



# **EMPLOYEES' COMPENSATION COMMISSION**

## **CITIZEN'S CHARTER** 2025 (2nd 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 2030, ECC-OSHC is a globally recognized government institution that provides inclusive, responsive, and sustainable programs on safety and prevention for all workers; compensation benefits, and rehabilitation services to those who experience work-related contingencies and their dependents.

## **III. Mission**

1. To develop and implement effective, dynamic, and innovative OSH Policies and Programs for a healthy and safe work environment for all workers.
2. To promptly provide comprehensive benefits and services to PWRDs and/or their dependents.
3. To ensure a well managed, stable, and resilient State Insurance Fund.
4. To strengthen and uphold good governance compliances.

## **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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- 3... Filing of EC Appealed Case
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- 5... Release of Commission Decision on Appealed Case
- 6... Applying for Availment of Physical Restoration (PT/OT)
- 7... Applying for Availment of Prosthesis and Assistive Devices
- 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
12. Requesting for Conduct of On-Site ECP Seminar
13. Freedom of Information (FOI) Request (Manual)
14. Freedom of Information (FOI) Request (eFOI)
15. 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.

<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>
1. Contact Malacañang's 8888 Hotline	1.1 Receives the complaint thru ECC 8888 Official Email	None	30 minutes	Information Officer III
	1.2 Records the complaint	None	30 minutes	Information Officer III
	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	Information Officer III
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	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	None	2 days, 2 hours	Information Officer III



member 4. Type of membership (SSS/GSIS) 5. Address; 6. Employer's name; 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)	office officer for appropriate action  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.			
	2.2 If the information is complete, prepares the response to the complaint	None	2 hours	Information Officer III/ Division Chief/ Deputy Executive Director/ Executive Director
	2.3 Sends report to DOLE HRDS and Malacañang	None	30 minutes	Information Officer III
	2.4 Records the action taken to address or resolve the complaint	None	1 hour	Information Officer III
<b>TOTAL</b>		<b>None</b>	<b>3 days</b>	



## 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, Government to Business, Government to Government			
<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 / one (1) photocopy of decision), SSS or GSIS voucher or screenshot of benefits received under the EC program (if applicable)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Public Assistance information sheet	1.1 Receives client	None	2 minutes	Computer Operator I
	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	Computer Operator I
2. Accomplish the Customer Feedback Form	2.1 Provides client with Customer Feedback Form.	None	3 minutes	Computer Operator I
<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
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)	
<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
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
<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) 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		
<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
	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 II, Administrative Division
	1.2 Transmits documents to the Appeals Division	None	15 minutes	Records Officer II, Administrative Division
	1.3 Receives records and updates other	None	1 hour	Computer Operator III



	information in the CDMS (tag, page numbering, 1-page case briefer)			
	<p>1.4 Examines the completeness of the records transmitted by the Systems.</p> <p>If the documents are complete, the case will be docketed.</p> <p>If documents are incomplete, the case is remanded to the System for further evaluation or the appellant is requested to submit complete documents. Documents are returned within 3 days</p> <p>PCT is suspended if documents are incomplete</p>	None	4 hours	Division Chief
<b>TOTAL</b>		<b>None</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>
	1.1 Dockets the case, prepares and sends letter to the appellant that the case is now under evaluation.	None	4 hours	Computer Operator III  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 and/or 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	None	2 days	Computer Operator III  Legal Officer and/or Med Officer



	<p>instruct the referral of the case to a medical expert.</p> <p>PCT is suspended if the case is referred to a medical expert</p>			<p>Division Chief, Appeals Division</p> <p>Division Chief, WCPRD</p> <p>TRC members (tripartite members)</p>
	1.5 Assigns to Legal Officer for preparation of decision	None	5 days	<p>Legal Officer</p> <p>Division Chief, Appeals Division</p>
	1.6 Submits the prepared decision to DC-Appeals for review.	None	2 days	<p>Legal Officer</p> <p>Division Chief, Appeals Division</p>
	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	<p>Division Chief, Appeals Division</p> <p>Board Secretary III</p> <p>Deputy Executive Director</p> <p>Executive Director Commission Proper</p>
<b>TOTAL</b>		<b>None</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		
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 III
	1.2 Receives and record the signed decision	None	15 minutes	Computer Operator II, Appeals Division
	1.3 Prepares endorsement letter to the appellant	None	15 minutes	Computer Operator III, Appeals Division  Division Chief, Appeals Division
	1.4 Signs the endorsement letter	None	30 minutes	Division Chief, Appeals Division  Deputy Executive Director  Executive Director
	1.5 Endorses letter to Records Unit for mailing	None	5 minutes	Computer Operator II, Appeals Division
	1.6 Prepares signed letter and copy of decision for mailing	None	1 hour	Computer Operator II, Appeals Division



