



EMPLOYEES' COMPENSATION COMMISSION

CITIZEN'S CHARTER

2019 (1ST Edition)



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COMMISSION**

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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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1. Public Assistance – 8888 Referral

The 8888 ECC Complaint Committee is the one in-charge in attending and resolving the 8888 Referrals from the Department of Labor and Employment 8888 Complaint Center.

We provide prompt and holistic assistance in addressing the Employees' Compensation issues raised by the complainants.

Office or Division:	Appeals Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Department of Labor and Employment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Contact Malacañang's 8888 Hotline	Receive the complaint thru ECC 8888 Official Email	None	30 minutes	<i>Technical Staff</i>
	Record the complaint at the google word drive	None	30 minutes	<i>Technical Staff</i>
	Make an initial examination or evaluation of the complaint. This process is done to determine whether the information provided are complete or not complete	None	30 minutes	<i>Technical Staff</i>
Client to provide further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the following: 1. Employer's name; 2. SSS/GSIS number; 3. Address; 4. Contact details 5. Date and time of accident; 6. Details of the accident/sickness; 7. Position, etc.	If information is not complete, contact complainant for additional information. If the information is complete, determine as to whether the complaint can be addressed outright or should refer to other division, regional officer, or Central-office officer for appropriate action.	None	6 hours	<i>Technical Staff</i>



	If the issue requires further referral with other division and/or regional officer/ central-office officer, endorse the complaint to the division and/or regional officer/ central-office officer for the appropriate action	None	3 hours	<i>Technical Staff</i>
	If there's a need to refer to SSS, GSIS, DOLE, etc., refer the client's concern to the government agency, which can best address the concern	None	3 hours	<i>Technical Staff</i>
Prepare the necessary requirements; or act on the advisory; or coordinate with the ECC staff	Division Chief/Division Focal and/or regional officer/ Central-office officer provide assistance or advisory regarding Employees' Compensation Program/s Note: Within 8 hours, Division Focal must send a feedback, thru email, to Technical Staff for the action taken)	None	24 hours	<i>Division Chief/ Division Focal and/or Regional Officer/ Central- office Officer</i>
	Division Chief/Division Focal and/or regional officer/ Central-office officer report action taken to ECC 8888 Technical Staff	None	4 hours	<i>Division Chief/ Division Focal and/or Regional Officer/ Central- office Officer</i>
	Prepare and send report to DOLE HRDS and Malacañang	None	1 hour	<i>Technical Staff</i>
	Record the action taken to address or resolve the complaint at the google word drive	None	30 minutes	<i>Technical Staff</i>
TOTAL		None	43 hours	

72 hours PCT – required PCT



2. Public Assistance – Walk-in

Walk-in clients/claimants seeking assistance in the availment process of the EC Program

Office or Division:	Information and Public Assistance Division (IPAD)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of identity (ID) for walk-in clients and/or Authorization Letter (if applicable, for request of EC appealed claim status update / copy of decision)		Client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the Public Assistance information sheet	Receive client	None	2 minutes	<i>PAC Officer-of-the-Day</i>
	Interview the client and identify concern if ECP related	None	10 minutes	<i>PAC Officer-of-the-Day</i>
	Answer query and provide assistance on filing EC claims and on availing other ECC programs and services Refer to concerned division if necessary	None	20 minutes	<i>PAC Officer-of-the-Day</i>
	If the question is not related to the ECP, advise the client to proceed to the proper DOLE agency and/or provide her/him the DOLE Hotline 1349.			
Accomplish the Customer Feedback Form	Provide client with Customer Feedback Form.	None	5 minutes	<i>PAC Officer-of-the-Day</i>
TOTAL		None	37 minutes	

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3. Public Assistance – Letter Queries

