



A Renewed Commitment to Better Serve the OFW

ANNUAL REPORT 2012
Philippine Overseas Employment Administration



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The Administrator's Report

P OEA at 30 remained steadfast as the manager of the overseas employment program. This, despite the threats and challenges posed to international migration by political unrest and hostilities in country destinations of OFWs particularly in Iraq and Israel. The POEA has kept pace with these global developments while ensuring a balance between fast and efficient service delivery and adequate protection of overseas Filipino workers.

The year 2012 is highlighted by the following program accomplishments:

- The deployment of workers which reached 1,778,056. A total of 1,434,413 are landbased workers comprising of 458,487 new hires and 975,926 rehires while a total of 343,643 are seabased workers.
- The provision of better protection and better terms and conditions of employment for OFWs, with the pursuance of bilateral labor agreements with 17 countries. Signed this year, were the Protocol on Deployment and Employment of HSWs with the Hashemite Kingdom of Jordan, MOU on Labor Cooperation and Protocol on Deployment and Employment of HSWs in Lebanon, and The Joint Communique on Labor Mobility with British Columbia, Canada.
- The adoption of a Standard Employment Contract for HSWs with KSA and Jordan.
- The bilateral talks with Taiwan where a Technical Working Group was tasked to work on measures to address the problem of excessive collection.
- The Administration's active participation in the successful ratification of ILO Convention 189 on Decent Work for Domestic Helpers and ILO Convention 185 or the Maritime Labor Convention dubbed as the International seafarer's Bill of Rights and the passage of the Kasambahay Bill.
- The intensified campaign against illegal recruitment and trafficking in persons providing legal assistance to 312 Illegal recruitment complainants, endorsement of 133 cases to the Department of Justice (DOJ) and the closure of 8 establishments.
- The heightened Illegal Recruitment Free-LGU Campaign through the signing of Memoranda of Understanding with 98 LGUs, the conduct of 48 Anti-Illegal Recruitment (AIR) seminars with 4,203 participants and 921 Pre-Employment Orientation Seminars (PEOS) benefitting 170,374 participants.



- The disposition of 4,017 adjudication cases which is higher than last year's figure and the posting of status of all cases in the POEA website.
- The conduct of voluntary conciliation covering 4,740 requests for assistance with an 88% settlement rate.
- The provision of assistance to 100% of requests for repatriation benefitting 4,623 workers.
- The development of the BM Appointment System which enables vacationing workers to set an appointment online for the processing of their OECs. A total of 10,450 returning /vacationing workers have availed of the facility
- The establishment of Balik-Manggagawa (BM) processing centers at Duty Free Phils, SM Manila, Trinoma in Quezon City, and SM Pampanga benefitting 10,522 BMs.
- The implementation of the Multiple Travel Exit Clearance (MTEC) giving the BM the option to secure more than one OEC/exit clearance during the validity of his contract. More than 4,000 BMs have availed of the MTEC
- The successful restoration of the ISO Certification of our Quality Management System covering 37 enrolled processes (16 frontline services, 11 support services and 10 general procedures
- The completion of other computerized systems: namely: Enhanced Case Monitoring System and Illegal Recruitment Cases Profiling
- The creation of the POEA Efficiency and integrity Board (EIB), a partner in monitoring administrative complaints/cases against some officials and employees, and the institutionalization of transparency and accountability in all transactions
- The implementation of the Green Our DOLE program, 5S program along with building and office improvement projects

The POEA remains committed to PNoy's "Daang Matuwid" hence, it has embraced the slogan **POEA. The right way. The best way.** This connotes that if applicants go through the legal channels (only through POEA licensed recruitment agencies), then, they cannot go the wrong way (not lured or enticed by illegal recruiters). They will thread the RIGHT and the BEST path – and that is, through the POEA.

2012 Performance Highlights

Overseas Employment Facilitation

OFW Deployment

Deployment trends continued to exhibit sustained increases in the country's share in the global market. In 2012, the total number of overseas Filipino workers who left the country on temporary contracts reached another record high of 1,802,031 surpassing the 2011 performance of 1,687,831 for a modest increase of 6.77 percent. Landbased workers accounted for 1,435,166 while seafarers deployed numbered 366,865. This translates into an estimated daily average of 4,937 workers leaving for gainful employment overseas.

