

POEA ANNUAL REPORT 2001



In Step with Quest for Quality

The management and associates of the Administration pose by the steps of the historic EDSA Shrine, symbolic of the synergy to offer quality service especially to the modern heroes of our time, the overseas Filipino workers; and our major stakeholders, the industry and the non-governmental organizations.

www.poea.gov.ph

POEA QUALITY POLICY

We, at the Philippine Overseas Employment Administration are committed to meet all regulatory requirements governing overseas employment and use ISO 9000 standards as our model for Quality Management System for the continual improvement of our services for the satisfaction of our internal and external customers through systems improvement and development of our human resources.

POEA MISSION

POEA exists to ensure decent and quality employment for overseas Filipino workers.

POEA VISION

POEA adheres to a vision for the organization to be a culturally sensitive, customer-driven and business-oriented advocate of the overseas Filipino workers' well-being.

Directions from Secretary Patricia A. Sto. Tomas



"We are looking at the world where competition is so much keener between and among nations not just for goods but for services as well. We are facing globalization and its effects, both within the country as well as relative to the movement of our people. The way we do things, our procedures, really ought to be re-examined in the light of the changes that is happening in the world".

"I think you also have to redefine just exactly what you are in business for. We used to be primarily concerned with welfare. I think in most of the countries in the world, while welfare continues to be a vital concern, the standard for taking care of the well-being of our compatriots have significantly improved. What we probably need now is a greater focus on marketing and how to ensure that the deployment of our workers can be done faster, better, and at the least cost to them. We probably also ought to set the ground rules for being able to meet market demands very quickly".

"You don't ask the customers to wait. You should see to it that the customers get what they need at the earliest possible time, which is not saying that the customers will get what they want. That's different. We can't yield to any proposition that comes to town because we still have a responsibility to see to it that standards are maintained".

"... I hope that under a new leadership, you would find the energy as well as the creativity to do these as quickly as possible particularly since we have been tasked by the Congress to do intensive marketing next year so that we may be able to generate more jobs from overseas".

PROLOGUE

2001 in Brief

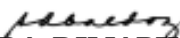
Truly, year 2001 had been an eventful year. The unprecedented change in the national leadership also ushered an episode of program rationalization under the new administration. A spate of fresh commitments in service delivery, focusing on mandate and clients had become the thrust of reform in the area of governance.

With added vigor and push from the DOLE leadership under Secretary Patricia A. Sto. Tomas, who is also the first POEA Administrator, the POEA coped with the challenge to deliver an impressive performance that met its basic deliverables within its control. These are,



1. Three percent (3%) increase in total overseas jobs of 866,590 compared to 841,628 last year
2. Increased level of productivity and efficiency resulting to lower cost of deployment by 13 percent or P235.69 per worker
3. Accreditation of 4,723 landbased and 447 seabased principals in which the opening of labor market in New Caledonia for construction workers was a significant aspect
4. Given a 55 percent increase in new cases filed and case backlog from 1987 to 2001, adjudication of a total of 8,574 cases was remarkably speedy. Disposition rate was 69 percent with a volume of cases handled equivalent to a four-year caseload and cases disposed comparable to a two-year caseload.
5. *Bilis Dokumento sa POEA* was implemented to ensure the processing of documents of OFWs within 24 hours.
6. Establishment of a Quality Management System that conformed to ISO 9001:2000 has been launched to ensure transparency, lesser documentary requirements and shorter process cycle time of transactions at the operating units of POEA
7. Review of POEA Rules and Regulations, last amended in 1991, was undertaken by the POEA Governing Board, subjected to multi-sectoral consultations, with staff support from POEA.
8. Increased vigilance in monitoring the operations of recruitment agencies through surveillance, on-the-spot inspections and routine inspections of existing agencies, resulting in the revocation of 13 new licenses, delisting of 21 licenses, and suspension of 25 licenses for non-replenishment of cash bond and escrow deposits
9. Strict enforcement of administrative sanctions to erring licensed agencies with a 221 percent increase in fines collected at P12.2 M compared to P3.8 M last year
10. Effective administration of social justice and protection with increased awards of about P22 M or 27 percent over last year.

These were but among the many challenges hurdled during the year for which the whole organization beams with delight.


ROSALINDA DIMAPILIS-BALDOZ
Administrator

Pride in our Overseas Employment Achievements

Policy Development

In addition to its fast-tracked work on the Revision of POEA Rules and Regulations, the reconstituted Governing Board promulgated the following series of 2001 policy resolutions:

1. GBR No.1 on the Guidelines for the Taiwan Fee Structure, dated 5 March
2. GBR No.2 on the Special Hiring Program for Taiwan, dated 9 March
3. GBR No. 3 on Minimum Age Requirement for Overseas Employment, dated 18 May
4. GBR No. 4 on No Placement Fee

Policy in Countries (where the Prevailing system does not allow the charging and collection of any placement fee from a worker), dated 7 September

5. GBR No. 5 on the revised guidelines for the deployment of Filipino workers to Taiwan based on the guidelines issued by the Council of Labor Affairs of Taiwan (e.g., fees, food and accommodation, execution of forms on Fees and Salary Declaration and the Worker's Affidavit of Understanding the Employment Service Act and the waiver), dated 12 November.

DOLE Secretary Patricia A. Sto. Tomas as Chairperson, POEA Administrator Rosalinda Dimapilis-Baldoz as Vice-Chairperson and four sectoral representatives composed the new team in the POEA Governing Board.

Luzviminda L. Elbinias represented the women sector, Vicente F. Aldanese for private industry, Ezekiel T. Alunen and Capt. Gregorio S. Oca for landbased and seabased sectors, respectively.

Pertinent to these Governing Board Resolutions and related policy concerns, the Administration likewise promulgated 21 POEA Memorandum Circulars on various subjects.



The new set of POEA Governing Board members at work: (From top, left to right) Alunen, Sto. Tomas, Baldoz, Elbinias, Oca and Aldanese.

