



**EMPLOYEES' COMPENSATION  
COMMISSION**

**CITIZEN'S CHARTER**  
2023 (3<sup>rd</sup> Edition)



## **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 State Insurance Fund, which took effect on January 1, 1975.

## **II. Vision**

By 2025, ECC is a nationally-recognized social insurance government institution committed to protect all workers through effective programs and excellent services.

## **III. Mission**

1. To develop and implement effective OSH policies and programs for the promotion of a healthy working population, safe working environment, and prevention of work-related contingencies;
2. To promptly provide workers and/or their dependents with adequate benefits and rehabilitation and other related services in the event of work-connected injury, illness and death;
3. To manage a sound, strong, viable, and wisely invested State Insurance Fund.

## **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 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 official working hours



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## Central Office: External Services

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16. Freedom of Information (FOI) Request (eFOI)



## 1. Public Assistance – 8888 Referral

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

ECC provides prompt and holistic assistance in addressing the Employees' Compensation issues raised by the complainants.

<b>Office or Division:</b>	Information and Public Assistance Division (IPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Department of Labor and Employment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		N/A		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Contact Malacañang's 8888 Hotline	Receives the complaint thru ECC 8888 Official Email	None	30 minutes	Public Relations Officer / Information Officer
	Records the complaint	None	30 minutes	Public Relations Officer / Information Officer
	Makes an initial examination or evaluation of the complaint. This process is done to determine whether the information provided are complete or incomplete	None	1 hour and 30 minutes	Public Relations Officer / Information Officer
Client provides further details regarding the attending circumstances pertinent to his/her concern such as, but not limited to, the following: 1. Date of Complaint; 2. Name of caller/complainant; 3. Name of covered member 4. Type of membership (SSS/GSIS) 5. Address; 6. Employer's name;	If information is not complete, contacts the complainant.  or: If the issue requires further referral to other division and/or regional officer/ central office officer, endorses the complaint to the division and/or regional officer/central office officer for appropriate action	None	2 days and 18 hours (66 hours)	Public Relations Officer / Information Officer



<p>7. Issue/Concern; 8. Complaint details; 9. Complainant's contact details (email and mobile number) or Prepare and submit the necessary requirements; or acts on the advisory; or coordinate with the ECC staff (Client, DOLE, SSS/GSIS)</p>	<p>or: If there's a need to refer to SSS,GSIS,DOLE, or other government agencies which can best address the concern, refers the client's concern to the government agency(ies).  waits for the necessary additional information.</p>			
	<p>If the information is complete, prepares the response to the complaint</p>	<p>None</p>	<p>2 hours</p>	<p>Public Relations Officer / Information Officer Division Chief / Deputy Executive Director / Executive Director</p>
	<p>Sends report to DOLE HRDS and Malacañang</p>	<p>None</p>	<p>30 minutes</p>	<p>Public Relations Officer / Information Officer</p>
	<p>Records the action taken to address or resolve the complaint</p>	<p>None</p>	<p>1 hour</p>	<p>Public Relations Officer / Information Officer</p>
<b>TOTAL</b>		<p><b>None</b></p>	<p><b>3 Days / 72 hours</b></p>	



## 2. Public Assistance – Walk-in

The Public Assistance Center provides needed information and assistance to walk-in clients/claimants on the EC Program.

<b>Office or Division:</b>	Information and Public Assistance Division (IPAD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish the Public Assistance information sheet	Receives client	None	2 minutes	PAC Officer-of-the-Day
	Interviews the client, answers query and provides assistance  If the question is not related to the ECP, advises the client to proceed to the proper DOLE agency and/or provide the DOLE Hotline 1349.	None	15 minutes	PAC Officer-of-the-Day
Accomplish the Customer Feedback Form	Provides client with Customer Feedback Form.	None	3 minutes	PAC Officer-of-the-Day
<b>TOTAL</b>		<b>None</b>	<b>20 minutes</b>	



### 3. Filing of EC Appealed Case

Appealed cases are EC claims that are denied by SSS or GSIS. Usually, the appealed cases are endorsed by the Systems directly to ECC. If the appellant appeals directly to ECC, ECC communicates with the Systems to request for the endorsement of the records of the case.