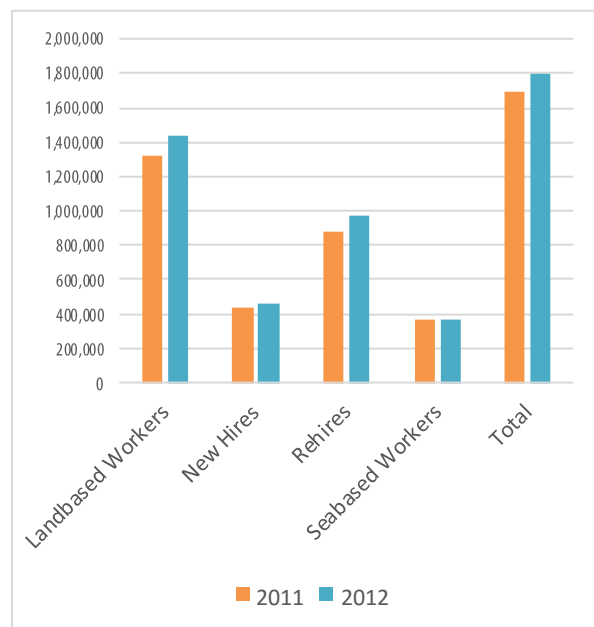
The 2012 deployment record can be attributed to the strong performance of landbased rehires whose number grew by 10.85 percent from 881,007 in 2011 to 976,591 in 2012. The greater bulk of rehired workers went back to their respective employers in the Middle East and Asia. Deployment of rehired workers to the Gulf nations grew by 7.10 percent from 482,339 in 2011 to 516,574 in 2012. Most of these workers were deployed to the United Arab Emirates and the Kingdom of Saudi Arabia. In Asia, deployment of rehires hiked by 19.65 percent from 300,158 in 2011 to 359,150 in 2012. Most notably, workers deployed to Singapore, Malaysia and Hong Kong accounted for the biggest share of the deployment figure for rehires.

The volume of landbased new hires deployed also increased by 4.76 percent from 437,720 in 2011 to 458,575 in 2012. The increase was due to the deployment of newly hired OFWs to the Middle East, particularly in the United Arab Emirates and Kuwait, whose number expanded by 9.42 percent from 282,247 in 2011 to 308,828 in 2012. Oceania, likewise managed to increase its Filipino workforce by 26.50 percent from 8,268 in 2011 to 10,459 in 2012. Most of them were employed in Papua New Guinea and Australia.

Deployed Overseas Filipino Workers, Landbased and Seabased, 2011-2012



It is interesting to note that in 2012 there were more





female OFWs deployed (249,201) than their male counterparts (206,382) for landbased new hires. In the last five (5) years, it was only in 2008 that there were more female workers deployed.

The deployment of seafarers slowed down by 0.61 from 369,104 in 2011, to 366,865 in 2012. The decrease was due to the declining competence of ratings; the increasing competition from other Asian and Eastern European seafarer-sending countries; the alleged adjudication system in the country on legal claims against foreign principals; the use of multiple manning agents from different source countries by foreign principals; and the delays in visa issuance.

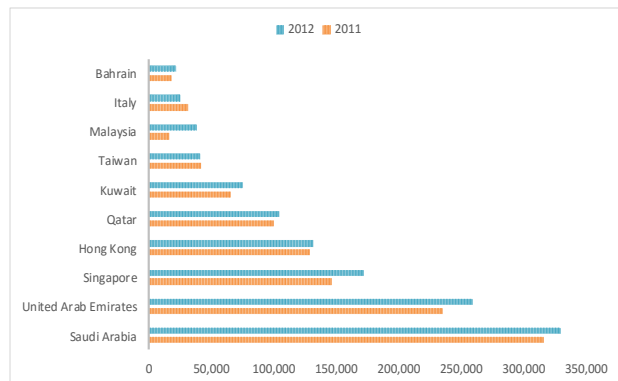
Top Ten OFW Global Destinations

The Kingdom of Saudi Arabia remained the top destination of both new hires and rehires, employing a total of 330,040, up by 4.20 percent from 316,736 in 2011. The United Arab Emirates followed with 259,546, an increase of 10.08 percent from 235,775 in 2011. Singapore continued its hold at number three (3) spot hosting 172,690 OFWs and remained number one (1) in Asia for the past two years after placing number five (5) from 2008-2010. Hong Kong upped its deployment by a only 1.62 percent. Qatar followed suit with 104,622, up by 4.07 percent from 100,530 in 2011. Kuwait (75,286), Taiwan (41,492), Italy (38,407), Malaysia (25,261), and Bahrain (22,271) round up the remaining five (5) slots in the top ten OFW destinations.

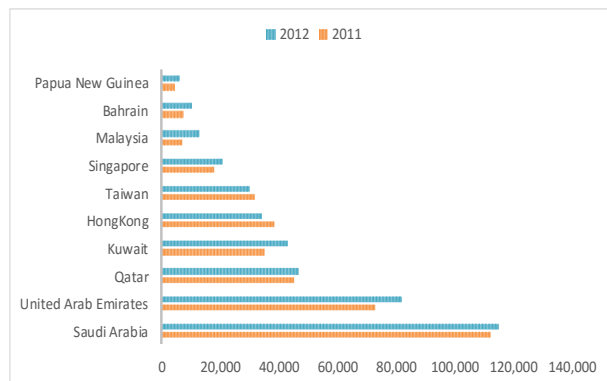
By World Group, the Middle East remained the top destination region for OFWs absorbing 825,402 or 57.51 percent of the total landbased deployment. The figure was 7.95% higher than 764,586 workers deployed the previous year.