Overseas Employment Facilitation

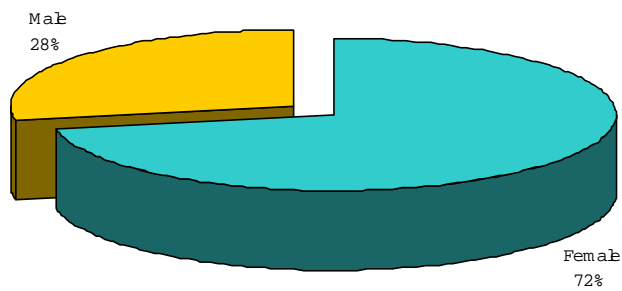
Deployment

In the last six years, having its peak in 2001, the number of overseas jobs filled up by Filipinos has steadily increased at an average growth rate of 5 percent yearly. The total deployment of 866,590 for the year was 3 percent higher than the past volume of 841,628. Seafarers and other seabased workers also registered a consistent upward trend, which counted 204,951 for the year or 24 percent of total deployment with a 3 percent increase.

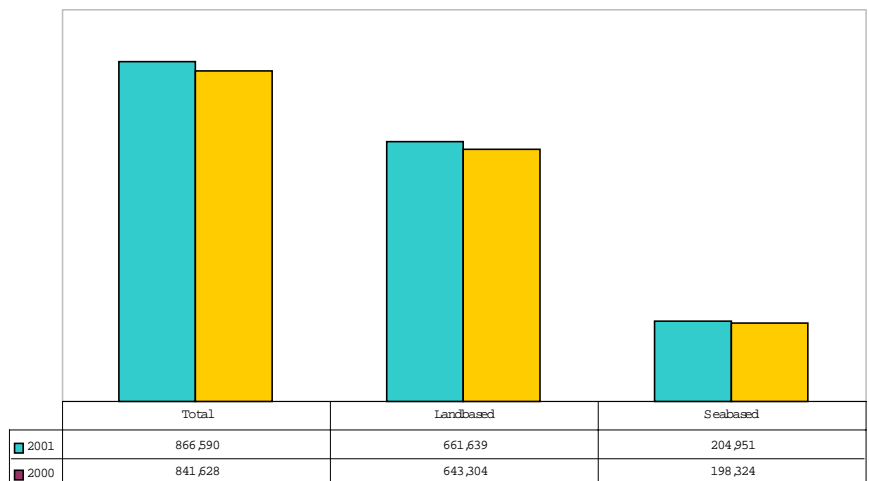
Deployment of landbased workers, on the other hand, which regained an upward trend starting in 1997 reached 661,639 during the year with a 3 percent increase. The increase of 7 percent sustained in the new hires category only reflected that overseas Filipinos maintain a global niche in the world of migration. New hires constitute about 41 percent of the landbased deployment while the remaining 59 percent or 390,554 returned to become OFWs again.

The year saw a surge in demand for high-end skills as nurses, other professionals and technical workers found jobs in the United Kingdom, Ireland and the Netherlands. Out of the total of over 97,000 professional and technical workers, about 28 percent belong to the highly technical skills deployed mostly to the said emerging labor markets.

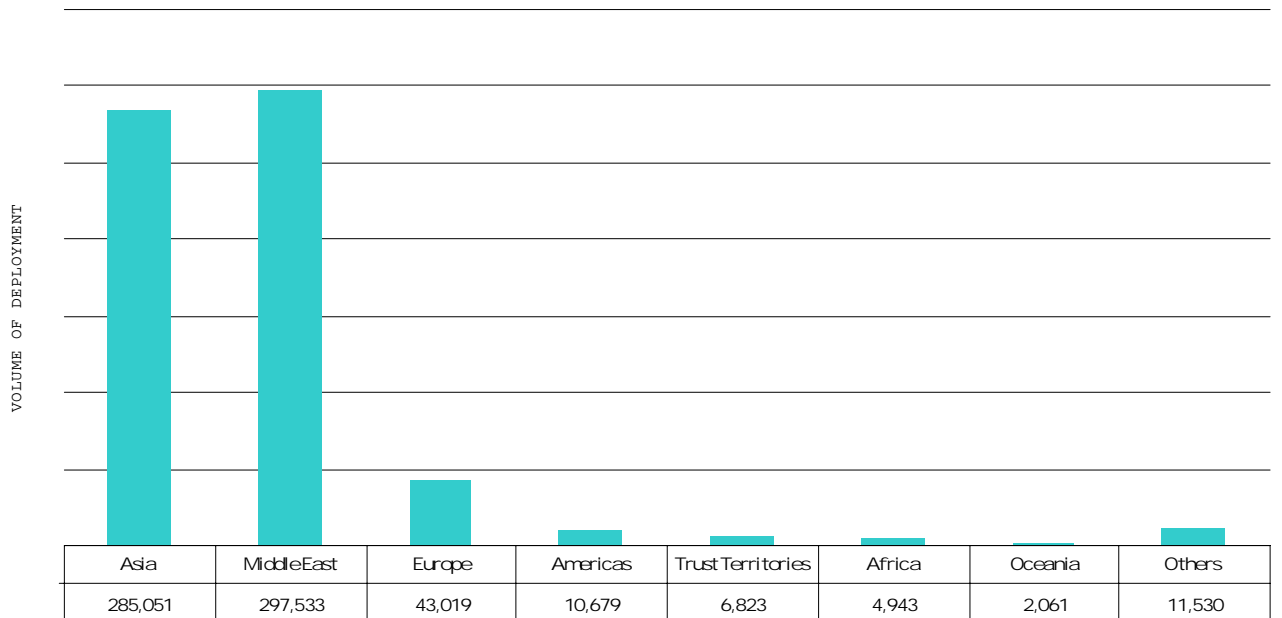
Deployment of Newly Hired Overseas Filipino Workers, By Sex, 2001