<b>Office or Division:</b>	Appeals Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government
<b>Who may avail:</b>	EC Claimants
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
(Section 4, Rules of Procedure for the Filing and Disposition of the Employees Compensation Claim, Annex "E", Amended Rules on Employees Compensation)	
<b>Transmittal of the Record in Case of Appeal</b>	
Claimant's application	Client
Decision of the GSIS or SSS	Claimant / SSS / GSIS
Claimant's Motion for Reconsideration	Claimant
Decision of the GSIS or SSS on the Motion for Reconsideration	SSS / GSIS
Claimant's Notice of Appeal with the GSIS or SSS	SSS / GSIS
Transmittal of the Records to the ECC, which includes the following:	SSS / GSIS
<b>For Claims for EC Disability Benefits (Sickness Resulting to Disability)</b>	
Updated service record	Employer
Updated statement of duties and responsibilities	Employer
Record of Confinement and or medical findings	Hospital
Official Receipts or certified true copies of payment of hospital bills and medicines purchased (ECC Br No. 12-05-15, 23 May 2012)	Hospital, Drug Store
EC Logbook (Art 205 of PD 626 and ECC Board Resolution No. 14-12-44)	Employer
<b>For Claims for EC Disability Benefits (Injury Resulting to Disability)</b>	
Updated service record	Employer
Statement of duties and responsibilities.	Employer
Investigation Report/Report of Injury/ Disability (for civilian employees)	Police Employer
Spot report/Investigation report and/or report of proceedings before Line of Duty Board (for AFP members, uniformed officers)	Employer





Mission or Travel Order, when applicable	Employer
Receipts of payment of hospital bills, professional fees and medicines	Hospital, Drug Store
<b>For Claims for EC Death Benefits</b>	
Updated service record	Employer
Statement of duties and responsibilities	Employer
Investigation Report/Report of Injury and Death (for civilian employees) Spot report/Investigation report and/or report of proceedings before Line of Duty Board (for AFP members, uniformed officers), when applicable.	Police Employer Employer
Mission or Travel Order, when applicable	Employer
Record of confinement	Hospital
Official receipts in payment of hospital bills, professional fees and medicines purchased from a drugstore	Client, Hospital, Drug Store
Death Certificate	Local Civil Registrar or National Statistics Office (NSO)
Declaration of Presumptive Death, as applicable	Court or by competent authority
Any other supporting documents or pieces of evidence that may aid the proper evaluation of the claim	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives appealed case from SSS or GSIS and encodes appellant's information in the Case Docketing Monitoring System (CDMS)	None	15 minutes	Records Officer
	Transmits documents to the Appeals Division	None	15 minutes	Records Officer
	Receives records and updates other information in the CDMS (tag, page numbering, 1-page case briefer)	None	1 hour	Docket Officer
	Examines the completeness of the records transmitted by the Systems.  If the documents are complete, the case will be docketed.	None	4 hours	Division Chief



	<p>If documents are incomplete, the case is remanded to the System for further evaluation or the appellant is requested to submit complete documents. Documents are returned within 3 days</p> <p>PCT is suspended if documents are incomplete</p>			
<b>TOTAL</b>			<b>5 hours, 30 minutes</b>	



## 4. Disposition of EC Appealed Case

This involves the evaluation of all EC claims elevated to the Commission after denial by the System. PCT is in Working Days based on Article 180 of PD 626

<b>Office or Division:</b>	Appeals Division			
<b>Classification:</b>	N/A (Under Special Laws – PD 626 as amended)			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	EC Claimants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NONE. Requirements are submitted in the Filing of Appealed Case process		NA		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Dockets the case, prepares and sends letter to the appellant that the case is now under evaluation.	None	4 hours	Docket Officer Division Chief Deputy Executive Director
	Assigns the case to the legal officer if it involves legal issues and to the medical officer if it involves medical issues for evaluation and review.	None	4 hours	Division Chief, Appeals Division  Division Chief, WCPRD
	Evaluates and reviews the case.	None	5 days	Legal Officer / Med Officer  Division Chief Appeals Division  Division Chief WCPRD
	Sets and conducts a Technical Review Committee (TRC) meeting.  The TRC may defer its recommendation and instruct the referral of the case to a medical expert.	None	2 days	Docket Officer Legal Officer / Med Officer  Division Chief Appeals Division  Division Chief WCPRD TRC members (tripartite members)



	PCT is suspended if the case is referred to a medical expert			
	Assigns to Legal Officer for preparation of decision	None	5 days	Legal Officer Division Chief Appeals Division
	Submits the prepared decision to DC-Appeals for review.	None	2 days	Legal Officer Division Chief Appeals Division
	Submits the case for decision by the Commission either thru the Board Meeting or Referendum (approve, deny or modify the evaluation and recommendation of the TRC)	None	5 days	Division Chief Appeals Division  Board Secretary Deputy Executive Director  Executive Director Commission Proper
<b>TOTAL</b>			<b>20 days</b>	



## 5. Release of Commission Decision on Appealed Case

Upon decision on the appealed case by the EC Commission, the case is routed for signature of the Chairman and members of the Commission. This process involves the release of decision to the appellant after receiving the completely signed case decision.

