



**EMPLOYEES' COMPENSATION
COMMISSION**

CITIZEN'S CHARTER
2024 (1st 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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8. Applying for Availment of Skills Training
9. Applying for Availment of Entrepreneurship Training
10. Applying for Starter / Complimentary Kits
11. Applying for Cash Assistance (Online)
12. Applying for Cash Assistance (Manual)
13. Requesting for Conduct of On-Site ECP Seminar
14. Freedom of Information (FOI) Request (Manual)
15. Freedom of Information (FOI) Request (eFOI)
16. Requesting for Personnel Records and Documents of Former Employees



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.

Office or Division:	Information and Public Assistance Division (IPAD)			
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
1. Contact Malacañang's 8888 Hotline	1.1 Receives the complaint thru ECC 8888 Official Email	None	30 minutes	Public Relations Officer / Information Officer
	1.2 Records the complaint	None	30 minutes	Public Relations Officer / Information Officer
	1.3 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, 30 minutes	Public Relations Officer / Information Officer
2. 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;	2.1 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, 2 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>2.2 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>2.3 Sends report to DOLE HRDS and Malacañang</p>	<p>None</p>	<p>30 minutes</p>	<p>Public Relations Officer / Information Officer</p>
	<p>2.4 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>
TOTAL		<p>None</p>	<p>3 days</p>	



2. Public Assistance – Walk-in

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

Office or Division:	Information and Public Assistance Division (IPAD)			
Classification:	Simple			
Type of Transaction:	Government to Client, Government to Business, Government to Government			
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 / one (1) photocopy of decision)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Public Assistance information sheet	1.1 Receives client	None	2 minutes	PAC Officer-of-the-Day (IPAD Clerk)
	1.2 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 (IPAD Clerk)
2. Accomplish the Customer Feedback Form	2.1 Provides client with Customer Feedback Form.	None	3 minutes	PAC Officer-of-the-Day (IPAD Clerk)
TOTAL		None	20 minutes	



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.

Office or Division:	Appeals Division
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	EC Claimants
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
(Section 4, Rules of Procedure for the Filing and Disposition of the Employees Compensation Claim, Annex "E", Amended Rules on Employees Compensation)	
Transmittal of the Record in Case of Appeal	
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
For Claims for EC Disability Benefits (Sickness Resulting to Disability)	
Updated service record	Employer
Updated statement of duties and responsibilities	Employer
Record of Confinement and or medical findings	Hospital
One (1) 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
For Claims for EC Disability Benefits (Injury Resulting to Disability)	
Updated service record	Employer
Statement of duties and responsibilities.	Employer
Investigation Report/Report of Injury/ Disability (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



Mission or Travel Order, when applicable	Employer
Receipts of payment of hospital bills, professional fees and medicines	Hospital, Drug Store
For Claims for EC Death Benefits	
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
	1.1 Receives appealed case from SSS or GSIS and encodes appellant's information in the Case Docketing Monitoring System (CDMS)	None	15 minutes	Records Officer
	1.2 Transmits documents to the Appeals Division	None	15 minutes	Records Officer
	1.3 Receives records and updates other information in the CDMS (tag, page numbering, 1-page case briefer)	None	1 hour	Docket Officer
	1.4 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>			
TOTAL		None	5 hours, 30 minutes	



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

Office or Division:	Appeals Division			
Classification:	N/A (Under Special Laws – PD 626 as amended)			
Type of Transaction:	Government to Government			
Who may avail:	EC Claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE. Requirements are submitted in the Filing of Appealed Case process		NA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 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
	1.2 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
	1.3 Evaluates and reviews the case.	None	5 days	Legal Officer / Med Officer Division Chief Appeals Division Division Chief WCPRD
	1.4 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			
	1.5 Assigns to Legal Officer for preparation of decision	None	5 days	Legal Officer Division Chief Appeals Division
	1.6 Submits the prepared decision to DC-Appeals for review.	None	2 days	Legal Officer Division Chief Appeals Division
	1.7 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
TOTAL		None	20 days	



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.