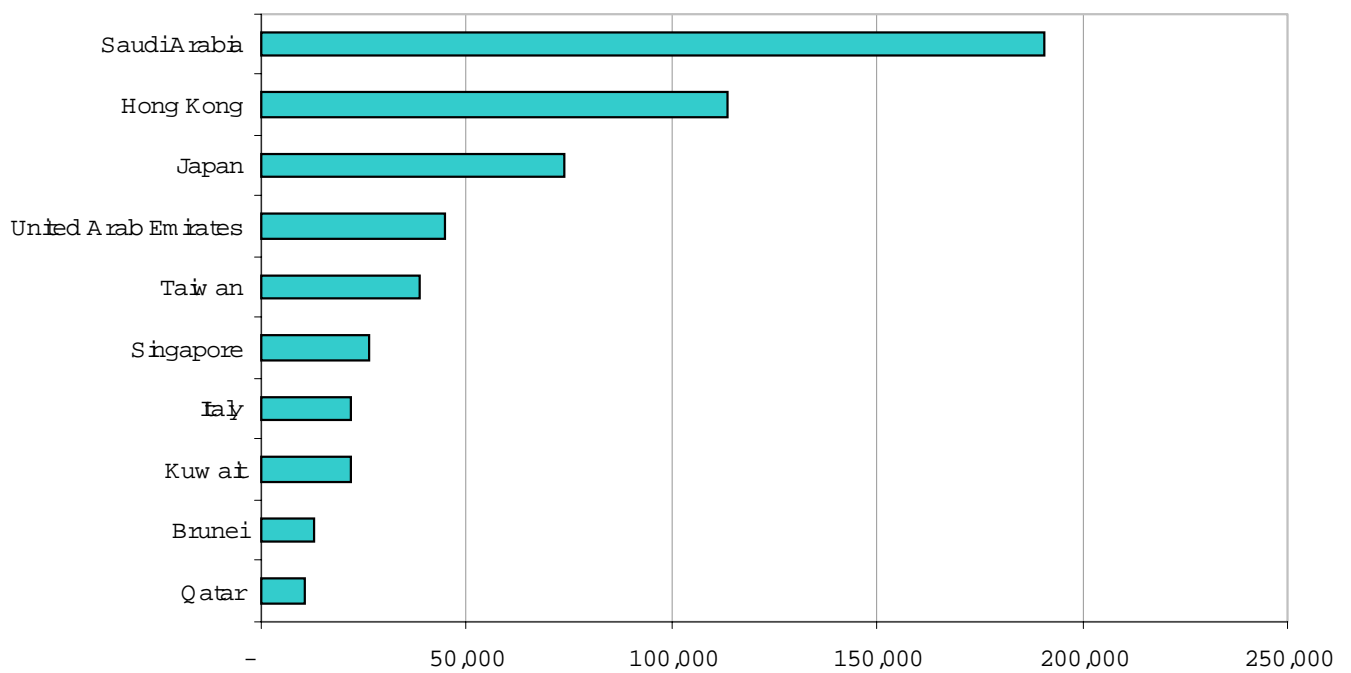
Comparative Deployment of Overseas Filipino Workers, By Type of Worker, 2001



Deployment of Landbased Overseas Filipino Workers, By Major World Group, 2001



Top Ten Destinations of Landbased Overseas Filipino Workers, 2001



Process Improvements

The quest for quality found remarkable success in the reduction of process cycle time for workers registration, accreditation and contract processing, among others, through projects such as Continual Process Improvement (CPI) and the ISO certification move, reduction of signatures and documentary requirements and the Bilis-Dokumento for the OFWs.

Specifically,

- Contract processing and OEC issuance reduced from 8 hours to 2 hours for landbased agency-hires, from 8 hours to 4 hours for GPB-hires and from 8 hours to 4 hours for seabased workers
- Accreditation of landbased employers/principals shortened within 24 hours from previous 3 days, while process for seabased principals was down to 12 working hours from the previous 32 hours.
- Vessel enrolment could be completed in 4 working hours instead of 8 hours.
- Registration of seafarers could take only 3 hours from 2 days previously and of landbased applicants from 8 hours to 1 hour.

As part of streamlining of services, the Seafarers Registry, which used to be under a different office was transferred to the Seabased Employment Center to provide a one-stop convenience for seafarers.

Labor Market Information

A significant aspect of job facilitation is the effective dissemination of relevant and reliable labor market information for applicants, agencies and the general public using multi-media and the Internet. Factual information on various countries and labor markets were periodically updated and released in the form of advisories, market updates and executive summaries.



One of the many workshops on process improvement conducted at POEA.



Undersecretary Brion and Administrator Baldoz unveiling the *Bilis-Dokumento* directory.



Inspecting various POEA offices for the implementation of 5S housekeeping system.

Overseas Employment Enhancement

As part of its workers education program, the Administration conducted 756 in-house Pre-Departure Orientation Seminars (PDOS) nationwide for a total of 34,761 participants, which was 37 percent over last year's 553 sessions. These were on top of the supervision done over licensed agencies that had been accredited to conduct PDOS for their recruits and the centralized PDOS for household workers, which some non-government organizations handled.

Likewise, 846 Pre-Employment Orientation Seminars (PEOS) nationwide were carried out, which was 12 percent higher compared to last year's 753 PEOS and with 25,551 participants.

This year, welfare-related cases received and acted upon reduced by 13 percent, compared to 3,675 in 2000. This only mirrored that the advocacy to educate migrant workers and also empower them yielded some positive effects.

The governments of United Kingdom and Norway signed up Recruitment Agreements (RA) with POEA's in-house recruitment and placement facility for the hiring of healthcare personnel for the UK National Health System Trust and Norwegian government hospitals. These RAs provided for better employment terms and conditions and an avenue for technical cooperation and exchange.



Administrator Baldoz (left) and Director Ricardo Casco (top) giving helpful tips and insights to applicants for overseas jobs during a PEOS session.

Overseas Employment Preservation

Industry Regulation

Anchored in the mandate to regulate the participation of the private sector in the overseas employment program and ensure protection of applicants and hired workers, the Administration issued 187 new licenses and renewed the expired licenses of 384 agencies. The new licensees presented new markets of which, 17 were in the USA, 5 in the United Kingdom and 2 in Ireland.

On the other hand, 13 new licenses have been revoked, 21 agencies removed from the list for failure to file for renewal, and 48 applications for issuance of licenses have been denied for failure to comply with requirements. Still, 25 agencies were suspended due to non-replenishment of cash bond and escrow deposits.

The regular inspection program covered more recruitment agencies or 1,888, which was up by 13 percent compared to 1,669 last year. Spot inspection on 43 agencies yielded 16, which were found positive for violation, while salvo inspection on 45 agencies discovered 2 agencies, found operating/recruiting workers for overseas despite the order of suspension on them.

Relative to the need to also supervise recruitment of licensed agencies outside of their registered address, 276 authorities for job fairs and 2,017 certificates for provincial recruitment were issued. These increased by 41 percent and 922 percent, respectively, suggesting a positive effect on the dispersal of job opportunities to other parts of the country with the help of local government units and the Public Employment Service Offices (PESO) nationwide. A total of 38,881 applicants registered and 5 percent of whom were deployed. At the same time, regional skills mapping to provide a databank for job vacancy matching was completed.

In the 41 jobs fairs that were supervised involving 212 licensed agencies, 13,714 applicants registered and were interviewed. However, only 166 or 1.2 percent applicants were reported as deployed establishing the need to rationalize the jobs fairs program.



