



EMPLOYEES' COMPENSATION COMMISSION

CITIZEN'S CHARTER

2019 (1ST Edition)



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I. Legal Mandate

The ECC was created on November 1, 1974 by virtue of Presidential Decree No. 442, or the Labor Code of the Philippines. It became fully operational with the issuance of Presidential Decree No. 626, otherwise known as the Employees' Compensation and the State Insurance Fund, which took effect on January 1, 1975.

II. Vision

By 2022, ECC is a nationally-recognized social insurance institution committed to protect workers who meet work-connected sickness, injury, disability and/or death

III. Mission

To provide a package of benefits to employees and/or their dependents in the event of work-connected sickness, injury, disability and/or death

IV. Service Pledge

The ECC commits to:

- judiciously and efficiently resolve cases appealed from the Systems, for submission to the Commission within the mandated process cycle time;
- provide relevant rehabilitation services to workers with employment related disabilities to enable them to achieve independent living and to participate in social and economic development;
- provide assistance to workers (and their families) who fell ill or died as a result of work-related contingencies to augment the income (disability) benefits provided under P.D. 626 as amended, in order to cope with increasing cost of living expenditures;
- ensure workers' social protection through policy formulation and program development;
- continue to create projects and programs that will ensure the public's awareness about the EC Program;
- promote employees' welfare and teamwork to increase productivity and achieve its targets for the benefit of the Persons with Work-Related Disability;
- meet quality requirements in order to efficiently and effectively provide benefits and services to Persons with Work-Related Disability;
- attend to all applicants or requesting parties who are within the premises of the office during lunch break and prior to the end of official working hours



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**Central Office
External Services**

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