Coming close behind was Asia, hosting 476,021 OFWs and accounting for 33.17 percent of the total land-based deployment. This was followed by Europe with 47,070; Americas, 29,553; Oceania, 27,391; Africa, 25,194; and Trust Territories, 3,682.

Number of Deployed Landbased Overseas Filipino Workers by Top Ten Destinations: 2011-2012



Number of Deployed Landbased Overseas Filipino Workers by Top Ten Destinations, New Hires: 2011-2012



2012 Performance Highlights

Destinations of New Hires

The Kingdom of Saudi Arabia and the United Arab Emirates remained the top two destinations of new hires. The former employed 115,289 Filipino workers or a 2.34 percent increase from 112,648 in 2011.

The latter absorbed 82,085 new hires, a 12.42 percent increase from the 73,019 the previous year. The combined deployment of OFWs to these two countries accounted for 43.04 percent of the total landbased new hires deployed.

Qatar and Kuwait were ranked third and fourth, employing 47,078 and 43,188 newly hired OFWs, respectively. Close behind was Hong Kong with 34,310, down by 10.83 percent from 38,479 in 2011. Taiwan is sixth with 30,143 or a decline of 5.69 percent from the previous year's figure of 31,961.

Singapore came in seventh absorbing 20,838 newly hired workers as against 18,068 in 2011. Malaysia was eighth, hosting 12,693 OFWs compared with 6,972 the previous year. Bahrain and Papua New Guinea came in ninth and tenth spots for newly hired OFWs numbering 10,528 and 6,224 compared to previous levels of 7,481 and 4,337, respectively.

Destinations of Rehires

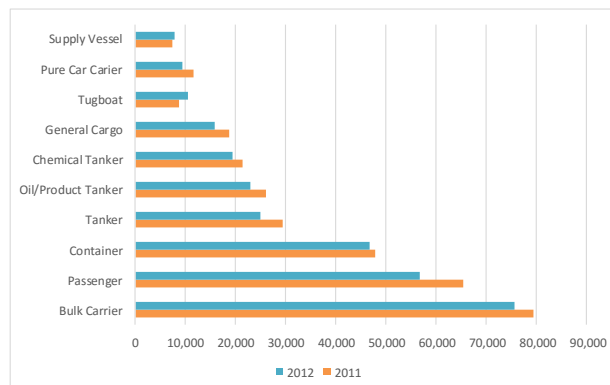
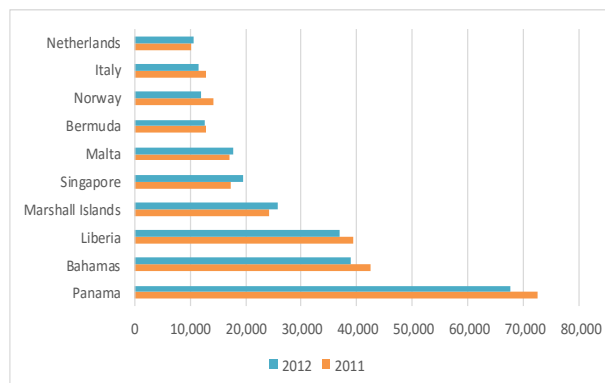
The top 10 destinations of rehired workers were: Kingdom of Saudi Arabia (214,751), United Arab Emirates 177,461), Singapore (151,852), Hong Kong (97,370), Qatar (57,544), Kuwait (32,098), Malaysia (25,714), Italy (23,739), Canada (13,151), and Bahrain (11,743).

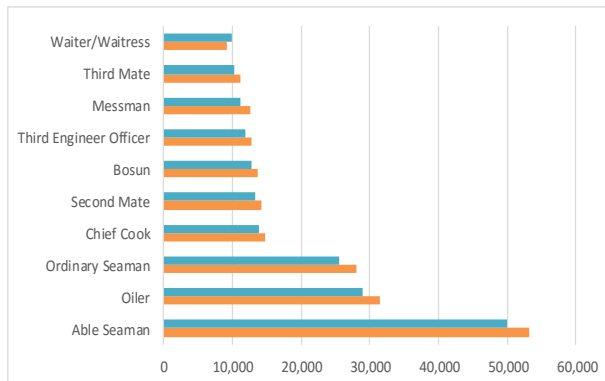
Malaysia recorded the highest percentage growth rate with a 161.72 percent increase from 9,825 in 2011 to 25,714. Canada came in second with a 25.05 percent growth rate with 10,517 OFWs in 2011 to 13,151 in 2012. Singapore followed with an 18.13 percent increase from 128,545 to 151,852; Bahrain, 9.25 percent increase from 10,749 to 11,743; and the United Arab Emirates, 9.03 percent increase from 162,756 in 2011 to 177,461.

Rehires in Italy went down by 10.81 percent from 26,615 in 2011 to 23,739 in 2012.