Letter of inquiries / assistance requested by clients / claimants sent via postal service, private courier service, email.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Send letter to ECC via postal service, private delivery/courier service, e-mail	Receive / print letter sent and stamp "received"	None	5 Minutes	<i>Records Officer</i>
	Record and encode letter sent in the Document Management System (DMS)	None	30 Minutes	<i>Records Officer</i>
	Forward letter sent to the Office of the Executive Director thru DMS (Copy furnished: OED Secretary, concerned Division)	None	15 Minutes	<i>Records Officer</i>
	Forward to concerned division / action office thru DMS	None	3 Hours	<i>Executive Director</i>
	Prepare reply letter (copy furnish other offices, stakeholders) / provide action	None	1 Day	IPAD Appeals WCPRD Administrative Division, PPSMD, Board Sec., ODED
	Sign draft reply	None	4 Hours	<i>Executive Director / Deputy Executive Director</i>
	Receive documents for delivery / mailing	None	10 Minutes	<i>Records Officer</i>
	Prepare letter for delivery (including email) Send letter	None	1 Day	<i>Records Officer Clerk, Concerned Division</i>
TOTAL		None	3 Days	



4. Public Assistance – Social Media Queries

Inquiries asked from clients/claimants thru online media platforms like Facebook

Office or Division:	Information and Public Assistance Division (IPAD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to send direct message or leaves a comment at ECC's Facebook Page or Instagram account	Acknowledge receipt of the message/inquiry	None	5 minutes	<i>Social Media Manager, Public Relations Officer, Information Officers</i>
	Provide feedback or answer to queries/ messages	None	6 hours	<i>Social Media Manager, Public Relations Officer, Information Officers</i>
	Endorse to concerned Divisions or other government agencies, if necessary	None	30 minutes	<i>Social Media Manager, Public Relations Officer, Information Officers</i>
Open Conversation	Answer follow up questions/inquiries	None	1 hour	<i>Social Media Manager, Public Relations Officer, Information Officers</i>
TOTAL		None	7 hours, 35 minutes	

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5. Filing and Disposition of EC Appealed Case

This involves the evaluation and adjudication of all EC claims elevated to the Commission after denial by the System.

Office or Division:	Appeals Division	
Classification:	N/A (Under Special Laws – PD 626 as amended)	
Type of Transaction:	Government to Citizen	
Who may avail:	EC Claimants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Claim for EC Disability Benefits (Sickness Resulting to Disability)		
1. Updated service record		Employer
2. Updated statement of duties and responsibilities		Employer
3. Record of Confinement and or medical findings		Hospital
4. Official Receipts or certified true copies of in payment of hospital bills and medicines purchased (<i>ECC Br No. 12-05-15, 23 May 2012</i>)		Hospital, Drug Store
5. EC Logbook (<i>Art 205 of PD 626 and ECC Board Resolution No. 14-12-44</i>)		Employer
Claim for EC Disability Benefits (Injury Resulting to Disability)		
1. Updated service record		Employer
2. Statement of duties and responsibilities.		Employer
3. Investigation Report Report of Injury Death/casualty (for civilian employees) spot report Investigation report and/or report of proceedings before Line of Duty Board (for AFP members, uniformed officers)		Police Employer Employer Employer
4. Mission or Travel Order, when applicable		Employer
5. Receipts in payment of hospital bills, professional fees and medicines		Hospital, Drug Store
Claim for EC Death Benefits		
1. Updated service record		Employer
2. Statement of duties and responsibilities		Employer
3. Investigation Report Report of Injury Death/casualty (for civilian employees) spot report Investigation report and/or report of proceedings before Line of Duty		Police Employer Employer Employer



Board (for AFP members, uniformed officers), when applicable				
4. Mission or Travel Order, when applicable		Employer		
5. Record of confinement		Hospital		
6. Official receipts in payment of hospital bills, professional fees and medicines purchased from a drugstore		Client, Hospital, Drug Store		
7. Death Certificate		Local Civil Registrar or National Statistics Office (NSO)		
8. Declaration of Presumptive Death		Court or by competent authority		
Any other supporting documents if the supporting papers or pieces of evidence that may aid the proper adjudication of the claim				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Claimant files a letter of appeal with the System or the ECC asking for the elevation of records by System to ECC for review	Accept and await for submission of complete documents from SSS or the GSIS. (ECC also sends letter to SSS/GSIS requesting copy of all documents of denied claim)	None	15 minutes	<i>Receiving Officer/ Records Officer</i>
	Endorse the documents to the Appeals Division	None	15 minutes	<i>Receiving Officer/ Records Officer</i>
	Receive the records of the case from the ECC Records Unit.	None	4 hours	<i>Docket Officer</i>