Office or Division:	Appeals Division and Board Secretary's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed decision		Department of Labor and Employment		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. DOLE forwards signed decision to ECC - Board Secretary's Office	1.1 Receives, records and endorses signed decision to the Appeals Division	None	30 minutes	Board Secretary Staff
	1.2 Receives and record the signed decision	None	15 minutes	Computer Operator Appeals Division
	1.3 Prepares endorsement letter to the appellant	None	15 minutes	Computer Operator Division Chief Appeals Division
	1.4 Signs the endorsement letter	None	30 minutes	Division Chief Deputy Executive Director Executive Director
	1.5 Endorses letter to Records Unit for mailing	None	5 minutes	Computer Operator
	1.6 Prepares signed letter and copy of decision for mailing	None	1 hour	Computer Operator
	1.7 Mails letter and decision	None	4 hours	Records Officer
	1.8 Updates database of cases	None	15 minutes	Computer Operator
TOTAL		None	6 hours, 50 minutes	



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.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplishes KaGabay Form and submits to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Nurse
	1.2 Interviews the client, conducts initial screening and document findings	None	30 minutes	Nurse
	1.3 Conducts initial assessment of physical and functional capacity	None	1 hour, 30 minutes	Medical Officer
	1.4 Approves referral of PWRD for PT/OT to partner hospital	None	30 minutes	Chief, WCPRD
	1.5 Prepares documents and referral letter to partner hospital for those availing the specified rehabilitation service	None	30 minutes	Medical Officer
	1.6 Coordinates referral to partner hospital and informs client of schedule of initial	None	15 minutes	Nurse



	consultation with partner hospital			
	1.7 Updates database of PWRDs	None	15 minutes	Nurse
	TOTAL	None	4 hours	



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.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplishes KaGabay Form and submits to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Nurse
	1.2 Interviews the client and conducts initial examination of the amputation and document findings.	None	1 hour, 30 minutes	Medical Officer
	1.3 Approves referral of PWRD to partner hospital for clearance by physiatrist relative to application of prosthesis or assistive devices.	None	30 minutes	Chief, WCPRD
	1.4 Prepares documents and referral letter to partner hospitals for clearance relative to application of prosthesis or assistive device.	None	30 minutes	Medical Officer



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



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.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplishes KaGabay Form and submits to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
	1.2 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
	1.3 Prepares and submits application documents to the Division Chief	None	30 minutes	Social Worker



	1.4 Accepts recommendation for desired skills training course and informs the PWRD that the application is accepted for processing	None	30 minutes	Chief, WCPRD Social Worker
	1.5 Coordinates with the partner skills training provider for schedule of training course and informs PWRD of tentative schedule	None	30 minutes	Social Worker
	1.6 Updates database of PWRD	None	15 minutes	Social Worker
TOTAL		None	3 hours, 15 minutes	



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.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplishes KaGabay Form and submits to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
	1.2 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
	1.3 Prepares and submits application documents to the Division Chief	None	30 minutes	Social Worker



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



10. Applying for Starter / Complimentary Kits

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. Starter kits as a part of the Kagabay program are intended to support and establish a more enduring employment service package for PWRDs for their efforts in starting a business.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplishes KaGabay Form and submits to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Social Worker
2. Prepares the business plan application form	2.1 Assists the PWRD in preparing the business plan.	None	1 hour	Social Worker
	2.2 Prepares and submits application documents to the Division Chief	None	30 minutes	Social Worker
	2.3 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
	2.4 Updates database of PWRD	None	15 minutes	Social Worker
	TOTAL	None	2 hours, 30 minutes	



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

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
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		
One (1) 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application with complete documents	1.1 Check and Verify complete documents	None	1 hour	WCPRD Clerk