Top Ten Flags of Registry

Ships registered under the Panamanian flag continued to be the top employers of Filipino seafarers. In 2012, 67,567 Filipino seafarers or about 18.42 percent of the total seafarers deployed were on ships that were registered in the said country. Seafarers deployed on registered ships under the Bahaman flag reached 38,942 for a 10.61 percent share. Seafarers who went on-board Liberian registered ships tallied 36,912 or 10.06 percent. Marshall Islands, Singapore, Malta, Bermuda, Italy, Netherlands and Cyprus complete the top ten flags of registry for the seafaring industry.





Occupations of Deployed Seafarers

Able Seamen remained as the top occupation of Filipino seafarers in 2012. This group of seafarers comprised about 14 percent or 50,075 of the total seafarers deployed. Oilers came in second with 28,959 for a 7.89 percent share. Ordinary Seamen and Chief Cooks were ranked third and fourth with 6.96 and 3.79 percent shares respectively. Second Mates followed at number five with 3.61 percent share or 13,235 seafarers deployed. Bosuns, Third Engineer Officers, Messmen, Third Mates, and Waiters/Waitresses are the other occupational skills of deployed seafarers

Seafarers on Board by Vessel Type

Most of Filipino seafarers are on board Bulk Carriers in 2012, their deployment numbers reaching 75,745 or 20.65 percent of total seafarers deployed. This was followed by seafarers deployed at passenger type vessels with 66,704 or 18.18 percent. Container type vessels came in at third with 46,831 deployed seafarers or 12.77 percent share. Tankers and Oil/Product Tankers took the fourth and fifth spots with shares of 6.81 percent or 24,977 and 6.28 percent or 23,055 seafarers on board.

Chemical Tankers, General Cargoes, Tugboats, Pure Car Carriers and Supply Vessel are the other vessel types where most Filipino seafarers are deployed.

Workers placed thru the government hiring facility

The number of POEA's government clients under the government to government hiring program declined by 68.75 percent from 16 in 2011 to 5 in 2012. The decrease was attributed to the implementation of RA 10022 requiring Bilateral Labor Agreements/ Arrangements (BLAs) on government to government hiring. Recruitment agreements with other government clients with no BLAs were terminated as a result of the implementation of the said law.

Despite the decrease in the number of government clients serviced, the number of workers documented under the POEA's in house placement facility increased by 7.46 percent from 5,741 in 2011 to 6,169. This was due to the increase in the number of workers hired under the Employment Permit System (EPS) of the Government of South Korea to fill up their manpower needs particularly in the manufacturing sector. The total number of workers documented for EPS-Korea reached 3,915 or 26.29 percent higher than the 3,100 workers documented in 2011. The total figure accounted for 63.46 percent of the total workers documented in 2012.

A significant drop in the number of government hires deployed was recorded. This was attributed to the low supply of qualified applicants, particularly nurses, to meet the demand of traditional clients in the Kingdom of Saudi Arabia like the Ministry of Health. Deployment dwindled by 22.34 percent as compared with 2011 figures.



2012 Performance Highlights



Overseas Filipinos' Remittances

Remittances of Overseas Filipinos' in 2012 reached US\$21.39 billion. The total amount is 6.33 percent higher than 2011's output of US\$20.12 billion. The increment was attributed to the 11.40 percent increase in the remittances from the seabased sector, the enhanced remittance services and improved delivery schemes provided by banks and other remittance agents. From a level of US\$ 4.34 billion in 2011, remittances by the seabased sector grew to US\$4.84 billion in 2012.

Overseas Filipinos in the Americas remained to be the top remitters in 2012. From a level of US\$10.66 billion in 2011, remittances went up by 5 percent or US\$11.19 billion. The Middle East followed with US\$3.47 billion, increased by 7.80 percent from US\$3.21 billion in 2011. Europe came in at third with US\$3.42 billion or 2.15 percent increase from a level of US\$3.35. Asia registered a 14.62 percent growth from US\$2.57 billion to US\$2.94 billion. Oceania ranked fifth with a big increment of 13.30 percent

from US\$295 million in 2011 to US\$334 million. Africa posted a 4.75 percent increase from 2011's output of US\$30.25 million to US\$31.68 million. Trust Territories posted the highest annual growth rate with 106.82 percent increase from US\$2.46 million to US\$5.10 million.

Sources of Overseas Filipinos' Remittances

The United States of America remained the top destination in terms of remittance flows. From US\$8.48 billion in 2011, remittances went up by 7.49 percent or US\$9.12 billion in 2012. Canada came in second despite a 4.76 percent decline, from US\$2.07 billion in 2011 to US\$1.97 billion in 2012. The Kingdom of Saudi Arabia followed with US\$1.73 billion, an increase of 7.15 percent from the previous year. Increases in remittance levels were also recorded in the United Kingdom, Japan, United Arab Emirates, Singapore, Germany, Italy and Hong Kong.



Documentation of Overseas Filipino Workers

Increase in Registered and Accredited Foreign Principals

The number of registered/accredited foreign principals increased in 2012 by 5.14 percent from 30,805 a year ago to 32,389. The increase can be attributed to the 14.52 percent increment in the registration/accreditation of foreign principals in the seabased sector. Approval of job orders likewise increased by a whopping 38.89 percent as compared to the same level the previous year. This period's total of 843,031 bested the 606,976 output a year ago.