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	<p>Examine the completeness of the records transmitted by the Systems.</p> <p>If the documents are complete, the case will be docketed.</p> <p>If documents are incomplete, the case is remanded to the System for further evaluation or request the appellant to submit documents.</p> <p>PCT is suspended if documents are incomplete.</p>	None	1 day	<p><i>Division Chief, Appeals Division</i></p> <p><i>Docket Officer</i></p>
	<p>Encodes the preliminary details of the case in the CDMS, and prepares letter to be sent to the appellant that his records are now under evaluation</p>	None	1 day	<p><i>Docket Officer</i></p>
	<p>Assign to legal officer if it involves legal issues and to the medical officer if it involves medical issues for evaluation and review.</p> <p>Evaluate and review the case</p>	None	10 days	<p><i>Division Chief, Appeals Division</i></p> <p><i>Docket Officer</i></p> <p><i>Legal Officer</i> <i>Medical Officer</i></p>
	<p>Submit the case to Technical Review Committee (TRC)</p>	None	1 day	<p><i>Legal / Medical Evaluator</i></p> <p><i>Division Chief Appeals Division</i></p>

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	Evaluate the case and make recommendation to the ECC Board. The TRC may defer its recommendation and instruct the referral of the case to a medical expert. PCT is suspended if the case is referred to a medical expert	None	1 day	Technical Review Committee
	Draft decision based on the TRC recommendation	None	5 days	<i>Legal Officer / Chief Legal Officer</i>
	Decide on the case (approve, deny or modify the evaluation and recommendation of the TRC)	None	1 day	ECC Board
TOTAL		None	20 days, 4 hours, 30 minutes	

*PCT is 20 days, from receipt of complete documents to decision by the Board

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6. Applying for Availment of Physical Restoration (PT/OT)

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Through physical rehabilitation, the effects of permanent disability is mitigated.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Relevant medical records pertinent to PWRD's disability or medical condition		Client		
Valid ID		Government or Employer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	Nurse
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process	None		Nurse
	Conduct initial assessment of physical and functional capacity and document findings			Medical Officer
Decide to continue or to waive availing the program.	Document those who waive or avail the program	None	1 day	Nurse
	Prepare documents and referral letter to partner hospitals for those availing the specified rehabilitation service	None		Nurse
	Arrange date of initial consultation with partner hospital	None		Nurse

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	Submit documents to Admin Staff for record keeping	None		Nurse
TOTAL		None	2 days	

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7. Applying for Availment of Prosthesis and Assistive Devices

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Through physical rehabilitation, the effects of permanent disability is mitigated.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Accomplished KAGABAY form		ECC-WCPRD		
Relevant medical records pertinent to PWRD's disability or medical condition		c/o client		
Valid ID		Government or Company issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	<i>Nurse</i>
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process			<i>Medical Officer</i>
	Conduct initial assessment of physical and functional capacity and document findings	None		
Decide to continue or to waive availing the program.	Document those who waive availing the program	None	1 day	<i>Nurse</i>
	Accomplish referral form to partner hospitals for those availing the specified rehabilitation service.			

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	Arrange date of initial consultation with partner hospital			
	Submit documents to Admin Staff for record keeping			
TOTAL		None	2 days	

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8. Applying for Availment of Skills / Entrepreneurship Training

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Vocational rehabilitation increases opportunities for economic re-engagement through livelihood or re-entry to formal employment

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Accomplished KAGABAY form		ECC-WCPRD		
Relevant medical records pertinent to PWRD's disability or medical condition		c/o client		
Valid ID		Government or Company issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	<i>Social Worker</i>
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process			<i>Social Worker</i>
	Refer to medical officer for initial assessment of physical or functional condition for possible referral for PT/OT/Prosthesis/ Assistive devices by Nurse			<i>Social Worker</i>
Decide to continue or to waive availing the program.	Document those who waive availing the program	None	1 day	<i>Social Worker</i>
	Accomplish referral form to partner institutions for those			<i>Social Worker</i>



	availing the specified rehabilitation service.			
	Arrange appointment date with partner institution			<i>Social Worker</i>
	Submit documents to Admin Staff for record keeping			<i>Social Worker</i>
TOTAL		None	2 days	