	1.7 Mails letter and decision	None	4 hours	Records Officer II, Administrative Division
	1.8 Updates database of cases	None	15 minutes	Computer Operator III, Appeals Division
<b>TOTAL</b>		<b>None</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 Citizen			
<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>
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 II/Nurse III
	1.2 Interviews the client, conducts initial screening and document findings	None	30 minutes	Nurse II/Nurse III
	1.3 Conducts initial assessment of physical and functional capacity	None	1 hour, 30 minutes	Medical Officer III
	1.4 Approves referral of PWRD for PT/OT to partner hospital	None	30 minutes	Division Chief
	1.5 Prepares documents and referral letter to partner hospital for those availing the specified rehabilitation service	None	30 minutes	Medical Officer III





	1.6 Coordinates referral to partner hospital and informs client of schedule of initial consultation with partner hospital	None	15 minutes	Nurse II/Nurse III
	1.7 Updates database of PWRDs	None	15 minutes	Nurse II/Nurse III
	<b>TOTAL</b>	<b>None</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 Citizen			
<b>Who may avail:</b>	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 II/Nurse III
	1.2 Interviews the client and conducts initial examination of the amputation and document findings.	None	1 hour, 30 minutes	Medical Officer III
	1.3 Approves referral of PWRD to partner hospital for clearance by physiatrist relative to application of prosthesis or assistive devices.	None	30 minutes	Division Chief
	1.4 Prepares documents and referral letter to partner hospitals for	None	30 minutes	Medical Officer III



	clearance relative to application of prosthesis or assistive device.			
	1.5 Coordinates referral to partner hospital and informs client of schedule of consultation.	None	15 minutes	Nurse II/Nurse III
	1.6 Updates database of PWRDs.	None	15 minutes	Nurse II/Nurse III
<b>TOTAL</b>		<b>None</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 Citizen			
<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>
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 Welfare Officer II
	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 Welfare Officer II



	1.3 Prepares and submits application documents to the Division Chief -	None	30 minutes	Social Welfare Officer II
	1.4 Accepts recommendation for desired skills training course and informs the PWRD that the application is accepted for processing	None	30 minutes	Division Chief Social Welfare Officer II
	1.5 Coordinates with the partner skills training provider for schedule of training course and informs PWRD of tentative schedule	None	30 minutes	Social Welfare Officer II
	1.6 Updates database of PWRD	None	15 minutes	Social Welfare Officer II
<b>TOTAL</b>		<b>None</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 Citizen			
<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>
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 Welfare Officer II
	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 Welfare Officer II



	1.3 Prepares and submits application documents to the Division Chief	None	30 minutes	Social Welfare Officer II
	1.4 Accepts the application and informs the PWRD that the application is accepted for processing.		30 minutes	Division Chief  Social Welfare Officer II
	1.5 Registers PWRD for schedule of in-house or online entrepreneurship training and informs PWRD of tentative schedule	None	1 hour	Social Welfare Officer II
	1.6 Updates database of PWRD.	None	15 minutes	Social Welfare Officer II
	<b>TOTAL</b>	<b>None</b>	<b>3 hours, 45 minutes</b>	



## 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.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<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>
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 Welfare Officer II
2. Prepares the business plan application form	2.1 Assists the PWRD in preparing the business plan.	None	1 hour	Social Welfare Officer II
	2.2 Prepares and submits application documents to the Division Chief	None	30 minutes	Social Welfare Officer II
	2.3 Accepts the application for starter/ complimentary kit and informs the PWRD that the application is accepted for processing.	None	15 minutes	Division Chief  Social Welfare Officer II
	2.4 Updates database of PWRD	None	15 minutes	Social Welfare Officer II
	<b>TOTAL</b>	None	<b>2 hours, 30 minutes</b>	





