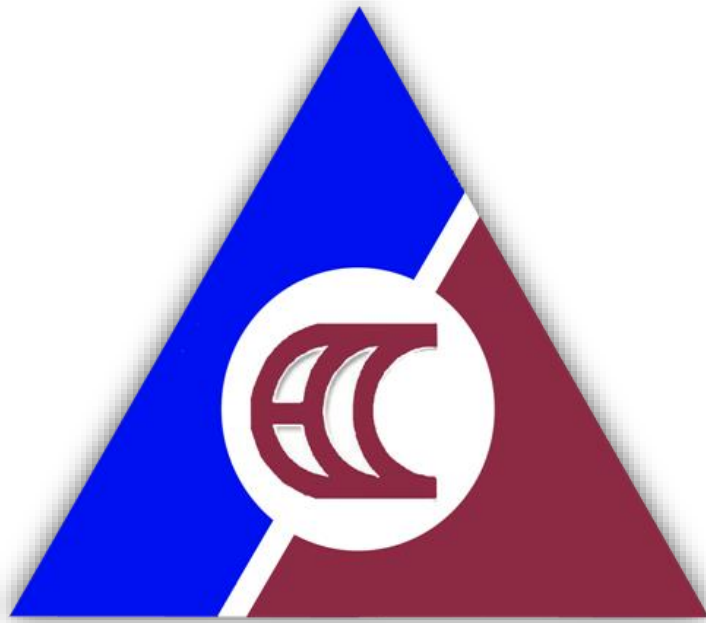


REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF LABOR AND EMPLOYMENT
EMPLOYEES' COMPENSATION COMMISSION
4/F - 5/F ECC Bldg., 355 Sen. Gil J. Puyat Avenue, Makati City



CITIZEN'S CHARTER

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THE EMPLOYEES' COMPENSATION PROGRAM (ECP)

Comprehensive program to provide compensation benefits to Occupationally Disabled Workers (ODWs) and their beneficiaries for disability or death resulting from occupational diseases or injuries.

TYPES OF BENEFITS UNDER THE ECP:

- ◆ Disability benefits and medical reimbursement;
- ◆ Rehabilitation Services;
- ◆ Career's Allowance (for the private sector); and
- ◆ Death and Funeral benefits

THE STATE INSURANCE FUND (SIF).

- ◆ Source of compensation benefits;
- ◆ The employers' contributions constitute the SIF; and
- ◆ The employees pay no contribution

COVERAGE.

- ◆ All employers and employees in the public and the private sector regardless of the status of employment;
- ◆ Compulsory coverage of the employee starts on the first day of employment; and
- ◆ Compulsory coverage of the employer starts on the first day of operation.

OCCUPATIONAL DISEASES AND INJURIES

- ◆ Occupational Disease means those diseases that are included in the List of Occupational Diseases with the conditions set therein satisfied, or any disease caused by employment, subject to proof that the risk of contracting the same is increased by working conditions.
- ◆ Occupational Injury means any harmful change in the human organism from any accident arising out of and in the course of employment.

THREE AGENCIES INVOLVE IN THE IMPLEMENTATION OF ECP

- ◆ **Social Security System (SSS)** – administering agency for the private sector
- ◆ **Government Service Insurance System (GSIS)** – administering agency for the public sector
- ◆ **Employees' Compensation Commission (ECC)** – policy-making and the appellate body of the ECP

MECHANISMS IN SECURING EC BENEFITS:

- ◆ The worker simply files a claim with the SSS or the GSIS within three years from the date of the occurrence of the contingency;
- ◆ On the basis of the supporting papers of the worker, the SSS or the GSIS determines whether compensation benefits may be granted;
- ◆ If a claim is denied, the worker may file an appeal with the ECC;
- ◆ The decision of the ECC is final and executory if the same is favorable to the worker; and
- ◆ If the decision is adverse to the worker, he/she may elevate the claim to the Court of Appeals and then to the Supreme Court.

THE EMPLOYEES' COMPENSATION COMMISSION (ECC)

VISION

A nationally-acclaimed institution in social security promotion that is in full control of the Employees' Compensation Program, managing a sound, strong, and wisely invested State Insurance Fund and delivering promptly, effectively and efficiently to the Filipino worker a comprehensive package of services and benefits for work-connected contingencies through proactive, humane and dynamic policies, programs and activities.

MISSION

The ECC champions the welfare of the Filipino worker. Its mission is to:

- ◆ Build and sustain among employees and employers a culture of safety and healthful environment in the workplace;
- ◆ Ensure at all times that workers are informed of their rights, benefits and privileges under the Employees' Compensation Program (ECP);
- ◆ Develop and implement innovative policies, programs and projects that meet the needs of workers with work-connected contingencies;
- ◆ Promptly and fairly resolve all cases brought before it;
- ◆ Restore dignity and self-esteem among occupationally disabled workers; and
- ◆ Safeguard the integrity of the State Insurance Fund.

CORPORATE VALUES

We at the ECC are God-loving, dedicated and steadfast professionals and public servants

We stand for transparency, efficiency and effectiveness in our office operations

We deal with our clients and other publics with utmost courtesy, patience and compassion

We deliver excellent services promptly and fairly to all

Most of all, we are honest, industrious and committed to our work and to the Filipino worker.

BRIEF HISTORY

The ECC was established in 1975 through the enactment of Presidential Decree No. 626. The ECC was created primarily to "promote and develop a tax-exempt Employees' Compensation Program (ECP) whereby employees and their dependents, in the event of work-connected disability or death, may promptly secure adequate income benefit and medical or related benefits."