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9. Applying for Cash Assistance

Cash assistance is provided 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

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Uniformed, Public and Private Employees' who met work-connected contingencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form for cash assistance		ECC		
Valid ID		Government or company issued ID		
Photocopy of approved EC voucher (Non-Uniformed Personnel)		SSS – for private sector employee GSIS – for public sector employee		
Accident/ Police Report (Non-Uniformed Personnel)		Philippine National Police or Company		
Death Certificate (Uniformed and Non-Uniformed Personnel)		NSO		
Spot report / Mission order / Casualty report (Uniformed Personnel)		Department of National Defense-Armed Forces of the Philippines; Department of Interior and Local Government-Philippine National Police, Bureau of Fire Protection, Bureau of Jail Management and Penology; Office of the President-Philippine Drug Enforcement Agency; Department of Justice-National Bureau of Investigation, Bureau of Corrections; Department of Transportation-Philippine Coast Guard		
Medical Certificate		c/o client or qualified dependent		
For qualified dependents (as applicable): marriage certificate, birth certificate, valid IDs		NSO, government or company issued IDs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish cash assistance form	Receive and review accomplished cash assistance form and required documents	None	1 day	Admin Staff
Submit required documents				
	Prepare cash assistance form for signature of Executive Director, Deputy	None	2 days	Admin Staff



	Executive Director and Division Chief			
	Prepare and submit necessary forms for the processing of cash assistance by Finance Department	None	1 day	<i>Admin Staff</i>
	Process disbursement of cash assistance	None	4 days	Finance Division
	Release of Cash Assistance	None	30 minutes	<i>REU Focal</i>
	TOTAL	None	8 days, 30 minutes	

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10. Requesting for Conduct of On-Site ECP Seminar

Request for ECC to conduct for an in-depth EC Program orientation to companies/offices

Office or Division:	Information and Public Assistance Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Public and Private Companies and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/Onsite Seminar Request form		Client		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Write a letter requesting for on-site ECP seminar and send it to ecpseminars@gmail.com (At least two weeks prior to the requested seminar) Accomplish the ECP onsite request form	Receive letter request/ onsite request form (Acknowledge letter request if sent through email)	None	1 hour	<i>IPAD Staff</i>
	Endorse the request to the IPAD Chief	None	1 hour	<i>IPAD Staff</i>
	Check the availability of the resource speakers	None	1 hour	<i>IPAD Staff</i>
Inform the ECC- Information and Public Assistance Division in the event of cancellation or postponement of the requested seminar	Coordinate with the requesting company/organization on the approved request (transportation, laptop, projector, sound system, etc.)	None	1day	<i>IPAD Staff</i>
TOTAL		None	1 day, 3 hours	

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11. Applying for Attendance to In-House Seminar

Attendance to ECP Free In-house seminar conducted once a month at the ECC main office multi-purpose hall

Office or Division:	Information and Public Assistance Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Pre-Registration Form		Links can be accessed through ECC Facebook Page		
Printed copy or screenshot of the confirmation email		Links can be accessed through ECC Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client visits the ECC Facebook Page for the schedule of ECP In-House seminars		None		
Choose the preferred date of seminar and accomplish the online pre-registration form	Check the accomplished online pre-registration form (Pre-registration form is checked 3 days before the event)	None	1 hour	IPAD Staff/ Information Officer
Wait for a confirmation message	Send a confirmation email	None	30 minutes	IPAD Staff/ Information Officer
	Remind the participants about the seminar	None	1 hour	IPAD Staff/ Information Officer
Attend the in-house seminar Present a printed copy or a screenshot of the confirmation email during the event	Verify the name if it is included in the official list of participants	None	5 minutes	IPAD Staff/ Information Officer
TOTAL		None	2 hours, 35 minutes	



12. Freedom of Information (FOI) Request

The Executive Order No. 2 requires all executive departments, agencies, bureaus, and offices to disclose public records, contracts, transactions, and any information requested by a member of the public, except for matters affecting national security and other information that falls under the inventory of exceptions