<b>Office or Division:</b>	Appeals Division and Board Secretary's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Signed decision		Department of Labor and Employment		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
DOLE forwards signed decision to ECC - Board Secretary's Office	Receives, records and endorses signed decision to the Appeals Division	None	30 minutes	Board Secretary Staff
	Receives and record the signed decision	None	15 minutes	Computer Operator Appeals Division
	Prepares endorsement letter to the appellant	None	15 minutes	Computer Operator Division Chief Appeals Division
	Signs the endorsement letter	None	30 minutes	Division Chief Deputy Executive Director Executive Director
	Endorses letter to Records Unit for mailing	None	5 minutes	Computer Operator
	Prepares signed letter and copy of decision for mailing	None	1 hour	Computer Operator
	Mails letter and decision	None	4 hours	Records Officer
	Updates database of cases	None	15 minutes	Computer Operator
<b>TOTAL</b>			<b>6 HOURS, 50 MINUTES</b>	



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

Rehabilitation or 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 are mitigated.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes KaGabay Form and submits to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Nurse
	Interviews the client, conducts initial screening and document findings	None	30 minutes	Nurse
	Conducts initial assessment of physical and functional capacity	None	1 hour, 30 minutes	Medical Officer
	Approves referral of PWRD for PT/OT to partner hospital	None	30 minutes	Chief, WCPRD
	Prepares documents and referral letter to partner hospital for those availing the specified rehabilitation service	None	30 minutes	Medical Officer
	Coordinates referral to partner hospital and informs client of schedule of initial	None	15 minutes	Nurse



	consultation with partner hospital			
	Updates database of PWRDs	None	15 minutes	Nurse
	<b>TOTAL</b>		<b>4 hours</b>	



## 7. Applying for Availment of Prosthesis and Assistive Devices

Rehabilitation or 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. Prosthesis or assistive devices are provided for free by ECC.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes KaGabay Form and submits to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Nurse
	Interviews the client and conducts initial examination of the amputation and document findings.	None	1 hour, 30 minutes	Medical Officer
	Approves referral of PWRD to partner hospital for clearance by physiatrist relative to application of prosthesis or assistive devices.	None	30 minutes	Chief, WCPRD
	Prepares documents and referral letter to partner hospitals for clearance relative to application of prosthesis or assistive device.	None	30 minutes	Medical Officer





	Coordinates referral to partner hospital and informs client of schedule of consultation .	None	15 minutes	Nurse
	Updates database of PWRDs.	None	15 minutes	Nurse
<b>TOTAL</b>			<b>3 hours, 30 minutes</b>	



## 8. Applying for Availment of Skills 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. Skills training prepares the PWRD for possible informal or formal employment.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes KaGabay Form and submits to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
	Interviews the client and conducts initial psychosocial preparation prior to initiation of rehabilitation process and refer to medical officer, if applicable  Conducts initial assessment of physical and functional capacity (If applicable, see process of PT/OT, prosthesis provision)	None	1 hour	Social Worker
	Prepares and submits application documents to the Division Chief	None	30 minutes	Social Worker
	Accepts recommendation for	None	30 minutes	Chief, WCPRD Social Worker



	desired skills training course and informs the PWRD that the application is accepted for processing			
	Coordinates with the partner skills training provider for schedule of training course and informs PWRD of tentative schedule	None	30 minutes	Social Worker
	Updates database of PWRD		15 minutes	Social Worker
<b>TOTAL</b>			<b>3 hours, 15 minutes</b>	



## 9. Applying for Availment of Entrepreneurship Training

Rehabilitation or 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.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes KaGabay Form and submits to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
	Interviews the client and conducts initial psychosocial preparation prior to initiation of rehabilitation process and refer to medical officer, if applicable.  Conducts initial assessment of physical and functional capacity (if applicable, see process of PT/OT, prosthesis provision).	None	1 hour	Social Worker
	Prepares and submits application documents to the Division Chief		30 minutes	Social Worker