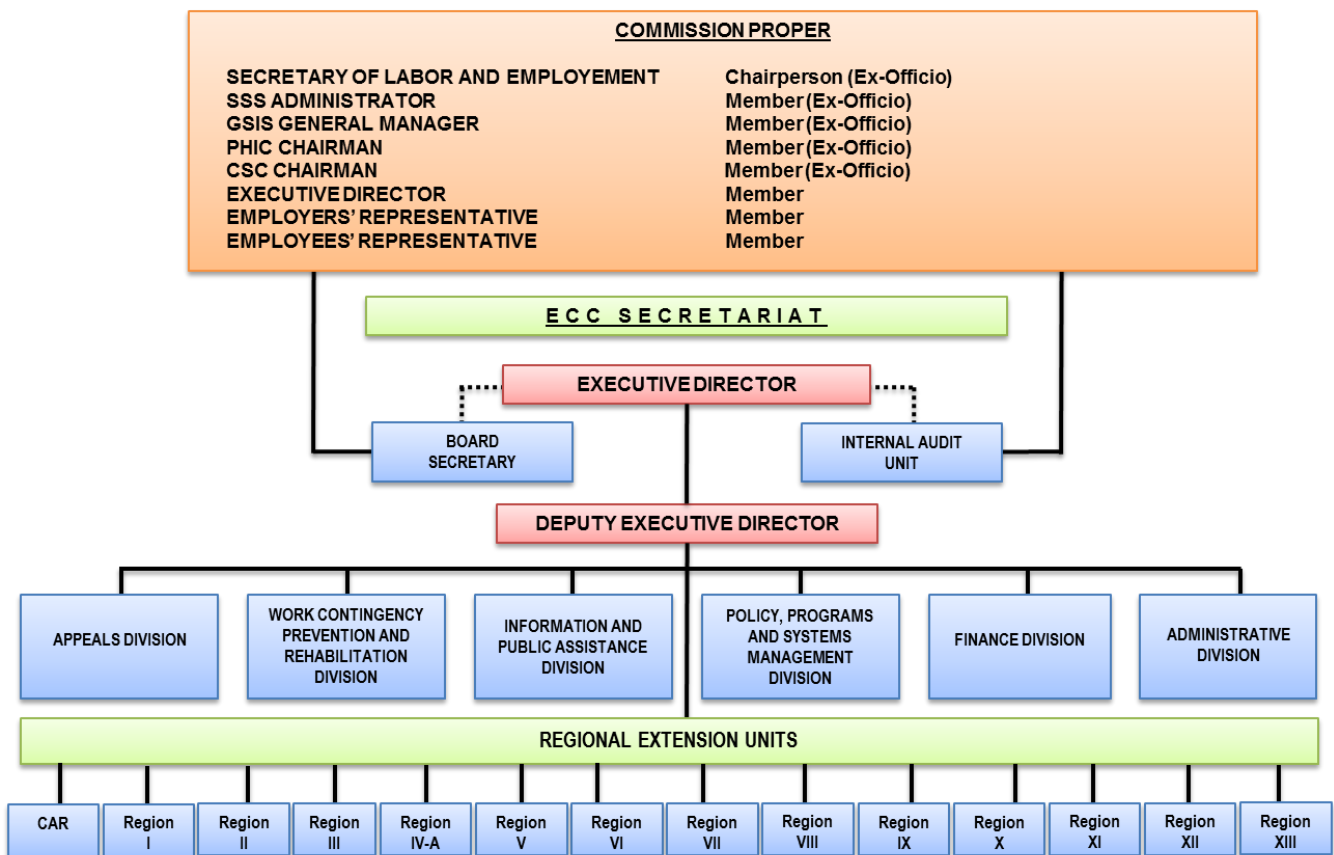
THE ECC IN BRIEF. The ECC is a government corporation attached to the DOLE for *policy* and *program coordination*.

THE POWERS AND FUNCTIONS OF THE COMMISSION

1. To assess and fix the rate of contribution from all employers;
2. To determine the rate of contribution payable by an employer whose records show a high frequency of work accidents or occupational diseases due to failure by the said employer to observe adequate safety measures;
3. To approve rules and regulations governing the processing of claims and the settlement of disputes arising there from as prescribed by the System;
4. To initiate policies and programs toward adequate occupational health and safety and accident prevention in the working environment, rehabilitation and other related programs and activities;
5. To make the necessary actuarial studies and calculations concerning the grant of constant help and income benefits for permanent disability or death, and the rationalization of the benefits for permanent disability and death and to upgrade benefits and add new ones subject to the approval of the President, provided such increases in benefits shall not require any increases in contribution;
6. To appoint the personnel of its staff, subject to the Civil Service law and rules;
7. To adopt annually a budget of expenditures of the Commission and its staff chargeable against the SIF; Provided, that the SSS and the GSIS shall advance on a quarterly basis the remittances of allotment of the loading fund for the Commission's operational expenses based on its annual budget as duly approved by the DBM;
8. To have the power to administer oath and affirmation, and to issue subpoena duces tecum in connection with any question or issue arising from appealed cases;
9. To sue and be sued;

10. To acquire property, real or personal, which may be necessary or expedient for the attainment of the purposes of the law;
11. To enter into agreements or contracts for such services or aids as may be needed for the proper, efficient and stable administration of the program; and
12. To perform such other acts as it may deem appropriate for the attainment of the purposes of the Commission. (Art. 177, P.D. No. 626, as amended)