	1.2 Validates and evaluates documents and updates database	None	1 hour	WCPRD Clerk
	1.3 Recommends the application for approval and update database	None	1 Hour	Chief, WCPRD
	1.4 Recommends the application for approval and update database	None	4 hours	Deputy Executive Director
	1.5 Approves the application for payment of cash assistance benefit and updates database	None	1 day	Executive Director
	1.6 Prepares BUR and attached all supporting documents as mentioned above and updates database	None	4 hours	WCPRD Clerk
	1.7 Signs BOX A of the BUR and updates database	None	4 hours	Chief, WCPRD or authorized representative
	1.8 Submit Cash Assistance application to Finance Division for processing of payment	None	1 hour	WCPRD Clerk
	1.9 Receives BUR, check supporting documents and signs BOX B.	None	20 minutes	Budget Officers
	1.10 Updates online system for BUR processed.	None	10 minutes	WCPRD Clerk
	1.11 Prepares DV and records documents and submit to WCPRD for certification of the DV BOX A	None	4 hours	Finance Clerk
	1.12 Signs BOX A of the DV and clerk submit DV to Finance Chief	None	1 hour	Chief, WCPRD or authorized representative
	1.13 Checks documents and certifies Box B of the DV and submits DVs to the Cashier for check preparation. Finance clerk updates online system for DV	None	4 hours	Finance Chief



	processed. and submits DVs to the Cashier for check preparation.			
	1.14 Prepares checks. Records checks and submits DVs with checks to DV approving and check signatories.	None	4 hours	Finance Clerk/ Cashier
	1.15 Approves BOX C of the DV and signs check.	None	30 minutes	Deputy Executive Director
	1.16 Records DV and check and submits to other check signatory.	None	30 minutes	Finance Clerk
	1.17 Signs check	None	4 hours	2nd check Signatory (Chief, Admin/Chief, IPAD)
	1.18 Records check and submit to Finance Division	None	15 minutes	Finance Clerk
	1.19 Receives DV with check. Records checks in the Check Warrant 1.23 Register and updates online system for checks processed.	None	30 minutes	Finance Clerk
	1.20 Sorts and prepares endorsement list for distribution to WCPRD and regional offices.	None	20 minutes	Finance Clerk
	1.21 Notifies payees on the availability of checks thru email, text messages, mobile/landline calls and coordinates schedule of pick up/release (for NCR payees)	None	1 day, 4 hours, 15 minutes	Finance Clerk
	1.22 Updates online system for checks released	None	10 minutes	Finance Clerk
	TOTAL	None	7 Days	



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

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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		
One (1) 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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits application via courier / drop box / email or walk-in with complete documents	1.1 Encodes application, scan documents and uploads scanned documents.	None	30 minutes	WCPRD Clerk



	1.2 Validates and evaluates documents and updates database.	None	30 minutes	WCPRD Clerk
	1.3 Recommends the application for approval and updates database.	None	15 minutes	Chief, WCPRD
	1.4 Recommends the application for approval and updates database.	None	15 minutes	Deputy Executive Director
	1.5 Approves the application for payment of cash assistance benefit and updates database.	None	15 minutes	Executive Director
	1.6 Receives cheques from Finance Division	None	10 minutes	WCPRD Clerk
	1.7 Records, sorts and prepares checks for distribution Prepare REU – bound cheques for mailing	None	30 minutes	WCPRD Clerk
	1.8 Notifies client on the availability of check (for NCR clients) and coordinates schedule of pick-up/release	None	15 minutes	WCPRD Clerk
	1.9 Updates database	None	5 minutes	WCPRD Clerk
	TOTAL	None	2 hours, 45 minutes	



13. Requesting for Conduct of On-Site ECP Seminar

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

Office or Division:	Information and Public Assistance Division			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	Public and Private Companies and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For walk-in request: Accomplished onsite request form (1 original copy) For online request: Request letter (1 copy)		ECC REU office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Walk-in letter request to ECC or Accomplishes the ECP onsite request form or write a letter requesting for on-site ECP seminar and send it to ipad@ecc.gov.ph	1.1 Receives letter request/ onsite request form.	None	1 hour	Information Officer - IPAD
	1.2 Acknowledge request and record requests in the online monitoring sheet	None	1 hour	Information Officer- IPAD
	1.3 Check the availability of the resource speakers and deck resource person for the seminar.	None	1 day and 6 hours	Division Chief/ Information Officer - IPAD
	1.4 If approved: Coordinate with the requesting company or organization on the approved request on the following details: <ul style="list-style-type: none"> • Face-to-Face seminar Transportation, laptop, projector, sound system, etc. • Webinar Request for zoom, Microsoft teams, Google meet, etc. links and 	None	3 hours	Information Officer - IPAD



	password 1.4 If disapproved: <ul style="list-style-type: none">• Notify client of unavailability of resource speaker.			
	TOTAL	None	2 days and 3 hours	



14. 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.