	Accepts the application and informs the PWRD that the application is accepted for processing.		30 minutes	Chief, WCPRD Social Worker
	Registers PWRD for schedule of in-house or online entrepreneurship training and informs PWRD of tentative schedule	None	1 hour	Social Worker
	Updates database of PWRD.	None	15 minutes	Social Worker
	<b>TOTAL</b>		<b>3 hours, 45 minutes</b>	



## 10. Applying for Starter / Complimentary Kits

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes KaGabay Form and submits to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
	Assists the PWRD in preparing the business plan.	None	1 hour	Social Worker
	Prepares and submits application documents to the Division Chief	None	30 minutes	Social Worker
	Accepts the application for starter/complimentary kit and informs the PWRD that the application is accepted for processing.	None	15 minutes	Chief, WCPRD Social Worker
	Updates database of PWRD	None	15 minutes	Social Worker
	<b>TOTAL</b>		<b>2 hours, 30 minutes</b>	



## 11. Applying for Cash Assistance (Online)

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

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Uniformed, Public and Private Employees' who met work-connected contingencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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), as applicable		Philippine National Police or Company		
Death Certificate (Uniformed and Non-Uniformed Personnel), as applicable		NSO		
Spot report / Mission order / Casualty report (Uniformed Personnel), as applicable		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, as applicable		c/o client or qualified dependent		
For qualified dependents (as applicable): marriage certificate, birth certificate, valid IDs		NSO, government or company issued IDs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits application online with complete documents	Validates and evaluates documents and updates database	None	30 minutes	Clerk



	Prints documents for transmittal and updates database	None	15 minutes	Clerk
	Recommends the application for approval and update database	None	15 minutes	Chief, WCPRD
	Recommends the application for approval and update database	None	15 minutes	Deputy Executive Director
	Approves the application for payment of cash assistance benefit and updates database	None	15 minutes	Executive Director
	<b>TOTAL</b>		<b>1 hour, 30 minutes</b>	





## 12. Applying for Cash Assistance (Manual)

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

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Uniformed, Public and Private Employees' who met work-connected contingencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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), as applicable		Philippine National Police or Company		
Death Certificate (Uniformed and Non-Uniformed Personnel), as applicable		NSO		
Spot report / Mission order / Casualty report (Uniformed Personnel), as applicable		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, as applicable		c/o client or qualified dependent		
For qualified dependents (as applicable): marriage certificate, birth certificate, valid IDs		NSO, government or company issued IDs		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits application via courier / drop box / email or walk-in with complete documents	Encodes application, scan documents and uploads scanned documents.	None	30 minutes	Clerk



	Validates and evaluates documents and updates database.	None	30 minutes	Clerk
	Recommends the application for approval and updates database.	None	15 minutes	Chief, WCPRD
	Recommends the application for approval and updates database.	None	15 minutes	Deputy Executive Director
	Approves the application for payment of cash assistance benefit and updates database.	None	15 minutes	Executive Director
	<b>TOTAL</b>		<b>1 hour, 45 minutes</b>	



## 13. Releasing of Cash Assistance

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Uniformed, Public and Private Employees' who met work-connected contingencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receives cheques from Finance Division	None	10 minutes	Clerk
	Records, sorts and prepares checks for distribution  Prepare REU – bound cheques for mailing	None	30 minutes	Clerk
	Notifies client on the availability of check (for NCR clients) and coordinates schedule of pick-up/release	None	15 minutes	Clerk
	Updates database		5 minutes	Clerk
	<b>TOTAL</b>		<b>1 hour</b>	



## 14. Requesting for Conduct of On-Site ECP Seminar

ECC conducts in-depth EC Program orientation to companies/offices upon their request.

<b>Office or Division:</b>	Information and Public Assistance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Public and Private Companies and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request/Onsite Seminar Request form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Accomplishes the ECP onsite request form or writes a letter requesting for on-site ECP seminar and send it to <a href="mailto:ecpseminars@gmail.com">ecpseminars@gmail.com</a>	Receives letter request/ onsite request form.	None	30 minutes	Information Officer
	Acknowledges letter request, check the availability of the resource speakers, decks resource person for the seminar.	None	2 hours	Information Officer
	Coordinates with the requesting company or organization on the approved request <ul style="list-style-type: none"> <li>• Transportation, laptop, projector, sound system, etc. (Face-to-Face seminar)</li> <li>• Request for zoom, Microsoft teams, Google meet, etc. links and password (webinar)</li> </ul>	None	1 day	Information Officer
	<b>TOTAL</b>		<b>1 day, 2 hours, 30 minutes</b>	



## 15. Freedom of Information (FOI) Request (Manual)

Executive Order No. 2, series of 2016 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. The standard FOI processing time is 15 days and, in some instances, an agency may need more time to review your request and thereby extend the processing time. Under such circumstances, an agency will inform the client of an extension, which shall not be longer than twenty (20) working days.