Increase in Employment Contracts processed for Landbased and Seabased Workers

For the first time in 30 years, the total number of employment contracts processed by POEA breached the two million mark with 2,083,223. The figure was 12.58 percent higher than 2011's output of 1,850,463. Land-based contracts processed accounted for 1,629,867 or 78.24 percent of all contracts processed while seabased contracts totalled 453,356 for a 21.76 percent

share. For the first time the processing of Balik-Manggagawa recorded a milestone of 1-million contracts processed. The 2012 total of 1,075,202 was 24.05 percent higher than 2011 figure of 866,783. The growth was due to the increased processing of Balik-Manggagawa contracts at the Philippine Overseas Labor Offices (POLOs) and the POEA Regional Offices which posted increments of 53.79 percent and 17.36 percent, respectively.

Increase in Demand For Service and Production Workers

The skills competency, caring attitude, proficiency in the English language and adaptability of Filipino workers have continued to gain recognition in the global market. In 2012, hiring of first-time Filipino service and production workers posted increases of 10.30 percent and 3.71 percent, respectively. These two major occupational groups comprised 80.40 percent of the total deployment of newly hired OFWs.

In particular, the number of newly hired service workers such as household service workers, waiters, bartenders, charworkers, cleaners, caregivers, caretakers,

2012 Performance Highlights

and cooks increased to 222,260 in 2012 from the previous level of 201,512 in 2011. These service workers accounted for 48.47 percent of the total deployment of newly hired workers for the period.

The number of newly hired production workers such as wiremen, electrical workers, laborers, plumbers, pipefitters, welders and flame-cutters grew from 141,215 in 2011 to 146,448 in 2012. About 32 percent of newly hired workers were deployed from this major occupational category.

Social Protection and Promotion of Workers' Welfare

Market Development and Management Program

In line with its thrust to provide better protection and to secure better terms and conditions of employment for OFWs, the POEA provided technical inputs and recommendations in the pursuance of 13 bilateral labor agreements, namely:

PH-Kuwait MOU for skilled workers

PH-Kuwait MOU on Cooperation in the Field of Work Involving Service Domestic Workers

RP-Iraq MOU on Labor Cooperation

PH-KSA Agreement for Recruitment of Domestic Workers

PH-Seychelles MOA on Labor Cooperation

Proposed Government to Government Labor Agreement with Israel

Agreement on Labor between the Government of the Italian Republic and the Government of the Philippine Republic

RP-Palau MOA on Labor Cooperation

PH-Bahrain MOU in the Field of Labor and Vocational Training

MOU between the Government of the Republic of Sudan and the Philippines in the Field of Labor and Employment

PH-Marshall Islands MOU on Health Workers

MOA between DOLE and the Ministry of Health of KSA concerning Cooperation in Human Resource Deployment and Development

PH-Russia MOU on Cooperation in Human Resource Deployment and Development

The POEA also provided critical inputs which led to the successful signing of the following Bilateral Agreements in 2012:





Protocol on the Deployment and Employment of Filipino Domestic Workers with the Hashemite Kingdom of Jordan
 MOU on Labor Cooperation and Protocol on Deployment and Employment of Filipino Domestic Workers in Kuwait
 MOU on Labor Cooperation and Protocol on Deployment and Employment of HSWs in Lebanon
 Joint Communique on Labour Mobility with British Columbia, Canada.

The same period saw the active and direct involvement of the POEA in the following:
 Adoption of a Standard Employment Contract for HSWs with KSA and Jordan
 Bilateral talks with Taiwan where a Technical Working Group was tasked to work on measures to address the problem of excessive collection.
 Successful ratification of ILO Convention 189 on Decent Work for Domestic Helpers and ILO Convention 185 or the Maritime Labor Convention dubbed as the international Seafarer's Bill of Rights.
 Passage of the Kasambahay Bill.

The POEA also participated in thirteen (13) interna-

tional conferences on migration concerns, as follows:
 Study tour in Japan in Relation to the Proposed Technical Cooperation for Nurses and Caregivers in the Philippines
 Philippine-Japan Tripartite Cooperation, Tokyo, Japan
 EC-ICMPD MIEUX Training for Europe-based Labor Attaches and Welfare Officers on Anti-Illegal Recruitment and Trafficking in Person in Vienna, Austria
 Joint-Seminar Meeting with JITCO, POLO, Supervising and Implementing Organizations in Tokyo, Japan
 GFMD Preparatory Meeting in Mauritius
 ASEAN Forum on Increase Mobility, Indonesia
 Workshop on Employment Permit System
 6th ASEAN Committee on the Implementation of the ASEAN Declaration-Drafting Team, Hanoi, Vietnam
 High Level Conference on Improving Access to Labor Market Information for Migrants and Employer Organized by IOM and EU, Brussels
 GFMD Global Care Workers Workshop Belgium
 Repatriation and Settlement of Money Claims and Benefits of Workers of Various Companies Stranded in the Philippine Embassy, Riyadh
 2012 GFMD Summit Meeting, Mauritius



2012 Performance Highlights

Licensing and Agency Education Program

In 2012, there were 55 new licensed agencies. The figure is 10 percent higher compared to the 50 new licenses in 2011. POEA also renewed more licenses in 2012, 410 as against 352 in 2011 for a 16.48 percent increase.

