MEMORANDUM ORDER NO. 11
Series of 2002

INTERNAL AND EXTERNAL COMMUNICATION SYSTEM

STANDARDS ON THE FLOW OF ADMINISTRATIVE AND OPERATIONAL PROCESSES

In order to identify responsibilities and functions and effect the expeditious flow of administrative and operational processes in compliance with ISO requirements, the following standards on POEA processes and issuance of official documents are hereby prescribed:

<table>
<thead>
<tr>
<th>PROCESS OR FUNCTION</th>
<th>OFFICIALS RESPONSIBLE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Recommending Approval</td>
</tr>
<tr>
<td>I. Personnel Administration</td>
<td></td>
</tr>
<tr>
<td>A. Appointments</td>
<td>Director II</td>
</tr>
<tr>
<td>(Original, promotional, reinstatement)</td>
<td>SPB (Main Office, Reg. Centers, REUs, Satellite Offices)</td>
</tr>
<tr>
<td>1. Casuals</td>
<td>SPB (Main Office, Reg. Centers, REUs, Satellite Offices)</td>
</tr>
<tr>
<td>2. First Level Positions which include clerical, trade, crafts and custodial service positions and which involve non-professional or sub-professional work in a supervisory capacity.</td>
<td>SPB (Main Office, Reg. Centers, REUs, Satellite Offices)</td>
</tr>
<tr>
<td>a. For positions below Division Chiefs</td>
<td>- do -</td>
</tr>
<tr>
<td>b. For Division Chiefs</td>
<td>SPB for Senior Officials/ Secretary</td>
</tr>
<tr>
<td>1. Presidential Appointees</td>
<td>Division Chief, Director II/IV, Dep. Administrator</td>
</tr>
<tr>
<td>Third Level Positions</td>
<td>Director II</td>
</tr>
<tr>
<td>Director IV</td>
<td>President</td>
</tr>
<tr>
<td>Deputy Administrator</td>
<td>President</td>
</tr>
<tr>
<td>B. Designation</td>
<td></td>
</tr>
<tr>
<td>1. Designation in acting or concurrent capacity (non-presidential appointees)</td>
<td>Division Chief, Director II/IV, Dep. Administrator</td>
</tr>
</tbody>
</table>
a. Presidential Appointees

2. Designation of Resource Person to represent POEA in OE symposia, forums

3. Designation of Spokesperson/Resource Person in radio/TV guestings/interviews

4. Attendance in staff development activities
   a. Local
   b. Foreign

C. Other Personnel Movements

1. Reassignment (from one division to another within POEA)

2. Detail (from POEA to another agency without the necessity of issuance of an appointment)

3. Transfer (from POEA to another agency involving the issuance of an appointment)

4. Resignation

   4.1. Casuals, First & Second Level Positions

   4.2. Third Level Positions
       Director II/IV
       Deputy Administrator

5. Retirement

D. Contract of Services

1. Contractual personnel

2. Consultants for technical assistance/expertise

3. Security/Janitorial services

4. Emergency workers

E. Application for Leave

1. Vacation/
   Sick/Forced/Paternity/Maternity/Special Leave Privileges

   1.1 15 days or less

   Division Chief/Director II/IV concerned

   Director II/IV concerned

   Administrator

   Director IV

   Administrator

   Director IV

   Administrator

   Director II/IV

   Administrator

   Dep. Administrator concerned

   Deputy Administrator Concerned

   Director II/IV, Deputy Administrator concerned

   DA for Mgmt. Services

   Administrator

   Director II/IV concerned

   Administrator

   - do -

   DA for Mgmt. Services

   Administrator

   Director IV/DA concerned

   Administrator

   - do -

   BAC

   Administrator

   Director II/IV concerned

   Administrator

   Division Chief/Director II/IV concerned

   Administrator

   Director IV

   Administrator

   Director IV

   Administrator

   Director II/IV

   Administrator

   Administrator
1.2 More than 15 days

2. Study Leave

3. Sabbatical/terminal leave

F. Application for monetization of leave credits

G. Authority to Travel
   1. Local
      a. Below presidential appointee
      b. Presidential appointees
   2. Foreign
      a. Below presidential appointee
      b. Presidential appointees

