



MEMORANDUM CIRCULAR NO. 03  
Series of 2012

**TO: ALL LICENSED LANDBASED AND SEABASED AGENCIES**

**SUBJECT: AGENCY PERFORMANCE EVALUATION AND  
CONFERMENT OF AWARDS**

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Pursuant to Section 24, Rule II, Part II of the 2002 POEA Rules and Regulations Governing the Recruitment and Employment of Land-based Overseas Workers and Section 23, Rule II, Part II of the 2003 POEA Rules and Regulations Governing the Recruitment and Employment of Seafarers, the Administration shall evaluate the performance of licensed landbased and manning agencies covering the period from July 2009 to December 2012 for conferment of awards for their outstanding accomplishments. The Administration shall be guided by the following criteria in the selection of the Awardees:

**FOR THE PRESIDENTIAL AWARD**

**QUALIFIED AGENCIES:**

Recipients of the Award of Excellence (AOE) for at least five (5) times and are among the Awardees of Excellence in 2012.

**FOR THE AWARD OF EXCELLENCE**

**QUALIFIED AGENCIES:**

1. Agencies with valid licenses which are previous recipients of Award of Excellence or have been conferred Top Performer Awards or at least three (3) times;
2. No record of cancellation or reversal of cancellation or suspension of license or documentary suspension for failure to comply with the POEA Rules.
3. The number of complainants in pending recruitment violation cases should not exceed 1% of deployed workers, and
4. Candidates should have deployed at least 1000 workers during the period covered..

**CRITERIA:**

- a. Deployment – refers to the volume and quality of deployment of a recruitment agency during the period under review.

- b. **Technical capability** – refers to the agency’s management and recruitment capability in terms of qualifications of staff, office facilities/work environment, quality management system/ISO, electronic processing and automated system of operation.
- c. **Compliance with laws, rules, regulations and policies on overseas recruitment; welfare programs and allied services; and human resources development** – refers to the agency’s observance of laws, rules, regulations and policies on overseas recruitment with POEA, considering the number of complainants and classification of offenses committed; absence of cases filed at NLRC (Office of the Labor Arbiter and its Divisions), Overseas Workers Welfare Administration, Department of Justice (Inter-Agency Council Against Trafficking & Task Force Against Illegal Recruitment) and the National Bureau of Investigation from July 2009 to December 2012; provision of responsive welfare programs and allied services for the OFWs/seafarers, their dependents/families such as training programs, HIV/AIDS seminars/programs, extension of financial assistance, reintegration program, provision of scholarship, etc. and maintenance of human resource development plan for the workers/seafarers.
- d. **Industry Leadership** – refers to the agency’s pioneering achievement in the entry to new or emerging markets, contribution to development and formulation of policies on overseas employment program.
- e. **Social Awareness and Responsibility** – refers to agency’s socio-economic and civic programs/projects in coordination with the government or with private entities/organization.

**WEIGHT DISTRIBUTION:**

CRITERIA	WEIGHT DISTRIBUTION
Deployment	30%
Technical Capability	30%
Compliance with Recruitment Laws, Rules and Regulations, Welfare Programs and Allied Services and Human Resources Development Plan	20%
Industry Leadership <ul style="list-style-type: none"> <li>a. new country/city of destination or new skill/industry – 5%</li> <li>b. approved job orders for new and existing principals – 5%</li> <li>c. contribution to development &amp; formulation of policies – 5%</li> </ul>	15%
Social Awareness and Responsibility	5%

**CONTROLLED AND DISSEMINATED**  
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 BY CRD ON \_\_\_\_\_

## FOR THE TOP PERFORMER

### QUALIFIED AGENCIES

1. All licensed agencies which have been operating for at least four (4) years and with valid regular license;
2. No record of cancellation or reversal of cancellation or suspension of license or documentary suspension for failure to comply with the POEA Rules.
3. The number of complainants in pending RV cases should not exceed 1% of deployed workers; and
4. Candidates should have deployed at least 1000 workers during period covered.

### CRITERIA:

- a. Deployment – refers to the volume and quality of deployment of an agency during the period under review.
- b. Technical Capability – refers to the agency's management and recruitment capability in terms of qualifications of staff, office facilities/work environment, quality management system/ISO, electronic processing and automated system of operation.
- c. Compliance with laws, rules, regulations and policies on overseas recruitment; welfare programs and allied services; and human resources development – refers to the agency's observance of laws, rules, regulations and policies on overseas recruitment with POEA, considering the number of complainants and classification of offenses committed; absence of cases filed at NLRC (Office of the Labor Arbiter and its Divisions), Overseas Workers Welfare Administration, Department of Justice (Inter-Agency Council Against Trafficking and Task Force Against Illegal Recruitment and the National Bureau of Investigation from July 2009 to December 2012; provision of responsive welfare programs and allied services for the OFWs/seafarers, their dependents/families such as training programs, HIV/AIDS seminars/programs, extension of financial assistance, reintegration program, provision of scholarship, etc. and maintenance of human resource development plan for the workers/seafarers.
- d. Marketing Capability - refers to the agency's accomplishment in generating new (fresh) principals, additional job orders from its new and existing principals.

- e. Social Awareness and Responsibility – refers to agency’s socio-economic and civic programs/projects in coordination with the government or with private entities/organization.

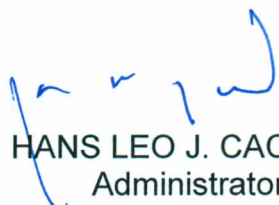
**WEIGHT DISTRIBUTION:**

CRITERIA	WEIGHT DISTRIBUTION
Deployment	30%
Technical Capability	25%
Compliance with Recruitment Laws, Rules and Regulations, Welfare Programs and Allied Services and Human Resources Development Plan	25%
Marketing Capability a. new (fresh) principals generated – 10% b. additional job orders (landbased) - 5% enrolled vessels (seabased)	15%
Social Awareness and Responsibility	5%

**TWO SPECIAL AWARDS**

1. For newcomers in the industry, special citation to agencies with exemplary performance but has been in operation for less than four (4) years. Candidates for the award are those that were issued provisional license during the period July 2009 until December 2012 and were able to upgrade their license within the one year validity of the provisional license. Deployment data and absence of cases shall be considered.
2. Special Citation will be given to agencies that manifested their corporate responsibility in exerting extraordinary efforts to ensure the welfare of the OFWs on times of crisis during the period covered.

This Circular shall take effect immediately and shall supersede all other issuances inconsistent therewith.

  
**HANS LEO J. CACDAC**  
Administrator