## 11. Applying for Cash Assistance

Cash assistance is provided to workers (and their families) who fell ill or died as a result of work-related contingencies to augment the income (disability) benefits provided under P.D. 626 as amended, in order to cope with increasing cost of living expenditures

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD) and Finance Division (Finance)		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Citizen		
<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	
2 Valid IDs. In addition, a Marriage Certificate for clients that opted to adopt their spouse’s surname which is not reflected in the Valid IDs.		Government or company issued ID. PSA/NSO for marriage certificate.	
One (1) photocopy of approved EC voucher for EC injury/illness or EC Death Benefits or other acceptable proof of approved EC claim from the SSS or GSIS (Non-Uniformed Personnel), as applicable.		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		PSA/NSO	
Declaration of presumptive death by competent authority. (Uniformed and Non-Uniformed Personnel), as applicable		Competent Authority	
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 walk-in with complete documents	1.1 Check and verify complete documents, encodes application to database, scans, and uploads documents.	None	1 hour	Computer Operator I / Computer Operator II, WCPRD
	1.2 Validates and evaluates documents and updates database.	None	1 hour	Computer Operator I / Computer Operator II, WCPRD
	1.3 Recommends the application for approval and updates database.	None	1 hour	Division Chief/ Medical Officer III / Medical Officer IV, WCPRD
	1.4 Recommends the application for approval and updates 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 Budget Utilization Request for payment of cash assistance benefit and updates database.	None	4 hours	Computer Operator I/ Computer Operator II, WCPRD
	1.7 Certifies_Budget Utilization Request and updates database.	None	4 hours	Division Chief/ Medical Officer III / Medical Officer IV, WCPRD
	1.8 Submit cash assistance application to Finance Division for	None	1 hour	Computer Operator I / Computer



	processing of payment.			Operator II, WCPRD
	1.9 Receives, records, updates monitoring sheet, assigned applicable account codes, processes and signs BUR (Box B)	None	1 day	Budget Officer II, Finance Division
	1.10 Prepares Disbursement Voucher	None	4 hours	Bookkeeper III, Finance Division
	1.11 Checks accounting entries and indexes transaction	None	4 hours	Accountant III, Finance Division
	1.12 Forwards DV and documents to Division concerned (to sign box A)	None	30 minutes	Bookkeeper III, Finance Division
	1.13 Receives and records document/s for action-	None	30 minutes	Computer Operator I/ Computer Operator II, WCPRD
	1.14 Concerned division chief signs/approve Box A of the DV	None	4 hours	Division Chief, WCPRD
	1.15 Forwards signed DV and documents to Finance Division (to sign/approve box B)	None	30 minutes	Computer Operator I / Computer Operator II, WCPRD
	1.16 Receives signed	None	30 minutes	Bookkeeper III,



	DV (Box A)			Finance Division
	1.17 Signs/Approves DV (Box B)	None	4 hours	Division Chief, Finance Division
	1.17 Examines DV and documents.			Cashier III, Finance Division
	1.18 Prepares and records check. Forwards check to (a)DED or (b) Division Chief, IPAD/ Division Chief, Appeals Division		30 minutes	Cashier III, Finance Division
	1.18 Forwards DV and documents to ED/DED for signature/approval	None		Bookkeeper III, Finance Division
	1.19 Receives and records document/s and DV for approval	None	30 minutes	Private Secretary I, OED / Private Secretary II, ODED
	1.19a Receives and records document/s and checks for signature	None		Private Secretary II, DED
	1.19b Receives and records checks and document for check approval			Computer Operator I, IPAD /Computer Operator III, Appeals Division
	1.20 Approves DV (Box C)	None	1 day	Executive Director/ Deputy Executive Director
	1.20a Signs checks (Signatory1)	None		Deputy Executive Director
	1.20b Signs checks (Signatory1)			Division Chief, IPAD/ Division Chief, Appeals Division
	1.21 Records and forwards DV and document/s to	None	30 minutes	Private Secretary I, OED / Private



