



NEWS RELEASE

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POEA's case management system benefited more workers

Administrator Rosalinda Dimapilis-Baldoz said the Philippine Overseas Employment Administration has found an effective way to manage administrative complaints lodged at the POEA through the combined voluntary conciliation and compulsory arbitration where cases are resolved promptly and brings a windfall to the aggrieved party.

Baldoz said more workers are now using the voluntary mode of resolving administrative complaints, which could add up to the existing adjudication cases filed at the POEA docket division if not resolved immediately.

In 2007, POEA handled a total of 3,047 complaints for voluntary conciliation. Of this number, 2,905 were disposed and 1,920 were settled. This alternative mode of settling dispute resulted to a disposition rate of 95.3% and settlement rate of 63%.

Baldoz said 2,035 workers benefited from this preferred mode of settlement which amounted to P51.934 million, US\$46,327.00 and HK\$3,800, the highest so far since 2002 when voluntary conciliation as mode of conflict resolution was introduced by POEA.

As of end-December 2007, the POEA disposed a total of 3,145 compulsory adjudication cases, out of 6,017 handled for the period or a disposition rate of 52.3%.

However, Baldoz said that despite the low disposition rate the number of OFWs satisfied and benefited from compulsory arbitration of cases increased by 19% to 448 from the previous 376 in 2006. The disposition of cases also translated to increased income collected as fines through voluntary compliance of agencies (P640,000.00), as refund to workers paid through voluntary compliance (P246,330.00 plus US\$161.54), and as monetary awards satisfied through enforcement (P7.02-M). ###