Office or Division:	Administrative Division / Policy, Programs and Systems Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen, Government Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request for information	1.1 Receives application / request for information and forwards the request to the FOI decision maker	None	1 day	FOI Receiving Officer (Records Officer-II)
	1.2 Recommends for appropriate action	None	2 days	FOI Decision Maker (Appeals, Division Chief-IV)
	1.3 Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer (Records Officer-II)
	1.4 Requests clearance from ED and DED to release the document	None	2 days	Deputy Executive Director / Executive Director
	1.5 Releases the document	None	1 hour	FOI Receiving Officer (Records Officer-II)
	1.6 Updates the eFOI portal	None	1 hour	FOI Receiving Officer (Records Officer-II)
	TOTAL	None	10 days, 2 hours	



15. 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.

Office or Division:	Administrative Division / Policy, Programs and Systems Management Division			
Classification:	Highly Technical			
Type of Transaction:	Government to Client, Government to Business, Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files request for information	1.1 Receives application / request for information and forwards the request to the decision maker	None	2 days	eFOI Receiving Officer (Information Technology Officer II)
	1.2 Recommends for appropriate action	None	2 days	FOI Decision Maker (Appeals, Division Chief-IV)
	1.3 Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer (Records Officer II)
	1.4 Requests clearance from ED and DED to release the document	None	2 days	Deputy Executive Director / Executive Director
	1.5 Releases the document	None	1 hour	eFOI Receiving Officer (Information Technology Officer II)
	TOTAL	None	11 days, 1 hour	



16. Requesting for Personnel Records and Documents of Former Employees

Request for personnel records and documents of former employees, 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.

Office or Division:	Administrative Division			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Former ECC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (1 original copy)		Client		
2. If the requesting party is a representative, submits the following documents from the former employee: a. Authorization or SPA (1 original copy) b. One (1) Photocopy each of Two (2) Identification Cards with signatures of the former employee and the representative c. Original and one (1) Photocopy of Birth Certificate (if incapacitated) or Death Certificate (if deceased)		Client		
3. Request for Personnel Records and Documents		Admin- HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Letter Request to HR – Admin Division	1.1 Receives request letter	None	10 minutes	Computer Operator I - Admin Division
2. Accomplishes request form from HR	2.1 Provides Forms for Request for Personnel Records and Documents	None	10 minutes	Computer Operator I- Admin Division
	2.2 Informs client to pick-up documents after 7 working days	None	10 minutes	Computer Operator I – Admin Division
	2.3 Evaluates Request and requirements	None	30 minutes	Computer Operator I- Admin Division
	2.4 Locates files/records of former employee from the stock room	None	2 days	Computer Operator I - Admin Division



	- Checks / scrutinize documents from 201 files			
	2.5 If cannot be located / found, inform the clients	None	30 minutes	Computer Operator I- Admin Division
	2.5 If the files are available, prepares documents	None	4 hours	Computer Operator I – Admin Division
	2.6 Reviews Documents	None	4 hours	Division Chief – Admin Division
	2.7 Returns documents for revision/finalization	None	1 hour	Division Chief
	2.8 Revises / Finalizes Documents	None	8 hours	Computer Operator I – Admin Division
	2.9 Initials documents	None	4 hours	Division Chief - / Deputy Executive Director
	2.10 Signs documents	None	4 hours	Executive Director / Authorized signatory
	2.11 Stamps ECC Dry seal	None	10 minutes	Computer Operator - Admin Division
	1.12 Informs client on agency action	None	1 hour	Computer Operator I- Admin Division
Receives documents	1.13 Releases documents	None	10 minutes	Computer Operator I- Admin Division
TOTAL		None	5 days, 2 hours, 50 minutes	



Central Office: Internal Services

1. Requesting for Personnel Records and Documents
2. Processing of Payment
3. Releasing of check payments to Regional Extension Units



1. Requesting for Personnel Records and Documents

Request for personnel records and documents, 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.

