

News Release  
27 October 2016

## Number of clients served at POEA One-stop Service Center for OFWs (OSSCO) reaches 137,429

From August 15 to October 21, 2016, a total of 137,429 OFWs have been served at the One-Stop Shop/Service Center for OFWs (OSSCO) at the lobby of POEA Main Office in Mandaluyong City.

Labor Secretary Silvestre Bello III opened the one-stop center on August 15 in response to President Rodrigo Duterte's directive to make it easier for OFWs to avail the services of the government. At OSSCO, all government frontline services were made accessible to Filipinos who are currently working or planning to work overseas.

The one-stop service center was also seen to reduce transportation expenses of OFWs and shorten the processing time of their documents.

14 government agencies compose the OSSCO at the POEA. The table below shows the center's accomplishments for the period.

Agency Name	Services Provided	No. of Clients Served
1. Department of Foreign Affairs (DFA)	Pre-processed passport applications referred to DFA NCR-Central for processing	2,878
	Other Consular Service Information	1,107
	Response to Queries	6,817
		<b>10, 802</b>
2. Philippine Overseas Employment Administration (POEA)	Documentation of Workers-On-Leave /Balik Manggagawa	25,582
	Response to Queries	9,873
		<b>35,455</b>
3. Overseas Workers Welfare Administration	Processing of OWWA Membership/Renewal	14,124
	Response to Queries	13,239

(OWWA)		
		<b>27,363</b>
4. Technical Education and Skills Development Authority (TESDA)	Assistance for Competency Assessment	292
	Assistance for Certification and Authentication of Verification	89
	Assistance for the Renewal of National Certificates	46
	Assistance for Replacement of National Certificates (NC) and Certificates of Competency (COC)	15
	Training Assistance and Scholarship Program	347
	Response to Queries	302
		<b>1,091</b>
5. Professional Regulations Commission	Issuance of Professional License (Referred to Robinson's Galleria Satellite Office)	628
	Response to queries	41
		<b>669</b>
6. Maritime Industry Authority (MARINA)	Issuance/Revalidation of Seaman's Book	1,641
	Issuance of SIRB Application Form	2,112
	Response to queries	2,002
		<b>5,755</b>
7. Home Development Mutual Fund (HDMF)	Processing of Pag-IBIG Membership	8,716
	Screening of Pag-IBIG Loyalty Card	343
	Response to queries	143
		<b>9,202</b>
8. Philippine Health Insurance Corporation (PHIC)	Payment of Philhealth Contribution	
	Member Registration and Updating	13,957
	Response to queries	
		<b>13,957</b>
9. Social Security System (SSS)	Registration and Membership Data Amendment	480
	Acceptance of Benefit and Loan Claim Applications	14
	Contribution/Loan Status Verification	4,387
	UMID Enrollment	44
	Response to queries	17,472
		<b>22,397</b>
10. Philippine Statistics Authority (PSA)	Processing and Copy Issuance of:	
	Certificate of Birth	1,384
	Certificate of Marriage	311
	Certificate of Death	23
	Certificate of No Marriage (CENOMAR)	517
	Response to queries	1,339
		<b>3,574</b>
11. Bureau of Immigration	Departure Clearance Information	175
	Response to queries	408
	<b>Not updated</b>	<b>583</b>
12. National Bureau of Investigation	Issuance of NBI clearance	4,669
	Response to queries	0
		<b>4,669</b>
13. Commission on Higher Education (CHED)	Processing of Application for Certification, Authentication and Verification (CAV) of school documents	173



	CAV Released	112
	Response to queries	503
		<b>788</b>
14. Tourism Infrastructure and Enterprise Zone Authority (TIEZA)	Travel tax Payment	70
	Processing of Travel Tax Exemption and Reduced Travel Tax	314
	Response to Queries	262
		<b>646</b>
15. Philippine National Police (PNP)	Help Desk to cater the concerns of the OSSCO clients	125
	Response to queries	283
		<b>408</b>
16. Bureau of Internal Revenue	Issuance of TIM to OFWs under EO 98	
	Verification of TIN numbers	35
	Provide pertinent BIR Forms	
	Response to reference queries	35
	Total	<b>70</b>
	<b>Total</b>	<b>137, 429</b>

**B.** From August 15, 2016 to October 23, 2016, the 24/7 Hotlines have served a total of **15,092**