Office or Division:	Administrative Division / Policy, Programs and Systems Management Division			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
File request for information	Receive application / request for information and forward the request to the decision maker	None	15 minutes	<i>FOI Receiving Officer</i>
	Decide whether to deny or approve the request Prepare communication and inform the client if the request is denied	None	30 minutes	<i>FOI Decision Maker</i> <i>FOI Receiving Officer</i>
	Prepare the information requested	None	4 hours	Concerned Division
	Release the document	None	15 minutes	<i>FOI Receiving Officer</i>
TOTAL		None	5 hours	

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**Central Office
Internal Services**

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1. Request for Personnel Records

Request for personnel records such: as Service Records, Certificate of Employment and Compensation, Certificate of Leave Balance, Certificate of Last Salary Received, Clearance from Money, and Property Accountability, Performance Evaluation and other personnel records necessary for whatever legal purpose.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Former and Current ECC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
HR Documents Request Form		Admin - HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish request form from HR	Receive request form	None	5 minutes	<i>HR officer</i>
	Evaluate request	None	5 minutes	<i>HR staff</i>
	Forward request to Division Chief for approval	None	5 minutes	<i>HR Staff</i>
	Approve/disapproved request	None	5 minutes	<i>Division chief</i>
	Prepare requested documents	None	5 minutes	<i>HR Officer</i>
	Sign documents	None	5 minutes	<i>Division Chief /Executive Director</i>
	Provide ECC Dry seal	None	5 minutes	<i>HR Officer</i>
	Inform client on agency action via email or phone whether it is approved /disapproved.	None	10 minutes	<i>HR Officer</i>
Receive documents	Release documents	None	5 minutes	<i>HR Officer</i>
TOTAL			50 minutes	

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Regional Extension Units External Services

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1. Public Assistance – Walk-in

Walk-in clients/claimants seeking assistance in the availment process of the EC Program

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of identity (ID) for walk-in clients and/or Authorization Letter (if applicable, for request of EC appealed claim status update / copy of decision)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish the Public Assistance information sheet	Receive client	None	2 minutes	REU Staff
	Interview the client and identify concern if ECP related	None	10 minutes	REU Staff
	Answer query and provide assistance on filing EC claims and on availing other ECC programs and services Refer to concerned division if necessary	None	20 minutes	REU Staff
	If the question is not related to the ECP, advise the client to proceed to the proper DOLE agency and/or provide her/him the DOLE Hotline 1349.			
Accomplish the Customer Feedback Form	Provide client with Customer Feedback Form.	None	5 minutes	REU Staff
TOTAL		None	37 minutes	

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2. Public Assistance – Letter Queries

Inquiries/Requests sent thru a formal writing

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to send letter to ECC REUs	ECC REU to receive and acknowledge letter	None	30 minutes	<i>REU Staff</i>
	Record receipt and provide necessary feedback if REU level concern	None	30 minutes	<i>Regional Officer</i>
	Forward letter received to IPAD (if there's a need to elevate to CO)	None	30 minutes	<i>Regional Officer</i>
	Acknowledge receipt and forward to concerned division/ office for appropriate action	None	30 minutes	<i>IPAD</i>
	Prepare reply letter	None	1 day	<i>IPAD</i>
	Sign draft reply	None	4 hours	<i>Executive Director / Deputy Executive Director</i>
	Prepare letter for delivery (including email) Send letter	None	1 day	<i>Records Officer Administrative Division</i>
TOTAL		None	2 Days, 6 hours,	

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3. Public Assistance – Social Media Queries

Inquiries asked from clients/claimants thru online media platforms like Facebook

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client to send direct message or leaves a comment at ECC's Facebook Page or Instagram account	Acknowledge receipt of the message/inquiry	None	5 minutes	<i>REU Staff</i>
	Provide feedback or answer to queries/ messages	None	6 hours	<i>REU Staff</i>
	Endorse to concerned Divisions or other government agencies if necessary	None	30 minutes	<i>REU Staff</i>
Open Conversation	Answer follow up questions/inquiries	None	1 hour	<i>REU Staff</i>
TOTAL		None	7 hours, 35 minutes	

