

POEA ANNUAL REPORT

20 YEARS OF
DEDICATED
SERVICE
02



GOING ELECTRONIC.

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MESSAGE FROM THE CHAIRMAN OF THE BOARD



Last January 9, 2002 during the Corporate Planning of the Philippine Overseas Employment Administration, I hurled a challenge to POEA to re-examine the overseas employment program in the light of changes that are happening in the world and to redefine just exactly what it is in business for. I also emphasized 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.

Today, the POEA has already gained momentum in the implementation of its integrated high impact policy and program reforms, embodied in the Rules and Regulations

Governing the Recruitment and Placement of Landbased Overseas Workers.

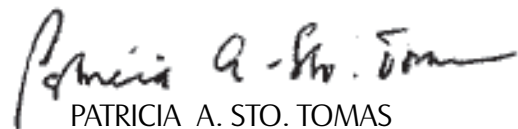
Essential improvements and changes have been undertaken through continual process improvements in its systems and procedures including increased accessibility of services and more aggressive marketing efforts resulting to facilitation of 891,908 jobs in some 194 destinations for 2002, indicating an increase of 2.8 % from 2001 deployment of 867,559 workers.

Infrastructure for e-contract processing has been laid down and savings on the issuance of the e-receipt during the last two months generated PhP 95,562.15.

More than ever today, I expect POEA to modernize its research and development capability and its information and communication services to its publics.

I note, with importance the prudent fiscal management system that allows POEA to continue its effective implementation of the various employment strategies at less costs per capita.

In behalf of the POEA Governing Board, I look forward to another challenging year of POEA sustained commitment to make the lives of our overseas contract workers much more easier.


PATRICIA A. STO. TOMAS

THE ADMINISTRATOR'S REPORT



The year past saw “high-visible-high impact” programs and projects which effected significant changes in the implementation of the overseas employment program in line with our commitment to the Department of Labor and Employment’s program priorities and the State of the Nation Address of President Gloria Macapagal-Arroyo. These programs also kept the whole POEA community very busy.

First, the passage by the POEA Governing Board of the Rules and Regulations on Overseas Employment for Land-based Workers amidst stiff opposition by private recruitment agencies which

launched strong media campaign, lobbied in Congress and filed legal suits to prevent its implementation. The lifting of the Temporary Restraining Order (TRO) in May 22, 2002 by the Supreme Court paved the way for the implementation of the policy of “difficulty to enter” for new entrants in the recruitment industry, “easy to operate” for all licensed agencies, and “easy to go” for all violators of recruitment rules and regulations particularly on excessive placement fees.

Second, we sustained the streamlining of POEA systems and procedures to eliminate bureaucratic red-tape in our transactions with our publics:

- A customer-focused quality policy enjoins POEA to ensure greater transparency and continuously improve our services for the satisfaction of our internal and external customers using international standards of ISO 9001:2000;
- Electronic system for e-contract processing was designed and developed; E-Card and e-Receipt using the POEA-OWWA shared database systems was implemented with the Balik-Manggagawa Group; satellite offices at shopping malls were set up during the December peak season to facilitate card issuance;
- Streamlining of the issuance of the artist record book to the Technical Education and Skills Development Authority (TESDA), the pre-departure orientation seminar (PDOS) to OWWA and provision of welfare services, also to OWWA, and accreditation of principals to the vefification

function of the POLOs, laid the groundwork for POEA to focus more on pre-employment, education and information program, research and development and marketing functions.

Third, priority attention was given to aggressive marketing activities through direct mailing systems to potential employer, marketing missions, market research and production of marketing brochures and information materials were done in strong partnership and collaboration with the private sector. UK Market for teachers and Cyprus for household workers were opened.

Fourth, the historic First International Employers' Awards that saw the conferment of Ministerial Awards by the Secretary of Labor and Employment and Presidential Award by Her Excellency Gloria Macapagal-Arroyo to pay our highest tribute to outstanding land-based and sea-based employers and shipping executives and maritime organizations, was most appreciated. A similar conferment of Awards of Excellence and Top Performer Awards and special citations were given to recruitment agencies for their consistent track record of good performance and special contributions to overseas employment.

Fifth, our clients' accessibility to POEA information through the enhanced interactive website and free telephone hotlines continue to

bring POEA closer to our clients and our presence in the region were strengthened with the setting up of more satellite offices.

Sixth, sustained exercise of regulatory functions in issuance of licenses and case adjudication towards the professionalization of the industry, greater protection and benefits to workers and higher income to government through fines and penalties.

Seventh, prudent management of our resources enabled POEA to facilitate deployment of 891,908 workers, the highest ever, at P237.98 cost per capita.

The details of our accomplishment are presented in this report in recognition of God's blessings, our partnership with the private sector, the governments of more than 100 host countries and non-government organizations and the support of relevant government agencies, the leadership of the Department of Labor and Employment, the POEA Governing Board and the POEA community.


ROSALINDA DIMAPILIS-BALDOZ

HIGHLIGHTS OF ACCOMPLISHMENT

DEPLOYMENT OF LANDBASED WORKERS

Increase in Deployment

| Year | Landbased | Seabased | Total |
|------|-----------|----------|---------|
| 1998 | 638,343 | 193,300 | 831,643 |
| 1999 | 640,331 | 196,689 | 837,020 |
| 2000 | 643,304 | 198,324 | 841,628 |
| 2001 | 662,648 | 204,951 | 867,599 |
| 2002 | 682,315 | 209,593 | 891,908 |

- Over the last five years, 2002 has the highest registered deployed workers. A total of 891,908 OFWs left the country for overseas work to some 194 destinations indicating an increase of 2.8% from 2001 deployment of 867,599 workers.
- The registered 2.8% increase in deployment for 2002 resulted from the increase in deployment of the landbased workers (3%) and seafarers (2.3%). Landbased deployment accounted 682,315 while the seabased deployment for the year reached 209,593.
- Excluded in the total deployment of OFWs were the overseas jobs generated under the employment-based immigrant visa bound for USA with a total of 5,650.
- The cost of P237.28 per deployed worker remained comparative with the cost of P234.98 in 2001, taking into account increase in inflation rate.

Increase in Government Hires

- Government-hired workers for the year reached 2,383 or 15% increase as compared to last year's deployment of 2,068. The deployment volume represented 0.82% of the deployed new hires.

Increase in New Hires

- The increase in deployment of landbased workers was generated from increases in the deployment of new hires to Asia (8.7%), the Middle East (8.53%), the Americas (3.86%) and Africa (106.56%).

- However, Europe and Trust Territories, Oceania and other areas registered decreases in the deployment of new hires by 31.69%, 25.57% and 18.68% respectively.

Increase in Middle East

- Total deployment in the region posted an increase of 3.2%
- The total deployment to KSA grew by 1.3%. New Hires increased by 3.01% and re-hires by 0.42%.
- KSA dislodged UK as the top employer of Filipino nurses
- UAE and Kuwait posted a higher growth rate at 13.8% and 17.9% respectively due to increased demand in construction, energy and infrastructure sectors.
- Deployment to Israel decreased by 9.2%



Outbound overseas Filipino workers at the Labor Assistance Center, NAIA.