H. Overtime Services

I. Official Business Slips
   1. Division Chiefs
   2. Below Division Chiefs

J. Permission to teach/practice profession

K. Clearance
   1. 22 days or more/resignation/retirement

L. Request for Service Record

M. Time Cards/Form 48
   1. Below Division Chiefs
   2. Division Chiefs
   3. Director II

N. Administrative Cases
   1. Light offenses

Division Chief/Director II concerned
Director II/IV of office concerned
DA for Mgmt. Services
Director II/IV concerned
DA for Mgmt. Services
Division Chief, Director II/IV, DA concerned
Division Chief, Director II/IV, DA concerned
- do -
- do -
Director II
Division Chief
Administrator
Director II/IV
Assistant
Signature of accountable officials
Administrator
Chief, HRDD
Division Chief
Director II
Administrator
DOLE Legal Service
Formal charge filed/endorsed by the Administrator
Administrator
2. Less grave offenses

3. Grave offenses

II. GOVERNING BOARD MATTERS

A. Preparation of agenda/minutes of the GB meetings

B. GB Resolutions

III. INTERNAL AND EXTERNAL COMMUNICATION

A. Internal Communication
   1. Special Orders/Memorandum Orders
   2. Memorandum

B. External Communication

FINANCIAL MATTERS

A. Disbursement Vouchers
   1. Payments amounting to P50,000 & below
   2. Payments of more than P50,000
   3. Fixed expenditures, remittances, utilities (below P50,000)
   4. Fixed expenditures, remittances, utilities (more than P50,000)
   5. Monetization of leave credits

B. Checks
   1. Payments amounting to P50,000 & below
   2. Payments of more than P50,000
   3. Fixed expenditures, remittances, utilities (below P50,000)
   4. Monetization of leave credits

C. Payroll

<table>
<thead>
<tr>
<th>DOLE Legal Service</th>
<th>DOLE Legal Service</th>
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<tbody>
<tr>
<td>Chair, GB</td>
<td>GB</td>
</tr>
<tr>
<td>Administrator</td>
<td>Administrator</td>
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<tr>
<td>Administrator/DA</td>
<td>Administrator/DA</td>
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<tr>
<td>DA for Mgmt. Services</td>
<td>DA for Mgmt. Services</td>
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<tr>
<td>Administrator</td>
<td>Administrator</td>
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<td>Administrator</td>
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D. Financial Reports
E. Statement of Account
F. Budget proposal
G. Physical report of operation
H. Annual Cash Program
I. Statement of Step Increments
J. Status of Funds Management Report
K. Status of Extraordinary Funds/Project Funds
L. Request for Obligation of Allotment
M. Budget Allocation

GENERAL SERVICES AND PROPERTY
A. Annual Procurement program
   1. Division Level
   2. Agency Level
B. Requisition Issuance Voucher (RIV)
   1. Quarterly
   2. Emergency
C. Canvass/Invitation to Bid
D. Purchase Orders
   - do -
1. P50,000 & below

2. More than P50,000

E. Contracts of Lease/Services & Memorandum of Agreement
   1. Involving P50,000 & below
   2. Involving more than P50,000

F. Permits
   1. Property pass
   2. Trip tickets
   4. Permit to work

G. Disposal Reports
   1. Property/records

CENTRAL RECORDS

A. Verification of OFW Records
   1. Request for OECs

PRE-EMPLOYMENT SERVICE OFFICE (PSO)

A. BALIK-MANGGAGAWA PROCESSING
   1. Issuance of OECs to Balik-Manggagawa

B. LANDBASED PROCESSING & ACCREDITATION
   1. Processing of LB contracts & issuance of OECs to LB workers
   2. Documentation of LB name-hires
      a. Regular departure
      b. Urgent departure
   3. Accreditation of Principals
      a. New principal
      b. Old Principal