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4. Applying for Availment of Physical Restoration (PT/OT)

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Through physical rehabilitation, the effects of permanent disability is mitigated.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Relevant medical records pertinent to PWRD's disability or medical condition		c/o client		
Valid ID		Government or company issued		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	Nurse / Administrative Officer
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process			Nurse / Administrative Officer
Decide to continue or to waive availing the program.	Conduct initial assessment of physical and functional capacity and document findings	None	1 day	Nurse / Administrative Officer
	Document those who waive or avail the program			Nurse / Administrative Officer
Prepare documents and referral letter to partner hospitals for those availing the specified rehabilitation service	Prepare documents and referral letter to partner hospitals for those availing the specified rehabilitation service	None	1 day	Nurse / Administrative Officer
	Arrange date of initial consultation with partner hospital			Nurse / Administrative Officer



	Submit documents to Admin Staff for record keeping	None		Nurse / Administrative Officer
TOTAL		None	2 days	

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5. Applying for Availment of Prosthesis and Assistive Devices

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Through physical rehabilitation, the effects of permanent disability is mitigated.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Accomplished KAGABAY form		ECC-Regional Extension Unit		
Relevant medical records pertinent to PWRD's disability or medical condition		c/o client		
Valid ID		Government or Company issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	Nurse / Administrative Officer
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process			
	Conduct initial assessment of physical and functional capacity and document findings	None		Nurse / Administrative Officer
Decide to continue or to waive availing the program.	Document those who waive availing the program	None	1 day	Nurse / Administrative Officer
	Accomplish referral form to partner hospitals for those availing the specified rehabilitation service.			



	Arrange date of initial consultation with partner hospital			
	Submit documents to Admin Staff for record keeping			
TOTAL		None	2 days	

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6. Applying for Availment of Skills / Entrepreneurship Training

Rehabilitation of Kagabay (Katulong at Gabay ng Manggagawang may Kapansanan) Program provides relevant services to workers with employment related disabilities to be able to achieve independent living and engage in social and economic development. Vocational rehabilitation increases opportunities for economic re-engagement through livelihood or re-entry to formal employment

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of approved EC claim (SSS / GSIS Voucher) or ECC invitation letter		SSS – for private sector employee GSIS – for public sector employee		
Accomplished KAGABAY form		ECC-Regional Extension Unit		
Relevant medical records pertinent to PWRD's disability or medical condition		c/o client		
Valid ID		Government or Company issued ID		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish KaGabay Form and submit to responsible persons	Receive and review the accomplished KaGabay Form with the relevant records submitted	None	1 day	Social Worker / Administrative Officer
	Interview the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process			Social Worker / Administrative Officer
	Refer to medical officer for initial assessment of physical or functional condition for possible referral for PT/OT/Prosthesis/ Assistive devices by Nurse			Social Worker / Administrative Officer
Decide to continue or to waive availing the program.	Document those who waive availing the program	None	1 day	Social Worker / Administrative Officer
	Accomplish referral form to partner institutions for those			Social Worker / Administrative Officer



	availing the specified rehabilitation service.			
	Arrange appointment date with partner institution			<i>Social Worker / Administrative Officer</i>
	Submit documents to Admin Staff for record keeping			<i>Social Worker / Administrative Officer</i>
TOTAL		None	2 days	



7. Applying for Cash Assistance

Cash assistance is provided 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

Office or Division:	Regional Extension Unit (REU)			
Classification:	Complex			
Type of Transaction:	Government to Client			
Who may avail:	Uniformed, Public and Private Employees' who met work-connected contingencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form for cash assistance		ECC		
Valid ID		Government or company issued ID		
Photocopy of approved EC voucher (Non-Uniformed Personnel)		SSS – for private sector employee GSIS – for public sector employee		
Accident/ Police Report (Non-Uniformed Personnel)		Philippine National Police or Company		
Death Certificate (Uniformed and Non-Uniformed Personnel)		NSO		
Spot report / Mission order / Casualty report (Uniformed Personnel)		Department of National Defense-Armed Forces of the Philippines; Department of Interior and Local Government-Philippine National Police, Bureau of Fire Protection, Bureau of Jail Management and Penology; Office of the President-Philippine Drug Enforcement Agency; Department of Justice-National Bureau of Investigation, Bureau of Corrections; Department of Transportation-Philippine Coast Guard		
Medical Certificate		c/o client or qualified dependent		
For qualified dependents (as applicable): marriage certificate, birth certificate, valid IDs		NSO, government or company issued IDs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplish cash assistance form	Receive and review accomplished cash assistance form and required documents	None	1 day	REU Focal
Submit required documents				
	Transmit documents to the ECC Central Office	None	1 day	REU Focal