Increase in Asia

- Deployment to Asia grew by a slim 1.2%
- The top two destination of new hires were Japan and Taiwan
- New hires to Taiwan increased by 60.36%; Re-hires dropped by 37%
- Total deployment to Hong Kong decreased by 7.5%. New hires dropped by 16.36%
- Total deployment to Malaysia decreased by 8%. New hires decreased by 26.83%, Re-hires were up by 3.58%

Increase in Europe

- Total deployment grew by 5.4%
- Deployment to Italy went down by 7.4%; new hires much lower by 89%
- Deployment to UK increased by 27.4%
- Deployment to Ireland grew by 20.7%; re-hires grew by 191.15% while new hires decreased by 39%.
- Deployment to Netherlands decreased by 50.7%

Increase in Americas

- Total deployment to the region grew by 8%
- Deployment to Canada up by 12.9%; new hires by 5.47%; rehires by 34.7%
- Deployment to USA down by 13.5%; Guam by 48.7%

- Hiring of teachers for USA increased by 49.38%

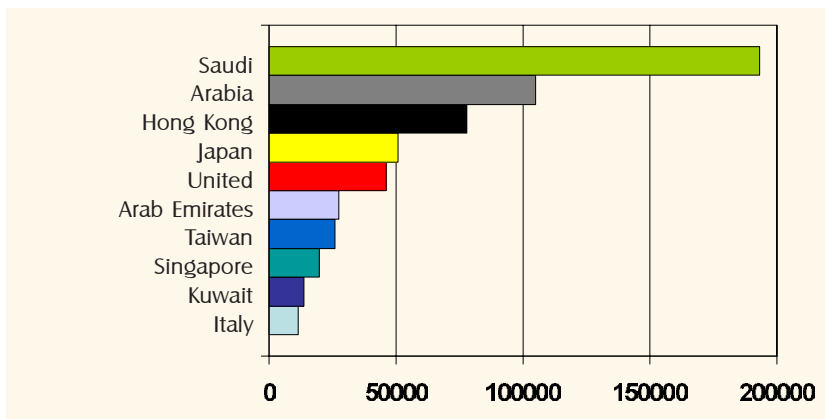
Increase in Vacationing Workers

- Deployment of vacationing workers posted over-all positive growth rates in the Middle East (0.14%), Europe (19.11%), Americas (12.58%) and Africa (15.96%) despite decrease in deployment of vacationing workers to Asia, the Trust Territories, and Oceania by 5.30%, 7.73% and 5.20% respectively.

Top Ten Country Destinations of Landbased Workers

- The Kingdom of Saudi Arabia remained the number one host country in 2002, hosting 193,157 OFWs, followed by Hong Kong by hosting 105,036 OFWs while Japan rank third as it hosted 77,870 of the Filipino workers. United Arab Emirates was in fourth place with 50,796 workers and Taiwan, which ranked fifth employed 46,371 OFWs for the year. Singapore ranked sixth by employing 27,648 Filipino workers while Kuwait remained at 7th place with 25,894. Italy maintained its position at number 8 with 20,034 workers while United Kingdom replaced Qatar at the 9th position employing 13,655 Filipino workers and Brunei kept the last spot by hosting 11,564 OFWs.

Top Ten Country Destinations



ACCREDITED FOREIGN EMPLOYERS

Increase in Landbased Accredited/Registered Foreign Principals

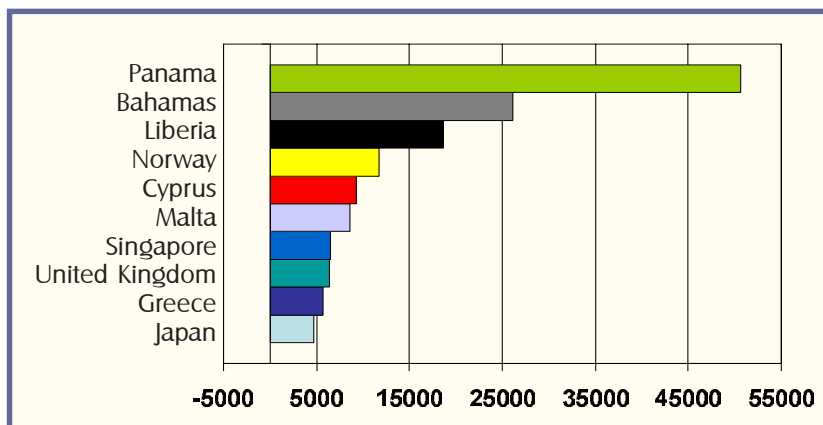
- The number of accredited/registered principals for 2002 increased by 7.6% from 10,627 of 2001 to 11,048 for the year. The increase in accreditation/registration of principals was attributed to the increase in the accreditation/registration of landbased principals from 8,971 2001 to 9,469 for the year.

Accredited Principals

| | FY 2002 | FY 2001 | %Change |
|---------------------------------------|---------|---------|---------|
| Total Principal Accredited/Registered | 11,048 | 10,267 | 7.6 |
| Landbased | 9,469 | 8,971 | 5.6 |
| Seabased | 1,579 | 1,296 | 21.8 |

DEPLOYMENT OF SEAFARERS

Highest Deployment of Filipino Seafarers



- For the year, the overall deployment of Filipino seafarers was considered the highest in the spread of five years. No significant changes in the ranking of deployment volume based on flag of registry of vessels were noted. Panama remained to be the leading flag of registry employing some 50,651 seafarers followed by Bahamas hiring 26,164 Filipino seafarers, Liberia ranked third as it accommodated 18,653 seafarers and Norway on the fourth rank as it employed 11,682 seafarers with Cyprus next, recording 9,324 seafarers under its employ.

Deployment by Type of Vessels

| Vessel Type | 2002 |
|-------------------|--------|
| Tanker | 42,474 |
| Bulk Carriers | 42,386 |
| Passenger Vessels | 40,165 |
| Container Vessels | 12,379 |
| General Cargo | 10,020 |

- As to types of vessels enrolled being boarded by Filipino seafarers, tanker vessels accounted for 42,474 deployment and slight difference with bulk carriers accommodating 42,386 seafarers. Some 40,165 seamen boarded passenger vessels followed by container and general cargo ships registering deployment figures of 12,379 and 10,020 seamen, respectively.

Increase in Manning Agencies Availing In-House Processing

- A total of 86 or 24.15% of the manning agencies were allowed the In-house contract-processing scheme, which facilitated the processing of documents of 56,520 seafarers.

OFW REMITTANCES

Increase in OFW Remittances

- For 2002, OFW remittances amounted to US\$ 6,932.67 Billion, an increase of 15% compared to 2001. USA was still the major source of OFW remittances amounting to US\$3.180 Billion. However, the figure was not reflective of OFW deployment due to the practice of remittance centers in various cities to course the funds through correspondent banks located in USA.

LICENSING AND REGULATION

Licensing and Regulation

| | 2002 | 2001 | % Change |
|--------------------------------|------|------|----------|
| Total applications handled | 384 | 561 | -31.6% |
| Pending at the beginning | 239 | 215 | 11.2% |
| New application filed | 145 | 346 | -58.1% |
| Total license issued | 181 | 187 | -3.2% |
| Total license denied/withdrawn | 68 | 142 | -52.1% |
| Issuance rate | 65% | 59% | 10.6% |
| Pending application at the end | 135 | 232 | -41.8% |

Decrease in Applications for New Licenses Filed

- The implementation of the new rules and regulations for landbased sector in the 2nd semester of 2002 resulted to the drop of new applications for licenses to 29 as compared to 171 of the same period of 2001. A remarkable drop of 58% in applications for new licenses was also noted, with a total of only 145 as compared to 346 applications received in 2001.

