



**MEMORANDUM CIRCULAR NO. 9
Series of 2019**

TO : ALL CONCERNED

SUBJECT : GUIDELINES ON THE IMPLEMENTATION OF THE OFW WELFARE MONITORING SYSTEM (OWMS)

Pursuant to Section 209, Rule I, Part VIII of the Revised POEA Rules and Regulations Governing the Recruitment and Employment of Landbased Overseas Filipino Workers of 2016, Section 193, Rule I, Part VI of the 2016 Revised POEA Rules and Regulations Governing the Recruitment and Employment of Seafarers, and POEA Memorandum Circular (M.C.) No. 12, Series of 2018, the following guidelines are hereby promulgated to govern the implementation of the monitoring system.

I. DESCRIPTION AND OBJECTIVES

The OWMS is a web-based system that will be used by Philippine recruitment and manning agencies as a tool in reporting the status and condition of OFWs they have deployed. It is a sub-system and a component of the POEA's e-Services Help Desk Facility.

OWMS aims to provide the agencies with easier, faster and more convenient way of submitting monitoring reports in compliance to the reportorial requirements prescribed by M.C. 12, Series of 2018. It also intends to standardize the monitoring reports, particularly on the critical and significant incidents.

The implementation of an online monitoring system is in compliance with the government's e-Commerce Law that prescribes all government agencies to enable electronic filing, issue electronic approval, accept electronic payment, etc.

II. COVERAGE

All recruitment and manning agencies reporting the status and condition, particularly the significant and critical incidences involving the OFWs and seafarers they have deployed and are still onsite or onboard, pursuant to POEA M.C. 12, Series of 2018.

III. CREATING AND SUBMITTING REPORTS

1. Recruitment and manning agencies with existing POEA e-Services account shall simply log on to **www.apps.poea.gov.ph** to access the help desk facility. Agencies with no account yet shall request the Information and

Communication Technology Branch, this Administration, to create an account for them. The request should be made in writing.

2. The online report form can be accessed through the "Workers' Welfare" service found on the dashboard. An individual monitoring report file shall be created for each worker deployed, which shall be the sole repository of all reports on the same worker, particularly updates on his/her status and condition. WEWMD shall receive a notification whenever a report or an update is sent by a recruitment or manning agency.

Reports on significant or critical incidents shall be treated "ACTIVE" until such time that POEA would declare it "CLOSED".

3. Initial report on the status and condition of newly deployed OFWs onsite and seafarers onboard shall be done three (3) months after deployment and every quarter thereafter. However, in the event of a significant or critical incident, the deploying agency should promptly submit the report within five (5) working days from occurrence, as provided in M.C. 12, Series of 2018.

Status and condition of OFWs who have been deployed for more than three (3) months and have not yet been reported to the POEA prior to the implementation of the OWMS shall be given three (3) months from the implementation of the new system to submit.

The POEA shall identify the period for the PRAs to submit update/s on a particular case.

4. The online report form uses the dropdown list format with a menu of choices for selection. However, there are data fields that will be filled-up automatically by the system with information generated from the worker's e-Registration account.

An open data entry field shall be provided for other information needed to be reported, but not found among the menu choices. The OWMS shall also provide a facility for the agencies to attach supporting documents in PDF format.

5. Upon clicking the "**submit**" button, the report will be transmitted to the database of monitoring reports received and shall be considered as an official submission of the reportorial requirement of POEA M.C. 12, Series of 2018.
6. Any revision on a report already submitted must be requested officially in writing with the Welfare Services Branch, this Administration.

IV. MANAGEMENT OF REPORTS

1. The Workers Education and Welfare Monitoring Division (WEWMD) of the Welfare Services Branch, this Administration, the unit in-charge of implementing the Monitoring of Deployed OFWs Welfare program, shall be

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responsible in managing every report submitted by the manning and recruitment agencies.

WEWMD shall receive an automated notification from the OWMS whenever a report is submitted by an agency. WEWMD shall then evaluate the report and mark it "**noted**" if no follow-up action is required, otherwise, WEWMD shall undertake any of the following:

- 1.1 Comment on the report using the system's open date field for:
 - 1.1.1 Clarification;
 - 1.1.2 Request the concerned agency for additional actions, supporting documents or further updates; or
 - 1.1.3 Request the agency to appear personally for a clarificatory meeting.
 - 1.2 Endorse/forward the report to other POEA units or government agencies. WEWMD shall generate a hard copy of the report for endorsement purposes.
2. WEWMD shall generate data and other statistical requirements using the feature provided in the system.
 3. WEWMD shall also analyze the reports received from the recruitment and manning agencies and submit regularly to the Administrator an analysis report. It shall likewise provide the management with technical assistance and recommendations vital to policy making, based on the information gathered from the agencies' submitted reports.

V. LIABILITY

Licensed recruitment and manning agencies found violating the provision of this Circular, shall be subject to administrative sanctions in accordance with the Schedule of Penalties under existing POEA Rules and Regulations.

VI. EFFECTIVITY

This circular shall take effect on 01 OCT 2019 2019.

For strict compliance.


BERNARD P. OLALIA
Administrator

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