<b>Office or Division:</b>	Administrative Division / Policy, Programs and Systems Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Files request for information	Receives application / request for information and forwards the request to the FOI decision maker	None	1 day	FOI Receiving Officer
	Recommends for appropriate action	None	2 days	FOI Decision Maker
	Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer
	Requests clearance from ED and DED to release the document	None	2 days	Deputy Executive Director / Executive Director
	Releases the document	None	1 hour	FOI Receiving Officer
	Updates the eFOI portal	None	1 hour	FOI Receiving Officer
	<b>TOTAL</b>		<b>10 days, 2 hours</b>	



## 16. Freedom of Information (FOI) Request (eFOI)

Executive Order No. 2, series of 2016 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. The standard FOI processing time is 15 days and, in some instances, an agency may need more time to review your request and thereby extend the processing time. Under such circumstances, an agency will inform the client of an extension, which shall not be longer than twenty (20) working days.

<b>Office or Division:</b>	Administrative Division / Policy, Programs and Systems Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Files request for information	Receives application / request for information and forwards the request to the decision maker	None	2 days	eFOI Receiving Officer
	Recommends for appropriate action	None	2 days	FOI Decision Maker
	Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer
	Requests clearance from ED and DED to release the document	None	2 days	Deputy Executive Director / Executive Director
	Releases the document	None	1 hour	eFOI Receiving Officer
	<b>TOTAL</b>		<b>11 days, 1 hour</b>	



## Central Office: Internal Services

1. Requesting for Personnel Records
2. Processing of Payment



## 1. Requesting 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 legal purposes.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Former and Current ECC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
HR Documents Request Form		Admin - HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes request form from HR	Receives request form	None	5 minutes	HR officer
	Evaluates request	None	10 minutes	HR staff
	Forwards request to Division Chief for approval	None	5 minutes	HR Staff
	Approves/disapproves request	None	10 minutes	Division chief
	Prepares requested documents	None	1 hour	HR Officer
	Signs documents	None	4 hours	Division Chief /Executive Director
	Stamps ECC Dry seal	None	5 minutes	HR Officer
	Informs client on agency action (approved /disapproved) via email or phone	None	10 minutes	HR Officer
Receive documents	Releases documents	None	5 minutes	HR Officer
<b>TOTAL</b>			<b>5 hours, 50 minutes</b>	





## 2. Processing of Payment

Payments to internal and external clients – (employees, suppliers, other clients) is processed starting from the receipt of the Budget Utilization Report (BUR) signed by the concerned Division Chief with complete supporting documents, funding of the BUR, preparation and approval of Disbursement Voucher, preparation and approval of the check payment, and recording and issuance to concerned division and payee.

<b>Office or Division:</b>	Finance Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government Government to Client			
<b>Who may avail:</b>	Internal and External clients – Employees, suppliers, other clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepares and signs (Box A) Budget Utilization Request	Receives, records, processes and signs BUR	None	10 minutes	Budget Officer
	Prepares Disbursement Voucher	None	20 minutes	Clerk
	Checks accounting entries and indexes transaction	None	15 minutes	Accountant
	Forwards DV and documents to Division concerned	None	10 minutes	Clerk
Receives and records document/s for action				
Forwards the document/s for action to the concerned Officer				
Acts on the documents by signing or returning the document to the previous process				
Records and forwards document/s to the next process	Receives signed DV (Box A)	None	5 minutes	Clerk
	Signs DV (Box B)	None	15 minutes	Chief, Finance Division
	Forwards DV and documents to ED/DED for signature	None	10 minutes	Clerk