Office or Division:	Administrative Division			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Current ECC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance by the Employee at the HR		Admin - HR		
2. HR Provided Request for Personnel Records and Documents		Admin - HR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes request form from HR	1.1 Receives request form	None	10 minutes	Computer Operator I -Admin Division
	1.2 Evaluates request	None	2 hours	Computer Operator I- Admin Division
	1.3 Prepares requested documents	None	4 hours	Computer Operator I- Admin Division
	1.4 Signs documents	None	4 hours	Division Chief / Authorized Signatory
	1.5 Stamps ECC Dry seal	None	10 minutes	Computer Operator I- Admin Division
	1.6 Informs client on agency action	None	30 minutes	Computer Operator I - Admin Division
2. Receives documents	2.1 Releases documents	None	1 hour	Computer Operator I- Admin Division
Total		None	1 day, 3 hours, 50 minutes	



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.

Office or Division:	Finance Division	
Classification:	Complex	
Type of Transaction:	Government to Citizen, Government to Business, Government to Government	
Who may avail:	Internal clients – ECC Employees External clients – Contractors/suppliers, and other claimants	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Payment/Reimbursement of Utilities: (Electricity, Water, Telephone) and Janitorial Services (REU) <ol style="list-style-type: none"> 1. Signed BUR (Box A) 2. Billing/Statement of account 3. Certification of services rendered Reimbursement of Travel Expenses: (by land and air) <ol style="list-style-type: none"> 1. Signed BUR (Box A) 2. Office order/MEMO 3. Approved Itinerary of travel 4. Certificate of travel completed 5. Certificate of appearance 6. Boarding Pass 7. Airfare/bus tickets/RER /OR 8. Certificate of Expenses not Requiring Official Receipts 9. Accomplishment report/Photo Documents Payment/Reimbursement of meals: <ol style="list-style-type: none"> 1. Signed BUR (Box A) 2. Statement of account/Official Receipt 3. Approved Office Order/Memo 4. Certificate of Attendance 5. Approved Budget proposal 6. Notice of Meeting 7. Minutes of meeting Request for Cash Advance: <ol style="list-style-type: none"> 1. Office Order/MEMO 		Supplier/employees



2. Approved application for bond (if 5,000 pesos or more)
3. Approved Budget and Activity proposal
4. Approved Itinerary of travel (For travel expenses)

Payment/Reimbursement of (Supplies and Services):

1. Approved Purchase Request (PR)
2. Inspection receiving receipt
3. Official receipt
4. Approved Purchase Order
5. Abstract of price quotation
6. 3 Canvass for suppliers
7. Acknowledgement receipt
8. Certification of Expenses
9. One (1) Photocopy of Official receipt/Certificate of Tax registration

Payment of Contractor/repairs

1. Approved Purchased request
2. Billing/Receipt/Sale invoice
3. Certificate of inspection and acceptance
4. Report of waste material, in case of replacement/Repair
5. Pre/Post repair inspection report
6. 3 Canvass
7. Approved Price Quotation
8. Approved PO/Contract
9. Philgeps Posting, if required

Payment of Hospital

1. Statement of account/billing
2. ECC WCPRD form 1-4
3. MOA (if new contract)

Payment of Travel Meal and Allowance (TMA)

1. Certification
2. ECC WCPRD Form 4
3. Approved ECC Guidelines
4. Board Resolution no. 18-02-05

Payment of Starter kits/Complementary kit

1. Approved business plan
2. One (1) Copy of EC Voucher
3. Certificate of training
4. ECC guidelines
5. Board Resolution no. 18-02-06
6. Livelihood recommendation from case manager (Complementary Kit)