Jobs fairs continuously attract job seekers.

Anti-Illegal Recruitment Campaign (AIR)

The widespread campaign suffered some setback after the special funds to fight illegal recruitment were removed from the budget. Still, the campaign went on in conjunction with various partners in the government and civil society through multi-media avenues of information dissemination.

A total of 722 illegal recruitment (IR) cases were handled, an increase of 26 percent from 573 IR cases last year. Of these, 497 cases were filed for preliminary investigation, an increase of 25 percent from 399 IR cases filed last year. AIR operations resulted in the closure of 28 establishments for IR compared to only 10 closed establishments in 2000 or 180 percent increase. Eighteen (18) suspected illegal recruiters were apprehended. Seven (7) illegal recruiters were convicted, 4 of whom have been sentenced to life imprisonment.

Adjudication of Cases

Starting in April 2001, a Task Force worked double time to dispose of the 5,213 case backlogs that accumulated over the past years. At the end of 2001, 5,943 cases have been disposed out of the total of 8,574 cases handled by the Task Force and all OE adjudicators. The total caseload included 3,449 new cases filed. The target to make the POEA docket current by 2002 shall be easy to realize with the implementation of a system of speedy, fair and transparent disposition of cases.

As a consequence, 826 suspension orders were also issued to recruitment agencies for recruitment violations such as illegal exaction, misrepresentation, and non-issuance of receipts compared to 287 suspension orders issued last year.

Over twelve million pesos in fines from erring recruitment agencies were added to the national coffers as an outcome of enforcing the writs of execution. Last year, P3.8 million were collected as fines.

A marked improvement from last year's P4.7 million in monetary awards took place in favor of 957 OFWs involving P21.906 million. However, only P5.4 million was satisfied because some agencies already closed or their escrow account, cash bond and surety bond were exhausted. Back wages of 8 waitresses in CNMI amounting to US\$23,718.21 were also awarded in coordination with the U.S. Department of Labor with legal assistance from POEA.

Another recruitment agency closed for recruitment violations.



A former OFW in Saipan receiving a check representing her backwages awarded by the US Department of Labor.

Labor Diplomacy

The quest to expand the market share on better skills for OFWs received impetus with the dispatch of overseas missions to 7 economies specifically to Taiwan (thrice), UK, The Netherlands, Norway, Ireland, Israel and Japan. Technical and administrative assistance was likewise provided to the other foreign trips of the DOLE officials.

In the international/regional sphere, the administration actively participated in 4 international conferences on migration, which included the Japan Institute of Labor Workshop on International Migration and Labor Markets in Asia, 4th Regional Conference of Labor-Sending Countries in Bangkok, Maritime Cyprus 2001 Conference and the 86th Session of the Council of the International Maritime Organization Council Meeting in UK. These conferences were essential to the exchange of information on trends and issues on overseas employment and discussion of recommendations on bilateral and multilateral cooperation.

POEA likewise involved itself with the Command Conferences of the corps of overseas labor officers held in Kuala

Lumpur, Geneva and Manila relative to the requisite strong linkage with labor attaches in the foreign posts. Among the policy thrusts communicated were on deregulation or streamlining to curb graft and corruption, full disclosure of employment terms and conditions and workers protection combined with labor market development.

High-level visits of foreign labor dignitaries like the Saudi Labor and Social Affairs Minister, Indonesian Labor Delegation, Norwegian Directorate of Labor, UK Department of

Health and the Canadian Minister of Citizenship and Immigration took place during the year. Certain favorable bilateral arrangements for the continued entry of OFWs to these host markets have been discussed.

The Administration's role in the lengthy process of diplomatic negotiations finally produced some concrete gains as Bilateral Labor Agreements/Arrangements with Taiwan, Norway and The Netherlands were forged during the year. The OFWs were the major beneficiaries of these efforts in labor diplomacy and advocacy



Labor diplomacy at work in Cyprus (top) and The Netherlands (left).

General Administration and Support

- Established the first stage toward getting certified to ISO 9001:2000 by adopting a Quality Management System based on the principles of customer focus, leadership, involvement of people, process approach, system approach to management, continual improvement, factual approach to decision-making and mutually beneficial supplier relationship. The basic processes in the scope of the ISO project had been documented fully in anticipation of the final stages of the certification process.
- Put up a POEA Information and Assistance Center on a 24-hour operation with two hotlines assisting an average of 250 clients daily.
- Shortened production time of the quarterly list of licensed agencies from 1 month to 10 days and doubled its circulation to cover 43,000 barangays nationwide.
- Completed database migration to the NT Windows new platform/application system for landbased and seabased sub-systems
- Enrolled in the Electronic Procurement Service (EPS) Scheme as one among the anti-graft and corruption measures
- Completed 15 various staff development and training programs involving 180 participants
- Upgraded the POEA Website to include interactive pages for licensed agencies and job vacancies.



Secretary St. Tomas formally opens the POEA InfoCenter.

Key Performance Indicators

INDICATORS	2001	2000	% CHANGE
1. <i>Workers Deployed</i>	866,590	841,628	2.97
1.1 Landbased	661,639	643,304	2.85
1.2 Seabased	204,951	198,324	3.34
2. <i>Workers Registered</i>	120,456	55,615	116.59
2.1 Landbased	87,729	25,062	250.90
2.2 Seabased	32,727	30,553	7.12
3. <i>Principals Accredited</i>	5,170	5,827	-11.28
3.1 Landbased	4,723	5,250	-10.04
3.2 Seabased	447	577	-22.53
4. <i>Manpower Requests Approved</i>	308,979	276,270	11.84
4.1 Landbased	282,823	238,608	18.53
4.2 Seabased	26,156	37,662	-30.55
5. <i>Licenses/Authorities Issued</i>	187	171	9.36
5.1 Landbased	172	149	15.44
5.2 Seabased	15	22	-31.82
6. <i>Licenses/Authorities Renewed</i>	394	613	-37.36
6.1 Landbased	248	430	-42.33
6.2 Seabased	136	183	-25.68
7. <i>Agencies Inspected</i>	1,888	1,669	13.12
7.1 Regular Inspection	1,819	1,650	10.24
7.2 Spot Inspection	69	19	263.16
8. <i>Licensed Agencies in Good Standing</i>	1,189	1,220	-2.54
8.1 Landbased	876	855	2.46
8.2 Seabased	313	365	-14.25
9. <i>Pre-Departure Orientation Seminar (PDOS) (POEA In-House)</i>			
9.1 Seminars conducted	756	553	36.71
9.2 Workers Attended	34,761	22,809	52.40
10. <i>Pre-Employment Orientation Seminar (PEOS)</i>			
10.1 Seminars conducted	846	753	12.35
10.2 Participants	25,551	42,266	-39.55

