



Philippine
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Employment
Administration

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PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION
Administrative Branch
Central Records Division
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MEMORANDUM CIRCULAR No. 05
Series of 2022

TO : All Overseas Filipino Workers, Filipino Job Seekers, POEA Employment Branch and Regional Offices/Regional Extension Units/Satellite Offices/One-Stop Shop Centers For OFWs (OSSCOs), Labor Assistance Centers (LACs), Philippine Overseas Labor Offices (POLOs)

SUBJECT : Full Decentralization of Updating/Editing of OFW Data thru the HelpDesk System and E-Registration System

In the exigency of the Service the POEA, the updating/editing of OFW data/record shall now be decentralized to include the records/accounts of new hires, direct hires, government-placed workers and aspiring OFWs.

Effective immediately, the updating/editing of OFWs data/record may be done/requested at the nearest regional offices/ regional extension units/satellite offices/OSSCOs and POLOs, thereby amending paragraph 7, Section D of Memorandum Circular No. 15, series of 2021 to read as follows:

“xxx 7) Regional offices/regional extension units/ satellite offices/OSSCOs and POLOs shall be authorized to process HelpDesk tickets for e-Registration account concerns of all types of OFWs, including:

- a) New/aspiring OFW-applicants (job seekers);*
- b) Agency Hire Workers;*
- c) Direct Hire Workers; and,*
- d) Government-to-Government arranged OFWs.”*

Furthermore, the following provisions are hereby promulgated to support the full decentralization of the updating/editing function to authorized processing centers, as follows:

A. GENERAL RULES IN UPDATING/EDITING OFW INFORMATION/RECORDS

- 1) **Pre-Deployment Data versus Post-Deployment Data.** It is imperative that regional offices/regional extension units/ satellite offices/ OSSCOs/ POLOs should distinguish between updating/editing requests involving Pre-Deployment Data and Post-Deployment Data. The OFW information on the e-Registration System that inputs into the OEC processing systems, are considered Pre-Deployment Data. Once the OFW deploys to their overseas destinations, the same OEC data then becomes part of Post-Deployment Data and, in turn, inputs into the Verification System to generate the OFW Information Sheet. This latter, back-end process is managed by the Central Records Division (CRD).
- 2) Pre-Deployment Data is governed by the currency of correct information to ensure the accuracy of the OEC being generated. That, the slightest discrepancy in OFW information in the OEC may cause delays and even possible off-loading. Hence, updating/editing of such information is allowed under this instrument.

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- 3) Post-Deployment Data however, is governed by the principle of information preservation wherein information of deployed/utilized OECs are preserved in its natural state, for posterity, regardless whether the information contained in the OECs are correct or incorrect. The overriding consideration in this records management aspect is the consistency of the information over time, at the moment it was submitted to the POEA and "consummated" thru deployment. By preserving the natural state of information, we are able to build a permanent, consistent, and reliable record of what transpired.
- 4) **Preservation of historical information.** Hence, information/records under post-deployment are not subject to updating/correction/editing/alteration/deletion. Except, under highly technical circumstances, such as but not limited to errors/ glitches generated during or after data migration where the subject data was originally present but was lost/altered/corrupted in the transfer. Under such circumstances, the affected OFW may request the authorized processing centers to render intervention by filing the necessary HelpDesk ticket and attached the evidences which would support their contention.
- 5) Given the above arguments, Annex "A", Table 1: E-Registration Access Level of MC 15, series of 2021 is hereby clarified to preclude all regional offices/ regional extension units/satellite offices/OSSCOs/POLOs from updating/editing/correcting/ deleting/altering the OFW Information Sheet/Record, after deployment.

B. THE E-REGISTRATION ACCOUNT:

- 1) The E-Registration Account is the primary digital entry point of all jobseekers and OFWs in their journey to apply for overseas employment. Hence, utmost protection should be given in ensuring the integrity of the database.
- 2) Each jobseeker/OFW shall be assigned only one e-Registration account, and shall remain his/her permanent overseas employment account, with an assigned e-Registration Number, for the rest of his/her employable years.
- 3) The e-Registration System operates under the principle of maintaining one (1) email account, per e-Registration account.
- 4) Assigning multiple email accounts to an e-Registration account causes error. Hence, such practice is strictly prohibited. The same mechanics hold true for shifting BM Online records to the e-Registration System.
- 5) When an individual/jobseeker/OFW has more than one e-Registration account and/or more than one email account/BM Online Account, the Employment Branch and all other authorized processing centers are directed to maintain only one active-main email account/BM Online Account of the concerned OFW, by consolidating the different emails/BM Online accounts.