	(Cashier)			Secretary II, ODED
	1.21a Records and forwards document/s to the next Signatory 2	None		Private Secretary II, ODED
	1.21b Records and forwards document/s to the next Signatory 2			Computer Operator I, IPAD /Computer Operator III, Appeals Division
	1.22 Receives DV and other documents	None	30 minutes	Cashier III, Finance Division
	1.22a Receives and records document/s and checks for signature	None		Private Secretary I, OED
	1.22b Receives and records document/s and checks for signature			Private Secretary II, ODED/ Private Secretary I, OED
	1.23a Signs check (Signatory2)	None	1 day	Executive Director
	1.23b Signs check (Signatory2)			Deputy Executive Director
	1.24a Records and forwards document/s and signed check to Finance	None	30 minutes	Private Secretary II, ODED
	1.24b Records and forwards document/s and signed check to Finance			Private Secretary I, OED
2.Employees, suppliers, claimants Receive check from Finance Division.	2.1 Receives, Records and notifies payees thru email, cellphone, text messages, to release cheque to concerned payee.	None	3 hours, 30 minutes	Bookkeeper III, Finance Division
	TOTAL		9 hours	

## 12. 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 Business, Government to Government			
<b>Who may avail:</b>	Public and Private Companies and Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For walk-in request:</b> Accomplished onsite request form (1 original copy) <b>For online request:</b> Request letter (1 copy)		ECC REU office  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="mailto:ipad@ecc.gov.ph">ipad@ecc.gov.ph</a>	1.1 Receives letter request/ onsite request form.	None	1 hour	Information Officer I
	1.2 Acknowledge request and record requests in the online monitoring sheet	None	1 hour	Information Officer I
	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
	<b>1.4 If approved:</b> Coordinate with the requesting company or organization on the approved request on the following details:  • Face-to-Face seminar Transportation, laptop, projector, sound system, etc.	None	3 hours	Information Officer I



	<ul style="list-style-type: none"> <li>• Webinar</li> </ul> Request for zoom, Microsoft teams, Google meet, etc. links and password			
	<b>1.4 If disapproved:</b> <ul style="list-style-type: none"> <li>•....</li> </ul> Notify client of unavailability of resource speaker.			
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 3 hours</b>	



### 13. 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>	Highly Technical			
<b>Type of Transaction:</b>	Government to Citizen, Government Business, Government to Government			
<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>
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, Administrative Division)
	1.2 Recommends for appropriate action	None	2 days	FOI Decision Maker (Division Chief, Appeals Division)
	1.3 Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer (Records Officer-II, Administrative Division)
	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, Administrative Division)
	1.6 Updates the eFOI portal	None	1 hour	FOI Receiving Officer (Records Officer-II, Administrative Division)
	<b>TOTAL</b>	<b>None</b>	<b>10 days, 2 hours</b>	



#### 14. 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>		Highly Technical		
<b>Type of Transaction:</b>		Government to Client, Government to Business, Government to Government		
<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>
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, PPSMD)
	1.2 Recommends for appropriate action	None	2 days	FOI Decision Maker (Division Chief, Appeals Division)
	1.3 Prepares reply to the client and information requested as necessary	None	5 days	FOI Receiving Officer (Records Officer II, Administrative Division)
	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, PPSMD)
	<b>TOTAL</b>	<b>None</b>	<b>11 days, 1 hour</b>	



## 15. 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.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Citizen			
<b>Who may avail:</b>	Former ECC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Letter Request to HR – Admin Division	1.1 Receives request letter	None	10 minutes	Human Resource Management Assistant - Administrative Division
2. Accomplishes request form from HR	2.1 Provides Forms for Request for Personnel Records and Documents	None	10 minutes	Human Resource Management Assistant - Administrative Division
	2.2 Informs client to pick-up documents	None	10 minutes	Human Resource



	after 7 working days			Management Assistant - Administrative Division
	2.3 Evaluates Request and requirements	None	30 minutes	Human Resource Management Assistant - Administrative Division
	2.4 Locates files/records of former employee from the stock room - Checks / scrutinize documents from 201 files	None	2 days	Human Resource Management Assistant - Administrative Division
	2.5 If cannot be located / found, inform the clients	None	30 minutes	Human Resource Management Assistant - Administrative Division
	2.5 If the files are available, prepares documents	None	4 hours	Human Resource Management Assistant - Administrative Division
	2.6 Reviews Documents	None	4 hours	Division Chief, Administrative Division
	2.7 Returns documents for revision/finalization	None	1 hour	Division Chief, Administrative Division
	2.8 Revises / Finalizes Documents	None	8 hours	Human Resource Management Assistant - Administrative 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	Human Resource Management Assistant - Administrative Division
	1.12 Informs client on agency action	None	1 hour	Human Resource Management Assistant - Administrative Division
Receives documents	1.13 Releases documents	None	10 minutes	Human Resource Management Assistant - Administrative Division
<b>TOTAL</b>		<b>None</b>	<b>5 days, 2 hours, 50 minutes</b>	



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.