INDICATORS	2001	2000	% CHANGE
11. <i>Welfare Cases</i>			
11.1 Cases handled	5,807	6,278	-7.50
11.2 Cases acted upon	3,204	3,675	-12.8
11.2 Cases pending at the end	2,603	2,603	
12. <i>Illegal Recruitment (IR) Cases</i>			
12.1 Cases handled	722	573	26.00
12.2 Cases disposed	517	446	15.92
12.3 Cases pending at the end	205	127	61.42
13. <i>Adjudication Cases</i>			
13.1 Cases Handled	8,574	4,064	110.37
13.2 Cases Disposed	5,943	2,977	99.63
13.3 Cases pending at the end	2,631	1,087	142.04
14. <i>Task Force Review 1/</i>			
14.1 Cases handled	3,904	-	-
14.2 Cases disposed	3,859	-	-
14.1 Cases pending at the end	54	-	-
15. <i>Issuance of Provincial Recruitment Activity Certificate</i>	2,017	1,432	40.85
16. <i>Issuance of Jobs Fair Authority</i>	276	27	922.22
17. <i>Issuance of Suspension Orders</i>	826	287	187.80
18. <i>Collection of fines from Erring Agencies</i>	P12.2M	P3.8M	221.05
19. <i>Monetary awards and satisfied</i>	P21.9M	P17.2M	27.33

1/ Started last April 2001

Report Card on Major Deliverables 2001

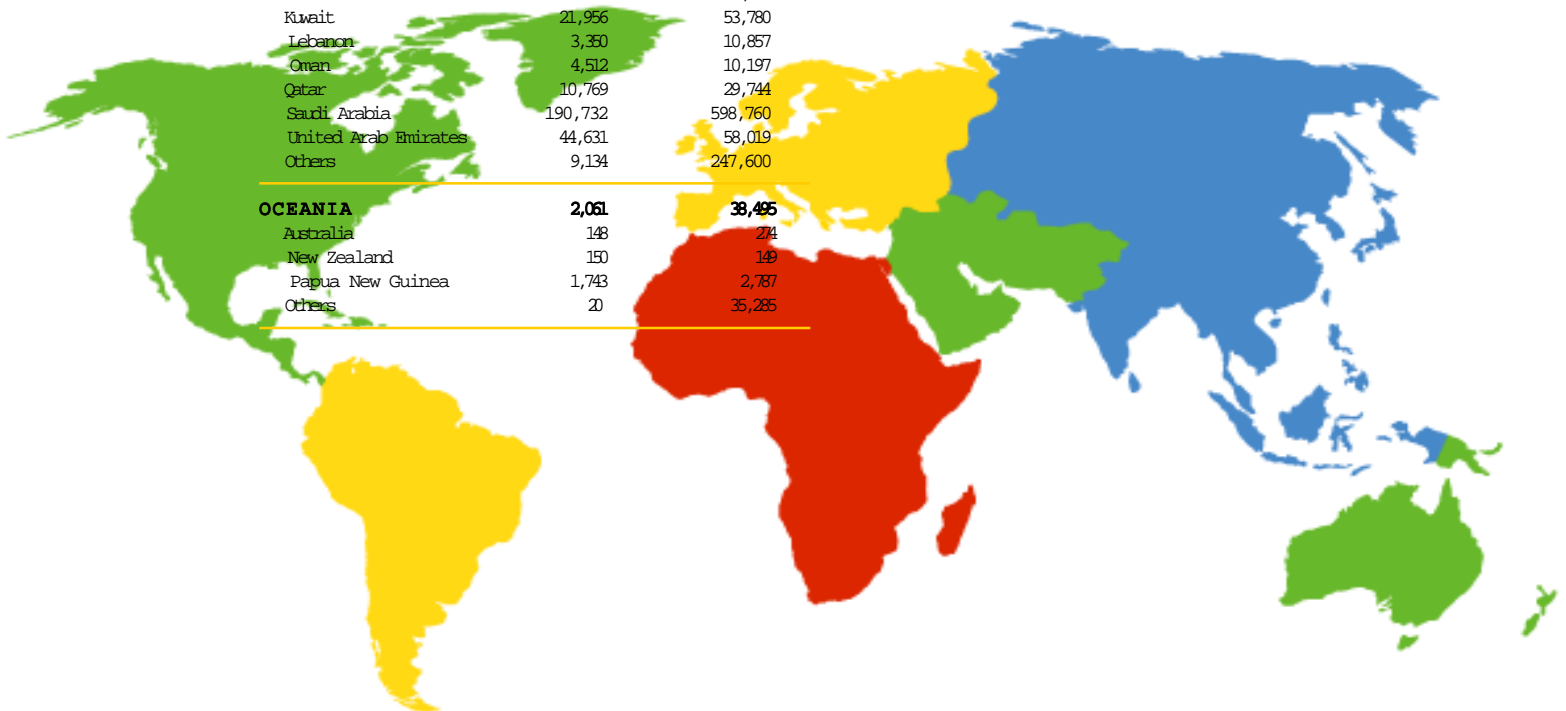
COMMITMENTS	ACHIEVEMENTS
1. State of the Nation Address (SONA) Directive to reduce signatures in government transactions.	Reduced number of signatories involved in the various processes to a maximum of 2.
2. Secretary's Deliverable on Overseas Employment to facilitate One Million overseas jobs	87% of target accomplished despite slow down in the world economy.
3. Labor Day Directive to provide: <ul style="list-style-type: none"> • 24-Hour OFW Hotline 	Installed two telephone lines (722-1144 and 722-1155) at the POEA Information and Assistance Center to assist clients on a 24-hour basis, which assisted a total of 40,900 clients from May to December.
<ul style="list-style-type: none"> • 24-Hour Processing of OFW Documents 	Implemented POEA Bilis-Dokumento to deliver services within 24 hours or less such as Overseas Employment Certificates issued within 2 to 4 hours.

