a labor union of the rank-and-file employees but may form, join or assist separate labor unions of their own. Managerial employees shall not be eligible to form, join or assist any labor unions for purposes of collective bargaining.</p> <p>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, or which has ratified either ILO Convention No. 87 and ILO Convention No. 98.</p>

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Creation of Local Chapter – <ul style="list-style-type: none"> ▪ 1 original and 2 photocopies of all application requirements for manual registration ▪ 1 original copy of all application requirements for online registration 	
1. Duly accomplished Application Form for Registration of Local Chapter	<ul style="list-style-type: none"> ▪ DOLE Regional/Provincial/Field Office – Technical Services and Support Division (TSSD) ▪ www.blr.dole.gov.ph ▪ https://blr-ours.dole.gov.ph



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
2. Charter Certificate	Applicant local union/Federation
3. The names of the local chapter's officers, their addresses and the principal office address of the local chapter	Applicant local union/Federation
4. The chapter's constitution and by-laws provided, that where the chapter's constitution and by-laws are the same as that of the federation or the national union, this fact shall be indicated accordingly	Applicant local union/Federation
Independent Union – <ul style="list-style-type: none"> ▪ 1 original and 2 photocopies of all application requirements for manual registration ▪ 1 original copy of all application requirements for online registration 	
1. Duly filled up, signed and notarized Application Form for Registration of Independent Union	Applicant labor union
2. Names of the applicant labor union's officers and their respective addresses together with the approximate number of employees in the bargaining unit where it seeks to operate, with a statement that it is not reported as a chartered local of any federation or national union	Applicant labor union
3. Minutes of the organizational meeting/s	Applicant labor union
4. List of employees who participated in the organizational meeting/s	Applicant labor union
5. Name of all its members comprising at least 20% of the employees in the bargaining unit	Applicant labor union
6. Annual financial reports if the applicant has been in existence for one or more years, unless it has not collected any amount from the members, in which case a statement to this effect shall be included in the application	Applicant labor union
7. Constitution and By-laws (CBL)	Applicant labor union
8. Minutes of adoption or ratification of the Constitution and By-laws and date/s of ratification (Minutes of adoption or ratification is not required if it is done)	Applicant labor union



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting)				
9. List of members who participated in the ratification of CBL. (The list of ratifying members shall be dispensed with where the CBL was ratified or adopted during the organizational meeting. In such a case, the factual circumstances of the ratification shall be recorded in the minutes of the organizational meeting(s))		Applicant labor union		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Manual Registration:				
1. Submit the required documents to the DOLE Regional/Provincial/Field Office Action Officer. See VII. List of Offices for the office address of DOLE Regional/Provincial/Field Offices.	1. Receive and review the application for registration.	None	4 hours	Action Officer or Alternate TSSD
2. Get the Order of Payment.	2. For complete documents, issue Order of Payment. ▪ If documentary requirements are incomplete and/or not in order, notify the applicant in writing of the lacking requirement/s and to complete the same within thirty (30) days from receipt of notice. Otherwise, the	None	10 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	application shall be deemed denied without prejudice to its re-filing.			
3. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P70.00 – registration fee	15 minutes	Cashier
4. Submit OR to the Action Officer.	4. Receive OR.	None	10 minutes	Action Officer or Alternate TSSD
	4.1. Print Certificate of Registration and endorse to the Office of the Approving or Authorized Signatory for approval and signature.	None	2 hours	Action Officer or Alternate TSSD Regional Director or his/her alternate signatory
	4.2. Scan the OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
5. Sign in the Registration Logbook.	5. Record the application and let the applicant sign in the Registration Logbook (for pick-up)	None	10 minutes	Action Officer or Alternate TSSD
6. Receive Certificate of Registration.	6. Release the Certificate of Registration either thru courier or for pick-up.	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to “Application Approved”,	None	4 hours	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	encode and upload scanned copy of Certificate of Registration & OR and change status to "Released".			
TOTAL		P70.00 – registration fee	1 day, 3 hours, 15 minutes	
Online Registration:				
1. Log in to https://bl-ours.dole.gov.ph , select and fill- out Application Form and upload documentary requirements.	1. Log in to https://bl-ours.dole.gov.ph , open and review the application for registration submitted online. For complete documents, notify the applicant when to go to DOLE to submit signed and notarized application form, original documents submitted online.	None	4 hours	Action Officer or Alternate TSSD
2. Receive notification.	2. For complete documents, notify the applicant when to go to DOLE to submit signed and notarized application form, original documents submitted online. <ul style="list-style-type: none"> ▪ If documentary requirements are incomplete and/or not in order, notify 	None	10 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>the applicant thru the “Message Section” to complete the application within thirty (30) days from receipt of notice. Otherwise, the application shall be deemed denied without prejudice to its re-filing.</p>			
<p>3. Proceed to DOLE Office on scheduled date and submit the signed and notarized application form and original documents uploaded online.</p> <p>See VII. List of Offices for the office address of DOLE Regional/ Provincial/Field Offices.</p>	<p>3. Receive and validate documents uploaded online vis-à-vis the original documents presented.</p> <ul style="list-style-type: none"> ▪ If in order, issue Order of Payment. Otherwise, return to applicant for completion. 	None	30 minutes	Action Officer or Alternate TSSD
<p>4. Present the Order of Payment to the Cashier, pay the registration fee and receive Official Receipt (OR).</p>	<p>4. Receive payment and issue OR.</p>	P70.00 – registration fee	15 minutes	Cashier
<p>5. Submit OR to the Action Officer.</p>	<p>5. Receive OR.</p>	None	10 minutes	Action Officer or Alternate TSSD
	<p>5.1. Print Certificate of Registration and endorse to the Office of the Approving or Authorized Signatory for approval and</p>	None	2 hours	Action Officer or Alternate TSSD Regional Director or his/her alternate signatory