	Receives and records document/s for action		5 minutes	Clerk / Receiving Officer (OED/ODED)
	Forwards the document/s for action to the concerned Officer		5 minutes	Clerk / Receiving Officer (OED/ODED)
	Signs DV (Box C)	None	4 hours	Executive Director / Deputy Executive Director
	Records and forwards document/s to the next process (Cashier)		5 minutes	Clerk / Receiving Officer (OED/ODED)
	Prepares and records cheque, forwards to signatories	None	15 minutes	Cashier
	Receives and records document/s for action		5 minutes	Clerk
	Forwards the document/s for action to the concerned Officer		5 minutes	Clerk
	Signs cheque (Signatory1)	None	30 minutes	Chief, Administrative Division / Deputy Executive Director
	Records and forwards document/s to the next process			Clerk
	Receives and records document/s for action		5 minutes	Clerk
	Forwards the document/s for action to the concerned Officer		5 minutes	Clerk
	Signs cheque (Signatory2)	None	30 minutes	Deputy Executive Director / Executive Director
	Records and forwards document/s to the next process			Clerk
	Records and releases cheque to concerned division/payee	None	20 minutes	Clerk
	<b>TOTAL</b>		<b>7 hours, 35 minutes</b>	



### 3. Request for Document Action

An internal process of the agency, covering all signatories of any official document.

<b>Office or Division:</b>	Employees. Compensation Commission			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	All divisions / units / employees of the agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Prepares and signs tracking form	Receives and records document/s for action	None	5 minutes	Receiving Officer
	Forwards the document/s for action to the concerned Officer	None	5 minutes	Receiving Officer
	Acts on the documents by signing or returning the document to the previous process	None	4 hours	Action Officer
	Records and forwards document/s to the next process	None	5 minutes	Receiving Officer
	<b>TOTAL</b>		<b>4 hours, 15 minutes</b>	



## **Regional Extension Units: External Services**

1. Public Assistance – Walk-in
2. Applying for Availment of Physical Restoration (PT/OT)
3. Applying for Availment of Prosthesis and Assistive Devices
4. Applying for Availment of Skills Training
5. Applying for Availment of Entrepreneurship Training
6. Applying for Starter / Complimentary Kit
7. Applying for Cash Assistance (Manual)
8. Releasing of Cash Assistance
9. Requesting for Conduct of On-Site ECP Seminar



## 1. Public Assistance – Walk-in

The Public Assistance Center provides needed information and assistance to walk-in clients/claimants in the avilment of the EC Program

<b>Office or Division:</b>	Regional Extension Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes the Public Assistance information sheet	Receives client	None	2 minutes	PAC Officer-of-the-Day
	Interviews the client, answers query and provide assistance  If the question is not related to the ECP, advises the client to proceed to the proper DOLE agency and/or provides the DOLE Hotline 1349.	None	15 minutes	PAC Officer-of-the-Day
Accomplishes the Customer Feedback Form	Provides client with Customer Feedback Form.	None	3 minutes	PAC Officer-of-the-Day
	<b>TOTAL</b>		<b>20 minutes</b>	



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

Rehabilitation or 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.

<b>Office or Division:</b>	Regional Extension Unit (REU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish KaGabay Form and submit to responsible persons	Receives and review the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Clerk
	Interviews the client, conduct initial screening and document findings	None	30 minutes	Administrative Officer / Rehabilitation Focal
	Conducts initial assessment of physical and functional capacity  Not including external assessment. PCT stops until seen by a Rehab doctor	None	1 hour, 30 minutes	Administrative Officer / Rehabilitation Focal
	Prepares assessment report	None	30 minutes	Administrative Officer / Rehabilitation Focal / Rehab Doctor
	Forward documents to ECC Central Office	None	15 minutes	Administrative Officer / Rehabilitation Focal



	Approves referral of PWRD for PT/OT to partner hospital	None	30 minutes	Chief, WCPRD
	Forward signed documents to REU	None	15 minutes	Computer Operator
	Prepares documents and referral letter to partner hospital for those availing the specified rehabilitation service	None	30 minutes	Medical Officer
	Coordinates referral to partner hospital and informs client of schedule of initial consultation with partner hospital	None	15 minutes	Administrative Officer / Rehabilitation Focal
	Update database of PWRDs	None	15 minutes	Administrative Officer / Rehabilitation Focal
	<b>TOTAL</b>		<b>5 hours</b>	



### 3. Applying for Availment of Prosthesis and Assistive Devices

Rehabilitation or 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. Prosthesis or assistive devices are provided for free by ECC.