Being a renewal year, a total of 1,522 inspections were conducted in 2012, an increase of 5.40 percent over 2011's total inspections of 1,444. Of the total inspections, 1,178 were conducted on landbased agencies and 344 on manning agencies. Inspections conducted on landbased agencies increased by 8.77 percent as compared to 1,083 inspections in 2011, while inspections on manning agencies registered a decline of 4.71 percent as compared to 361 in 2011.

Inspections conducted in the regions likewise increased in 2012, from 183 in 2011 to 208 in 2012 for a 13.66 percent increase.

The POEA sustained its efforts to provide timely and relevant information on the requirements for the setting up and managing a recruitment agency with the conduct of Pre-Licensing Orientation Seminars (PLOS) for applicant agencies' executives. From 8 PLOS held in 2011, 11 were conducted in 2012 for a 37.50 percent increase. The number of participants also increased from 537 in 2011 to 855 in 2012.

To further professionalize the recruitment industry, the POEA also sustained the conduct of Continuing Agency Education Program (CAEP) seminars which increased as well by fifty percent, that is, a total of 8 in 2011 to 12 in 2012 with 684 and 933 participants respectively.



Workers Education Program

Conduct of Pre-Employment Orientation Seminars (PEOS)

POEA conducted 938 PEOS nationwide in 2012. The figure is 21.19 percent higher than the previous year's total of 774 . Of the total PEOS conducted, 63.11 percent or 592 were done in the countryside, particularly in areas where high incidence of illegal recruitment is recorded as well as in provinces which are major sources of household service workers (HSWs). The remaining 36.89 percent or 346 sessions were conducted at the POEA Central Office.

The number of participants likewise grew by 59.83 percent. From a total of 106,923 participants in 2011, the number increased to 170,890 in 2012. The Central Office accommodated 114,243 PEOS participants while POEA offices in the regions took in 56,647 participants.



2012 Performance Highlights

Anti-Illegal Recruitment Program

“IR-Free” LGU Campaign

In manifesting their support to the “IR-Free LGUs” campaign of the POEA, a total of 97 Local Government Units (LGUs) forged Memoranda of Understanding (MOUs) with POEA representing a 29.33 percent increase from 75 MOUs in 2011.

Intensified Anti-Illegal Recruitment and Trafficking in Persons (AIR/TIP) Campaign

A total of 50 AIR/TIP Seminars were conducted nationwide in 2012 attended by 5,066 participants, consisting of officials and representatives from local government units, law enforcement agencies such as Prosecution Offices, PNP, CIDG, NBI, non-government organizations, religious sector, academe and media. The seminars conducted were 21.95 percent higher than the 41 seminars conducted in 2011. Likewise, the total number of participants increased by a big 107.11 percent as compared to 2011’s total participants of 2,446.

POEA conducted AIR/TIP seminars in the following cities and provinces: Bulacan, Cavite, Pampanga, Baguio City, Marikina, Masbate, Tarlac, Antique, Laguna, Occidental Mindoro, Mandaluyong City, Camiguin, Agusan del Sur, Maguindanao, Apayao, Batangas, Bohol, Samar, Kabankalan City, Leyte and Camarines Sur.

The POEA assisted a total of 7,590 complainants in the filing of administrative complaints for pre-employment and recruitment violations against licensed agencies. It also assisted 203 complainants for disciplinary action against workers and 188 complainants for disciplinary action against employers.

The POEA caused the closure of the eight illegal recruitment establishments confirmed to be engaged in illegal recruitment, assisted 312 illegal recruitment complainants; and facilitated the filing of 133 cases for preliminary investigation.





2012 Performance Highlights

Adjudication Services

Increase in Disposition Rate

The POEA resolved a total of 4,017 recruitment violation and disciplinary action cases, which is 4.04 percent higher than the previous year's total of 3,861 and 100 percent of its target for 2012. The disposition rate of 72.11 percent is higher than 2011's disposition rate of 49.39 percent by 22.72 percentage points.

Recruitment Violation Cases

The number of cases docketed in 2012 increased by 6.02 percent to 3,983 from previous year's total of 3,757. Of the total number of cases docketed, 2,142 or 53.78 percent were recruitment violation cases; 725 or 18.20 percent were cases on disciplinary action against employers, and 1,116 or 28.02 percent were disciplinary action cases against workers.

Licenses of 36 recruitment agencies were cancelled for recruitment violations.