ECC ORGANIZATIONAL STRUCTURE



SIX DIVISIONS OF THE ECC

- ◆ **Appeals Division (AD)** is the division responsible for the evaluation and decision of EC appealed cases. It also undertakes researches and studies for upgrading benefit structure and improvement of the administration and enforcement of the EC and SIF law.
- ◆ **Work Contingency Prevention and Rehabilitation Division (WCPRD)** is responsible for the promotion of occupational health and safety program and rehabilitation of occupationally disabled workers (ODWs). It also undertakes studies and researches on the list of occupational diseases and setting up criteria on the compensability of diseases.
- ◆ **Information and Public Assistance Division (IPAD)** is in charge of implementing a comprehensive communication and information program on the ECP.
- ◆ **Policy, Programs and Systems Management Division (PPSMD)** is responsible in initiating the planning and programming and continuing review of the agency programs, projects and activities, and monitor performance thereof. It is also in-charge in the implementation of gender and development programs of the agency and in providing the agency with timely, accurate and relevant researches/special studies on ECP in aid of policy formulation, program development and decision-making.
- ◆ **Administrative Division (AD)** is the division in-charge on the provision of the necessary administrative services like human resource management, records management, supply and building administration.
- ◆ **Finance Division (FD)** is in charge of the effective management of the agency's financial transactions, the periodic preparation of various financial reports including annual budget in accordance with the financial plan. .

ECC PROGRAMS, PROJECTS & ACTIVITIES

1. EC APPEALED CLAIMS DISPOSITION

A. SPEEDY DISPOSITION OF EC APPEALED CLAIMS AND OTHER LEGAL ACTIONS. This involves the evaluation and adjudication of all EC claims elevated to the Commission after denial by the System. A system of monitoring/tracking every action taken on the case has been installed to ensure prompt disposition of appealed EC claims. Among noteworthy projects to promptly and judiciously evaluate EC appealed claims and to ensure that EC claimants are served promptly, efficiently and effectively in this regard are the following:

- 1. Evaluation and Disposition of EC Appealed Claims through a Technical Review Committee**
- 2. Review and Development of Policies**
- 3. Consultations with the Systems**

2. REHABILITATION SERVICES

A. REHABILITATION OF ODWs PROGRAM. The main objective is to facilitate the integration of ODWs into the economic mainstream of society through the following projects:

- 1. ECC-Quick Response to ODWs.** This project aims to provide immediate assistance to workers or their families in the event of major work accidents or outbreak of occupational diseases at the workplace. The ECC intervention includes psycho-social counseling services, medical help and assistance in the filing of the necessary claims with the System.
- 2. KAGABAY Project.** "Katulong at Gabay sa Manggagawang May Kapansanan" or KaGaBay is a assistance project to occupationally-disabled workers (ODWs) which provides vocational skills and entrepreneurial training and other assistance that will allow ODWs to find employment or self-employment.
- 3. Physical Restoration of ODWs.** An assistance project to facilitate the provision of ECC-funded rehabilitation services like physical therapy, occupational therapy and provision of rehabilitation appliances.
- 4. Job Placement Facilitation.** This involves assistance to ODWs and/or their children to find employment or re-employment.
- 5. Prevention Program in the Workplace.** This project aims to promote health and protection of workers in the workplaces by raising the employers and workers awareness on the value of adopting and observing appropriate preventive measures.

3. ECP INFORMATION DISSEMINATION SERVICES

This program is designed to increase public awareness on the Employees Compensation Program (ECP). The projects under this program are:

- A. DEVELOPMENT/UPDATING/REPRODUCTION OF IEC MATERIALS.** This project ensures that reader-friendly ECP materials are continually developed. This involves three important activities, namely: (1) Development and printing of information materials such as flyers, posters, ads, audio visual presentation materials and other related information; (2) Publication of The ECC Reporter designed to inform ECC publics of the latest on employees' compensation policies, case decisions, OSH research findings on work contingency prevention and others; and (3) Re-printing and distribution of existing IEC materials.
- B. INTENSIFICATION OF INFORMATION DISSEMINATION ON THE ECP THROUGH MULTI-MEDIA.** This project includes publication of press releases in broadsheets, tabloids and regional papers, airing of infomercials on radio, television and the like as well as linkages with radio and TV networks for participation in public affairs programs/interviews, distribution of IEC materials to ECC clients (notably flyers explaining the ECP, how to file EC claims at the SSS and GSIS, various projects of the ECC such as the KaGaBay Program) and the publication of The ECC Reporter.
- C. INTENSIFICATION OF INFORMATION DISSEMINATION ON THE ECP THROUGH SEMINARS, TRAINING AND ONE-ON-ONE SERVICES.** This involves the conduct of seminars/lectures on the ECP and OSH right at the workplaces in coordination with the employers and the employees' unions. Target participants of ECP seminars/lectures are rank and file workers, labor union representatives and human resource officers. Another important project is the Public Assistance Center (PAC) which is designed to provide personalized assistance/information to walk-in clients on how and where to file EC claim or the follow-up of the status of their claims pending at the SSS or GSIS or at the ECC and other related matters. PAC is located at the ECC ground floor for this purpose and was operationalized since 2005.

4. SUPPORT SERVICES

The programs, projects and activities implemented to support the operations are essential to achieve the ECC target performance for any given year. These are the following:

- A. TECHNICAL SUPPORT FOR POLICY/PROGRAM DEVELOPMENT.** The projects under this are the following:
 - 1. Compendium of EC Claims Statistics.** The objective is to develop a compendium of EC claims statistics which will serve as a basis for policy

formulation, program development, effective planning, PPAs review and improvement, and the day-to-day decision making.