<b>Office or Division:</b>	Regional Extension Unit (REU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish KaGabay Form and submit to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer / Rehabilitation Focal
	Interviews the client and conduct initial examination of the amputation and document findings	None	1 hour, 30 minutes	Administrative Officer / Rehabilitation Focal
	Forward documents to ECC Central Office	None	15 minutes	Administrative Officer / Rehabilitation Focal
	Approves referral of PWRD to partner hospital for clearance by physiatrist relative to application of prosthesis or assistive devices	None	30 minutes	Chief, WCPRD
	Forward signed documents to REU	None	15 minutes	Computer Operator





	Prepare documents and referral letter to partner hospitals for clearance relative to application of prosthesis or assistive device	None	30 minutes	Administrative Officer / Rehabilitation Focal
	Coordinate referral to partner hospital and informs client of schedule of consultation	None	15 minutes	Administrative Officer / Rehabilitation Focal
	Update database of PWRDs	None	15 minutes	Administrative Officer / Rehabilitation Focal
	<b>TOTAL</b>		<b>4 hours</b>	



## 4. Applying for Availment of Skills 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. Skills training prepares the PWRD for possible informal or formal employment.

<b>Office or Division:</b>	Regional Extension Unit (REU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish KaGabay Form and submit to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer
	Interviews the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process and refer to medical officer, if applicable  Conducts initial assessment of physical and functional capacity (if applicable, see process of PT/OT, prosthesis provision)	None	1 hour	Administrative Officer
	Prepares documents for approval	None	30 minutes	Administrative Officer
	Forward documents to ECC Central Office	None	15 minutes	Administrative Officer
	Approves recommendation for	None	30 minutes	Chief, WCPRD



	desired skills training course			
	Forward signed documents to REU	None	15 minutes	Computer Operator
	Coordinate with the partner skills training provider for schedule of training course and inform PWRD of tentative schedule	None	15 minutes	Administrative Officer
	Update database of PWRD	None	15 minutes	Administrative Officer
	<b>TOTAL</b>		<b>3 hours, 30 minutes</b>	



## 5. Applying for Availment of Entrepreneurship Training

Rehabilitation or 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.

<b>Office or Division:</b>	Regional Extension Unit (REU)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish KaGabay Form and submit to responsible persons	Receives and review the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Administrative Officer
	Interviews the client and conduct initial psychosocial preparation prior to initiation of rehabilitation process and refer to medical officer, if applicable Conduct initial assessment of physical and functional capacity (if applicable, see process of PT/OT, prosthesis provision)	None	1 hour	Administrative Officer
	Registers PWRD for schedule of in-house or online entrepreneurship training	None	1 hour	Administrative Officer
	Updates database of PWRD	None	15 minutes	Administrative Officer



	<b>TOTAL</b>		<b>2 hours, 45 minutes</b>	
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## 6. Applying for Starter / Complimentary Kits

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Persons with Work-Related Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
DTI, LGU or Barangay Business permit		DTI, LGU / Barangay		
Recent pictures of business or livelihood undertaking		Client		
Record of income generated or sales ledger		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplish KaGabay Form and submit to responsible persons	Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer
	Assists the PWRD in preparing the business plan	None	1 hour	Administrative Officer
	Prepares and submit application documents to the division chief for approval	None	30 minutes	Administrative Officer
	Forward documents to ECC Central Office	None	15 minutes	Administrative Officer
	Approves the application for starter/complimentary kit assistance and inform the PWRD that the application is accepted for processing	None	30 minutes	Chief, WCPRD
	Forward signed documents to REU	None	15 minutes	Computer Operator
	Updates database of PWRD	None	15 minutes	Administrative Officer
	<b>TOTAL</b>		<b>3 hours, 15 minutes</b>	



## 7. Applying for Cash Assistance (Manual)

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

<b>Office or Division:</b>	Regional Extension Unit (REU)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Uniformed, Public and Private Employees' who met work-connected contingencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit application via courier / drop box / email or walk-in with complete documents	Encodes application, scan documents and upload scanned documents	None	30 minutes	Administrative Officer



	Validates and evaluate document and update database	None	30 minutes	Administrative Officer
	Recommends the application for approval and update database	None	15 minutes	Chief, WCPRD
	Recommends the application for approval and update database	None	15 minutes	Deputy Executive Director
	Approves the application for payment of cash assistance benefit and updates database	None	15 minutes	Executive Director
	<b>TOTAL</b>		<b>1 hour, 45 minutes</b>	





## 8. Releasing of Cash Assistance

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Uniformed, Public and Private Employees' who met work-connected contingencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government-Issued ID		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Receives cheques from Central Office	None	10 minutes	Administrative Officer
	Records, sorts and prepares cheque for release	None	30 minutes	Administrative Officer
	Notifies client on availability of cheque and coordinates schedule of pick-up/release	None	15 minutes	Administrative Officer
	Updates database	None	5 minutes	Administrative Officer
	<b>TOTAL</b>		<b>1 hour</b>	



## 9. Requesting for Conduct of On-Site ECP Seminar

ECC conducts in-depth EC Program orientation to companies/offices upon their request.