Director II, Adm. Branch

DA for Mgmt. Services

Administrator

Chief, GSPD, Director II, Adm. Branch

DA for Mgmt. Services

Administrator

Chief, GSPD/Director II, Adm. Branch

- do -

- do -

Chief, CRD

Director II, LB

- do -

- do -

Chief, Accreditation Division

- do -

- do -

Chief, Accreditation

- do -

- do -
c. Extension (based on license)
4. Approval of job order/recruitment order/ renewal/additional
5. Clearance of compensation package of principals/submission of verified contract & insurance coverage for drivers in ME
6. Clearance re exemption from single accreditation
7. Approval of pipeline accounts
8. Clearance on visa usage
9. Clearance re contract provisions
10. Clearance for special cases of BM
11. Letters to employers of name hires re accreditation system

C. SEABASED PROCESSING
1. Processing of SB contracts & issuance of OEC to seafarers
2. Accreditation of SB Principals
   a. New principal
   b. Old Principal
3. Enrollment of vessel
4. Accreditation Certificate (New Principal)
5. Accreditation Certificate (Renewal & Upgrading)
6. Extension of provisional accreditation
7. Amendment of Salary Scale
8. Enrollment of Vessel
9. Additional Crew Order & Change of name & Flag of vessel
10. Name hire approval
<p>| | |</p>
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<tbody>
<tr>
<td>11.</td>
<td>Exemption of name hire</td>
</tr>
<tr>
<td>12.</td>
<td>Certificate of Status of accreditation of principal &amp; enrollment of vessel</td>
</tr>
<tr>
<td>13.</td>
<td>Letter approval on renaming/cancellation of principal</td>
</tr>
<tr>
<td>14.</td>
<td>Evaluation of new market or agency applying for a manning license</td>
</tr>
<tr>
<td>15.</td>
<td>Letter to BID regarding vessel conduction</td>
</tr>
<tr>
<td>16.</td>
<td>Approval of addendum to the standard employment contract</td>
</tr>
<tr>
<td>17.</td>
<td>Verification of principal &amp; vessel presented by the REUs</td>
</tr>
<tr>
<td>18.</td>
<td>Certification requested by manning agencies on lost OECs</td>
</tr>
<tr>
<td>19.</td>
<td>Certification of OEC issued</td>
</tr>
<tr>
<td>20.</td>
<td>Certification requested by manning agencies/seafarers for refund of OWWA contribution</td>
</tr>
<tr>
<td>21.</td>
<td>Issuance/Approval of Overseas Employment Certificate</td>
</tr>
</tbody>
</table>

**D. MARKETING**

1. | Referral Assistance |
2. | Preparation of Market Update/s |
3. | CRA |
   a. | Letter to employer |
   b. | Endorsement form to agencies |
4. | Letters to POLOs |

**Chief, Market Promotions/Director II, MB**

**OIC, Market Research & Standard**

**Director II, MB**
5. Letters to clients/public

**WELFARE AND EMPLOYMENT OFFICE (WEO)**

**A. GOVERNMENT PLACEMENT SERVICES**

1. Pre-flight briefing & releasing of OECs & and travel documents for:
   a. GPB-hired workers
   b. Taiwan-bound workers

2. Processing of documents & issuance of OEC for GPB hires

3. Processing of contracts & issuance of OECs for HHW thru:
   a. Name Hiring
   b. Landbased agency

4. Grant of exemption from direct hiring of household workers

**B. EMPLOYMENT SERVICES**

1. Manpower Registry
   a. Releasing of ARB signing schedule
   b. New Issuance of ARB
   c. LB registration & issuance of LB Registration Card
   d. Referral of registered workers to agency
   e. SB registration & issuance of SRC
   f. Issuance of ARBs to OPAs
   g. ARB renewal/revalidation/amendment/replacement of lost ARB
   h. Issuance of CTC of ARB to OPAs
   i. Evaluation of requests for exemption from DO No. 8

<table>
<thead>
<tr>
<th>Position</th>
<th>Role</th>
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<tbody>
<tr>
<td>Chief, Client Services</td>
<td>- do -</td>
</tr>
<tr>
<td>OIC, HWPC</td>
<td>Administrator</td>
</tr>
<tr>
<td>Director II, GPB</td>
<td>- do -</td>
</tr>
<tr>
<td>Director II, EB</td>
<td>DA, Welfare &amp; Employment/Dir</td>
</tr>
<tr>
<td>Director IV, WEO</td>
<td>- do -</td>
</tr>
<tr>
<td>Director II, EB</td>
<td>- do -</td>
</tr>
</tbody>
</table>