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	Current ECC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Appearance by the Employee at the HR		Admin - HR		
2... HR Provided Request for Personnel Records and Documents		Admin - HR		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes request form from HR	1.1 Receives request form	None	10 minutes	Human Resource Management Assistant - Administrative Division
	1.2 Evaluates request	None	2 hours	Human Resource Management Assistant - Administrative Division
	1.3 Prepares requested documents	None	4 hours	Human Resource Management Assistant - Administrative Division
	1.4 Signs documents	None	4 hours	Division Chief, Administrative Division/ Authorized Signatory
	1.5 Stamps ECC Dry seal	None	10 minutes	Human Resource





				Management Assistant - Administrative Division
	1.6 Informs client on agency action	None	30 minutes	Human Resource Management Assistant - Administrative Division
2. Receives documents	2.1 Releases documents	None	1 hour	Human Resource Management Assistant - Administrative Division
<b>Total</b>		<b>None</b>	<b>1 day, 3 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>	Complex
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government
<b>Who may avail:</b>	Internal clients – ECC Employees External clients – Contractors/suppliers, and other claimants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<b>Payment/Reimbursement of Utilities: (Electricity, Water, Telephone) and Janitorial Services (REU)</b> <ol style="list-style-type: none"> <li>Signed BUR (Box A)</li> <li>Billing/Statement of account</li> <li>Certification of services rendered</li> </ol> <b>Reimbursement of Travel Expenses: (by land and air)</b> <ol style="list-style-type: none"> <li>Signed BUR (Box A)</li> <li>Office order/MEMO</li> <li>Approved Itinerary of travel</li> <li>Certificate of travel completed</li> <li>Certificate of appearance</li> <li>Boarding Pass</li> <li>Airfare/bus tickets/RER /OR</li> <li>Certificate of Expenses not Requiring Official Receipts</li> <li>Accomplishment report/Photo Documents</li> </ol> <b>Payment/Reimbursement of meals:</b> <ol style="list-style-type: none"> <li>Signed BUR (Box A)</li> <li>Statement of account/Official Receipt</li> <li>Approved Office Order/Memo</li> <li>Certificate of Attendance</li> <li>Approved Budget proposal</li> <li>Notice of Meeting</li> <li>Minutes of meeting</li> </ol>	Supplier/employees



**Request for Cash Advance:**

1. Office Order/MEMO
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**

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

**Non Uniformed Personnel**

1. Cash Assistance form
2. Board Resolution no. 18-02-07
3. ECC Guidelines
4. EC Sickness claim information
5. IDs

**Cash Assistance - COVID**

1. Cash Assistance form
2. Board Resolution no. 18-02-07
3. Medical certificates
4. SSS/GSIS EC Claim vouchers
5. IDs

**Payment of Professional fee/Honoraria**

1. Certification
2. Attendance
3. Contract (if new or renewed)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Receives, records, updates monitoring sheet, processes and signs BUR (Box B)	None	1 day	Budget Officer II
	1.2 Prepares Disbursement Voucher. BIR form 2307 is prepared for payments to suppliers subject to withholding taxes.	None	4 hours	Bookkeeper III
	1.3 Checks accounting	None	4 hours	Accountant III