- 2. Conduct of Research Studies as Inputs to Policy Formulation.** This involves the conduct of necessary researches, studies, survey or the compilation of results of studies (local and international) presently available for use in support of policy formulation or program development/improvement.
 - 3. Conduct of Agency-Wide Planning Activities.** This involves the planning and programming of all programs and activities to be undertaken by the agency for the year through a conduct of a corporate planning session which includes the review and assessment of programs and project achievements for the reporting year. The result of performance review and assessment serve as input to the formulation of Agency Action Plan for the following year. The agency performance is measured through a set of target indicators that are regularly monitored through the monthly and quarterly reports prepared by each Division. The conduct of a Mid-Year Performance Assessment (MYPA) the agency enables to the agency assess its first semester performance and reformulate actions and targets for the rest of the year.
 - 4. Information and Communication Technology (ICT) Services.** The Information Systems Strategic Plan (ISSP) serves as the framework for the computerization projects of the ECC. For effective information management, the Plan documents the procedures and the required budget for the procurement of new ICT equipment, development of information systems, rehabilitation and enhancement of network systems and infrastructure, and the upgrading of existing IT resources and IT trainings.
 - 5. Implementation of Gender and Development Plan.** This is in support of the government's advocacy in mainstreaming of gender and development in all government programs and projects.
- B. FINANCE SERVICES.** Financial management's objectives are: (1) to improve the financial records and journals reporting system, (2) comply with the requirements of the Commission on Audit and other government agencies like GSIS, PAGIBIG, BIR, Bureau of Treasury, DBM and DOLE; and (3) the processing of valid claims/billings/vouchers within the day from receipt of document. The budget management's objectives are: (1) the preparation of annual ECC Corporate Operating Budget; (2) monitoring of loading fund requests; (3) the submission of ECC fund status report to the DOLE; and (4) cashiering services.
- C. HR, GENERAL AND ADMINISTRATIVE SERVICES.** This program covers the efficient and effective delivery of administrative support to operations like development of effective

system of maintaining the personal files/records, issuances of office orders, memorandum and other official reports and communications, management of records, the procurement of equipment and office supplies requirements, property management, building maintenance services and other related matters.

- D. INTERNAL AUDIT UNIT.** The aim of this program is the continuous review and improvement of existing work processes/systems and work procedures for the different programs and projects of the Commission for a more effective and efficient public service delivery as well as financial and compliance audit to ascertain the accuracy, integrity and authenticity of accounting data and to test the compliance with accounting procedures, prescribed applicable laws, rules and regulations.
- E. TECHNICAL SUPPORT FOR BOARD CONCERNS.** This program covers the efficient and effective provision of secretarial and clerical assistance to the Board on the performance of the function of the office.
- F. SECRETARIAL SUPPORT FOR EXECUTIVE DIRECTOR/DEPUTY EXECUTIVE DIRECTOR CONCERNS.** This program covers the efficient and effective provision of secretarial and clerical assistance to the Executive Director and Deputy Executive Director on the performance of the function of the office.

ECC FRONTLINE SERVICES AND PROCEDURE**FILING & DISPOSITION OF EC APPEALED CASE**

RESOLUTION PERIOD: WITHIN 20 WORKING DAYS (from docketing to final deliberation of the Board)

NOTE: NO FILING/DOCKET FEE

STEPS	REQUIREMENT	LOCATION	PERSON-IN-CHARGE
1. Upon receipt of letter of denial from the System (SSS/GSIS), the claimant may file a letter of appeal with the System or the ECC asking for the elevation of records to ECC for review	Letter of Appeal with or without the letter of denial from the System	System (SSS/GSIS) or ECC Central Office	Receiving Officer Records Officer
2. Upon receipt of the notice of appeal, the SSS or the GSIS shall transmit the entire records of the case to the ECC within 5 working days	Transmittal of the entire records to the ECC	ECC Central Office	Docket Officer
3. Case shall be docketed and assigned to legal officer if it involves legal issues and to medical officer if it involves medical issues for evaluation and review	EC Appealed Case records	ECC Central Office	Legal Officer Medical Officer
4. The evaluation shall be submitted to the Technical Review Committee (TRC) for review and recommendation to the ECC Board	Legal/Medical Evaluation and EC Appealed Case records	ECC Central Office	Deputy Executive Director
5. The decision will be drafted based on the TRC recommendation	TRC recommendation	ECC Central Office	Chief, Legal Officer Legal Officer
6. Upon submission of the draft decision, the Commission may approve, deny or modify the evaluation and recommendation of the TRC	Draft decision based on TRC recommendation	ECC Central Office	ECC Board
7. Decision, resolution or order duly approved by the Commission shall be signed by all members of the Board	Decision	ECC Central Office	ECC Board

PROCEDURE IN APPLYING FOR AND AVAILING THE KAGABAY PROGRAM

PROCESS CYCLE TIME : WITHIN THE DAY WITHIN THE DAY FOR THE APPLICATION AND VARIABLE PROCESSING TIME FOR ACTUAL AVAILMENT OF THE SERVICES