Decrease in the Issuance of New Licenses

- Out of the 384 applicant agencies for the year, 181 agencies were granted licenses, a decrease of 3.2% as against 187 last year. Out of this total, 150 were landbased and 31 were manning agencies.

Decrease in Total Licenses Denied/Withdrawn by Applicants for New License

- A decrease of 52% or 68 applicants were denied/withdrawn for new license agency as against 142 applicants for the year 2001.

Increase in New Markets by Newly Licensed Agencies

- New markets submitted by the newly Licensed Agencies included Middle East (48), Japan (44), Hong Kong (19) and the



Officials of recruitment agencies undergo orientation seminar before issuance of license

United States (22) with demands for various skills such as Performing Artists, Household Workers, Nurses and Medical Workers, Teachers, IT professionals, and Software Engineers.

Renewal of License

| | FY 2002 | FY 2001 | % Change |
|--------------------------------|---------|---------|----------|
| Total applications handled | 792 | 501 | 58.1 |
| Pending at the beginning | 84 | 77 | 9.1 |
| New application filed | 708 | 424 | 67.0 |
| Total license renewed | 675 | 115 | 487.0 |
| Total license denied/withdrawn | 46 | 48 | -4.2 |
| Issuance rate | 91% | 33% | 179.8 |
| Pending application at the end | 71 | 338 | -79.0 |

Lesser Licenses Renewed

- Renewed licenses totalled 675 with 489 landbased agencies and 186 manning agencies indicating 6% of 717 licenses that expired during the year, also an indicator of the difficulty in complying with the new requirements.

Increase in Agencies Delisted

- 39 licensed agencies were delisted due to failure to apply for renewal of license compared to 21 delisted agencies of year 2001 or 86% higher, also a clear indicator of the impact of the new rules.
- 22 licenses were re-issued to agencies (20 landbased and 2 seabased) that were previously delisted.

Increase in Agencies Subject of Regular Inspection

- A total of 1,808 recruitment agencies were inspected on a regular basis, which exceeded the target of 1,544 for year 2002, an increase of 10.72% as compared to year 2001 which totalled 1,633. Most cases of violations recorded included the failure to post the organizational chart of the recruitment agency and the "Kaukulang Bayad" poster.

Increase in Agencies Subject of On-the Spot Inspection

- 65 recruitment agencies underwent spot inspection for alleged violation of recruitment rules and regulations, the most common of which were non-presentation of Books of Accounts and Official Receipts; non-compliance in posting of Door Sticker, "Kaukulang Bayad Poster", and Organizational Chart.

Decrease in Agencies Granted Specialization Authorities

- A total of 51 specialization authority for agencies deploying OPAS were issued. The decrease in issuance compared to 60 specialization authority issued in 2001 was attributed to the implementation of D.O.10, Series of 2001.

Decrease in Special Recruitment Authorities for Recruitment Activities Outside Registered Address

- 1,238 special recruitment authorities (SRA) were issued with a sharp decrease of 36% compared to the figure of year 2001. This was attributed to the empowerment of the POEA Regional Centers/Units to issue such authorities and the continuing interest of the PESO offices in accommodating licensed agencies to conduct recruitment in their offices where no special recruitment authority is needed.

Monitoring of Advertisements

- Monitored 2,030 advertisements, 588 of which were found violating the rules compared to last year's 103 violations. 352 letters of warning were sent to erring agencies. The ads violation increased because some agencies were not be aware of the requirements on ads placement during the initial stage of implementation of the new rules.

Anti-Illegal Recruitment Campaign

Decline in Surveillance on IR Case Conducted

- 416 surveillance operations on reported recruitment activities of suspected illegal recruiters and recruitment irregularities of licensed agencies were conducted. There has been a decline of 20.15% in the surveillance as compared to last year owing to the move to limit investigative undertakings to cases, which were formally reported. The Administration also slowed down on monitoring of illegal recruitment activities reported only through telephone by unidentified/anonymous callers.

Increase in Closure Orders Issued and Implemented

- Increase in closure of 29 establishments and the arrest of

18 illegal recruiters was recorded. 14 suspects were arrested via entrapment operation and the others through warrants of arrest.

Increase in Reported Arrest of Illegal Recruiters

- 603 complaints for illegal recruitment and estafa evaluated and endorsed to the Prosecutor's Office for preliminary investigation.

Consultative Meetings

- The Administration went ahead with its Orientation program on the New Rules Governing the Landbased Workers. For 2002, POEA conducted 4 seminars and participated in by 80 of all duly licensed agencies.

- In ensuring continuing dialogue with POEA partners in the industry, the Administration conducted 5 consultative meetings to resolve prevailing issues and concerns.



Another erring recruitment agency padlocked.

Anti-Illegal Recruitment Program Indicators

| | 2001 | 2002 |
|---|----------------------------|----------------------------|
| No. of cases assisted | 595 cases 1,934 victims | 730 cases 1,902 victims |
| Cases filed for preliminary investigation | 497 cases 1,605 victims | 603 cases 1,548 victims |
| Surveillance Missions conducted | 544 | 416 |
| Suspects arrested | 18 | 18 |
| Court cases handled | 73 cases 214 victims | 79 cases 234 victims |
| No. of convicted persons | 5 | 1 |
| Establishments closed | 28 | 29 |

Agency Performance Awards

- With the proclamation of 2002 as the year of the Overseas Employment Providers last 12 December 2002, the Administration cited the exemplary performances of agencies by conferring the Awards of Excellence to 22 agencies and the Top Performer Awards to 32 agencies. Special Citations were also given to pioneers in the overseas employment industry consisting of 15 landbased agencies and 34 manning agencies. Agencies that have been in operation for 10 years or more were recognized for their sustained participation in the program as well as those with no adverse decisions for the period 1992 to 2002.



ADJUDICATION OF CASES

Case Profile

| | 1998 | 1999 | 2000 | 2001 | 2002 |
|--------------------------------|-------|-------|-------|--------|----------|
| Cases handled | 3,995 | 4,770 | 4,064 | 8,440 | 8,187 |
| Cases pending at the beginning | 1,636 | 2,622 | 1,836 | 4,991 | 4,465 ** |
| Cases filed during the year | 2,359 | 2,148 | 2,228 | 3,449 | 3,722 |
| Cases disposed | 2,899 | 3,322 | 2,977 | 5,943 | 4,673 |
| Cases pending at the end | 1,096 | 1,448 | 1,087 | 2,497* | 3,514 |
| Disposition rate | 73% | 70% | 73% | 70% | 57% |

* - This includes the 1,087 pending cases at the end of 2000 and the 3,904 cases pending at the review level.

** - Based on the actual inventory of pending cases both at the level of review and OEA.

Increase in Case Load

- Total number of cases handled was 8,187 which was higher compared to the 4,000 case levels in the last five years, although 3% lower than 8,440 cases in 2001.

Decrease in Case Disposition

- The 4,673 cases disposed in 2002 was also higher than the cases disposed in the years through 1998 to 2000 although lower by 21% compared to 5,943 cases in 2001.
- The case load and disposition rate for 2001 was unprecedented and was largely attributed to the sheer volume of cases that were not reported as pending in the preceding years and had to be disposed of through a special task force.