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	signature.			
	5.2. Scan OR and signed Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
6. Sign in the Registration Logbook.	6. Record the application, and let the applicant sign in the Registration Logbook (for pick-up) and release the Certificate of Registration.	None	15 minutes	Action Officer or Alternate TSSD
	6.1. Log-in to https://blr-ours.dole.gov.ph , change status to "Application Approved", encode and upload scanned copy of Certificate of Registration & OR and change status to "Released".	None	1 hour	Action Officer or Alternate TSSD
TOTAL		P70.00 – registration fee	1 day, 35 minutes	



14) Clearing of Technical Plans for Mechanical Equipment and Electrical Installation

For the effective administration, enforcement and implementation of the Occupational Safety and Health Standards (OSHS), specifically in the conduct of technical safety inspection in industrial establishments including agricultural enterprises, as well as the basic safety provisions in the operation and use of mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators/manlift/dumbwaiter, power piping lines, crane and hoist and turbines as well as electrical wiring installations.

Office or Division:	DOLE-Regional Offices (ROs)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Establishment covered by DOLE Technical Safety Inspection operating and using mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators and other similar mechanical equipment, as well as electrical wiring installation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Covering/ transmittal letter with contact name and contact number (1 original copy)		Applicant		
2. Duly accomplished application form and technical drawings for each unit of mechanical equipment or electrical installation applied for in three (3 sets-original) and an e-copy of all the documents submitted saved in USB		Application forms are downloadable from DOLE website – www.dole.gov.ph		
3. Valid Professional Regulation Commission (PRC) license and Professional Tax Receipt (PTR) of the Professional Mechanical Engineer (PME) or Professional Electrical Engineer who signs the technical drawings (1 photocopy)		PRC License – PRC-Licensure and Registration Division PTR – Local Government Unit (City, Municipality, Economic Zones) – Treasury Office		
4. Certificate of Appearance of the signing Professional Mechanical Engineer (PME) for clearing of mechanical equipment or Professional Electrical Engineer (PEE) for electrical installation		DOLE Regional Offices		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to DOLE Regional Offices.	1. Receive and evaluate the documents			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>See VII. List of Offices for the office address of DOLE Regional Offices and list of PME/PEEs assigned to clear technical plans</p>	<p>submitted as to its completeness based on checklist.</p> <p><i>Note: Incomplete applications as per documents required will be returned immediately to the applicant.</i></p>	None	1 hour	Officer of the Day
	<p>1.1. Endorse to the Record Officer the application for recording.</p>	None	1 hour	Officer of the Day
	<p>1.2. Record the application and attach route slip for routing purposes.</p>	None	1 hour	Records Officer
	<p>1.3. Evaluate the plans as to the completeness of the documents submitted and the correctness of the required computations in the design plan.</p> <p>1.3.1. For mechanical applications, the minimum units to be evaluated per day is five (5) units.</p> <p>1.3.2. For electrical applications, the minimum number of applications to be evaluated</p>	None	3 days	Assigned ME / EE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>per day is two (2) units.</p> <p><i>Note:</i></p> <ul style="list-style-type: none"> ▪ <i>If during evaluation, there is/are deficiency/ies in the application, the application will be returned back to the applicant with a communication stating the deficiency/ies.</i> ▪ For Regional Offices with Professional Mechanical Engineer(PME) / Professional Electrical Engineer (PEE), proceed to step number 2.2 after step 1.3.2. 			
	1.4. Prepare the transmittal letter and indorsed to Office of the Director for his/her signature	None	1 hour	TSSD assigned personnel
	1.5 Sign the transmittal letter.	None	1 day	Regional Director or authorized representative
	1.6 Arrange the parcel of application plans along with transmittal letter and indorse the	None	4 hours	TSSD assigned personnel



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	parcel to the Record Section Note: Indorsement shall be within five (5) days from the result of evaluation			
	1.7 Records section to transmit the parcel to its recipient region of destination through courier Note: Transmittal upon receipt of courier is not covered by the Process Cycle Time	None	1 day	Records Officer of the Records Section
(DOLE Regional Office with NO authorized PMEs/PEEs shall endorse initially evaluated applications)	2. Receive the application from the DOLE Regional Office sender and endorse to the Record Officer the application for recording	None	1.5 hour	Officer -in-Charge
	2.1. Record the application and attach route slip for routing purposes	None	1.5 hour	Records Officer of receiving DOLE Office
	2.2. Professional Engineer to check and evaluate the plan design based on the Standards used as reference	None	7 days	Assigned PME for mechanical plans or assigned PEE for electrical plans