The POEA sheriffs enforced a total of 310 writs of execution. Of this number, about 37.74 percent or 117 were returned fully satisfied; 13.87 percent or 43 were partially satisfied and 48.39 percent or 150 were returned unsatisfied. Exhausted and unreplenished surety and cash bonds and escrow deposits of erring agencies primarily accounted for the return of writs unsatisfied.

OFWs Benefitted from Compulsory Arbitration

A total of Php 9,970,502.04 in monetary awards were satisfied through the enforcement of orders that benefitted 346 OFW complainants. This though, is a decrease of 9.42 percent in worker beneficiaries compared with 382 in 2011.

Strengthened Single Entry Approach (SEnA) Unclogged the Docket System

The effective SEnA efforts of the POEA helped unclog the docket system as more OFWs were benefitted. In 2012, the POEA disposed 4,740 out of 5,284 requests or SEnA for a disposition rate of 89.70 percent.

The settlement rate in 2012 reached 88.07 percent benefitting 3,224 workers, majority of whom were females. Monetary awards amounted to Php 500,341.554.

Repatriation Requests Acted Upon

In 2012, the POEA acted with dispatch on 4,623 requests for repatriation of workers. The figure represented a huge 221.20 percent accomplishment over the 2,090 target.

The success rate reached 96.04 percent and repatriation expenses amounted to Php 73,746,907. The POEA's intervention in these cases paved the way for the deploying agencies to shoulder the repatriation expenses of their distressed and physically ill workers.

Good Governance and Systems Improvement

Workplace Improvement

The POEA Implemented the Green Our Dole program along with the building and office improvement projects such as the upgrading and replacement of three units elevator; construction of the Adjudication Office library; construction of Cash Division vault room; renovation of ICT Branch; repair of stair nosing and provision of handrail; renovation of male and female public comfort rooms; repair waterproofing of Balik-Manggagawa Processing Center, and; supply and installation of stainless water tank. These projects benefitted not only the OFWs and transacting public but the entire POEA community as well.



Systems Development

Balik-Manggagawa Processing Streamlined

The year saw the development and implementation of the the BM Appointment System which enabled vacationing workers to set an appointment online for the processing of their Overseas Employment Certificates (OECs). Implemented at the POEA Main Office and processing centers at Duty Free Philippines, SM Manila, and Trinoma Quezon City, a total of 10,450 returning/vacationing workers have availed of the facility



The issuance of the Multiple Travel Exit Clearance (MTEC) has been expanded since August 2012 giving the Balik-Manggagawa the option to secure more than one OEC/exit clearance during the validity of his contract. Almost 3,000 Balik-Manggagawa have availed of the MTEC.

2012 Performance Highlights

Staff Development, Recognition and Incentives

As part of the Administration's continuing efforts of developing an efficient and productive workforce fifteen (15) in-house training programs/seminars were facilitated and/or conducted benefitting a total of 487 employees

Loyalty Awards were also granted to 55 employees who rendered 10 - 40 years of service at DOLE/POEA.

Financial Management

An income of P475.99 million was generated in 2012. The amount was 131% higher than the previous year's income of 360.954 million. This was realized through an efficient collection system and prudent fiscal management.

Planning and Corporate Information Services

Timely and accurate statistical reports on OFW deployment, performance targets and accomplishments were released to the Office of the Secretary of Labor and Employment, Presidential Management Staff, DOLE Planning Service, Bureau of Labor and Employment Statistics and National Statistical Coordination Board, among others.

The POEA maintained its Secretariat functions for the POEA Governing Board, Consultative Council on Overseas Filipino Workers (CCOFW), ISO for the certification of POEA QMS, and Directorate meetings.

ISO Certification Restored

The certification of the POEA Quality Management System (QMS) under ISO 9001:2008 was successfully restored covering 16 frontline services, 11 support services and 10 general procedures ensuring shorter

and faster process cycle time in all enrolled transactions. Compliance with the Anti-Red Tape Act (ARTA) requirements has likewise been sustained.

Advocating continual process improvement, 2012 saw the completion of other computerized systems, particularly the Enhanced Case Monitoring System and Illegal Recruitment Cases Profiling.

Integrity Development Program

In line with the government's thrust to institutionalize transparency and accountability in all transactions, the POEA Efficiency and Integrity Board (EIB) was created with tripartite representation. Sitting in the Board are two members of the POEA Directorate acting as Chair and Vice Chair, representatives from the Management and Labor sectors and the Rank and File Employees Association. The EIB primarily monitors cases involving violation of the following:

- Republic Act 9845 (Anti-Red Tape Act of 2007)
- Republic Act 6713 (Code of Conduct and Ethical Standards of Public Officials and Employees)
- Republic Act 3019 (Anti-Graft and Corruption Practices Act)
- Republic Act 1379 (Forfeiture in Favor of the State any Property Unlawfully Acquired by any Public Officer and Employee)
- Republic Act 7877 (Anti-Sexual Harassment Act of 1995)
- The Board has convened for the first time for action planning.