Increase in Orders Imposing Penalties for Violations

- 598 orders of suspension were issued and 547 orders directing the payment of fine in 2002 as compared to 826 suspension orders and 216 orders directing payment of fines issued in 2001.

Increase in Monetary Claims Awarded

- For 2002, a total of Php7.2 M monetary claims was awarded to workers compared to the Php5.4 M monetary award given for year 2001, despite the decrease in case disposition.
- The monetary awards were satisfied through the writs of execution and enforcement orders and does not include the voluntary payment made by erring agencies, awards to workers-complainants who have received refunds of their claims in exchange for their desistance and settlement of their cases against the agencies.
- A total of 387 workers benefited from the compulsory enforcement of monetary awards as compared to 440 workers for year 2001.

The First International Employer Awards

The First International Employers Awards was a gathering of outstanding foreign employers of overseas Filipino workers and seafarers from various host countries all over the world. The Awards were given in honor of top providers of employment to Filipinos and for their contribution to the upliftment of the well-being of Filipino workers for the past years.

The International Employers Awards

The International Employers Awards were given to foreign employers who have hired land-based workers and seafarers through licensed recruitment and manning agencies or the placement facility of POEA. The awardees have not only demonstrated preference to Filipino labor but have also provided exemplary terms and conditions of work that contributed to their workers' increased productivity and quality performance. Secretary Patricia A. Sto. Tomas gave the awards on November 21, 2002 at the Peninsula Manila in Makati City.

The Presidential Award of Distinction

Her Excellency, President Gloria Macapagal-Arroyo conferred the

Presidential Award of Distinction for a remarkable contribution or deed of employers have performed extraordinary acts of assistance to Filipino workers and seafarers during times of emergency, stress, hazard or danger or exhibited distinct achievements such as those who have employed Filipino workers and seafarers for the longest period and provided exemplary welfare programs. The awards were given on November 22 at Malacanang Palace.

The First International Employers Award logo.



One of the awardees with Secretary Patricia A. Sto. Tomas and USEC Manuel G. Imson.



The Presidential Awardees with Her Excellency Gloria Macapaga-Arroyo and Secretary Patricia A. Sto. Tomas.



HIGH IMPACT POLICY AND PROGRAM REFORMS

- The 1991 POEA Rules Governing the Landbased Workers was reviewed, revised and implemented last May 24, 2002 amidst the delay due to restraining order, which was later lifted by the Supreme Court. Guided by the Board's policy of "difficult to enter" for new agencies, "easy to operate" for all licensed agencies and "easy to go" for violators of recruitment rules, the New Rules tightened the licensing requirements, relaxed the rules on processing of documents, and tightened the penalties for recruitment violators such that one case of excessive collection of fees is sufficient to cancel a license.
- The Administration also made changes by ensuring the implementation of the complete turnover of the ARB/OPA certification program to TESDA.
- The Administration also completed the turnover of the PDOS program to OWWA.
- The operational areas on welfare case handling was delineated between POEA and OWWA.
- The POEA guidelines on the deployment of workers to Ireland, deployment of teachers to United Kingdom (UK), deployment of workers to Cyprus and on salaries for UK bound nurses were issued.



Administrator Rosalinda D. Baldoz turns over the PDOS program to OWWA Administrator Wilhelm Soriano.



Representatives of the recruitment industry in one of the consultation meetings on the new POEA rules and regulations.

CONTINUAL PROCESS IMPROVEMENT

E-Link/E-Card/E-Receipt

- POEA began operating the contract processing hub of the e-Link project in a move towards paperless transactions designed to reduce tedious and lengthy processing time for OFWs through electronic connectivity. E-Card for the OFWs project in coordination with OWWA was implemented during the first quarter of the year, initially to vacationing workers at the Central Office and Regional Centers for the Visayas.
- The e-Receipt system, a unified, electronically generated POEA/OWWA receipt was implemented during the last quarter of the year for vacationing workers.
- The POEA and OWWA were among the first government agencies, which issued electronic receipts in an effort to serve more clients through more efficient means thus helping generate savings for the government.

Shorter Process Cycle Time

- The targeted Process Cycle Time (PCT) in various transactions were reduced to 42%, particularly in the areas of registration of seafarers, approval of



The e-Card as presented by Secretary Sto. Tomas during its formal launching.

employment contract and issuance of the OEC by the Seabased Employment and Accreditation and Processing Center. Contracts processing and issuance of OEC for seafarers now takes only 4 hours.

- Landbased Center embarked on the simplification of requirements and procedures in the documentation of foreign principals/employers and workers. For landbased workers, it takes only 8 hours to process contracts and issue OEC.

Increased Accessibility of Services in Regions

- Additional satellite offices at Calamba, Laguna to service the OFW of Region IV and at Bongao Tawi-Tawi to process and document returning workers from Sabah were established. The Pampanga satellite office was also beefed up by the assignment of two (2) personnel enabling the processing of documents of returning workers.

- The on-line verification system between the POEA and POLO was already started and will be completed in 2003.

Performance Indicators of POEA Regional Offices

| Key Indicators | 2002 |
|---|----------------|
| Processed Contracts of OFWs | 56,734 |
| Deployed Workers | 10,821 |
| Registered Workers | 62,806 |
| Accredited/Registered Principal | 21 |
| Approved Manpower Request | 900 |
| Inspected Recruitment Agencies | 212 |
| Conducted Pre-Departure Orientation Seminars | 503 |
| Conducted Pre-Employment Orientation Seminars | 578 |
| Supervision of Jobs Fair /Provincial Recruitment Activities | 1,382 |
| Income Collected | P17,056,444.10 |

More Aggressive Marketing

- The DOLE-POEA Marketing Plan 2002 (Maximizing Employment Opportunities for Overseas Filipino Workers) was developed and approved for implementation by the Secretary of Labor and Employment
- Participated in 8 Overseas Missions to 9 countries: Belgium, Germany, Italy, The Netherlands, United Kingdom (twice), Kingdom of Saudi Arabia, and United States (twice) Hong Kong and Malaysia
- Attendance to and administrative assistance was provided in 4 International Conferences/Fora and 7 high level visits of Foreign Government/Private sectors delegations to Manila

7th International Conferences/Fora

- Japan Institute of Labor Workshop on International Migration and Labor Markets in Asia
- 2nd High-Level Tripartite Working Group on Maritime Labor Standards
- 1st Llyods Ship Manager Manning and Training Conference
- Mongolia Overseas Employment Workshop
- Steering Committee Meeting - UNDP Regional Programs on HIV/Aids
- Regional Summit on Foreign Domestic Helpers, Sri Lanka
- Semestral Meet - UNDP Regional Task Force on Mobility and HIV/AIDS

Delegation in Manila

- Omani Delegation
- Sri Lankan Labor Minister
- China International Contractors Association
- Macau Labor Director
- Thailand Labor and Parliament Officials
- Indonesia Labor Minister
- Technical inputs were provided for DOLE/POEA participation in bilateral /meetings and the development/review of bilateral and multilateral agreements/arrangements/joint commission meetings
- 10th Taipei-Manila Joint Economic Conference
- RP-Libya Joint Commission Meeting
- RP-Israel Joint Commission Meeting
- RP-Swiss agreement on Exchange Professional and Technical Trainees
- Review of RP-CNMI MOU
- 2nd Working Group Meeting of Japan-Philippines Economic Partnership Agreement

WELFARE AND EMPLOYMENT

Increase in the Repatriation Cases Handled

- Handled a total of 733 cases on repatriation, an increase of 126% as against last year's figure of 325 cases.