NOTE : NO SERVICE FEE

STEPS	REQUIREMENT	LOCATION	PERSON-IN-CHARGE
1. Upon receipt of invitation letter from ECC or upon initiative of ODW, fill up the application form and submit to ECC	Accomplished KaGaBay Form	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff
2. For ODWs in Metro Manila or regions, personally report to the ECC Central Office or ECC Regional Extension Units for interview and medical evaluation	Documents: ✓ ECC Invitation Letter ✓ SSS voucher as proof of approved EC disability claim ✓ Relevant medical records pertinent to ODW's disability or medical condition	ECC Central Office/ ECC REUs	Program Coordinator ECC Medical Officer REUs Staff
3. Fill up ODW Intake Form			
4. Accomplish ODW Intake Form			
5. Choose the type of service to be availed of under the KaGaBay Program <ul style="list-style-type: none"> • Skills Training • Entrepreneurship Training 		ECC Central Office/ ECC REUs	Program Coordinator ECC Medical Officer REUs Staff
6. Wait for the advise of program partner or ECC KaGaBay Program coordinator on the schedule and availability of the training courses	ODW to get in touch with vocational/ training centers or with Program coordinator or ECC regional extension staff for schedules and/ or referral letter of ECC to training center	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff
7. Proceed to training center for the course	Bring referral letter or proceed to training center as instructed by Program coordinator	Training Center	Training Center Staff

8. Upon completion of the training, submit to Program coordinator or ECC regional extension staff required documents for reimbursement of meal and transportation allowance	Documents: ✓ Daily time record for the duration of the training certified by training instructor ✓ Breakdown of transportation fees to and from residence to training center ✓ Breakdown of meals during the training ✓ Certificate of training completed	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff
9. Upon receipt of check for reimbursement of meal and transportation allowance, submit back the signed voucher through registered mail or courier service	Document: ✓ Signed voucher	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff

PROCEDURE IN APPLYING FOR AND AVAILING PHYSICAL RESTORATION PROGRAM

PROCESS CYCLE TIME : WITHIN THE DAY WITHIN THE DAY FOR THE APPLICATION AND VARIABLE PROCESSING TIME FOR ACTUAL AVAILMENT OF THE SERVICES

NOTE : NO SERVICE FEE

STEPS	REQUIREMENT	LOCATION	PERSON-IN-CHARGE
1. Upon receipt of invitation letter from ECC or upon initiative of ODW, fill up the application form and submit to ECC	Accomplished KaGaBay Form	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff
2. For ODWs in Metro Manila or regions, personally report to the ECC Central Office or ECC Regional Extension Units for interview and medical evaluation	Documents: ✓ ECC Invitation Letter ✓ SSS voucher as proof of approved EC disability claim ✓ Relevant medical records pertinent to ODW's disability or medical condition	ECC Central Office/ ECC REUs	Program Coordinator ECC Medical Officer REUs Staff
3. Fill up ODW Intake Form			
4. Accomplish ODW Intake Form			
5. Choose from the list of ECC accredited hospitals where rehabilitation services will be provided	ECC accredited hospitals: ✓ Philippine General Hospital ✓ Philippine Orthopedic Hospital ✓ Rizal Medical Center ✓ NLVilla Medical Center ✓ Vicente Sotto Medical Center ✓ Southern Philippines Medical Center ✓ Northern Mindanao Medical Center	Manila Quezon City Pasig Batangas Cebu Davao Cagayan De Oro City	Program Coordinator ECC REUs Staff

6. Wait for the advise of program partner or ECC KaGaBay Program coordinator when the 1st visit to the hospital of choice will be conducted	ODW to get in touch with ECC Program coordinator or ECC regional extension staff for schedules	ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff
7. Proceed to rehab department of hospital for the schedules of the rehab services	Bring relevant medical records pertinent to disability or medical condition for the proper evaluation	ECC Accredited Hospital of choice	Rehab Department Staff
8. Upon completion of the six rehab sessions, return to the rehab physician for further evaluation. If additional sessions are recommended or other treatment regimen is needed, inform the program coordinator to obtain approval of Executive Director before the additional sessions are conducted or treatment regimen instituted.		ECC Accredited Hospital of choice ECC Central Office/ ECC REUs	Rehab Department Staff Program Coordinator/ ECC Regional Extension Staff
9. Upon completion of the rehab service, the ODW returns to ECC Central Office or ECC Regional Extension Office for referral to KaGaBay Program		ECC Central Office/ ECC REUs	Program Coordinator/ REUs Staff

PROCEDURE IN PUBLIC ASSISTANCE CENTER (PAC)**PROCESS CYCLE TIME : APPROXIMATELY 15 MINUTES PER CLIENT****NOTE : NO SERVICE FEE**

STEPS	REQUIREMENT	LOCATION	PERSON-IN-CHARGE
1. Fill-up PAC Interview Form	Identification Card (ID)	PAC	PAC In-Charge
2. Poses query to PAC In-charge	Accomplished PAC Interview Sheet and ID	PAC	PAC In-Charge
3. Answers query/ Provides assistance on:			
a. Filing of EC claim - Inform client regarding ECC/ ECP/ coverage/ requirements in filing claims	Refer to Table 1 (List of Requirements)	SSS/ GSIS	Concerned GSIS or SSS Branch personnel
b. Filing an appeal - Refer to Appeals Division	Denial letter from the System/ Letter of Appeal	Appeals Division	Appeals Division Secretary
c. Request for status update of EC-appealed claim/ copy of decision	ID/ authorization letter	Appeals Division	Appeals Division Secretary
d. Enrollment with the KaGaBay Program	Proof of approved EC claim (Letter, Computer print-out, or Copy of Check vouchers from the system)	Work Contingency Prevention and Rehabilitation Division	ECC-KaGaBay Program Coordinator
e. Information on ECP (In-House and On-Site)	Letter of Request (for On-site lectures)	Information and Public Assistance Division	IPAD Officer

TABLE 1.