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Note: If there is/are noted deficiency/ies, return the application to the sending DOLE RO with transmittal and checklist indicating the deficiencies</p>			
	<p>2.3. Stamp “Cleared” on every page of the technical drawings including the application forms.</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ For mechanical applications, the minimum units to be stamped per day is at least five (5). ▪ For electrical applications, the minimum number of applications to be stamped per day is at least two (2). 	None	1 day	Assigned PME/ME for mechanical plans or assigned PEE/EE for electrical plans
	<p>2.4. Assign the cleared application numbers and record the same in the database.</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ For mechanical applications, the minimum units to be numbered per day is at least five (5). 	None	1 day	Assigned PME/ME for mechanical plans or assigned PEE/EE for electrical plans

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> ▪ <i>For electrical applications, the minimum number of applications to be numbered per day is at least two (2).</i> 			
	<p>2.5. "Clear" the evaluated mechanical or electrical plans.</p> <p>Note:</p> <ul style="list-style-type: none"> ▪ <i>For mechanical applications, the minimum units to be signed per day is at least five (5).</i> ▪ <i>For electrical applications, the minimum number of applications to be signed per day is at least two (2).</i> 	None	1 day	PME or PEE
	<p>2.6. Prepare the transmittal letter for the applicant and for the DOLE RO who has jurisdiction over the place where the mechanical/ electrical installation.</p> <p>Client should be notified.</p>	None	1 hour	PME/PEE or the assigned ME/EE
	2.7. Sign the transmittal letter.	None	1 day	Regional Director or authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.8. Arrange the parcel of application plans along with transmittal letter and indorse the parcel to the Record Section Note: <i>The applications must be sent back to the Regional Office within five (5) days after the evaluation of the authorized PME/PEE</i>	None	4 hours	TSSD assigned personnel
	2.9. Records section to transmit back to DOLE RO with NO PME/PEE the cleared/evaluated plans Note: <i>Transmittal upon receipt of courier is not included in the Process Cycle Time</i>	None	1 day	Records Officer of the Records Section
TOTAL		None	For RO without PME/PEE: 19 days For RO with PME/PEE: 16 days	



15) Conduct of Technical Safety Inspection for the Issuance of Permit to Operate (PTO) Mechanical Installation/Certificate of Electrical Inspection (CEI)

For the effective administration, enforcement and implementation of the Occupational Safety and Health Standards (OSHS), specifically in the conduct of technical safety inspection in industrial establishments including agricultural enterprises, as well as the basic safety provisions in the operation and use of mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators/manlift/dumbwaiter, power piping lines, crane and hoist and turbines as well as electrical wiring installations.

Office or Division:	DOLE-Regional Offices (ROs)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Establishment covered by DOLE Technical Safety Inspection operating and using mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators and other similar mechanical equipment, as well as electrical wiring installation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Inspection from Establishment (1 original copy)		Applicant		
2. Cleared plans (electrical/ mechanical) and letter from the clearing Regional Office/Bureau (3 sets-original)		DOLE Regional Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of technical inspection of equipment/installation based on the cleared plans (mechanical or electrical).	1. Receive the request for the conduct of Technical Safety Inspection.	None	1 hour	Officer of the Day
	1.1. Endorse the request to the Records Officer for recording.	None	1 hour	Officer of the Day
	1.2. Route the request to the TSSD Focal Person.	None	1 hour	Records Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Prepare the Authority to conduct technical safety inspection.	None	1 hour	TSSD Focal Person
	1.4. Sign the Authority to conduct technical safety inspection.	None	1 day	Regional Director or authorized personnel
	1.5. Issue the Inspection Authority for the conduct of Technical Safety Inspection.	None	1 day	TSSD Focal person
	1.6. Conduct inspection in the assigned establishment and issue Notice of Results indicating there in the mechanical equipment/ electrical installation inspected by the assigned control number.	None	5 days	Technical Safety Inspector
	1.6.1. Prepare inspection reports. If the establishment is compliant, compute the fees to be paid and prepare the Order of Payment			
	1.6.2. If there are deficiencies noted in the conduct of inspection, it shall be noted			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>in the Notice of Results indicating there in the correction period. The Order of Payment shall not be issued to the applicant.</p> <p>Note: Establishment with deficiency shall comply with the finding/s given by the inspector and after correction the process will return to steps number 2.</p>			
	1.7. Submit report to the TSSD Chief or authorized personnel.	None	1 day	Technical Safety Inspector
	1.8. Review correctness of the report.	None	4 hours	TSSD Chief or authorized personnel
	<p>1.9. Sign the Order of payment.</p> <p>Note: Payable to the Local Government Unit (City, Municipality, Economic Zones) where the equipment or wiring installation is installed.</p>	None	1 day	Regional Director or Authorized Representative
TOTAL		None	10 days	



16) Issuance of Permit to Operate (PTO) Mechanical Installation/Certificate of Electrical Inspection (CEI)

For the effective administration, enforcement and implementation of the Occupational Safety and Health Standards (OSHS), specifically in the conduct of technical safety inspection in industrial establishments including agricultural enterprises, as well as the basic safety provisions in the operation and use of mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators/manlift/dumbwaiter, power piping lines, crane and hoist and turbines as well as electrical wiring installations.