2002 Program Priorities

Strategy/ Major Program/Activity	Performance Commitment/Target
<p>RESEARCH AND POLICY ADVOCACY</p> <ol style="list-style-type: none"> 1. Promulgation and orientation on the Revised Overseas Employment Rules 2. Labor Markets with Demand for High End Skills 3. Different Modes of International Migration 4. Impact evaluation of PDOS 	<p>100% accomplishment of complete staff work</p>
<p>OVERSEAS EMPLOYMENT FACILITATION</p> <ol style="list-style-type: none"> 1. POEA Regional Units program intervention as Quick Response Team members 2. Aggressive marketing in the Overseas Employment Program 3. Rationalized issuance of Overseas Employment Certificates 4. Establishment of a One-stop OFW Documentation Center in Manila, Cebu and Davao 5. Improvement in processing time of OFW documents 6. Rationalized implementation of Government-to-Government recruitment program 	<p>Facilitate participation in all Jobs Fairs conducted under the QRT Program</p> <p>Facilitate technical assistance to marketing mission</p> <p>Ensure integration of the system of One-Stop Processing Center and issuance of OFW ID Card</p> <p>Ensure compliance with conditions of ISO Certification PCT</p> <p>Facilitate review and action by the Board</p>
<p>OVERSEAS EMPLOYMENT ENHANCEMENT</p> <ol style="list-style-type: none"> 1. Institutionalization of Multi-Sector Pre-Employment Orientation 2. Training for PESO and ROs on Anti-Illegal Recruitment 	<p>Ensure 100% compliance</p>
<p>OVERSEAS EMPLOYMENT PRESERVATION/INDUSTRY REGULATION</p> <ol style="list-style-type: none"> 1. Zero backlog program (disposition of cases within the prescribed period) 2. Disposition of complaints for illegal recruitment within the prescribed period 3. 15-day processing of application for license 4. Quarterly distribution of list of licensed agencies to barangays 	<p>Ensure 100% compliance</p>
<p>GENERAL ADMINISTRATION AND SUPPORT SERVICES</p> <ol style="list-style-type: none"> 1. Local Area Networking to include the Labor Assistance Centers 2. POEA web page to include an interactive query system (vacant overseas jobs and licensed recruitment agencies) 3. ISO 9001:2000 certification for certain POEA services 4. Continuous Process Improvement in ISO certified areas of operations 5. Shared OFW database between POEA and OWWA 	<p>Ensure 100% compliance</p>

OFW Global Power 2001

	Deployment	Stock Estimate
AFRICA	10,971	26,644
Egypt	539	881
Libya	5,489	12,677
Nigeria	1,039	2,848
Others	3,904	10,238
AMERICAS / TRUST TERRITORIES	17,502	252,776
Canada	3,132	9,180
USA	4,689	60,604
CNMI	4,681	13,977
Others	5,000	169,015
ASIA	285,051	914,146
Brunei	13,068	29,313
Hong Kong	113,583	165,097
Japan	74,093	127,393
South Korea	2,555	7,489
Malaysia	6,228	77,575
Singapore	26,305	49,718
Taiwan	38,311	136,644
Others	10,908	320,917
EUROPE	43,019	498,018
Austria	206	6,989
France	149	2,087
Germany	134	761
Greece	1,402	30,666
Italy	21,641	123,072
Netherlands	432	872
Spain	1,783	39,541
Sweden	59	354
Switzerland	239	3,789
United Kingdom	10,720	10,817
Others	6,254	279,110
MIDDLE EAST	291,505	1,032,733
Bahrain	5,861	21,625
Jordan	560	2,151
Kuwait	21,956	53,780
Lebanon	3,350	10,857
Oman	4,512	10,197
Qatar	10,769	29,744
Saudi Arabia	190,732	598,760
United Arab Emirates	44,631	58,019
Others	9,134	247,600
OCEANIA	2,061	38,495
Australia	148	274
New Zealand	150	149
Papua New Guinea	1,743	2,787
Others	20	35,285

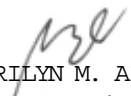


**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
STATEMENT OF OPERATIONS
FOR THE PERIOD ENDED DECEMBER 31, 2001**

GENERAL FUND

Cumulative Results of Operation (CRO)			
at the Beginning of the Year			
Continuing Appropriations	P	766,206.00	
Overdraft in Appropriations		(996,544.29)	P (230,338.29)
Add: Allotments received during the year -			
Republic Act No. 8760 (reenacted)	P	203,554,852.00	
Others		-	203,554,852.00
Total Allotments During the Year			P 203,324,513.71
Less: Obligations Incurred During the year -			
Personal Services	P	127,381,888.61	
Maintenance and Other Operating Expenses CY 2001		75,727,485.31	
Capital Outlay CY 2001		-	
Capital Outlay CY 2000		763,109.00	203,872,482.92
Excess of Allotments Over Obligations Incurred			(547,969.21)
Add:			
Income	P	276,075,159.46	
Grants		-	
Extraordinary Receipts		-	
Borrowings		-	
Adjustments - Additions or (Reductions)		6,966,448.74	283,041,608.20
Total CRO During the Year			P 282,493,638.99
Less: Reversions to CRO - Unappropriated			
Income	P	276,075,159.46	
Grants		-	
Extraordinary Receipts		-	
Adj. In balance of continuing appropriation		-	
Unexpended Balance of Allotments		448,575.08	
Adjustments - Additions or (Reductions)		6,966,448.74	283,490,183.28
CRO at the end of the year			
Continuing Appropriations		-	
Overdraft in Appropriations		(996,544.29)	(996,544.29)

Certified Correct:


MARILYN M. ADALIA
OIC, Accounting Division

**BALANCE SHEET
AS OF DECEMBER 31, 2001
GENERAL FUND**

ASSETS

Current Assets

Cash	P	225,716,376.35
Receivables		11,035,110.09
Inventories		9,941,794.81

Total Current Assets	P	246,693,281.25
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Other Assets

358,229.47

Contingent Assets

139,191.88

Investment and Fixed Assets

Land and Land Improvements	P	8,000,000.00
Building and Structure - Labor & Employment		99,449,630.87
Furniture, Fixtures and Equipment - Labor & Employment		71,725,446.05
Furnitures, Equipment and Work Animals - In Transit / Process		2,306,939.74

Total Investments and Fixed Assets		181,482,016.66
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Total Assets

428,672,719.26

LIABILITIES

Current Liabilities

Payables	P	45,254,564.47
Trust Liabilities		198,687,593.42

Total Current Liabilities	P	243,942,157.89
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Miscellaneous Liabilities

16,198,483.69

Total Liabilities

P 260,140,641.58

Balance forwarded

P 260,140,641.58

RESIDUAL EQUITY

Cumulative Result of Operation:

Per Statement of Operation	P	(996,544.29)
National Clearing Account		(12,092,586.57)

Total Cumulative Result of Operation		(13,089,130.86)
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Invested Capital

181,482,016.66


Contingent Capital

139,191.88

Total Liabilities and Residual Equity

428,672,719.26

Certified Correct:


MARILYN M. ADALIA
OIC, Accounting Division

Calendar of Events 2001

January



2000 Year-end Performance Assessment and Tribute to Secretary Bienvenido E. Laguesma.

February



Opening of the POEA Information and Assistance Center.