C. RULES IN RECONCILING/CONSOLIDATING MULTIPLE E-REGISTRATION ACCOUNTS/EMAIL ACCOUNTS/BM ONLINE ACCOUNTS

- 1) **Verifying Account Ownership.** When processing a HelpDesk ticket for multiple accounts, the concerned evaluator/processor should first determine if all of the multiple accounts displayed by the e-Registration System belongs to the concerned OFW who filed the HelpDesk ticket. Great care must be exercised to ensure that the legitimate E-Registration account/email accounts/BM Online account of other OFWs are not affected or unduly included in the reconciliation/consolidation efforts of another OFW.

- 2) To the greatest extent possible, the evaluator/processor should involve the concerned individual/jobseeker/OFW to confirm the ownership of selected multiple accounts and/or contracts that may be stored therein. This confirmation by the requesting individual/jobseeker/OFW shall be manifested electronically on the system and shall be considered an official manifestation pursuant to Republic Act 8792, otherwise known as the "*Electronic Commerce Act of 2000*". Thereafter, the appropriate system shall proceed to automatically reconcile/consolidate all labor contracts/documents found in the selected multiple accounts.
- 3) Corollary thereto, the submission of a Notarized Undertaking/Affidavit of "*One and the Same Person*" or similar evidences relative to multiple accounts where different labor contracts/ documents were found in the multiple accounts, shall no longer be required since identity verification and ownership of multiple emails/accounts have been established online.
- 4) **Mandatory consolidation of discovered multiple accounts.** When multiple accounts are discovered by the POEA prior to the filing of a HelpDesk ticket by the concerned individual/jobseeker/OFW, the concerned POEA office who made the discovery is authorized to initiate consolidation efforts by officially informing the concerned party regarding the matter and proceed to verify the ownerships of the identified multiple accounts before effecting consolidation. Coordination with the concerned OFWs is preferred, in order to reduce the risk of committing errors in the consolidation efforts. However, consent is not necessary in consolidating multiple accounts nor is it an option for the concerned OFW to disallow such corrective actions because multiple accounts degrade database reliability and system performance, as well as bypasses established internal controls against illegal recruitment and recruitment violations.
- 5) **Multiple e-Registration Accounts.** Processing centers handling cases of multiple e-Registration accounts shall retain the earliest e-Registration account created, and all e-Registration accounts created thereafter shall be subsumed to the former. All contracts present in the latter e-Registration accounts shall be subject to the concerned OFW's confirmation as per paragraphs (1) and (2), Section C hereof.
- 6) For multiple accounts reported by the concerned OFW thru the appropriate HelpDesk ticket, the reglementary period for confirming contract details, shall be two (2) calendar days. For multiple accounts proactively discovered by the POEA and/or its authorized processing centers, the reglementary period for confirming contract details shall be five (5) calendar days from the day the email notifications were sent. On both cases, after the reglementary period, the appropriate module of the E-Registration System shall automatically consolidate the contracts found in the multiple e-Registration Accounts, provided there is sufficient information that clearly establishes the ownership of the identified multiple accounts. After consolidation, the excessive e-Registration Accounts shall be deactivated and archived.
- 7) **Multiple Email/BM Accounts.** Processing centers handling, cases of multiple emails/BM Accounts or an E-Registration account was found to be appended or attached to several email accounts/BM accounts, the concerned processor/evaluator shall retain the latest email/BM account created, and all email accounts/BM accounts created prior thereto shall be subsumed to the former. All labor-related documents shall be consolidated to the selected active-main email account/BM account. Consolidation of the excess email accounts/BM accounts shall be conducted automatically by the appropriate module of the e-Registration System. Excess email accounts/BM accounts shall be deactivated and archived.

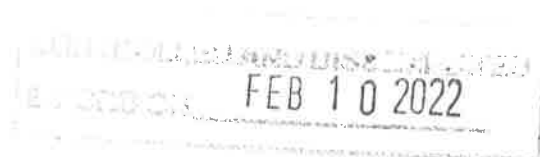
- 8) **Holding Period.** Once consolidated, all multiple accounts shall be deactivated. A holding period of six (6) months shall be accorded to enable concerned OFW to manifest any motion for correction/restoration if an error/mistake was committed during the account consolidation process. After the holding period, the multiple accounts shall be archived.
- 9) After consolidation of accounts have been rendered, it shall be the responsibility of the OFW to examine the correctness of the resulting active-main account and to report/inform the POEA if errors were committed in the reconciliation/consolidation of accounts.
- 10) Excess/reconciled/consolidated/archived E-Registration accounts shall no longer be re-issued.
- 11) **Accountability.** In general, any oversight committed by a POEA/POLO evaluator/processor should be corrected/rectified by the same subject evaluator/processor. Only when in the exigency of the service that immediate action is needed, the immediate supervisor/superior of the concerned evaluator/processor shall give the permission for a different evaluator/processor to render the necessary corrections/ restorations.
- 12) **Repeated Creation of Multiple Accounts.** Individuals/job-seekers/OFWs who continue to create multiple accounts after their previous HelpDesk ticket for the consolidation of multiple accounts has been resolved, shall be liable for possible disciplinary action. Continuous creation of multiple accounts is regarded as a willful/intentional/abusive act of degrading the integrity of the POEA database and/or the efficiency of the e-Registration System or any system that may be utilizing the subject OFW data.
- 13) Similarly, LRAs/LMAs that continue to create multiple accounts for whatever reason, shall also be liable for disciplinary action/s.
- 14) The ICT Branch is hereby authorized to file the appropriate complaint against parties who continue to create multiple accounts stated in this instrument.
- 15) **Amendment of Memorandum Circular No. 12, series of 2021.** Given the above provisions, par. 3, Section B of Memorandum Circular No. 12, series of 2021 regarding the submission of Letter of Explanation for multiple accounts, is hereby repealed. All other provisions of said MC shall remain in effect.