<b>Office or Division:</b>	Regional Extension Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Public and Private Companies and Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Accomplishes the ECP onsite request form or writes a letter requesting for on-site ECP seminar and send it to <a href="mailto:ecpseminars@gmail.com">ecpseminars@gmail.com</a>	Receives letter request/ onsite request form.	None	30 minutes	Information Officer
	Acknowledges letter request, check the availability of the resource speakers, deck resource person for the seminar.	None	2 hours	Information Officer
	Coordinates with the requesting company or organization on the approved request <ul style="list-style-type: none"> <li>• Transportation, laptop, projector, sound system, etc. (Face-to-Face seminar)</li> <li>• Request for zoom, Microsoft teams, Google meet, etc. links and password (webinar)</li> </ul>	None	1 day	Information Officer
	<b>TOTAL</b>		<b>1 day, 2 hours, 30 minutes</b>	



## 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"> <li>1. The PAC Officer-of-the-Day secures the Client/ Customer Feedback Form and submits 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).</li> <li>2. The Internal Audit Unit compiles and records all feedback submitted.</li> </ol>
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"> <li>1. Write or email us or fill up the feedback form. Please indicate the following:               <ol style="list-style-type: none"> <li>a. Your complete name and signature</li> <li>b. Your complete address and contact numbers</li> <li>c. Date and time of incidence</li> <li>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.</li> <li>e. Whether you request for a preliminary investigation or suggest corrections / improvements.</li> </ol> </li> <li>2. File complaint through the following means:</li> </ol>



	<ul style="list-style-type: none"> <li>a. Drop in the designated feedback box.</li> <li>b. Submit to PAC or Division Head of the person being complained of</li> <li>c. Submit to the Administrative Division, HR Section</li> </ul>
<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: <a href="mailto:complaints@ecc.gov.ph">complaints@ecc.gov.ph</a>          Tel. No. 02 8896-7837          Presidential Complaint Center:          8888          Contact Center ng Bayan:          0908 -881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
Head Office	4th and 5th 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) 619-0275 E: car@ecc.gov.ph
Regional Extension Unit I	2nd Flr., Kenny Plaza, Quezon Avenue San Fernando City, La Union	T: 072-607-0045 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	Room 4, Unit 201, CJG Building, MacArthur Hi-way, City of San Fernando, Pampanga	T: 0918-606-0903 E: reu3@ecc.gov.ph
Regional Extension Unit IV-A	Milan Prestige Building National Highway, Barangay Halang Calamba City, Laguna	T: (049) 521-7518 E: castillo_jc@ecc.gov.ph reu4@ecc.gov.ph
Regional Extension Unit V	Unit 4 CQ Building 3 Rosal Street, Imperial Court Legaspi City	T: 052-742-1350 E: reu5@ecc.gov.ph
Regional Extension Unit VI	4 <sup>th</sup> Floor 7J Corporate Center, Jalandoni-Ledesma Sts., Iloilo City	T: (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 E: reu8@ecc.gov.ph
Regional Extension Unit IX	Department of Labor and Employment (DOLE) Room 203, 2nd Floor, Cortez Building, Dr. Evangelista St.,	TF: (062) 955-1594 E: reu9@ecc.gov.ph



	Brgy. Sta. Catalina, Zamboanga City	
Regional Extension Unit X	G/F Trinidad Bldg., Corrales-Yacapin St., Cagayan de Oro City	TF: (088) 231-2041 E: reu10@ecc.gov.ph
Regional Extension Unit XI	Door 216-217, 2 <sup>nd</sup> Floor, Pink Waters Building, Quimpo Boulevard, Davao City	T: 082-221-5702 E: reu11@ecc.gov.ph
Regional Extension Unit XII	3rd Floor Generals Complex Bldg., Roxas East Avenue, General Santos City	T: (083) 823-2334 E: reu12@ecc.gov.ph; eccregion12@gmail.com
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