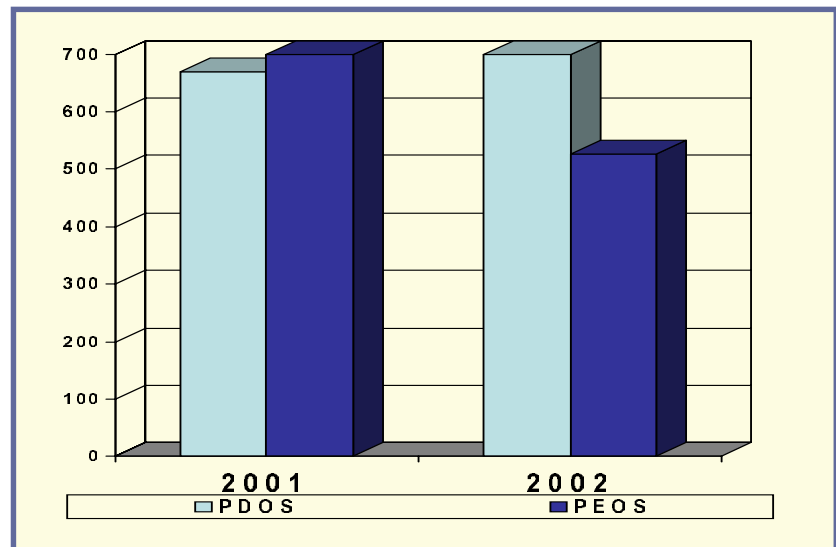
Overseas Employment Advocacy Program

- The concept and Operational plan of the Overseas Employment Advocacy Program (OEAP) was developed during the year including cooperative understanding with Philippine Nurses Association on Pre-Employment Orientation for Nurses bound for UK.
- PDOS Workbook for Domestic Helpers and the COPPA Primer were likewise developed.
- 237 PDOS sessions were conducted at POEA with 23,100 OFWs participants.

Search for Bagong Bayani

- The search for 2002 Bagong Bayani awardees was launched on 21 September in collaboration with the Bagong Bayani Foundation.

Orientation Seminars, 2001-2002



A seminar of the comprehensive Orientation Program for Performing Artists (COPPA)



GENERAL ADMINISTRATIVE AND SUPPORT TO OPERATIONS

Quality Management System

- The POEA obtained its certification to ISO 9001:2000 last 24 April 2002. The scope of activities covered by the certification were the provision of Overseas Employment Facilitation Services (Landbased and Seabased Processing; GPB and the Household Workers Processing) and of the Processes of the General Administrative and Support Services.

Monitoring of Deployment

- Daily monitoring and reporting of deployment in aid of policy formulation of the Administration has been ensured.

Information and Assistance Center

- An Information and Assistance Center including a 24 hours hotline for the OFWs and their families has been maintained. For 2002, some 60,000 visitors and 80,000 callers were assisted by the Center.



Administrator Rosalinda D. Baldoz receives the ISO 9001:2000 Certificate.

Interactive Website

- The POEA has upgraded its website, www.poea.gov.ph, which has OFW Watchlist as a new feature. The public can also access the following information: OFW advisories, verification of recruitment agencies, overseas Job vacancies and adjudication cases.

Distribution of List of Licensed Agencies to the Barangay

- The Administration disseminated 288,000 copies of List of Licensed Agencies to all barangay nationwide as part of the campaign for information

campaign against illegal recruitment.

Systems Development

- The POEA conducted systems analysis and design of 12 systems/modules and developed 7 programs (BM Processing System; LB In-house Processing System; Performance Measurement Monitoring system; POLO Verification and Reporting System; Japan Principal Escrow Monitoring; Taiwan Manpower Agency Monitoring; Fisherman Monitoring; Agency Profiling; Document Tracking System; Validation dates Monitoring; Seabased Monthly

Report Generation Module; and Welfare Assistance - PTA Monitoring).

Anti-graft Campaign

- Increased public awareness on graft and corruption campaign of the Administration through slogans and posters posted in conspicuous places.

Records Management

- The POEA served and assisted a total of 29,962 clients who were requesting for OFW records. Of this total, 86% are walk-in clients. The purchase of high-speed scanner resulted to the increase in the number of documents scanned. From January to June, a total of 196,301 pages were scanned compared to 204, 239 pages during the 2nd semester, when the high-speed scanner was already utilized.

Building Improvement and Maintenance

- The POEA completed among others, the relocation of Central Records Division at the 6th floor and the construction of the Storage Room at basement area, and the construction of One-Stop Processing Center Building Center A & B.

POEA RESOURCES

Decreased Budget Allocation

- The allocation was P215.6 million for 2002 compared to P188.802 million in 2001 or 14.2% increase. The total budget released was P213.337 million and the Administration utilized P205.213 million. The balance of P8.124 million was not utilized due to late release which was not covered by Notice of Cash Collection. Prudent spending was strictly observed during the year due to the imposition of mandatory reserve and economy measures.

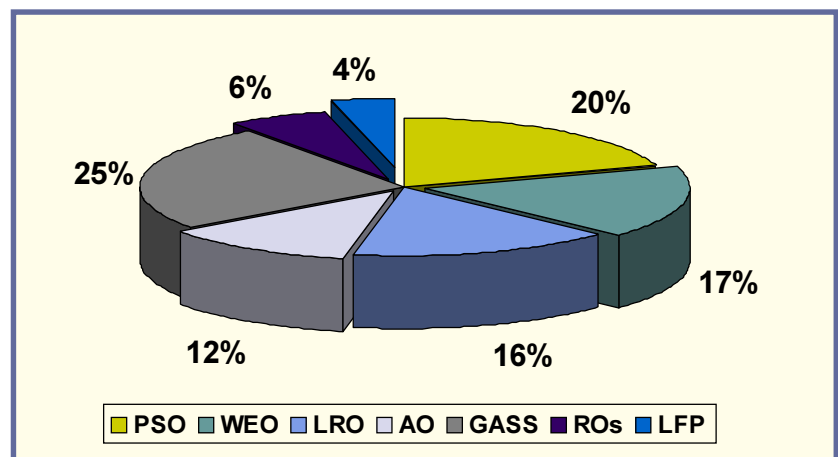
Additional Budget for E-Link Project

- The amount of P6 M out of our P11 M proposed budget was approved, of which 99% was utilized.