D. ENCODING OF DEPLOYMENT DATES ON THE E-REGISTRATION ACCOUNT

- 1) **Qualification.** Deployment dates are conditionally exempted from the prohibitions of Section A hereof, because of the technical challenges and issues that occasions the capture of electronic deployment information. Hence, encoding of deployment dates shall be allowed from 04 July 2013 up to 01 July 2019. Thereafter, the deployment dates provided by the Bureau of Immigration (BI, for brevity) shall have primacy over all other data sources.
- 2) Encoding of deployment data shall be allowed under the following rules:
 - a) Deployment dates from 04 July 2013 to 01 July 2019 that were not captured, may be requested for encoding by the concerned OFW by requesting a visitorial appointment with the nearest POEA office and present the necessary evidentiary requirements.

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- b) Deployment dates prior to 04 July 2013 shall not be allowed to be encoded on account of paragraphs (3) & (4) Section A; paragraph (1) Section D of this instrument; and, the lack of basis because the POEA-BI MOA for data sharing did not exist prior to said date.
- c) Deployment dates after 01 July 2019 shall be sourced from the POEA-BI data sharing facility. However, only under rare and technical circumstances when said facility failed to capture the deployment date of an OFW shall it be allowed for the affected OFW to encode a deployment date, by filing the necessary HelpDesk ticket and attaching the appropriate evidentiary document to prove the claim.
- d) Regional offices/regional extension units/satellite offices, and POLOs are allowed to encode deployment dates assigned to them through the HelpDesk. OSCCOs are excluded from updating/encoding deployment dates.
- e) For OFWs in the National Capital Region, the deployment date shall be updated/encoded as follows:
- Balik Manggagawa Workers shall be handled by the BM Processing Division;
 - New Hires, Direct Hires, and Government-to-Government Placed Workers shall be handled by the ICT Branch.
- 3) **Evidentiary requirements.** The primary evidentiary requirement for the encoding of the deployment date is the original passport of the concerned OFW, specifically the pages displaying the correct and legible identity information thereof, and the BI-stamped departure date in question. Once the concerned POEA/POLO personnel is satisfied with establishing the identity of the OFW and the validity/authenticity of the presented passport, the same shall proceed to take a high-resolution photocopy of said evidence, capturing the pages displaying the identity of the concerned OFW and the pages indicating the departure dates in question. Thereafter, the concerned POEA/POLO personnel shall vet the photocopy by noting the following information on the appropriate notation box of the HelpDesk case:
- Date the evidence was vetted
 - Vetting/Notation – “Photocopy of the original passport presented and verified”
 - E-Signature of the concerned POEA/POLO personnel or log-in credentials of the POEA processor/evaluator
- 4) Licensed recruitment agencies/manning agencies who are updating the deployment status/date of their OFWs shall be required to submit a notarized undertaking attesting to the correctness/ authenticity of the deployment dates they are providing. Repeated errors or repeatedly providing incorrect deployment dates shall disqualify the concerned LRA/LMA from this privilege, without prejudice to the filing of appropriate charges against the concerned LRA/LMA.
- 5) **Prohibition.** Regional offices/regional extension units/satellite offices/POLOs are prohibited from editing/changing/altering deployment dates when there is already an existing/encoded/ present deployment date in the record of the concerned OFW. OFWs/hiring agency that would contest the existing deployment date are requested to file the appropriate HelpDesk ticket to the ICT Branch, attached their respective evidences to establish the incorrectness/inaccuracy of the existing deployment date.