Office or Division:	DOLE-Regional Offices (ROs)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Establishment covered by DOLE Technical Safety Inspection operating and using mechanical equipment such as boilers, pressure vessels, internal combustion engines, elevators and other similar mechanical equipment, as well as electrical wiring installation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Receipt of payment issued inspection fee from Local Government Unit for PTO or CEI (1 photocopy)		Local Government Unit (City, Municipality, Economic Zones)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit photocopy of Official Receipt (OR) and present the original copy.	1. Receive the photocopy of OR and check its authenticity with the original copy. <i>Note: The submission of the photocopy of the OR is beyond the control of the DOLE Regional Office.</i>	None	1 hour	Officer of the Day
	1.1. Submit to TSSD the copy of the OR for the preparation of CEI/PTO.	None	1 hour	Officer of the Day
	1.2. Prepare and the print CEI/PTO.	None	1 day, 4 hours	TSSD Focal Person



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3. Review correctness of printed CEI/PTO.	None	3 hours	TSSD Chief or authorized personnel
	1.4. Indorse the printed CEI/PTO to Regional Director or authorized personnel for approval.	None	1 hour	TSSD Chief or authorized personnel
	1.5. Approve the printed CEI/PTO.	None	1 day	Regional Director or authorized personnel
	1.6. Inform the client for releasing of PTO/CEI	None	1 hour	TSSD Chief or authorized personnel
2 Claim the PTO or CEI.	2. Release the CEI/PTO to applicant. <i>Note: DOLE has no control as to when the PTO or CEI will be claimed by the applicant</i>	None	1 hour	Officer of the Day
TOTAL		None	3 days, 4 hours	



17) Issuance of Certificate of Appearance for Professional Mechanical Engineer/Professional Electrical Engineer

The Certificate of Appearance for Professional Mechanical Engineer (PME)/Professional Electrical Engineer (PEE) is issued to professional engineers who will be preparing mechanical and electrical plans, and installation of mechanical equipment and of electrical wiring in industrial establishments covered by DOLE Technical Safety Inspection.

Office or Division:	DOLE-Regional Offices (ROs)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Professional Mechanical Engineers and Professional Electrical Engineers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Professional Tax Receipt (1 photocopy)		Local Government Unit (LGU) – Treasury Office		
2. Professional Regulation Commission (PRC) License (1 photocopy)		Professional Regulation Commission (PRC) – Licensure and Registration Division		
3. Original Copy of valid Professional Tax Receipt and PRC License (for presentation only)		LGU – Treasury Office PRC – Licensure and Registration Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PME/PEE to personally appear and submit the complete requirements at the DOLE Regional Office. See VII. List of Offices for the office address of DOLE Regional Offices.	1. Check completeness of the required documents.	None	10 minutes	Action Officer or Alternate TSSD
2. Affix 3 specimen signatures on the photocopy of the PRC License.	2. If requirements are complete, require the PME/PEE to affix three (3) specimen signatures on the photocopy of the PRC License. If the presented	None	5 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	requirements are incomplete, return to the applicant for resubmission and indicate lacking requirements.			
3. Log in the PME/PEE information logbook.	3. Provide the logbook to the applicant for entry of required information in the PME/PEE logbook.	None	5 minutes	Action Officer or Alternate TSSD
4. Get the claim stub.	4. Issue claim stub. Forward the document to RO Focal Person. <ul style="list-style-type: none"> If the presented requirements are incomplete, return to the applicant for resubmission and indicate lacking requirements. 	None	10 minutes	RO Officer of the Day
	4.1. Validate applicant's information/ documents. If the information/ documents are in order, prepare the Certificate of Appearance and submit complete documents to the Office of the Director.	None	6 hours, 30 minutes	Focal Person RO
	4.2. Sign the Certificate of Appearance. <ul style="list-style-type: none"> If not in order or if there is misrepresentation, 	None	30 minutes	Regional Director or authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	endorsement letter to be sent to Legal Service for appropriate action.			
<p>5. Receive the Certificate of Appearance.</p> <p>If the claimant of the requested service is other than the PME/PEE, submit the letter of authorization together with photocopy of their ID and copy of claim stub (Filer/Applicant and Authorized Representative - to present original for verification purposes).</p>	<p>5. Release the Certificate of Appearance with official dry seal.</p>	None	15 minutes	Focal Person RO
TOTAL		None	7 hours, 45 minutes	



18) Application for Job Fair Clearance

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

The requesting party refers to the entity requesting to host or sponsor a Job Fair. Job Fair may be conducted, hosted, sponsored and/or co-sponsored by National Government Agencies (NGAs), Public Employment Service Offices (PESOs), Job Placement Offices, and Educational Institutions and participated in by other Government Agencies, Local Employers, Licensed Recruitment Agencies, Private Recruitment and Placement Agency (PRPA) and Private Employment Agency (PEA) or registered job contractors/sub-contractors.