Payment of Cash Assistance

Uniformed Personnel



<ul style="list-style-type: none"> 1. Cash assistance form - Uniformed personnel 2. Board resolution no. 18-02-07 3. ECC Guidelines 4. Medical Certificate 5. Spot/Accident report 6. IDs <p>Non Uniformed Personnel</p> <ul style="list-style-type: none"> 1. Cash Assistance form 2. Board Resolution no. 18-02-07 3. ECC Guidelines 4. EC Sickness claim information 5. IDs <p>Cash Assistance - COVID</p> <ul style="list-style-type: none"> 1. Cash Assistance form 2. Board Resolution no. 18-02-07 3. Medical certificates 4. SSS/GSIS EC Claim vouchers 5. IDs <p>Payment of Professional fee/Honoraria</p> <ul style="list-style-type: none"> 1. Certification 2. Attendance 3. Contract (if new or renewed) 	
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Divisions/ Units submits BUR with complete supporting documents to Budget Officer – Finance Division Remarks: all requests for payment/reimbursement must have the ECC Routing Slip.	1.1 Receives, records, updates monitoring sheet, processes and signs BUR (Box B)	None	1 day	Budget Officer – Finance Division
	1.2 Prepares Disbursement Voucher Remarks: Payments to suppliers are subject to withholding taxes. BIR form 2307 is prepared.	None	4 hours	Clerk, Finance Division
	1.3 Checks accounting entries and indexes transaction	None	4 hours	Accountant/Financial Analyst – Finance Division



	1.4 Forwards DV and documents to Division concerned (to sign box A)	None	30 minutes	Clerk, Finance Division
	1.5 Receives and records document/s for action (Division concern)	None	30 minutes	Clerk, Division Concerned
	1.6 Concern division chief signs Box A of the DV	None	4 hours	Concern Division Chief
	1.7 Forwards signed DV and documents to Finance Division (to sign box B)	None	30 minutes	Clerk, Concerned Division – IPAD, WCPRD, Appeals, PPSMD, OED, Board Secretary, IAU
	1.8 Receives signed DV (Box A)	None	30 minutes	Clerk, Finance Division
	1.9 Signs DV (Box B)	None	4 hours	Chief, Finance Division
	1.10 Forwards DV and documents to ED/DED for signature/approval	None	30 minutes	Clerk, Finance Division
	1.11 Receives and records document/s approval of the DV	None	30 minutes	Clerk / Receiving Officer (OED/ODED)
	1.12 Approves DV (Box C)	None	1 day	Executive Director / Deputy Executive Director
	1.13 Records and forwards document/s to (Cashier)	None	30 minutes	Clerk (OED/ODED)
	1.14 Receives documents, Prepares and records checks. Forwards to check signatories	None	4 hours	Cashier/clerk, Finance Division
	1.15 Receives and records checks and document for check approval	None	30 minutes	Clerk, Admin/Clerk, DED
	1.16 Forwards the check/document/s for action to Signatory 2	None	30 minutes	Clerk, Admin/IPAD/DED
	1.17 Signs checks (Signatory1)	None	4 hours	Chief, Admin/IPAD
	1.18 Records and forwards document/s to the next Signatory 2	None	30 minutes	Clerk, Admin/IPAD
	1.19 Receives and records document/s and checks for signature	None	30 minutes	Clerk, DED/ED



	1.20 Signs check (Signatory2)	None	1 day	Deputy Executive Director / Executive Director
	1.21 Records and forwards document/s and signed check to Finance	None	30 minutes	Clerk, ED/DED
2. Employees, suppliers, claimants Receive check from Finance Division. Remarks: Payee to issue Official Receipt, present acceptable government IDs, Authorization with one (1) photocopy each of two IDs.	2.1 Receives, Records and notifies payees thru email, cellphone, text messages, releases cheque to concerned division/payee.	None	3 hours, 35 minutes	Clerk- Finance Division
	TOTAL	None	7 days	



3. Releasing of check payments to Regional Extension Units

Sorting of Checks per Regions, prepares endorsement letter, Releasing of checks to the Regional extension unit thru courier services.