March



Formal turn-over of POEA leadership.

April



Official mission to Taiwan to discuss the case of 35 suspended agencies with Taiwan labor officials.

May



Employees Recognition and Team Building Exercise at Punta Baluarte, Calatagan, Batangas

June



President Gloria Macapagal-Arroyo during the Migrant Workers Day pays tribute to the Bagong Bayani awardees in Malacanang Palace.

July



Mid-Year Performance Assessment and Plan Reformulation

August



Joint Directorate meeting of POEA and OWWA

September



Orientation on Quality Management System

October



Official issuance of ISO documents

November



Completion of the POEA corporate videos.

December



Dulce sings to POEA employees during the annual Thanksgiving Party.

Directory of *Bilis-Dokumento* and *Bilis Impormasyon* 2001



Dokumentong Ibibigay ng POEA sa loob ng 24 Oras (Document Output)	Haba ng Proseso (Processing Time)	Halagang Babayaran sa POEA (Fees)	Opisinang Pupuntahan (Unit/Location)
PARA SA REGISTRATION			
Landbased Registration Card	10 minuto	Walang bayad	Landbased Registry Unit (Ground Floor)
Seafarer's Registration Card (SRC)	8 oras	P 50.00 (Bayad ng Seafarer)	Seabased Registry Unit (Ground Floor)
PARA SA MGA PAALIS O PABALIK NA OFW			
Overseas Employment Certificate (OEC)			
Household Workers (Name Hire category)	8 oras	US\$ 100.00 (Bayad ng Employer)	Household Workers Center (Ground Floor)
Workers Hired thru the POEA Special Hiring Program for Taiwan	2 oras	US\$ 50.00 (Bayad ng Employer)	Government Placement Branch (GPB) (Ground Floor)
Workers Hired thru GPB	4 oras	Bayad ng Employer: · US \$50-100	GPB (Ground Floor)
Balik-Manggagawa (Worker on Vacation)	15 minuto	Old GPB Client · US \$ 50 Employer with Manila Office) · US \$ 200 (New GPB Client) P 100.00 (Bayad sa POEA lamang; iba pa ang sa OWWA)	BM Processing Center (Service Area)

Dokumentong Ibibigay ng POEA Sa loob ng 24 Oras (Document Output)	Haba ng Proseso (Processing Time)	Halagang Babayaran sa POEA (Fees)	Opisinang Pupuntahan (Unit/Location)
PARA SA PAALIS O PABALIK NA OFW SA TULONG NG AHENSYA			
Household Workers (Hired thru Agency)	8 oras	P 200.00 (Bayad ng Ahensya)	Household Workers Center (Ground Floor)
LB Skilled Workers (Hired thru Agency)	8 oras	P 200.00 (Bayad ng Ahensya)	Landbased Center (2 nd Floor)
Seafarers	4 oras (1 oras kung expedite processing)	P 200.00 (New) P 100.00 (Re-hire) (Bayad ng Ahensya)	Seabased (SB) Employment Center (Mezzanine)
Special Exit Clearance	1 oras	Walang bayad	ESRD (4 th Floor)
PARA SA KAILANGAN NG ORIENTATION O BRIEFING			
PDOS Certificate of Attendance	6 oras (Regular PDOS) 2 oras (urgent)	Walang bayad kung POEA PDOS (P50.00 kung NGO PDOS) (Bayad ng OFW)	W E D (PDOS Room 2 nd Floor)
PARA SA MGA OVERSEAS PERFORMING ARTISTS (OPA)¹			
Artist Record Book (ARB)	8 oras	P 300.00 (Bayad ng OPA)	ARB Unit (Ground Floor)
ARB Certified True Copy (CTC)	8 oras	Halaga lang ng pagpapa-xerox	
PARA SA IBA PANG DOKUMENTONG KAILANGAN			
OFW Clearance from Watch List	8 oras	Walang bayad Halaga lang ng pagpapa-xerox	Non Support Cases: AWD (2 nd Floor) Disciplinary Action Cases: LRD (3 rd Floor) Central Records Division (5 th Floor)
Verified OFW Info Sheet	15 minuto (Electronic retrieval)		

¹ Service transferred to TESDA effective March 2002

Epilogue

We, at the Philippine Overseas Employment Administration, with our 469-person strong workforce look forward to a sustained implementation and/or necessary conclusion of the programs and projects that were started in 2001.

We shall pursue Continual Process Improvement to streamline our various processes to better serve our customers. We commit ourselves to promote further the progress we have achieved in productivity as we move forward to reaching our goal of becoming a benchmark of quality government service to the public.

The tasks at hand are quite overwhelming but we have proven this millennium start that going beyond the limits was possible. POEA shall carry on for the sake of the overseas Filipino workers, the reason for our existence.



Orientation of nurses bound for United Kingdom.



Our primary clients, the OFWs, lining up for departure for overseas jobs.



The vulnerability of the overseas workers to HIV-AIDS and other diseases is a major concern.



Firming up recruitment procedures for Israel-bound Filipino workers.