Office or Division:	DOLE Regional and Field Offices			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	National Government Agencies (NGAs), Public Employment Service Offices (PESOs), State Universities and Colleges, Government-Owned and Controlled Corporations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Fair Clearance Application Form with Letter of Intent (1 copy)		<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – Technical Services and Support Division (TSSD) ▪ PESOs ▪ www.ble.dole.gov.ph 		
2. Agency Profile (1 copy)		requesting entity		
3. Phil-JobNet Proof of Accreditation (screenshot of the PJN page) [1 copy]		requesting entity		
4. Location Map of the proposed venue (1 copy)		requesting entity		
5. List of Updated Job Vacancies (with number of heads required for each post, indicating the required number for female applicants) [1 copy]		requesting entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Field Office Action Officer not later than ten (10) working days before the	1. Check the completeness of the Application Form and all documentary requirements.	None	15 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
scheduled Job Fair. See VII. List of Offices for the office address of DOLE Regional Offices.				
2. Get the claim stub.	2. For complete documents, issue claim stub. ▪ For incomplete documents, return the Application Form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.	None	10 minutes	Action Officer or Alternate TSSD
	2.1. Evaluate the submitted documents, conduct ocular inspection and recommend for approval/disapproval.	None	4 days	Action Officer or Alternate TSSD
	2.2. Approve/ Disapprove Job Fair Clearance.	None	1 day	Regional Director/ Field Office Head/ Designated Approving Officer
3. Attend orientation on rules and regulations in the conduct of Job Fair.	3. Conduct orientation.	None	1 day	Action Officer or Alternate TSSD
4. Return to the DOLE Regional/ Field Office on the scheduled date of	4. Release the Job Fair Clearance or Letter of Denial/ Disapproval on	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>release of Clearance. Present the claim stub to the Action Officer and claim Job Fair Clearance or Letter of Denial/Disapproval.</p> <p>If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID (Filer/Applicant and Authorized Representative – to present original for verification purposes).</p>	<p>the scheduled release date.</p>			
TOTAL		None	6 days, 40 minutes	



19) Application for Job Fair Permit

The Permit to conduct Job Fair is an authority issued to the requesting private entity to host or sponsor a Job Fair.

The requesting party refers to the entity requesting to host or sponsor a Job Fair. Job Fair may be conducted, hosted, sponsored and/or sponsored by Non-Government Organizations and/or any private entities participated in by Local Employers, Licensed Recruitment Agencies, Private Recruitment and Placement Agency (PRPA) and Private Employment Agency (PEA) or registered job contractors/sub-contractors.

Office or Division:	DOLE Regional and Field Offices	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Non-Government Organizations and/or any private entities	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>General Requirements, regardless of the nature/type of company/business:</i>		
1. Job Fair Permit Application Form with letter of intent (1 copy)	<ul style="list-style-type: none"> ▪ DOLE Regional and Field Offices – Technical Services and Support Division (TSSD) ▪ PESOs ▪ www.ble.dole.gov.ph 	
2. Company Profile (1 copy)	requesting entity	
3. Securities and Exchange Commission (SEC)/Department of Trade and Industry (DTI)/Department of Labor and Employment (DOLE) Registration (whichever applies) [1 photocopy]	SEC – Information and Communications Technology Department DTI – https://bnrs.dti.gov.ph DOLE Regional Office – Technical Services and Support Division	
4. Business Permit (1 photocopy)	concerned Local Government Unit - Business Permit and Licensing Office	
5. Phil-JobNet Proof of Accreditation (screenshot of the PJN page) [1 copy]	requesting entity	
6. Location Map of the proposed venue (1 copy)	requesting entity	
7. List of Updated Job Vacancies (with number of heads required for each post, indicating the required number for female applicants) [1 copy]	requesting entity	
<i>Note: In the absence of the COC, CERTIFICATE OF NO PENDING CASE from the DOLE Regional Office – depending on the region of deployment (i.e. DOLE NCR RO if deployment is within NCR only)</i>		