	(Courier takes about 2-5 days to deliver the documents)			
	Prepare cash assistance form for signature of Executive Director, Deputy Executive Director and Division Chief	None	2 days	<i>Admin Staff</i>
	Prepare and submit necessary forms for the processing of cash assistance by Finance Department	None	1 day	<i>Admin Staff</i>
	Process disbursement of cash assistance	None	4 days	Finance Division
	Transmit check and documents to REU (Courier takes about 2-5 days to deliver the documents)	None	1 day	<i>Admin Staff</i>
	Release of Cash Assistance	None	30 minutes	<i>REU Focal</i>
TOTAL		None	10 days, 30 minutes	



8. Requesting for Conduct of On-Site ECP Seminar

Request for ECC to conduct for an in-depth EC Program orientation to companies/offices

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Public and Private Companies and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Write a letter requesting for on-site ECP seminar and send it to ecpseminars@gmail.com (At least two weeks prior to the requested seminar) Accomplish the ECP onsite request form	Receive letter request/ onsite request form (Acknowledge letter request if sent through email)	None	1 hour	<i>REU Staff</i>
	Endorse the request to the IPAD Chief	None	1 hour	<i>REU Staff</i>
	Check the availability of the resource speakers	None	60 minutes	<i>REU Staff</i>
Inform the ECC- Information and Public Assistance Division in the event of cancellation or postponement of the requested seminar	Coordinate with the requesting company/organization on the approved request (transportation, laptop, projector, sound system, etc.)	None	1 day	<i>REU Staff</i>
TOTAL		None	1 day, 3 hours	



9. Applying for Attendance to In-House Seminar

Attendance to ECP Free In-house seminar conducted at the ECC Regional Extension Unit Office

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Online Pre-Registration Form		Links can be accessed through ECC Facebook Page		
Printed copy or screenshot of the confirmation email		Links can be accessed through ECC Facebook Page		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client may visit the ECC REU office or Facebook account for the schedule of ECP In-House seminars Choose the preferred date of seminar and accomplish the pre-registration form	Check the accomplished pre-registration form (Pre-registration form is checked 3 days before the event)	None	1 hour	<i>REU Staff</i>
Wait for a confirmation message	Send a confirmation email	None	30 minutes	<i>REU Staff</i>
	Remind the participants about the seminar at least 3 days before the event	None	1 hour	<i>REU Staff</i>
Attend the in-house seminar Present a printed copy or a screenshot of the confirmation email during the event	Verify the name if it is included in the official list of participants	None	5 minutes	<i>REU Staff</i>
TOTAL		None	2 hours, 35 minutes	



VI. Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback	To send a feedback, the client has to fill up the Customer Feedback Form and drop it to the drop box in the Public Assistance Center or the ECC lobby
How feedbacks are processed	<ol style="list-style-type: none">1. The PAC Officer-of-the-Day secures the Client/ Customer Feedback Form and submit to the Information and Public Assistance Division (IPAD). The IPAD prepares the Client Feedback on Program Implementer/ Service Provider Results (Central and Regional Offices) for submission to the Internal Audit Unit (IAU).2. The Internal Audit Unit compiles and records all feedback submitted.
How to file complaints	<p>Should there be any complaint/s / grievance/s about the requested services, please follow these simple steps:</p> <ol style="list-style-type: none">1. Write or email us or fill up the feedback form. Please indicate the following:<ol style="list-style-type: none">a. Your complete name and signatureb. Your complete address and contact numbersc. Date and time of incidenced. 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:<ol style="list-style-type: none">a. Drop in the designated feedback box.b. Submit to PAC or Division Head of the person being complained ofc. Submit to the Administrative Division, HR Section