LIST OF REQUIREMENTS

A. DOCUMENTARY REQUIREMENTS IN FILING EC Claim at the GSIS

1. Certified true copy of service record or statement of service;
2. Job description or actual duties and responsibilities performed by the employee at the time of the contingency;
3. For sickness claim benefit, pre-employment medical check-up or in its absence, a certification by the office that the employee is physically fit when hired;
4. For injury which resulted to disability or death, the following documents are needed:
 - Employer's report of injury/death
 - Certification under oath by Head of Office as to the circumstances surrounding the accident.
 - a. Injury/death happened within office premises
 - Time card/logbook of attendance/Daily Time Record
 - Affidavit of witnesses
 - b. Accident happened outside office premises
 - Mission/Travel Order/Trip Ticket
 - Certificate of Appearance
 - Police Investigation Report
 - Vicinity sketch showing the distance in meters/km between the place of accident, place of work/place of destination and place of residence.
 - c. Wounded in Action (for AFP Members)
 - After battle/Encounter Report/Army Operations Center Journal
 - Spot Report
 - Hospitalization claim for payment duly accomplished and signed by authorized representative of hospital and attending physician.
5. For death, claim, the following documents are also necessary:
 - a. For Uniformed Personnel
 - NAPOLCOM Adjudication Award for PNP uniformed personnel.
 - Line of Duty (LOD) Proceedings with narrative summary for deceased AFP personnel
 - Killed in Action - Casualty report
 - b. For Primary Beneficiaries
 - Death Certificate
 - Marriage Contract
 - Birth Certificate of the deceased worker if single;
 - Birth Certificate of children below 21 years old

c. For Secondary Beneficiaries

- Death certificate of deceased employee
- Marriage contract of parents
- Death certificate of a parent, if any
- Birth certificate of deceased employee
- Affidavit by parents of the deceased that the latter died single leaving no child/children and that they/he/she are/is wholly dependent upon deceased for support.

[All of which shall be original or certified true copies issued by the National Statistics Office (NSO).]

6. A certified true copy of the page of the office logbook containing the entry for the particular sickness, accident or death;
7. The medical findings of the attending doctor or the hospital records; and
8. A certification of GSIS and Employees' Compensation premium contributions one year prior to the sickness, injury or death.

When shall the claim be filed with the GSIS?

The claim shall be filed with the GSIS within three years from the date of the sickness, injury or death.

Forms to be accomplished:

1. For sickness/Accident/Disability and Death Claims
 - Income Benefits Claim for Payment
 - Hospitalization Claim for Payment EC
 - Attending Physician's certification
2. For Death Claim, proofs of Surviving Legal Heirs and Guardianship are necessary
3. For Medical Reimbursement Claim
 - EC Medical Reimbursement Claim Form
 - Attending Physician's certification

[EC Medical Reimbursement claims can only be filed after the EC sickness/ accident/ disability/ death claim has been approved by the GSIS]

B. DOCUMENTARY REQUIREMENTS IN FILING EC Claim at the SSS

1. A certificate of employment signed by the employer or his authorized representative including description of actual duties and responsibilities performed by the worker at the time of the contingency.
 - a. For sickness claim, pre-employment medical check-up done by the company or in its absence, a certification by the company that the worker is physically fit when hired;
 - b. For injury claim, accident report signed by the worker's immediate supervisor and by the human resource officer if the accident happened within the company premises.
 - Police report is needed if the accident happened outside the company premises.
 - c. For death claim, the following documents are necessary:

- Death certificate;
- Marriage contract;
- Birth certificate of the deceased worker if single;
- Birth certificate of children below 21 years of old.

[All of which shall be certified true copies issued by the National Statistics Office (NSO)]

2. A certified true copy of the page of the company logbook containing the entry for the particular sickness or accident;
3. Medical findings of the attending doctor or the hospital records (certified true copy of the original).

Forms to be accomplished:

All EC claims shall be filed using the prescribed forms furnished by the SSS and endorsed by the employer or his duly authorized representative.

1. For sickness/Accident Claim
 - Employees' Notification (SSS Form B300)
 - Sickness/Accident Report (SSS Form B309)
 - Sickness Benefit Application for separated members
 - (SS Form CLD-9A) [if applicable]
2. For Death Claim
 - DDR Form for Death (DDR-1)
 - Filer's Affidavit
 - DDR Savings Account Form
 - Report of Death (EC Form BPN-105)
3. For Disability Claim
 - Death, Disability and Retirement claim form for disability (DDR-1)
 - Medical Certificate (SSS Form MMD-102)
 - DDR Savings Account Form
4. For Medical Reimbursement Claim (after the EC sickness/accident/disability, death claim has been approved by the SSS)
 - EC Medical Reimbursement Benefit Application
 - (EC Form B301) [pages 1 & 2]

CITIZEN'S FEEDBACK SYSTEM



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
EMPLOYEES' COMPENSATION COMMISSION
355 Gil Puyat Avenue, Makati City
Tel No. 896-7837; 899-4251 loc. 239

Citizens Feedback System

We intend to serve you better.

Please tell us how we have served you.

*Layunin po naming paglingkuran kayo ng maayos na serbisyo,
sabihin po ninyo sa amin kung paano pa namin kayo
mapaglingkuran ng lubos.*

Please check appropriate box. Thank you.

Paki-tsek. Salamat po.



Nasiyahan



Hindi ako nasiyahan

Please the filled up form in our designated box.

Pakihulog po itong form sa aming kahon.