Overseas Employment Statistics

DEPLOYMENT OF OVERSEAS FILIPINO WORKERS 1995 - 2001

YEAR	LANDBASED WORKERS	GROWTH RATE	SEABASED WORKERS	GROWTH RATE	TOTAL	GROWTH RATE
1995	488,173	-13.45	165,401	7.14	653,574	-9.02
1996	484,653	-0.72	175,469	6.09	660,122	1.00
1997	559,227	15.39	188,469	7.41	747,696	13.27
1998	638,343	14.15	193,300	2.56	831,643	11.23
1999	640,331	0.31	196,689	2.56	837,020	0.65
2000	643,304	0.46	198,324	0.83	841,628	0.55
2001	661,639	2.85	204,951	3.34	866,590	2.97

DEPLOYED LANDBASED OVERSEAS FILIPINO WORKERS BY MAJOR WORLD GROUP 1995 - 2001

YEAR	AFRICA	ASIA	AMERICAS	EUROPE	MIDDLE EAST	OCEANIA	TRUST	
							TERRITORIES	TOTAL
1995	3,615	166,774	13,469	10,279	234,310	1,398	7,039	436,884
1996	2,494	174,308	8,378	11,409	221,224	1,577	4,869	424,259
1997	3,517	235,129	7,058	12,626	221,047	1,970	5,280	486,627
1998	5,548	221,257	8,210	15,682	226,803	2,062	6,483	486,045
1999	4,936	299,521	9,045	30,707	287,076	2,424	6,622	640,331
2000	4,298	292,067	7,624	39,296	283,291	2,386	7,421	636,383
2001	4,943	285,051	10,679	43,019	297,533	2,061	6,823	650,109

STATUS OF ADJUDICATION CASES
1995 - 2001

	1995	1996	1997	1998	1999	2000	2001
I. Cases Handled	10,311	8,381	6,161	3,995	4,770	4,064	8,574
A. Pending Cases at the Beginning	6,064	5,747	4,179	1,636	2,622	1,836	2,077
B. Cases Received	4,247	2,634	1,982	2,359	2,148	2,228	2,593
C. Cases in Review Level	0	0	0	0	0	0	3,904
II. Cases Disposed	4,564	4,202	4,525	2,899	3,322	2,977	5,943
A. Regular Disposition	2,581	2,335	3,001	1,945	2,331	2,493	2,084
B. AO Task Force	323	0	0	0	0	0	3,859
C. Decision Writing	1,660	1,867	1,524	954	991	484	0
III. Cases pending at the end	5,747	4,179	1,636	2,622*	1,836*	2,077*	2,631

* Based on actual inventory of cases;

STATUS OF ILLEGAL RECRUITMENT CASES
1995 - 2001

	1995	1996	1997	1998	1999	2000	2001
I. Cases Handled	439	607	562	716	603	573	722
A. Pending Cases at the beginning	106	45	68	120	122	137	127
B. Cases Received	333	562	494	596	481	436	595
* Number of Workers/ Complainants Involved	850	1,130	1,040	1,067	1,404	1,327	1,934
II. Cases Acted Upon/Disposed	394	539	442	594	466	446	497
III. Cases pending at the end	45	68	120	122	137	127	225
IV. Disposition Rate	89.75	88.80	78.65	82.96	77.28	77.84	68.84
V. Persons Arrested	22	44	31	37	30	21	16
VI. Establishments Closed	3	1	3	2	4	10	28

**STATUS OF WELFARE CASES
1995 - 2001**

	1995	1996	1997	1998	1999	2000	2001
I. Cases Handled	6,637	7,038	7,747	4,733	5,620	5,391	5,807
A. Cases Pending at the beginning	3,768	4,654	5,108	1,854	2,603	2,603	2,603
B. Cases Received	2,869	2,384	2,639	2,879	3,017	2,788	3,204
II. Cases Disposed	1,983	1,930	5,893	2,130	3,017	2,788	3,204
A. Regular	1,983	1,930	1,309	2,130	3,017	2,788	3,204
B. Inventory	0	0	3,985	0	0	0	0
C. Archived	0	0	599	0	0	0	0
III. Cases pending at the end	4,654	5,108	1,854	2,603	2,603	2,603	2,603

OVERSEAS FILIPINO WORKERS FOREIGN EXCHANGE REMITTANCES *
1995 - 2001

YEAR	LANDBASED	GROWTH RATE	SEABASED	GROWTH RATE	TOTAL	GROWTH RATE
1995	4,667.00	82.24	210.51	(44.51)	4,877.51	65.89
1996	4,055.40	-13.10	251.24	19.35	4,306.64	-11.70
1997	5,484.22	35.23	257.61	2.54	5,741.83	33.33
1998	4,651.44	-15.19	274.55	6.58	4,925.99	-14.21
1999	5,948.34	27.88	846.21	208.22	6,794.55	44.17
2000	5,123.77	-13.86	926.68	9.51	6,050.45	-10.95
2001	5,141.54	0.35	1,093.32	17.98	6,234.86	3.05

* Source : *Bangko Sentral ng Pilipinas*

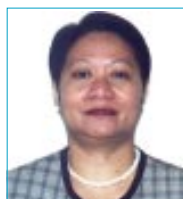
Remittance in million U.S. dollars

May not add up to totals due to rounding off.

Governing Board



PATRICIA A. STO. TOMAS
Chairperson
Secretary, Department of Labor and Employment



ROSALINDA DIMAPILIS-BALDOZ
Vice-Chairman
POEA Administrator



EZEKIEL T. ALUNEN
Landbased Sector Representative



GREGORIO S. OCA
Seabased Sector Representative



LUZVIMINDA L. ELBINIAS
Women Sector Representative



VICENTE F. ALDANESE
Private Sector Representative

POEA Directorate



ROSALINDA DIMAPILIS-BALDOZ
Administrator



ANGELES T. WONG-GARCIA
Deputy Administrator
Employment and Welfare



LORNA O. FAJARDO
Deputy Administrator
Management Services



VALENTIN C. GUANIO
Deputy Administrator
Licensing, Regulation and Adjudication



RICARDO R. CASCO
Director
Welfare and Employment Office



CARMELITA S. DIMZON
Director
Pre-Employment Services Office



VIVECA C. CATALIG
Director
Licensing and Regulation Office



JAIME P. GIMENEZ
Director
Adjudication Office

Regional Offices

LUZON

LA UNION

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Tel. No. (082) 222-3643/227-9387
E-mail : poea_mrc@mozcom.com

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8 Veterans Ave., Zamboanga City
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REGIONAL PRESENCE

POEA's presence in 11 centers/units across Luzon, Visayas and Mindanao amid limited resources is a testimony to the power of its regional people to render services closer to its public.

Regional Extension Unit
Baguio City



Regional Center for Luzon
San Fernando City, La Union



Satellite Office
San Fernando, Pampanga



Satellite Office
Legazpi City

Satellite Office
Bacolod City



Regional Center for Visayas
Cebu City

Regional Extension Unit
Cagayan de Oro City



Regional Extension Unit
Iloilo City



Satellite Office
Tacloban City



Regional Extension Unit
Zamboanga City



Regional Center for Mindanao
Davao City