Increased Budget for:

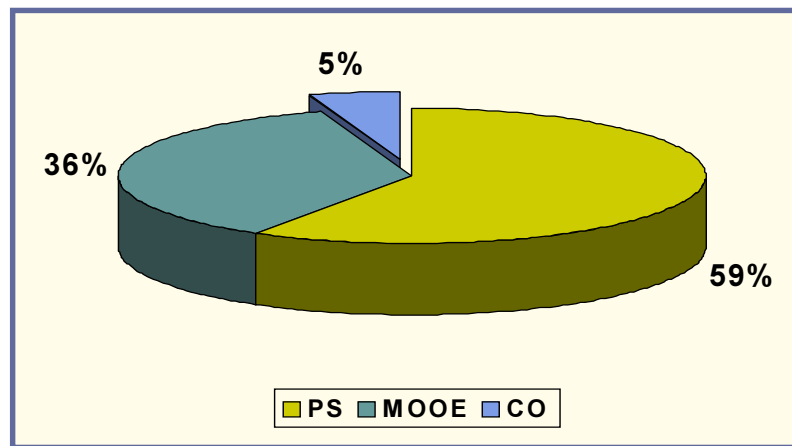
- Overseas Employment Promotion Services or PSO with P41.709M compared to P35.082M or an increase of 19% from 2001;
- Workers Welfare Assistance and Overseas Placement Services or WEO with P34.513M as against P29.948M or an increase of 15% from 2001.

POEA Budget by Organizational Services



- Licensing and Regulation Services or LRO with P31.275M as against P28.219M or an increase of 10.8% from 2001;
- Adjudication Services or AO with P24.017M as against P21.785M or an increase of 10.2% from 2001;
- Regional Operations with P13.698M as against P12.597 or an increase 8.7% from 2001; and
- RLIP with P10.763M as against P10.202M or an increase of 5.5% from 2001.

POEA Budget per Expense Class



Decreased Budget for:

- General Administration and Support Services or GASS with P50.085M as against P50.969M or a decrease of 1.7% from 2001.

Restored Budget for:

- Locally-funded project on Computerization with P9.540M as against a zero allocation in 2001.

Increased Budget by Expense Class

- 127.655M or 59% for Personal Services, an increase of 9.6% from 2001.
- P78.405 M or 36% for MOOE, an increase of 8.4% from 2001.
- P9.540 M or 5% for Capital Outlay as against a zero allocation in 2001.

Increase in Budget by Location

- 94% for the Central Office and 6% for the Regional Operations, an increase of 1% from 2001

Increase in Budget Allocation for Operation

- Of the appropriated amount of P 78.405M for MOOE, 53% or P41.285M as utilized for mandatory and regular expenses, such as communication services, rents, water, electricity, maintenance and repair of the government facilities, maintenance and repair of motor vehicle, office supplies, building insurance premium, janitorial and security services among others, leaving a budget of 47% or P37.120M for operations, as against 42% or P30.124M out of P72.354M in 2001 or a 5% increase budget for operations in 2002.

Slight Increase in Cost Per Capita

- With P211.149M budget utilized, 889,881 workers were deployed for a per capita cost of P237.28 per deployed contract worker, compared to P234.98 in 2001.

Higher Income Generated

- POEA earned P283.8. M in 2002 or 2.80% over P276.07 in 2001 despite the transfer of ARB/PDSP program. This is attributed to the increase in license fees, updated report of POLO collections and penalties imposed on erring agencies.

Savings on the Use of E-Receipt

- P95,562.15 was saved on the use of E-Receipt for the months of November and December 2002.

Human Resource

Increase in Manpower

- Out of the 510 authorized plantilla positions, 85% or 455 are filled items as of December 31 2002. With the 78 declared vacancies for 2002, 58% or 45 positions were filled-up, 22 from within were promoted as against to only 4 personnel last year. The remaining 23 are new entrants as compared to only 1 last year leaving a balance of 55 vacancies at the end of the year.
- The 22 casual employees distributed among the offices/units of the Central Office and an additional 48 service contractors were hired.

Enhanced Staff Capability

- Redeployment of 16 Director II's was implemented last September 2002, followed by the Division Chiefs early next year. Additional 5 staff were also reassigned to the Regional Offices.
- 154 personnel underwent trainings and seminars such as computer trainings making POEA Community 100% computer literate, legal education for our lawyers, ISO related course, and the new Government Accounting System.

Teambuilding through water sports.



OTHER CORPORATE ACTIVITIES



e-CorPlan



Going for e-Card



Mailing Agreement with PhilPost



MYPA Fiesta



Aspiring Recruiters



Faster Processing



Auditing the Auditor



Meeting the Foreign Employers





Visit from Omani Training Minister



Joint POEA-OWWA Meeting



Livelihood Fair during Migrant Workers Day



A Batch of New Managers



Emergency and Rescue Drill



Balik-Manggawa Processing at the Mall

YEAR-END CELEBRATION



Let the program begin . . .



A piece of magic . . .



Broadway show . . .



Another raffle winner . . .



Homegrown talents . . .



Victorious . . .

CHRISTMAS CHORALE CONTEST



2003 THRUST AND PROGRAM PRIORITIES

OVERSEAS EMPLOYMENT PROMOTION/FACILITATION SERVICES FOR OFWS TO SECURE AND ENSURE GAINFUL AND DECENT EMPLOYMENT OVERSEAS

- Overseas marketing and welfare mission
- Jobs fair/Quick Response Team for overseas employment
- Completion of the e-Link and the e-Card project
- Decentralization program
- Quality management system
- Information strategic plan (comprehensive agency profiling, LAC connectivity, regional networking, on-line registration)

LICENSING AND REGULATORY SERVICES TO CREATE A HEALTHY RECRUITMENT ENVIRONMENT TO ENSURE PRODUCTIVE EMPLOYMENT OF NON-EXPLOITED WORKERS

- Intensification of the anti illegal recruitment program at the regional level
- Agency education program on POEA Rules and Regulations Governing Overseas Employment (Landbased)
- Approval and implementation of new Rules and Regulations Governing Overseas Employment (Seabased)

ADJUDICATION SERVICES FOR OFWS TO PROVIDE SPEEDY RESOLUTION OF RECRUITMENT VIOLATION CASES

- Zero case backlog
- Voluntary arbitration and conciliation of adjudication cases

WORKER'S WELFARE ASSISTANCE SERVICES FOR OFWS AND THEIR FAMILIES TO ENSURE THE EMPLOYMENT OF PROTECTED AND EMPOWERED WORKERS OVERSEAS

- Repatriation assistance for agency deployed OFWs
- Development and dissemination of information, education and communication materials
- Special projects

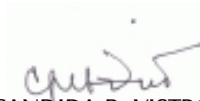
GENERAL ADMINISTRATIVE AND SUPPORT SERVICES

- Reconvening of the POEA Governing Board
- Regular management and internal and External Consultative meetings
- Electrical rehabilitation of the building
- Continuing redeployment program
- Staff development
- Strengthening of POEA regional presence
- Prudent fiscal management
- Systems improvement on data gathering, generation and analysis

STATEMENT OF MANAGEMENT'S RESPONSIBILITY FOR FINANCIAL STATEMENTS

The management of Philippine Overseas Employment Administration is responsible for all information and representations contained in the accompanying Balance Sheet as of December 31, 2002 and the related Statement of Income and Expenses and Cash Flow for the year then ended. The financial statements have been prepared in conformity with generally accepted state accounting principles and reflect amounts that are based on the best estimates and informed judgment of management with an appropriate consideration to materiality.

In this regard, management maintains a system of accounting and reporting which provides for the necessary internal controls to ensure that transactions are properly authorized and recorded, assets are safeguarded against unauthorized use or disposition and liabilities are recognized.



