



Philippine
Overseas
Employment
Administration

Republic of the Philippines
Department of Labor and Employment
BFO Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1501
Website: www.poea.gov.ph E-mail: info@poea.gov.ph
Hotlines: 722-1144, 722-1155



MEMORANDUM CIRCULAR No. 21
Series of 2020

TO : ALL CONCERNED

SUBJECT : ***"NO APPOINTMENT, NO ENTRY" POLICY AND USE OF THE POEA ONLINE APPOINTMENT SYSTEM (POAS) FOR THE PURPOSE***

A. RATIONALE

In view of the increasing threat of contaminating the workplace with CoViD-19, a ***"No Appointment, No Entry"*** policy is hereby imposed upon all external clients/visitor, in the hopes of minimizing face-to-face transactions.

To the greatest extent possible, all routine/regular/ordinary transactions should be conducted using the Agency's online systems. Those who could not avoid conducting face-to-face transactions are directed to use the POEA Online Appointment System (POAS) to secure an appointment prior to the day of visit. The resulting appointment slip serves as proof of permission for entry, subject to compliance to minimum health safety protocols.

B. COVERAGE

This policy covers all external clients of the Agency and individuals whether private or holding public office, Philippine or foreign citizens, who are intending to visit POEA offices/premises, except for the following:

- 1) Balik Manggagawa OFWs and/or those using the BM Online Appointment System;
- 2) OFWs/Individuals using the Records Online Appointment System;
- 3) Liaison Officers of recruitment agencies intending only to submit/deposit documents on prescribed drop boxes as per Advisory No. 64 & 65, series of 2020. Otherwise, ingress into the Blas F. Ople Building shall require an appointment slip;
- 4) Employees/officials of government agencies, private corporations who are participating in the One-Stop Shop Center for OFWs (OSSCO);
- 5) Employees/officials of PEMPCO/Canteen/Concessionaires/Security and Utility personnel of this Agency;

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Administrative Branch
Central Records Division

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C. **GUIDELINES**

- 1) Personal appearances before the POEA shall only be reserved for transactions that need verification of the identity of person and/or when the submission/receipt of an important document/item cannot be relegated to online submission. Otherwise, to the greatest extent possible, routine/common/regular transactions should be conducted online using the appropriate POEA online systems;
- 2) An appointment shall be mandatory prior to visiting any office of the Agency. Hence, without any appointment, the concerned visitor/individual/party shall not be allowed entry/ingress/admittance into POEA offices/premises;
- 3) The main tool used for booking an appointment shall be the **POEA ONLINE APPOINTMENT SYSTEM (POAS)** that can be accessed through the POEA Website. Once at the POAS Home Page, the visitor shall fill-up required introductory information regarding who the visitor/client and selecting the available appointment schedule/time slot. Thereafter, the system shall print the appointment sheet and present the same to the guard-on-duty at the POEA main entrance, on the day of the visit. Appointment slips from the systems of BM Online and the Central Records Section shall likewise be acceptable. During the pandemic period, a Health Declaration Form shall likewise be required and the same is accessible through the POAS;
- 4) POEA Security Guards at the main entrance shall require visitors to present their valid appointment slips, and to deny entry/ingress to those who do not have a valid appointment slip. Appointment slips are valid within the day of the appointment. Tardiness/late arrivals shall still be allowed entry/ingress subject to the queueing rules of the specific office they are visiting;
- 5) Verification of identity of the visitor shall be conducted by the concerned receiving offices/unit, by requiring the visitor to present his/her declared identification document/s appearing on the appointment slip. The receiving office/unit may reject a visitor if the latter is not able to verify or provide acceptable identification documents. A rejected appointment/visit is also categorized as a cancelled appointment;
- 6) Visitors are only allowed to visit the office/unit that they have manifested in their appointment slips. Undeclared visits or side-trips shall not be allowed when there are no justifiable reasons. Hence, it is important for clients/visitors intending multiple destinations to several POEA offices/units, to indicate in the POAS the different offices that they intend to visit;
- 7) If during the preliminary verification of the appointment it was found that the client visited the wrong office/unit with respect to his/her purpose, or the receiving office is not in the position to provide the services needed by the visitor/client, the visitor/client may request the originally visited office/unit to endorse him/her to the correct office/unit. Such endorsement can only be accorded to the same visitor/client, once. Preceding requests for endorsement shall be considered as Appointment Skimming or the act of providing wrong appointment details/intentionally misdeclaring the destination and/or purpose of the appointments in order to avail the endorsement protocol as a "fastlane" to the target office/unit. Such practice shall

