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



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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
Agency Ivaille	Octivides i Tovided	Served
Department of Foreign Affairs (DFA)	Pre-processed passport applications	2,878
	referred to DFA NCR-Central for processing	
	Other Consular Service Information	1,107
	Response to Queries	6,817
		10, 802
2. Philippine Overseas Employment Administration (POEA)	Documentation of Workers-On-Leave /Balik	
	Manggagawa	25,582
	Response to Queries	9,873
		35,455
3. Overseas Workers	Processing of OWWA Membership/Renewal	14,124
Welfare Administration	Response to Queries	13,239





4. Technical Education and Skills Development Authority (TESDA) Assistance for Certification and Authentication of Verification and Authentication of Verification and Authentication of Verification and Certificates Assistance for Replacement of National Certificates (NC) and Certificates of Competency (COC) Training Assistance and Scholarship Program Response to Queries 30 5. Professional Regulations Commission Response to Queries 40 6. Maritime Industry Authority (MARINA) Issuance of Professional License (Referred to Robinson's Galleria Satellite Office) Response to queries 40 6. Maritime Industry Authority (MARINA) Issuance of SiRB Application Form 2,111 Response to queries 5,75 7. Home Development Mutual Fund (HDMF) Response to queries 5,75 8. Philippine Health Insurance Corporation (PHIC) Payment of Philhealth Contribution Member Registration and Updating 13,95 Response to queries 13,95 Amendment Acceptance of Benefit and Loan Claim Applications Contribution/Loan Status Verification 4,38 Authority (PSA) Processing and Copy Issuance of: Certificate of Birth Certificate of Marriage 31 Certificate of Marriage 31 Certificate of Death 22,09 Certificate of Marriage (CENOMAR) 51 Response to queries 1,33 11. Bureau of Immigration Processing of Application for Certification, 4,66 12. National Bureau of Issuance of NBI clearance Information 17 Response to queries 4,66 13. Commission on Processing of Application for Certification, 4,66	(OWWA)		
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Response to queries			628
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Acceptance of Benefit and Loan Claim Applications Contribution/Loan Status Verification			
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Contribution/Loan Status Verification			
Response to queries			4,387
10. Philippine Statistics		UMID Enrollment	44
10. Philippine Statistics		Response to queries	17,472
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			470
(CHED) SCHOOL documents		,	173
	(UHED)	school aocaments	





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

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