FRONT PAGE

ECC Citizen Feedback Form- 01

Person/Office Visited: Pangalan/ Opisina ng nagbigay ng serbisyo:

Service requested: Serbisyong hinihi:

Received your request? Got Nakuha na

Nakuha na po ang hinihinging serbisyo? Will get Kukunin pa lang

Please check if Yes or No Paki-check po kung Oo o Hindi	Yes Oo	No Hindi
9. Promptly served? Inasikaso po ba kayo agad?		
10. Courteously served? Magalang po ba?		
11. Got services you requested on time ? Nakuha po ba ang serbisyong hinihingi sa itinakdang oras?		
12.		

Should you have complaints, comments or suggestions on how we could serve you better, please write and provide us your contact details so that we can give you feedback. Pakisulat po kung may reklamo, komento o mungkahi. Pakibigay po ang inyong pangalan, tirahan o telepono para matawagan naming kayo.

Your Name: Iyong Pangalan: _____

Address: Tirahan: _____

Contact Nos. Telepono/Cellphone: _____

BACK PAGE

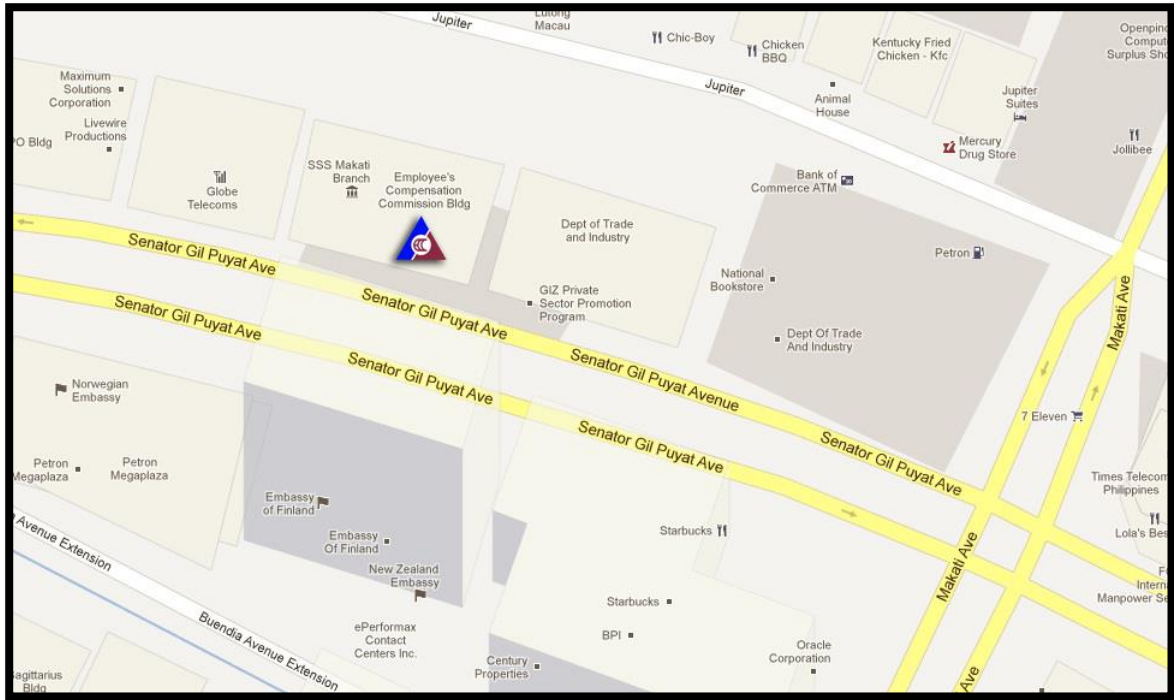
PROCEDURES FOR FILING COMPLAINTS

Should there be any complaint/s/grievance/s about the requested services, please follow these simple steps:

1. Write or email us or fill up the feedback form. Please indicate the following:
 - a. Your complete name and signature
 - b. Your complete address and contact numbers
 - c. Date and time of incidence
 - d. The specific grievance, acts or omissions committed/being complained about where our official/employee has violated the ECC's Integrity Pledge or Corporate Values as indicated in this charter.
 - e. Whether you request for a preliminary investigation or suggest corrections/improvements.
2. File complaint through the following means:
 - a. Drop in the designated feedback box.
 - b. Submit to PAC or Division Head of the person being complained of
 - c. Submit to the Administrative Division, HR Section
3. Attend the preliminary hearing immediately if filed through PAC, Division Head or HR Section or receive a notice of hearing on a scheduled date if filed through ECC's feedback box or email.
4. Both parties will be given a chance to explain their side either through verbal or written explanation within 24 hours upon receipt of complaint.
5. Receive a notice or letter indicating the actions taken by ECC on your grievance(s).