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<i>Additional requirements, based on the nature/type of company/business:</i>				
1. Private Employment Agency/PEA License or License for Private Recruitment Agency/PRPA (for private employment agencies) [1 photocopy]		DOLE Regional Office – Technical Services and Support Division		
2. Land Transportation Franchising and Regulatory Board (LTFRB) Certificate to operate a tourist car transport (1 photocopy)		LTFRB		
3. Philippine Contractors' Accreditation Board (PCAB) License (for construction firms and related companies/businesses) [1 photocopy]		Department of Trade and Industry – PCAB		
4. Certificate of Registration from the Cooperative Development Authority (CDA) [for Cooperatives], DOLE License (for manpower agencies) [1 photocopy]		CDA – Registration Division DOLE – Regional Office-Technical Services and Support Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional/Field Office Action Officer not later than ten (10) working days before the scheduled Job Fair. See VII. List of Offices for the office address of DOLE Regional Offices.	1. Check the completeness of the Application Form and all documentary requirements.	None	30 minutes	Action Officer or Alternate TSSD
2. Get the Order of Payment.	2. For complete documents, issue order of payment. ▪ For incomplete documents, return the Application Form and documents to the client indicating	None	10 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.			
3. Present the Order of Payment to the Cashier, pay the permit fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P3,000.00 – Permit Fee	15 minutes	Cashier
4. Provide copy of the OR to the Action Officer and get the claim stub.	4. Receive copy of the OR and issue claim stub. Evaluate the submitted documents, conduct ocular inspection and recommend for approval/disapproval.	None	4 days	Action Officer or Alternate TSSD
	4.1. Approve/ Disapprove Job Fair Permit.	None	1 day	Regional Director/ Field Office Head/ Designated Approving Officer
5. Attend orientation on rules and regulations in the conduct of Job Fair.	5. Conduct orientation.	None	1 day	Action Officer or Alternate TSSD
6. Return to the DOLE Regional/ Field Office on the scheduled date of release of permit. Present the claim stub to the Action Officer and claim Job Fair Permit or Letter of Denial/ Disapproval.	6. Release the Job Fair Permit or Letter of Denial/ Disapproval on the scheduled release date.	None	15 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ul style="list-style-type: none"> If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID (Filer/Applicant and Authorized Representative – to present original for verification purposes). 				
	TOTAL	P3,000.00 – permit fee	6 days, 1 hour, 10 minutes	



20) Application for Authority to Operate Branch Office of a Private Employment Agency

Private Sector Participation in the Recruitment and Placement of Workers. Pursuant to national development objectives and in order to harness and maximize the use of private sector resources and initiatives in the development and implementation of comprehensive employment program, the private employment sector shall participate in the recruitment and placement of workers, locally xxx under such guidelines, rules and regulations as maybe issued by the Secretary of Labor.

Office or Division:	DOLE Regional Offices (ROs)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Only resident Filipino citizens, corporations, partnerships or entities at least 75% of the authorized and voting capital stock of which is owned and controlled by resident Filipino citizens shall be permitted to participate in the recruitment and placement of workers locally			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DOLE PRS Application form (1 original copy)		<ul style="list-style-type: none"> ▪ DOLE ROs – Technical Services and Support Division (TSSD) ▪ www.ble.dole.gov.ph 		
2. Proof of payment of registration fee of Php5,000.00 (1 copy)		DOLE ROs		
3. Valid license (1 certified true copy)		DOLE ROs – TSSD		
4. Organizational structure of the branch office, including names of manager and staff members (1copy)		Licensed agency owner		
5. NBI clearance of the branch manager and staff members (1 original copy)		National Bureau of Investigation		
6. Certification that the branch office has an office space with a minimum floor area of 30 square meters for the exclusive use of the branch office (1 original copy)		Licensed agency owner		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional Office Action Officer. See VII. List of	1. Check the completeness of the Application Form and all the documentary requirements.	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Offices for the office address of DOLE Regional Offices.				
2. Get the Order of Payment for registration fee.	<p>2. For complete documents, issue Order of Payment.</p> <ul style="list-style-type: none"> ▪ For incomplete documents, return the application form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed. 	None	20 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the required filing fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P5,000.00 – registration fee	20 minutes	Cashier
	3.1. Evaluate the documents and conduct an ocular inspection of the branch office.	None	4 days	Action Officer or Alternate TSSD
	3.2. Approve/Deny application for license.	None	2 days	Regional Director or his duly authorized representative
4. Get the Order of Payment for surety bond/Letter of Denial or Disapproval.	4. For approved application, Issue Order of Payment. Otherwise, issue Letter of Denial/ Disapproval.	None	15 minutes	Action Officer or Alternate TSSD



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present the Order of Payment to the Cashier, submit evidence of posting of surety bond issued by bonding company accredited by the Insurance Commission, and receive Official Receipt (OR).	4. Receive payment and issue OR.	P100,000.00 – Surety Bond	15 minutes	Action Officer or Alternate TSSD
6. Receive the Authority to Operate Branch Office. <i>Note: An application to renew an authority shall be filed at least fifteen (15) days before the date of its expiration</i>	5. Issue the authority to operate branch office, the validity of which is co-terminus with license.	None	15 minutes	Action Officer or Alternate TSSD
TOTAL		P105,000.00	For approved application to Operate Branch Office: 6 days, 1 hour, 40 minutes For disapproved application: 2 days, 55 minutes	



21) Application for Authority to Recruit

Private Sector Participation in the Recruitment and Placement of Workers. Pursuant to national development objectives and in order to harness and maximize the use of private sector resources and initiatives in the development and implementation of comprehensive employment program, the private employment sector shall participate in the recruitment and placement of workers, locally under such guidelines, rules and regulations as maybe issued by the Secretary of Labor and Employment.