<p>How complaints are processed</p>	<p>The complainant will be advised to attend the preliminary hearing immediately if filed through PAC, Division Head or HR Section or attend the hearing on a scheduled date if filed through ECC's feedback box or email.</p> <p>Both parties will be given a chance to explain their side either through verbal or written explanation within 24 hours upon receipt of complaint.</p> <p>The complainant will receive a notice or letter indicating the actions taken by ECC on the grievance(s).</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ECC Complaints: Email: complaints@ecc.gov.ph Tel. No. 02 8896-7837 Presidential Complaint Center: 8888 Contact Center ng Bayan: 0908 -881-6565 (SMS)</p>



VII. List of Offices

Office	Address	Contact Information
Head Office	4 th and 5 th Floors, ECC Building, 355 Sen. Gil Puyat Ave., Makati City	T: 8899-7837 8899-4251 8899-4252 F: 8897-7597 E: info@ecc.gov.ph
Regional Extension Unit CAR	Department of Labor and Employment (DOLE) Cabinet Hill, Baguio City	T:(074) 6190275 E: car@ecc.gov.ph
Regional Extension Unit I	2nd Flr., Kenny Plaza, Quezon Avenue San Fernando City, La Union	T: 072-607-8114 F: 072-700-2520 E: reu1@ecc.gov.ph
Regional Extension Unit II	2nd Flr., J & C Lasam Bldg. Arellano St. Extension Ugac Sur, Tuguegarao City, Cagayan	TF: (078) 377-2451 E: reu2@ecc.gov.ph
Regional Extension Unit III	Unit 6, Lodestone Cove Bldg. #16 McArthur Highway, Telebastagan, San Fernando City, Pampanga	T: 045-455-1613 E: reu3@ecc.gov.ph
Regional Extension Unit IV-A	Milan Prestige Building National Highway, Barangay Halang Calamba City, Laguna	T: (049) 545-7360 F: (049) 545-7357 E: castillo_jc@ecc.gov.ph
Regional Extension Unit V	Department of Labor and Employment (DOLE) Dona Aurora St., Old Albay District, Legaspi City	T: 052-481-0768 E: reu5@ecc.gov.ph
Regional Extension Unit VI	M.E. Bldg., Dungon B Jaro, Iloilo City	TF: (033)-330-0910 E: reu6@ecc.gov.ph
Regional Extension Unit VII	Room 154, Leocadia Arcade Gen. Maxilom Avenue Cebu City	T: (032) 266-7230 E: reu7@ecc.gov.ph
Regional Extension Unit VIII	Department of Labor and Employment Compound, Trece Martires Street Tacloban City	T: (053) 832-0140 F: (053) 523-4220 E: reu8@ecc.gov.ph
Regional Extension Unit IX	Department of Labor and Employment (DOLE) Room 203, 2nd Floor, Cortez Building Dr. Evangelista St., Brgy. Sta. Catalina Zamboanga City	TF: (062) 955-1594 E: reu9@ecc.gov.ph



Regional Extension Unit X	5/F Trinidad Bldg., Corrales-Yacapin St., Cagayan de Oro City	TF: (088) 231-2041 E: reu10@ecc.gov.ph
Regional Extension Unit XI	4/F Ching Printer's Bldg. Dacudao Avenue Davao City	T: 082-221-5702 E: reu11@ecc.gov.ph
Regional Extension Unit XII	Department of Labor and Employment (DOLE) 314 Upper Paredes Street Koronadal City, South Cotabato Department of Labor and Employment (DOLE) 2 nd Flr., Generals Complex Bldg. Roxas East Avenue, General Santos City	T: (083) 228-2190 F: (083) 228-2190 E: reu12@ecc.gov.ph T: (083) 228-0108 F: (083) 5523952
Regional Extension Unit XIII	Department of Labor and Employment (DOLE) Nimfa Tiu Building, J.P. Rosales Ave. Butuan City, Agusan del Norte	T: 085-815-0468 E: reu13@ecc.gov.ph