CANDIDA B. VISTRO
Director II, Finance Branch



ROSALINDA DIMAPILIS BALDOZ
Administrator

Statement of Income and Expenses

FOR THE FISCAL YEAR ENDED DECEMBER 31, 2002

| | | |
|--|-----------------------|-----------------------|
| Income | | |
| Subsidy Income from National Government | 165,525,765.11 | |
| Less: Reversion of Unused Notice of Cash Allocation | 6,980,844.19 | 158,544,920.92 |
| Income from Government Services | | 237,226,929.59 |
| Rent Income | | 423,900.00 |
| Dividend Income | | 600.00 |
| Interest Income | | 67,950.19 |
| Miscellaneous Operating and Service Income | | 547,516.64 |
| Fines and Penalties | | 13,664,787.99 |
| License Fees | | 31,870,000.00 |
| Total Income | | 442,346,605.33 |
| Less Expenses: | | |
| Salaries and Wages - Regular Pay | 78,166,098.91 | |
| Salaries and Wages - Casual | 1,822,193.01 | |
| Personnel Economic Relief Allowance (PERA) | 2,569,449.99 | |
| Additional Compensation (ADCOM) | 2,569,449.92 | |
| Representation Allowance | 2,020,246.45 | |
| Transportation Allowance | 1,864,619.49 | |
| Clothing Allowance | 1,860,000.00 | |
| Honoraria | 20,000.00 | |
| Overtime and Night Pay | 875,629.67 | |
| Christmas Bonus | 7,523,150.17 | |
| Cash Gift | 3,095,500.00 | |
| Productivity Incentive Bonus | 858,750.00 | |
| Other Bonuses and Allowances | 4,146,625.00 | |
| Life and Retirement Insurance Contributions | 8,883,728.42 | |
| PAG-IBIG Contribution | 433,000.00 | |
| PHILHEALTH Contribution | 373,579.35 | |
| ECC Contribution | 70,080.00 | |
| Pension and Retirement Benefits | 581,453.52 | |
| Terminal Leave Benefits | 1,023,265.82 | |
| Other Personnel Benefits | 1,321,149.52 | |
| Travelling Expenses - Local | 894,924.04 | |
| Travelling Expenses - Foreign | 577,592.73 | |
| Training and Seminar Expenses | 468,570.52 | |
| Water | 196,838.89 | |
| Electricity | 10,245,283.33 | |
| Cooking Gas | 500.00 | |
| Telephone / Telegraph and Internet | 3,826,673.33 | |
| Postages and Deliveries | 3,328,732.48 | |
| Subscription Expenses | 186,670.02 | |
| Advertising Expenses | 831,136.05 | |
| Sub-totals | 140,634,890.63 | 442,346,605.33 |
| Balance forwarded | 140,634,890.63 | 442,346,605.33 |
| Rent Expense | 2,800,081.79 | |
| Insurance Expense | 450,262.28 | |
| Fidelity Bond Premiums | 271,468.79 | |
| Printing and Binding Expenses | 1,233,359.18 | |
| Accountable Forms Expenses | 349,849.90 | |
| Office Supplies Expenses | 7,461,848.57 | |
| Medical, Dental and Laboratory Supplies Expenses | 2,152.00 | |
| Spare Parts Expenses | 10,196.00 | |
| Gasoline, Oil and Lubricants Expenses | 585,031.50 | |
| Auditing Services | 12,191.00 | |
| Consultancy Services | 1,034,600.00 | |
| General Services | 3,582,737.13 | |
| Security and Janitorial Services | 7,855,570.56 | |
| Taxes, Duties and Licenses | 1,080.00 | |
| Buildings Maintenance | 1,573,430.91 | |
| Other Machineries Maintenance | 1,850.00 | |
| IT Equipment Maintenance | 56,725.00 | |
| Telegraph, Telephone, Cable, TV and Radio Equipment Maintenance | 915.00 | |
| Artesian Wells, Reservoir, Pumping Station & Conduits Maintenance | 26,000.00 | |
| Motor Vehicle Maintenance | 409,092.51 | |
| Office Equipment Maintenance | 61,080.20 | |
| Other Equipment Maintenance | 19,071.00 | |
| Furniture and Fixtures Maintenance | 155,414.75 | |
| Other Repairs and Maintenance | 704,392.68 | |
| Awards and Indemnities | 400.00 | |
| Representation Expenses | 538,307.81 | |
| Extraordinary and Miscellaneous Expenses | 613,501.66 | |
| Depreciation - Buildings | 31,246,120.27 | |
| Depreciation - IT Equipment and Software | 33,418,767.23 | |
| Depreciation - Motor Vehicles | 3,052,953.40 | |
| Depreciation - Office Equipment | 3,911,683.64 | |
| Depreciation - Furniture and Fixtures | 8,047,264.42 | |
| Depreciation - Other Property, Plant & Equipment | 2,529,529.08 | |
| Depreciation - Books | 1,258.88 | |
| Bad Debts | 526,745.20 | |
| Other Expenses | 5,263,457.43 | |
| Bank Charges | 420.00 | |
| Excess of Income Over Expenses | | 183,902,904.93 |


LYN ADALIA
 Accountant

Balance Sheet

AS OF DECEMBER 31, 2002

ASSETS

Current Assets

Cash (Note 3)

| | | |
|---|--------------|---------------|
| Cash - National Treasury, MDS | 4,936,512.08 | |
| Petty Cash Fund | 6,380.25 | |
| Cash - Collecting Officers | 7,086,143.70 | |
| Cash - Disbursing Officer | 6,093,252.79 | |
| Cash in Bank, Local Currency, Current Account | 2,958,455.06 | 21,080,743.88 |

Receivables (Note 4)

| | | |
|---------------------------------------|----------------|----------------|
| Accounts Receivable | 11,668,143.92 | |
| Less: Allowance for Doubtful Accounts | 526,745.20 | |
| Due From Officers and Employees | 11,141,398.72 | |
| Due From NGAs | 2,673,224.75 | |
| Due From NGOs / Pos | 2,817,098.42 | |
| Due From National Treasury | 950,000.00 | |
| Due From Regional Offices | 239,365,089.71 | |
| Other Receivables | 8,086,027.45 | |
| | 10,541.03 | 265,043,380.08 |

Inventories (Note 5)

| | | |
|-----------------------------|---------------|---------------|
| Accountable Forms Inventory | 5,894,159.50 | |
| Office Supplies Inventory | 10,140,216.52 | |
| Spare Parts Inventory | 1,545.00 | |
| Other Inventory items | 72,243.60 | 16,108,164.62 |

Prepaid Expenses

| | | |
|-------------------------|------------|----------------|
| Other Prepaid Expenses | 63,850.00 | |
| Guaranty Deposit | 120,655.30 | |
| Advances to Contractors | 181,434.17 | 365,939.47 |
| | | 302,598,228.05 |