Office or Division:	DOLE Regional Offices (ROs)			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who may avail:	Only resident Filipino citizens, corporations, partnerships or entities at least 75% of the authorized and voting capital stock of which is owned and controlled by resident Filipino citizens shall be permitted to participate in the recruitment and placement of workers locally			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request by the agency indicating the list of job vacancies, potential employers, exact date and venue of the recruitment activity, and the names of the designated representatives (1 original copy) (1 original copy)		Applicant licensed agency owner		
2. Valid PEA license (1 Certified True Copy)		DOLE Regional Office - Technical Services and Support Division (TSSD)		
3. NBI Clearance of the authorized representative (1 original copy)		National Bureau of Investigation		
4. Certificate of No Pending Case from DOLE (1 original copy)		DOLE Regional Office – TSSD/Court		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional Office Action Officer. See VII. List of Offices for the office address of DOLE Regional Offices.	1. Check the letter request and completeness of all the documentary requirements. ▪ For incomplete documents, return the documents to the client indicating the lacking requirement/s and	None	15 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	explain, as may be necessary. Application is deemed not filed.			
	1.1. Evaluate application documents.	None	2 hours	Action Officer or Alternate TSSD
	1.2. Approve/ Disapprove the application.	None	2 days	Regional Director
2. Get the Order of Payment/Letter of Denial or Disapproval.	2. For approved application, issue Order of Payment. Otherwise, issue Letter of Denial/ Disapproval.	None	10 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the required registration fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P500.00 – registration fee	1 hour	Cashier
4. Receive the Authority to Recruit.	4. Issue the Authority to Recruit, valid in the date and venue as indicated for a maximum of five (5) days. The recruitment activity shall be conducted during the normal business hours.	None	1 day	Action Officer or Alternate
	TOTAL	P500.00 – registration fee	3 days, 3 hours, 25 minutes	



22) Application for License to Operate Private Employment Agency (PEA)

Private Sector Participation in the Recruitment and Placement of Workers. Pursuant to national development objectives and in order to harness and maximize the use of private sector resources and initiatives in the development and implementation of comprehensive employment program, the private employment sector shall participate in the recruitment and placement of workers, locally xxx under such guidelines, rules and regulations as maybe issued by the Secretary of Labor.

Office or Division:	DOLE Regional Offices (ROs)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business		
Who may avail:	Only resident Filipino citizens, corporations, partnerships or entities at least 75% of the authorized and voting capital stock of which is owned and controlled by Filipino citizens shall be permitted to participate in the recruitment and placement of workers locally		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. DOLE PEA Application form (1 original copy)	<ul style="list-style-type: none"> ▪ DOLE Regional Office – Technical Services & Support Division (TSSD) ▪ www.ble.dole.gov.ph 		
2. Filing fee of Php 5,000.00	Applicant for license		
3. Valid NBI Clearance of the applicant owner, or the partners in case of partnership, or in case of corporation, its officers and directors	National Bureau of Investigation		
4. One (1) certified true copy (CTC) of the certificate of business registration and 1 copy of the original application obtained from the Department of Trade and Industry (DTI) in the case of single proprietorship; or	CTC of Business Registration in case of sole proprietorship - DTI- https://bnrs.dti.gov.ph		
5. 1 certified copy of the Articles of Partnership or Incorporation duly registered with the Securities and Exchange Commission (SEC), in case of a partnership or a corporation	CTC of the Articles of Partnership, in case of a partnership or Articles of Incorporation in case of a corporation - Securities and Exchange Commission – Information and Communications Technology Department		
6. Documentary proof of ownership or lease of an office space with a floor area of at least forty (40) square meters for the exclusive use of the agency (1 original copy). In case of lease, the contract must be for a period of one (1) year with an option for renewal.	Applicant for license as lessee		







CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
7. Certificate of participation/attendance of by the owner, partners, president, general managers, or agency's management representative to the Pre-Application Orientation (1 photocopy)		Concerned DOLE Regional Office – TSSD		
8. Certificate of No Pending Case from DOLE		DOLE Regional Office		
9. Notarized affidavit of undertaking (1 original copy) stating that the applicant shall: <ul style="list-style-type: none"> ▪ not collect fees whatsoever from the applicants; ▪ denounce and never support nor engage in any or all acts involving illegal recruitment, trafficking in persons, violation of Anti-Child Labor Laws or crimes involving moral turpitude or similar activities; ▪ not engage in illegal recruitment, trafficking in persons, anti-child labor violation, or crimes involving moral turpitude in relation to illegal recruitment activities; ▪ assume full responsibility for all acts of its officers, employees, and representatives in the conduct of recruitment and placement activities; ▪ not engage in job contracting or subcontracting; ▪ provide bonds issued by bonding company accredited by Insurance Commission 		Applicant for license		
10. For the net worth, notarized Statement of Assets, Liabilities, and Net Worth (SALN) or an audited financial statement duly received by the Bureau of Internal Revenue. For the paid-up capital, Articles of Partnership or Incorporation and certified true copy of the GIS.		Applicant for license		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the DOLE Regional Office Action Officer.	1. Check the completeness of the Application Form and all the documentary requirements.	None	30 minutes	Action Officer or Alternate TSSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
See VII. List of Offices for the office address of DOLE Regional Offices.				
2. Get the Order of Payment.	2. For complete documents, issue Order of Payment. ▪ For incomplete documents, return the application form and documents to the client indicating the lacking requirement/s and explain, as may be necessary. Application is deemed not filed.	None	20 minutes	Action Officer or Alternate TSSD
3. Present the Order of Payment to the Cashier, pay the required filing fee and receive Official Receipt (OR).	3. Receive payment and issue OR.	P5,000.00 – filing fee	20 minutes	Cashier
	3.1. Evaluate the documents and conduct an ocular inspection of the office premises and equipment.	None	4 days	Action Officer or Alternate TSSD
	3.2. Approve/Deny application for license.	None	2 days	Regional Director or his duly authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Get the Order of Payment for license fee/Letter of Denial or Disapproval.	For approved application: 4. Issue Order of Payment. ▪ For disapproved application, issue Letter of Denial/ Disapproval.	None	15 minutes	Action Officer or Alternate TSSD
5. Present the Order of Payment to the Cashier, pay the required license fee, post cash bond submit evidence of posting of surety bond issued by bonding company accredited by the Insurance Commission, and receive Official Receipt (OR).	5. Receive payment and issue OR.	P15,000.00 – license fee; P50,000.00 – cash bond; P100,000.00 – surety bond	15 minutes	Action Officer or Alternate TSSD
6. Receive the license. <i>Note: An application for renewal of license must be filed at least fifteen (15) days before its expiration.</i>	6. Issue the license valid for 3 years.	None	15 minutes	Action Officer or Alternate TSSD
TOTAL		P170,000.00	For approved applications for license: 6 days, 1 hour, 55 minutes For disapproved applications for license: 2 days, 1 hour, 10 minutes	

VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	<p>  Accomplish the feedback form available in offices/main entrances of DOLE building/Public Assistance and Complaint Unit (PACU)/Public Assistance and Complaint Desk (PACD) and drop in the drop box. </p> <p>  Send your feedback thru email at <i>micd_fmzdole@yahoo.com</i>. It will be forwarded to the concerned office for prompt action. </p> <p>  Call the DOLE Hotline 1349. </p> <p>  Visit and talk to the PACU/PACD Officer of the Day. </p>
How feedback is processed?	<p>Every week, survey/feedback boxes are collected and delivered to the Office of the Secretary for the opening and gathering of feedback forms. It will be sent to the Committee on Anti-Red Tape (CART) Secretariat for tabulation and analysis.</p> <p>Results of the feedback are transmitted thru a report to the relevant office for their information and appropriate action.</p>
How to file a complaint?	<ul style="list-style-type: none"> ▪ Accomplish the feedback form available in offices/main entrances of DOLE building/PACU/PACD and drop in the drop box. ▪ Email at <i>micd_fmzdole@yahoo.com</i>. ▪ Call the DOLE Hotline 1349.
How complaints are processed?	<p>Complaints received are forwarded to the relevant office for appropriate action.</p> <p>The office will be required to submit a reply within 3 working days upon receipt of the complaint.</p> <p>The designated employees will give the feedback to the client.</p>
Contact Information of ARTA, PCC, CCB	<p>ARTA: complaints@arta.gov.ph 1-ARTA (2782)</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS) 1-6565 (Hotline Number)</p>

VI. List of Offices

Office	Address	Contact Information
Albay Provincial Office	4th Floor, Ayala Malls, Legazpi City	0938-161-7978 / 0956-399-1015 / 0951-699-5280 ro5_albay@dole.gov.ph
Camarines Norte Provincial Office	2nd Floor Tanzo Bldg., National Diversion Road, Brgy. Itomang, Talisay, Camarines Norte	0946-397-4325 / 0939-938-5810 ro5_camarinesnorte@dole.gov.ph
Camarines Sur Provincial Office	DOLE Bldg., City Hall Compound, J. Miranda Avenue, Naga City, Camarines Sur	0929-283-5382 / 0915-928-5037 ro5_camarinessur@dole.gov.ph
Catanduanes Provincial Office	Llantino Bldg., Brgy. Conception, Virac, Catanduanes	0931-890-8032 / 0912-025-3120 ro5_catanduanes@dole.gov.ph
Masbate Provincial Office	2 nd Floor, Sanchez Bldg., Crossing St., Brgy. Nursery, Masbate City	0948-443-2990 / 0977-392-2421 ro5_masbate@dole.gov.ph
Sorsogon Provincial Office	DOLE Building, City Hall Complex, Cabid-an, Sorsogon City	0919-755-2721 ro5_sorsogon@dole.gov.ph