- do -
j. Grant of Exemption from training, testing & certification for outstanding OPAs in accordance with DO No. 8, series of 1995

C. WELFARE SERVICES

1. Workers Education
   
a. Conduct of PDOs & issuance of Certificates of Attendance
      1. Regular departure
      2. Urgent departure
   
b. Approval of PDOs tie-up arrangement

2. Welfare & Assistance
   
a. Issuance of clearance to OFW agencies

b. Issuance of referrals of OFWs/Kins to NLRC, OWWA & OLAMWA

c. Action taken on request for repatriation of OFWs:
   1. Agency hired
   2. Undocumented
   3. Balik-Manggagawa
   4. Namehire thru POEA

d. Initial action on request for welfare assistance
   a. Notification to agency
   b. Fax message to POLO/OLAMWA

LICENSING & REGULATION OFFICE (LOR)

A. Licensing Services
   1. Issuance of new license

2. Renewal of license

3. Registration of Phil. Shipping companies

4. Registration of POCB registered companies

5. Accreditation of branch office

Chief, WED

Director II, WSB

Chief, WSB

Director II, WSB
6. Preparation of suspension order for non-replenishment of cash bond and/or escrow deposit

7. Lifting of suspension order

8. Issuance of certification on status of agency

9. Action on SEC endorsement to comment on Articles of Incorporation

10. Inspection of agencies

11. Issuance of specialization authority
   a. for new agencies
   b. for existing agencies

B. Employment Regulation

1. Issuance of special recruitment authority

2. Issuance of special exit clearance

3. Approval of advertisements for overseas vacancies

4. Issuance of OEC at NAIA

5. Issuance of Special Exit Clearance at NAIA

6. Issuance of final LAC clearance

C. Anti-Illlegal Recruitment

1. Endorsement of cases for preliminary investigation

2. Prosecution of illegal recruitment cases

3. Evaluation of derogatory records

4. Surveillance operations

5. Issuance of closure order

6. Implementation of order

7. Action on motion to lift
8. Assistance in the preparation & documentation of complaints
9. Investigation of passport irregularities & related fraud
10. Issuance of certification of persons with derogatory records

**ADJUDICATION OFFICE (AO)**

A. LEGAL RESEARCH, DOCKET & ENFORCMENT

1. Docket & Enforcement
   a. Docketing of cases
   b. Transmittal of records on appeal
   c. Issuance of writ of execution

B. Legal Research

   1. Issuance of clearance for OFW:
      a. Case pending appeal
      b. Case pending at POEA
      c. Issuance of Fees and Salary Declaration of Taiwan-bound workers

C. CASE ADJUDICATION

1. Disposition of disciplinary action cases
   a. Versus principals
   b. Versus OFWs
2. Disposition of Recruitment Violation Cases

<table>
<thead>
<tr>
<th>Chief, Legal Assistance</th>
<th>Director IV, LRO</th>
</tr>
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<tbody>
<tr>
<td>Director II, AIRB</td>
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<tr>
<td>Chief, Docket &amp; Enforcement</td>
<td>Director II, LRDEB</td>
</tr>
<tr>
<td>Chief, Licensing/Director II, LRDEB/Director IV, AO/DA for Adjudication</td>
<td>Administrator</td>
</tr>
<tr>
<td>Chief, LRD, Director II, LRDEB</td>
<td>Director IV, AO</td>
</tr>
<tr>
<td>OEAs/Director II, Adjudication/Director IV, AO</td>
<td>Administrator</td>
</tr>
<tr>
<td>Director II, RRB/Director IV, AO</td>
<td>- do -</td>
</tr>
</tbody>
</table>
This Memorandum Order supersedes all previous issuances and shall take effect immediately.

ROSALINDA DIMAPILIS-BALDOZ
Administrator

04.15.02