Office or Division:	Finance Division			
Classification:	Complex			
Type of Transaction:	Government to Government Government to Citizen			
Who may avail:	Internal clients – ECC Employees External clients – Contractors/suppliers, and other claimants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved and signed Disbursement vouchers 2. Signed BIR form 2307 3. Signed Checks		Finance Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Regional extension Unit Staffs receive the checks.	1.1 Receives checks for checking and recording in warrant	None	30 mins	Clerk – Finance Division
	1.2 Checks the documents and payee's name on checks	None	4 hours	Clerk – Finance Division
	1.3 Records the checks in warrant	None	3 hours and 30 mins	Clerk – Finance Division
	1.4 Sort checks per region, prepare endorsement letters.	None	1 day	Clerk – Finance Division
	1.5 Send thru courier service to regions. Notifies REU offices on the sent checks to regions.	None	5 days	Clerk – Finance Division
	TOTAL	None	7 days	



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

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Citizen, Government to Business, Government to Government			
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 / one (1) photocopy of decision)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the Public Assistance information sheet	1.1 Receives client	None	2 minutes	PAC Officer-of-the-Day (Clerk, Information Officer or Administrative Officer)
	1.2 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 (Clerk, Information Officer or Administrative Officer)
2. Accomplishes the Customer Feedback Form	2.1 Provides client with Customer Feedback Form.	None	3 minutes	PAC Officer-of-the-Day (Clerk, Information Officer or Administrative Officer)
	TOTAL	None	20 minutes	



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.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplish KaGabay Form and submit to responsible persons	1.1 Receives and review the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	WCPRD Clerk
	1.2 Interviews the client, conduct initial screening and document findings	None	30 minutes	Administrative Officer / Rehabilitation Focal
	1.3 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
	1.4 Prepares assessment report	None	30 minutes	Administrative Officer / Rehabilitation Focal / Rehab Doctor
	1.5 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer /



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



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.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplish KaGabay Form and submit to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer / Rehabilitation Focal
	1.2 Interviews the client and conduct initial examination of the amputation and document findings	None	1 hour, 30 minutes	Administrative Officer / Rehabilitation Focal
	1.3 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer / Rehabilitation Focal
	1.4 Approves referral of PWRD to partner 1.5 hospital for clearance by physiatrist relative to application of prosthesis or assistive devices	None	30 minutes	Chief, WCPRD
	1.5 Forward signed documents to REU	None	15 minutes	Computer Operator



	1.6 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
	1.7 Coordinate referral to partner hospital and informs client of schedule of consultation	None	15 minutes	Administrative Officer / Rehabilitation Focal
	1.8 Update database of PWRDs	None	15 minutes	Administrative Officer / Rehabilitation Focal
	TOTAL	None	4 hours	



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.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplish KaGabay Form and submit to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer
	1.2 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
	1.3 Prepares documents for approval	None	30 minutes	Administrative Officer
	1.4 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer
	1.5 Approves recommendation for	None	30 minutes	Chief, WCPRD



	desired skills training course			
	1.6 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
	1.7 Update database of PWRD	None	15 minutes	Administrative Officer
	TOTAL	None	3 hours, 30 minutes	



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.

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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
1. Accomplish KaGabay Form and submit to responsible persons	1.1 Receives and review the accomplished KaGabay Form with the relevant records submitted.	None	30 minutes	Administrative Officer
	1.2 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
	1.3 Registers PWRD for schedule of in-house or online entrepreneurship training	None	1 hour	Administrative Officer
	1.4 Updates database of PWRD	None	15 minutes	Administrative Officer
	TOTAL	None	2 hours, 45 minutes	



6. Applying for Starter / Complimentary Kits

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. Starter kits as a part of the Kagabay program are intended to support and establish a more enduring employment service package for PWRDs for their efforts in starting a business.

Office or Division:	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Persons with Work-Related Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish KaGabay Form and submit to responsible persons	1.1 Receives and reviews the accomplished KaGabay Form with the relevant records submitted	None	30 minutes	Administrative Officer
2. Prepares the business plan application form	2.1 Assists the PWRD in preparing the business plan	None	1 hour	Administrative Officer
	2.2 Prepares and submit application documents to the division chief for approval	None	30 minutes	Administrative Officer
	2.3 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer
	2.4 Approves the application for starter/complimentary kit assistance and inform the PWRD that the application is accepted for processing	None	30 minutes	Chief, WCPRD
	2.5 Forward signed documents to REU	None	15 minutes	Computer Operator
	2.6 Updates database of PWRD	None	15 minutes	Administrative Officer
	TOTAL	None	3 hours, 15 minutes	