LOCATION MAP AND DIRECTORY

◆ CENTRAL OFFICE



4/F & 5/F ECC Bldg., 355 Sen. Gil J. Puyat Avenue, Makati City

Tel No: (02) 899-4251

Fax No: (02) 897-7597

E-mail Address: info@ecc.gov.ph

Official Website: www.ecc.gov.ph

NAME	POSITION	TEL. NUMBER 899-4251 local
STELLA ZIPAGAN-BANAWIS	OIC-Executive Director	208
ATTY. JONATHAN VILLASOTO	OIC-Deputy Executive Director	210
ATTY. JONATHAN VILLASOTO	Chief, Appeals Division	219
DR. MELBA Y. SACRO	Chief, Work Contingency Prevention & Rehabilitation Division	223
MA. CECILIA E. MAULION	Chief, Information and Public Assistance Division	226
AURORA I. QUILANDRINO	Chief, Policy, Programs and Systems Management Division	216
MARIBEL S.T. OLIVEROS	Chief, Administrative Division	211
MA. TERESA M. URBANO	Chief, Finance Division	241
DIANNE LILIBETH S. BAUTISTA	Board Secretary	236

◆ REGIONAL OFFICES

REGION	FOCAL PERSON	CONTACT DETAILS
Cordillera Administrative Region (CAR)	Gil M. Datayan, Jr. Information Officer II Wendy M. Salada Administrative Officer II	DOLE – CAR Building Cabinet Hill, Baguio City Tel: (074) 619-0275 Email: car@ecc.gov.ph Mobile Nos.: 0917-836-9676 0917-836-9760

REGION	FOCAL PERSON	CONTACT DETAILS
Ilocos Region (Region I)	Patrick Chad R. Guzman Information Officer II Randy Angelo N. Ponciano Administrative Officer II	2/F Juanita Bldg., Quezon Avenue, City of San Fernando, La Union Tel: (072) 607-2059 Email: reu1@ecc.gov.ph Mobile Nos.: 0917-837-0644 0917-837-0695
Cagayan Valley (Region II)	Remedios V. Andrada Information Officer II Shanina Battung Administrative Officer II	Turingan Building, Campos St., Caritan Centro Tuguegarao City, Cagayan Telefax: (078) 396-1059 Email: reu2@ecc.gov.ph Mobile Nos.: 0917 836-9917 0917-307-3763
Central Luzon (Region III)	Naomi D.M. Velasquez Information Officer II Coco Chanel G. Garcia Administrative Officer II	Diosdado Macapagal Regional Government Center, Barangay Maimpis, San Fernando City, Pampanga Telefax: (045) 455-1613/ (045) 455-1614 Email: reu3@ecc.gov.ph Mobile Nos.: 0917-836-9855 0917-836-9930
CALABARZON (Region IV-A)	Jeruz Castillo Administrative Officer II	DOLE Regional Office 4-A 4/F Andenson Bldg. 2, Brgy. Parian, Calamba City, Laguna Mobile No.: 0917-837-0931
Bicol Region (Region V)	Ma. Yvette C. Bonavente Information Officer II Ruby I. Agustin Administrative Officer II	Doña Aurora St., Old Albay, 4500 Legaspi City Tel: (052) 742-1350 Email: reu5@ecc.gov.ph Mobile Nos.: 0917-836-9935 0917-836-9940
Western Visayas (Region VI)	Stephene S. Barredo Information Officer II Lynmar Frances Laruscain Administrative Officer II	Swan Rose Building, Commission Civil St., Jaro, Iloilo City Tel: (033) 330-0910 Email: reu6@ecc.gov.ph Mobile Nos.: 0917-837-0963 0917-837-0590

REGION	FOCAL PERSON	CONTACT DETAILS
Central Visayas (Region VII)	Ingrid Z. Yumang Information Officer II Exequiel Salcedo Administrative Officer II	3rd & 4th Flr. DOLE – RO 7 Bldg., Gen. Maxilom Avenue cor. Gorordo Avenue, Cebu City Tel: (032) 266-7230 Fax: (032) 416-6167 Email: reu7@ecc.gov.ph Mobile Nos.: 0917-836-9626 0917-837-1236
Eastern Visayas (Region VIII)	Michelle Basal Information Officer II Keren Beth Engcoy Administrative Officer II	DOLE Compound, Trece Martires St., Tacloban City Tel: (053) 832-0140 Email: reu8@ecc.gov.ph Mobile Nos.: 0917-837-0192 0917-835-7364
Zamboanga Peninsula (Region IX)	Cerna I. Ahmad Information Officer II Jerrick Gerard Go Administrative Officer II	3rd Flr. QNS Bldg., Vet. Ave. Ext., Tumaga Rd., Zamboanga City Telefax: (062) 955-1549 Email: reu9@ecc.gov.ph Mobile Nos.: 0917 836-9653 0917-8371762
Northern Mindanao (Region X)	Stella Mae R. De Dios Information Officer II Fatima S. Idul Administrative Officer II	G/F, Monte Carlo Bldg., RER Subd., Cagayan de Oro City Tel: (088) 231-2041 Email: reu10@ecc.gov.ph Mobile Nos.: 0917 836-9640 0917-836-0453
Davao Region (Region XI)	Albert Bantan Information Officer II Franscheline Orvete Domingo Administrative Officer II	4/F Ching Printer's Bldg. Dacudao Avenue Davao City Tel: (082) 221-5702 Email: reu11@ecc.gov.ph Mobile Nos.: 0917-837-0485 0917-837-0558
SOCCSKSARGEN (Region XII)	Christopher D. Gamboa Information Officer II Jerylle Marie Q. Blanza Administrative Officer II	102 Acepal Bldg., Mabini Extension, Koronadal City Tel: (083) 878-0375 Email: reu12@ecc.gov.ph Mobile Nos.: 0917 836-9709 0917-836-9703

REGION	FOCAL PERSON	CONTACT DETAILS
Caraga Region (Region XIII)	Olga Virginia A. Demata Information Officer II Genevieve A. Elorde Administrative Officer II	Nimfa Tiu Bldg., J.P. Rosales Avenue, Butuan City Tel: (085) 815-0468 Email: reu13@ecc.gov.ph Mobile Nos: 0917 837-0258 0917-837-0301