E. DOCUMENTARY REQUIREMENTS FOR SELECTED SERVICES UNDER THE HELPDESK SYSTEM AND/OR E-REGISTRATION SYSTEM INVOLVING THE CORRECTION OF PRE-DEPLOYMENT RECORDS

- 1) **Evidentiary sufficiency.** Online requests, in general, especially those requiring the changing/encoding/correction of an existing information on an OFW's record should be adequately evidenced to support the contention of the requesting party. The evidence should be sufficient and relevant in substance as to satisfy the main issues surrounding the request and/or dispel any questions or doubt on the lawfulness/appropriateness of the request made.
- 2) **Basic requirement.** Editing/correcting/update pre-deployment data/record shall have two basic requirements, regardless the nature of assistance/services needed by the OFW/requesting party:
 - a) Filing the appropriate HelpDesk Ticket; and,
 - b) Uploading a valid Philippine passport showing the identity of the OFW/requesting party. However, if one has already been provided there shall be no further need to request the same unless the currently uploaded Philippine passport has expired.
- 3) If the submitted documents do not satisfy the needed evidentiary integrity or sufficiency the concerned POEA officer/POLO officer may request for additional documents to augment/ supplement the same. In the case of POLOs, analogous foreign-issued documents that can establish identity/employment/source/jurisdiction/ intent shall be made acceptable when vetted by an authorized POLO.
- 4) **Correction/updating/editing of name, birthdates, and gender.** Correction of name, birthdates, and gender shall follow the format of the presented valid Philippine Passport with respect to the OEC only. For all other POEA documents such as the OFW Information Sheet, POEA rules shall apply. When a valid Philippine Passport is not available, secondary documents such as the Philippine Statistical Authority-issued birth certificate shall suffice.
- 5) **Correction/updating/editing of civil status.** A PSA-certified Marriage Certificate shall be required for those declaring/changing their civil status to "*Married*"; and, a PSA-certified "*Certificate of No Marriage (CENOMAR)*" for those declaring/changing their civil status to "*Single*". For other changes in civil status, the corresponding evidentiary requirements are as follows:
 - a) Widow/widower - Death certificate of the deceased spouse
 - b) Single (due to annulment) - Certified true copy of court ruling
- 6) A module shall be developed in the E-Registration System that will monitor the number of changes made for every personal data that are regarded as permanent, except for "*civil status*". The same module shall search/detect patterns of updating/editing/ changing/correction of personal data that may be akin to misrepresentation. Updating/editing/changing/correction of name, birthdate, gender shall be deemed as one-time event. In excess thereof shall be regarded as prima facie evidence of misrepresentation and shall subject the concerned OFW to disciplinary action.
- 7) **Authority to certify OFW records.** Pursuant to POEA Advisory No. 15, series of 2021, heads of regional offices/ regional extension units/satellite offices and OSSCOs are authorized to certify the correctness and authenticity of OFW Information Sheets/Records that were issued/generated by their office. The same authority is extended to authorized POLO officers to certify OFW Information Sheets/Records issued/generated by their office using POEA systems.

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- 8) **Request For Account Password Reset.** Request for resetting of passwords shall not require any additional documentary evidence if the requesting party is the user-OFW himself/herself and the same has uploaded his/her valid Philippine passport. However, if the requesting party is an immediate family member (spouse, children, parent, sibling/s) or an authorized third party (friend, co-worker, colleague), the following documents shall be required prior to acting upon the HelpDesk Ticket:
- a) Hand-written authorization letter from the account-owner, with his/her signature
 - b) Any government-issued ID or valid company/school ID of the representative
 - c) Valid ID of the account-user
- 9) **Change Of Email Address/Email Account.** When an individual/jobseeker/OFW is unable to access and/or recall the email address he/she used in creating his/her e-Registration Account, and the same has given consent to replace the current email account from the e-Registration System, the usual identity verification procedures and uploading of latest valid passport shall be required. Thereafter, the current email in question shall be removed from the system and replaced with a new email address.

F. AUTHORITY OF ONE-STOP-SHOP CENTERS FOR OFWS

The authority of One-Stop-Shop Centers for OFWs (**OSSCOs**, for brevity) shall be limited to that which has already been provided under Memorandum Circular No. 12 and 15, series of 2021.

G. SEPARABILITY CLAUSE

Should other instruments be issued in the near future amending/repealing specific provisions of this instrument, the provisions that were not affected shall remain in full effect, unless this circular is repealed in its entirety.

H. REPEALING CLAUSE

All other memoranda circulars, advisories, and administrative issuances that are contrary to the provisions of this Circular are hereby amended/repealed, accordingly. All other provisions of Memorandum Circular No. 12 and 15, series of 2021 that have not been amended/repealed by this Circular shall remain in full effect.

This Circular takes effect immediately, until further instructions.


BERNARD P. OLALIA
Administrator

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