Property, Plant and Equipment (Note 6)

| | | | |
|--|-----------|---------------|----------------|
| Land | | 8,000,000.00 | |
| Buildings | | 99,449,630.87 | |
| Less: Accumulated Depreciation | | 31,246,120.27 | 68,203,510.60 |
| IT Equipment and Software | | 57,091,392.47 | |
| Less: Accumulated Depreciation | | 33,418,767.23 | 23,672,625.24 |
| Telegraph, Telephone, Cable, TV & Radio Equipmt. | | 11,000.00 | |
| Less: Accumulated Depreciation | | | 11,000.00 |
| Motor Vehicles | | 5,344,745.40 | |
| Less: Accumulated Depreciation | | 3,052,953.40 | 2,291,792.00 |
| Office Equipment | | 8,551,713.99 | |
| Less: Accumulated Depreciation | | 3,911,683.64 | 4,640,030.35 |
| Furniture and Fixtures | | 10,658,733.33 | |
| Less: Accumulated Depreciation | | 8,047,264.42 | 2,611,468.91 |
| Other Property, Plant and Equipment | | 5,351,442.26 | |
| Less: Accumulated Depreciation | | 2,529,529.08 | 2,821,913.18 |
| Books | 43,430.00 | | |
| Less: Accumulated Depreciation | | 1,258.88 | 42,171.12 |
| Items in Transit | | | 2,306,939.74 |
| | | | 114,601,451.14 |

TOTAL ASSETS

417,199,679.19

LIABILITIES AND EQUITY

Liabilities

Current Liabilities

| | | |
|----------------------------|----------------|----------------|
| Accounts Payable | 28,120,504.43 | |
| Due to NGAs | 833,574.40 | |
| Due to GOCCs | (49,843.10) | |
| Withholding Tax Payable | 2,786,098.95 | |
| GSIS Payable | 588,014.87 | |
| PAG-IBIG Payable | 138,668.80 | |
| PHILHEALTH Payable | 227,023.24 | |
| Deferred Credits to Income | 6,279,088.88 | |
| Other Payables | 198,066,926.48 | |
| Other Liabilities | 2,058,400.00 | |
| Total Liabilities | | 239,048,456.95 |

Equity

| | | |
|-------------------|--|----------------|
| Government Equity | | 178,151,222.24 |
|-------------------|--|----------------|

TOTAL LIABILITIES AND EQUITY

417,199,679.19


LYN ADALIA
Accountant

POEA GOVERNING BOARD

PATRICIA A. STO TOMAS
Chairman



ROSALINDA D. BALDOZ
Vice-Chairman



LUZVIMINDA L. ELBINIAS
Women Sector



GREGORIO S. OCA
Seabased Sector



VICENTE F. ALDANESE
Private Sector



EZEKIEL T. ALUNEN
Landbased Sector



POEA DIRECTORATE

ROSALINDA D. BALDOZ
Administrator



ANGELES WONG-GARCIA
DA for Welfare and Employment



VICTORIA C. BERCILES
DA for Management Services



JAIME P. GIMENEZ
oic- Regulation and Adjudication



JAIME P. GIMENEZ
Director, Adjudication Office



VIVECA CATALIG
Director, Licensing and Regulation



RICARDO R. CASCO
Director, Welfare and Employment



CARMELITA DIMZON
Director, Pre-employment Services



POEA CORPORATE TEAMS



ADJUDICATION OFFICE



GENERAL ADMINISTRATION AND SUPPORT SERVICES



LICENSING AND REGULATION OFFICE



PRE-EMPLOYMENT SERVICES OFFICE



WELFARE AND EMPLOYMENT OFFICE

REGIONAL OPERATIONS

REGIONAL CENTER FOR LUZON



PROCESSING OF DOCUMENTS OF RETURNING WORKERS



PRE-DEPARTURE ORIENTATION FOR DOMESTIC WORKERS

REU-BAGUIO



TAIWAN-BOUND WORKERS PRAY FOR SAFETY AND GOOD LUCK

REGIONAL CENTER FOR VISAYAS



INTERVIEWING APPLICANTS FOR TAIWAN



SPORTS FEST DELEGATION



ATTENDING TO A WELFARE CASE

REGIONAL CENTER FOR MINDANAO



WORKERS RETURNING TO MALAYSIA SUBMIT DOCUMENT FOR VERIFICATION



RETURNEES PREPARING FOR TRIP TO MALAYSIA



LINING UP FOR FREE CALLS DURING MIGRANT WORKERS DAY

REGIONAL OFFICES

LUZON

LA UNION

POEA Regional Center for Luzon
3rd Floor, Tabora Building
P. Burgos St., San Fernando City
Telefax: (072) 242-5608/4335
E-mail: rc_luzon@poea.gov.ph,
poeareu1@sflu.com

BAGUIO CITY

Regional Extension Unit – CAR
Benitez Court Compound,
Magsaysay Ave., Baguio City
Telefax No. (074) 442-9478/445-4209
E-mail :reu_baguijo@poea.gov.ph

SAN FERNANDO, PAMPANGA

Satellite Office
3rd Floor, FS David Building
McArthur Highway
Dolores, San Fernando, Pampanga
Tel. No. (045) 961-4293

CALAMBA CITY

Satellite Office - Region IV
Room 1 Hectan Commercial Center
National Highway, Brgy. Halang
Calamba, Laguna
Telefax - (049) 834-7974
calamba@poea.gov.ph

LEGASPI CITY

Satellite Office
OWWA U5, Ground Floor
ANST Building, Washington Drive
Legaspi City
Telefax No. (052) 481-4935
E-mail: legaspi@poea.gov.ph, poea-
leg@globalink.net.ph

VISAYAS

CEBU CITY

Regional Center for Visayas
3rd Floor, Gemini Building
719 M. J. Cuenco Ave., Cebu City
Tel. Nos. (032) 416-7049/416-7056
Fax No. (032) 416-7051
E-mail : rc_visayas@poea.gov.ph,
poearcv7@yahoo.com

ILOILO CITY

Regional Ext. Unit-Region VI
2nd Floor, S. C. Divinagracia Bldg.
Quezon Street, Iloilo City
Telefax No. (033) 335-1058. 336-8611
E-mail : reu_iloilo@poea.gov.ph

BACOLOD CITY

Satellite Office
3rd floor, Maybank Building
San Juan St., Bacolod City
Tel. No. (034) 434-7391
E-mail : bacolod@poea.gov.ph

TACLOBAN CITY

POEA Satellite Office
DOLE Compound, Trece Martirez
Tacloban City
Telefax No. (053) 321-7134
E-mail : tacloban@poea.gov.ph

MINDANAO

DAVAO CITY

POEA Regional Center for Mindanao
2nd Floor AMYA II Building
Quimpo Blvd corner Tulip Drive, Davao City
Telefax No. (082) 297-7429
Tel. No. (082) 297-7640 / 297-7650 / 297-7428
E-mail : rc_mindanao@poea.gov.ph

CAGAYAN DE ORO CITY

POEA Regional Ext. Unit-Region X
3rd Flr., Acersyant Bldg.
Kauswagan Highway.
9000 Cagayan de Oro City
Telefax No. (088) 857-4920
E-mail : reu_cdo@poea.gov.ph,
poeaten@cdo.weblinq.com

ZAMBOANGA CITY

POEA Regional Ext. Unit-Region IX
2nd Floor, Jose Co. Bldg.
8 Veterans Ave., Zamboanga City
Telefax No. (062) 992-5523
E-mail : reu_zambo@poea.gov.ph

TAWI-TAWI

Satellite Office
Crisis Management Center
Capitol Hills, Bongao
Tawi-Tawi
Tel. (068) 268-1309



**Philippine
Overseas
Employment
Administration**

e-mail
website
hotlines
text

☐
☐
☐
☐

info@oea.gov.ph
oea.gov.ph
221110000 22111000
200 S. Art 2080 lobe