POEA Governing Board



ROSALINDA DIMAPILIS-BALDOZ
Secretary of Labor and Employment
Chairperson



HANS LEO J. CACDAC
POEA Administrator
Vice-Chairperson



LEONARDO B. DE OCAMPO
Representative
Land-based Sector



GUILLERMINA T. GABOR
Representative
Women Sector

POEA Directorate



HANS LEO J. CACDAC
Administrator



LIBERTY T. CASCO
Deputy Administrator
Employment and Welfare



JAIME P. GIMENEZ
Deputy Administrator
Licensing and Adjudication



AMUERFINA R. REYES
Deputy Administrator
Management Services



JESUS GABRIEL C. DOMINGO
OIC-Director IV
Adjudication Office



NIMFA D. DE GUZMAN
Director IV
Welfare and Employment



MELCHOR B. DIZON
Director IV
Licensing and Regulation



NINI A. LANTO
OIC-Director IV
Pre-Employment Services

CONSOLIDATED BALANCE SHEET
PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
DECEMBER 31, 2012

Current Assets		ASSETS		
Cash				
	Cash - Collecting Officers	P	2,430,246.40	
	Payroll Fund			
	Petty Cash Fund			
	Cash, National Treasury, MDS			
	Cash in Bank, Local Currency, Current Account	<u>9,320,041.03</u>		11,750,287.43
Receivables				
	Accounts Receivables	12,227,756.65		
	Less Allowance for doubtful accounts	<u>1,396,576.61</u>	10,831,180.04	
	Due From National Treasury		212,049,207.68	
	Due From NGAs		14,795,082.91	
	Due From Regional Offices		385,341.07	
	Receivables - Disallowance/Charges		2,153,124.08	
	Advances to Officers and Employees		472,077.85	
	Other Receivables	<u>570,456.80</u>		241,256,470.43
Inventories				
	Office Supplies Inventory		4,096,701.15	
	Accountable Forms Inventory		563,594.14	
	Other Supplies Inventory	<u>371,618.15</u>		5,031,913.44
Prepaid Expenses				
	Prepaid Rent		184,108.60	
	Advances to Contractors		142,832.71	
	Other Prepaid Expenses	<u>239,800.00</u>		566,741.31
				258,605,412.61
Property, Plant and Equipment				
	Land			8,000,000.00
	Electrification, Power & Energy Structures			16,081,741.79
	Buildings	135,355,784.97		
	Less: Accumulated Depreciation	<u>59,559,482.07</u>		75,796,302.90
	Other Structures	2,695,103.25		
	Less: Accumulated Depreciation	<u>204,309.29</u>		2,490,793.96
	Office Equipment	13,772,500.70		
	Less: Accumulated Depreciation	<u>9,293,316.17</u>		4,479,184.53
	Furniture and Fixtures	16,384,548.40		
	Less: Accumulated Depreciation	<u>11,407,356.72</u>		4,977,191.68
	IT Equipment and Software	135,348,079.50		
	Less: Accumulated Depreciation	<u>101,555,359.80</u>		33,792,719.70
	Library Books	355,803.00		
	Less: Accumulated Depreciation	<u>147,507.80</u>		208,295.20
	Communication Equipment	1,131,582.25		
	Less: Accumulated Depreciation	<u>136,297.20</u>		995,285.05
	Firefighting Equipment & Accessories	20,943,081.40		
	Less: Accumulated Depreciation	<u>6,593,682.16</u>		14,349,399.24

Sports Equipment	3,894.00	3,894.00	
Other Machineries & Equipment	57,470.00	-	
Less: Accumulated Depreciation	<u>29,397.00</u>	28,073.00	
Motor Vehicles	16,191,924.41		
Less: Accumulated Depreciation	<u>8,003,626.51</u>	8,188,297.90	
Other Property, Plant and Equipment	8,188,653.06		
Less: Accumulated Depreciation	<u>5,886,626.88</u>	2,302,026.18	
Construction-in-Progress		10,585,313.52	
Items in Transit		2,463,432.55	
Other Assets		11,000.00	184,752,951.20
			<u>P 443,358,363.81</u>

TOTAL ASSETS

P 443,358,363.81

LIABILITIES AND
EQUITY

Liabilities

Current Liabilities

Accounts Payable	P 56,336,618.19
Due to National Treasury	6,085,620.39
Due to BIR	4,342,331.11
Due to GSIS	(1,041,529.61)
Due to PAG-IBIG	(14,374.32)
Due to PHILHEALTH	69,831.60
Due to NGAs	833,574.40
Due to GOCCs	4,126,694.08
Due to Central Office	(31,155.00)
Due to Other Funds	405,444.17
Performance/Bidders/Bail bonds	1,903,183.39
Other Payables	130,564,887.00

Total Liabilities

203,581,125.40

Equity

Government Equity	228,602,140.18	
Prior Years' Adjustments	5,510,661.67	
Excess of Income over Expenses	<u>5,664,436.56</u>	239,777,238.41

TOTAL LIABILITIES
AND EQUITY

P 443,358,363.81