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be prohibited since it overrides intended controls and is therefore considered an abuse of the system;

- 8) Appointment slips generated from the BM Online and Central Records Section are single-access instruments. Meaning, they are only allowed to visit the specific office provided by the specific appointment system. Individuals holding these single-access instruments are expected to egress POEA premises immediately after they complete their transactions. Trips to common areas in the same floor, such as comfort rooms, canteen area, ATM machines and lobby information desk, shall not be restricted;
- 9) Once an appointment has been completed, the POEA personnel assigned to update their POAS account shall indicate therein that the subject appointment has been completed. By changing the status of an appointment to "completed", the POAS counts the same as an accomplishment of the concerned office and an accomplishment report is generated by the system at the end of every month for purposes of evaluating office performance, client satisfaction, planning and cycle time analysis.

D. POEA ONLINE APPOINTMENT SYSTEM

The POEA Online Appointment System is an in-house developed web-based application intended to control the volume of clients accommodated by each office, in compliance to social distancing and other health safety protocols. The system also allows the concerned destination-office/unit to prepare for whatever the visitor/client may require of the concerned office. As a general-purpose appointment system useful for most, if not all offices of the POEA, the system takes the introductory information of the visitor, the office/offices the visitor intends to visit and the purpose thereof. For administrative control and security purposes, the Administrative Branch shall be the business process owner of the POAS. The features of the system are as follows:

- 1) Except for selected high-volume and/or security-sensitive offices, the branch is responsible for setting their own ceiling of the number of visits per day. During the pandemic period, that ceiling should not exceed the prescribed public health protocol ceiling (25% of full capacity, during enhanced community quarantine; 50% during general community quarantine). After the pandemic, the concerned branch may set their visitorial ceilings to normal capacity;
- 2) Individuals given accounts to access the POAS shall use said system only for the purpose it was intended. The same shall not attempt or take action to alter/change/hack the subject program for which they are not authorized;
- 3) The roles for setting/adjusting the number of appointments per day, the updating of an appointment entry, the cancellation of an appointment, and the completion of an appointment are assigned to different individuals. However, if there is manpower shortage in a particular branch/office/unit, the setting and cancellation roles may be assigned to one person, while the updating and completion roles may be assigned to another, or a different combination thereof may be allowed as long as no single individual has total control of the entire online appointment process;

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- 4) POAS has a report generation module which tallies the total visits of the concerned office. This report can be used for accomplishment reporting and performance evaluation purposes.
- 5) All personnel who were given roles in administering the POAS are expected to following Data Privacy rules, except when there is reason to believe a visitor/client is suspected to be infected or suspected to have been exposed to CoViD-19 and necessitates contact tracing. In such cases, the concerned personnel shall inform the Data Privacy Office of such matters and to cooperate with contact tracing efforts;
- 6) All email accounts currently used for setting appointments shall be discontinued since emailing facilities are not able to print any appointment slips. Emailing facilities shall be used for the original purpose they were designed for;
- 7) Data gathered from POAS shall have a default life span of one (1) year unless identified by the concerned office/the Data Privacy Officer, to be retained for a longer period of time, on account of legitimate purpose.

E. REPEALING & SEPARABILITY CLAUSE

All other issuances contrary to this instrument are hereby deemed amended/repealed, accordingly.

If a provision/paragraph of this instrument is amended/repealed. All other provisions/paragraphs no explicitly amended/repealed shall remain in effect.

F. EFFECTIVITY

This instrument shall take effect 15 days after posting on the POEA website.

Issued this ___ day of September 2020, City of Mandaluyong.


BERNARD P. OLALIA
Administrator

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