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

Office or Division:	Regional Extension Unit (REU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
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		
One (1) 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
1. Submit application via courier / drop box / email or walk-in with complete documents	1.1 Encodes application, scan documents and upload scanned documents	None	30 minutes	Administrative Officer



	1.2 Validates and evaluate document and update database	None	30 minutes	Administrative Officer
	1.3 Recommends the application for approval and update database	None	15 minutes	Chief, WCPRD
	1.4 Recommends the application for approval and update database	None	15 minutes	Deputy Executive Director
	1.5 Approves the application for payment of cash assistance benefit and updates database	None	15 minutes	Executive Director
	1.6 Receives cheques from Central Office	None	10 minutes	Clerk
	1.7 Records, sorts and prepares checks for distribution	None	30 minutes	Clerk
	1.8 Notifies client on the availability of cheques and coordinates schedule of pick-up/release	None	15 minutes	Clerk
	1.9 Updates database	None	5 minutes	Clerk
	TOTAL	None	2 hours, 45 minutes	



9. Requesting for Conduct of On-Site ECP Seminar

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

Office or Division:	Regional Extension Units			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Government			
Who may avail:	Public and Private Companies and Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For walk-in request: Accomplished onsite request form (1 original copy) For online request: Request letter (1 copy)		ECC REU office Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits Walk-in letter request to ECC or Accomplishes the ECP onsite request form or write a letter requesting for on-site ECP seminar and send it to reu@ecc.gov.ph	1.1 Receives letter request/ onsite request form.	None	1 hour	Information Officer - IPAD
	1.2 Acknowledge request and records requests in the online monitoring sheet	None	1 hour	Information Officer- IPAD
	1.3 Check the availability of the resource speakers and deck resource person for the seminar.	None	1 day and 6 hours	Division Chief/ Information Officer - IPAD
	1.4 If approved: Coordinate with the requesting company or organization on the approved request on the following details: <ul style="list-style-type: none"> • Face-to-Face seminar Transportation, laptop, projector, sound system, etc. • Webinar Request for zoom, Microsoft teams, Google meet, etc. links and password 	None	3 hours	Information Officer - IPAD



	1.4 If disapproved: <ul style="list-style-type: none">Notify client of unavailability of resource speaker.			
	TOTAL	None	2 days and 3 hours	



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 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). 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 signature b. Your complete address and contact numbers c. Date and time of incidence d. The specific grievance, acts or omissions committed/being complained about where our official/employee has violated the ECC's Integrity Pledge or Corporate Values as indicated in this charter. e. Whether you request for a preliminary investigation or suggest corrections / improvements. 2. File complaint through the following means:



	<ul style="list-style-type: none"> a. Drop in the designated feedback box. b. Submit to PAC or Division Head of the person being complained of c. Submit to the Administrative Division, HR Section
<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) ARTA 1-2782</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	Ma Lebren Building, Enrile Ave., Carig Sur, Tuguegarao City, Cagayan	E: reu2@ecc.gov.ph
Regional Extension Unit III	4 th floor Pinmara Building, MacArthur Hi-way, Brgy. Sindalan City of San Fernando, Pampanga	T: 0918-606-0903 T:0454076240 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 th Floor 7J Corporate Center, Jalandoni-Ledesma Sts., Iloilo City	T: (033)-330-0910 E: reu6@ecc.gov.ph
Regional Extension Unit VII	Room 1 Binamira Building, Gorordo 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., Brgy. Sta. Catalina, Zamboanga City	TF: (062) 955-1594 E: reu9@ecc.gov.ph



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 nd Floor, Pink Waters Building, Quimpo Boulevard, Davao City	T: 082-221-5702 T2336306 E: reu11@ecc.gov.ph
Regional Extension Unit XII	Door A15, ECA Buildings, National Hi-way, Brgy. City Heights, General Santos City	T: (083) 823-2334 E: reu12@ecc.gov.ph; eccregion12@gmail.com
Regional Extension Unit XIII	Ground Floor, Cebu CFI Community Cooperative Building, Brgy. Limaha, Butuan City	T: 085-815-0468 E: reu13@ecc.gov.ph