	entries and indexes transaction			
	1.4 Forwards DV and documents to Division concerned (to sign box A)	None	30 minutes	Bookkeeper III,
	1.5 Receives and records document/s for action (Division concern)	None	30 minutes	Computer Operator I/II/III, Division Concerned
	1.6 Concern division chief signs Box A of the DV	None	4 hours	Division Chief, Division Concerned
	1.7 Forwards signed DV and documents to Finance Division (to sign box B)	None	30 minutes	Computer Operator I/II/III, Division Concerned
	1.8 Receives signed DV (Box A)	None	30 minutes	Bookkeeper III
	1.9 Signs DV (Box B)	None	4 hours	Bookkeeper III
	1.10 Forwards DV and documents to ED/DED for signature/approval	None	30 minutes	Bookkeeper III
	1.11 Receives and records document/s approval of the DV	None	30 minutes	Private Secretary I, OED / Private Secretary II, 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	Private Secretary I, OED / Private Secretary II, ODED
	1.14 Receives documents, 1.18 Prepares and records check. Forwards check to (a)DED or (b) Division Chief, IPAD/ Division Chief, Appeals Division.	None	4 hours	Cashier III
	1.15a Receives and records checks and document for check	None	30 minutes	Private Secretary II, ODED



	approval			
	1.15b Receives and records checks and document for check approval			Computer operator I, IPAD/ Computer Operator III, Appeals Division
	1.16a Forwards the check/document/s for action to Signatory 2	None	30 minutes	Private Secretary II, ODED
	1.16b Forwards the check/document/s for action to Signatory 2			Computer operator I, IPAD/ Computer Operator III, Appeals Division
	1.17a Signs checks (Signatory1)	None	4 hours	Deputy Executive Director
	1.17b Signs checks (Signatory1)			Division Chief, IPAD/ Division Chief, Appeals Division
	1.18a Records and forwards document/s to the next Signatory 2	None	30 minutes	Private Secretary II, ODED
	1.18b Records and forwards document/s to the next Signatory 2			Computer operator I, IPAD/ Computer Operator III, Appeals Division
	1.19a Receives and records document/s and checks for signature	None	30 minutes	Private Secretary I, OED
	1.19b Receives and records document/s and checks for signature			Private Secretary II, ODED
	1.20a Signs check (Signatory2)	None	1 day	Executive Director
	1.20b Signs check (Signatory2)			Deputy Executive Director
	1.21a Records and forwards document/s and signed check to Finance	None	30 minutes	Private Secretary I, OED
	1.21b Records and forwards document/s and signed check to			Private Secretary II, ODED



	Finance			
2. Payee Receive check from Finance Division by: a. Suppliers who must Issue Official Receipt if applicable; or b. Clients who must Present acceptable government IDs or Authorization with one (1) photocopy each of two IDs if applicable.	2.1 Receives, Records and notifies payees thru email, cellphone, text messages, releases cheque to concerned division/payee.	None	3 hours, 30 minutes	Bookkeeper III
	<b>TOTAL</b>	<b>None</b>	<b>7 days, 1 hour, 30 minutes</b>	

### 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.

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

<b>Office or Division:</b>	Regional Extension Units			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen, Government to Business, Government to Government			
<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 / one (1) photocopy of decision), SSS or GSIS voucher or screenshot of benefits received under the EC program (if applicable)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplishes the Public Assistance information sheet	1.1 Receives client	None	2 minutes	Information Officer II
	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	Information Officer II
2. Accomplishes the Customer Feedback Form	2.1 Provides client with Customer Feedback Form.	None	3 minutes	Information Officer II
	<b>TOTAL</b>	<b>None</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 Citizen			
<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>
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 II
	1.2 Interviews the client, conduct initial screening and document findings	None	30 minutes	Administrative Officer II
	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 II
	1.4 Prepares assessment report	None	30 minutes	Administrative Officer II



	1.5 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer II
	1.6 Approves referral of PWRD for PT/OT to partner hospital	None	30 minutes	Division Chief, WCPRD
	1.7 Forward signed documents to REU	None	15 minutes	Computer Operator I / Computer Operator II
	1.8 Prepares documents and referral letter to partner hospital for those availing the specified rehabilitation service	None	30 minutes	Medical Officer III / Medical Officer IV
	1.9 Coordinates referral to partner hospital and informs client of schedule of initial consultation with partner hospital	None	15 minutes	Administrative Officer II
	1.10 Update database of PWRDs	None	15 minutes	Administrative Officer II
	<b>TOTAL</b>	None	<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 Citizen			
<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>
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 II
	1.2 Interviews the client and conduct initial examination of the amputation and document findings	None	1 hour, 30 minutes	Administrative Officer II
	1.3 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer II
	1.4 Approves referral of PWRD to partner hospital for clearance by physiatrist relative to application of prosthesis or assistive devices	None	30 minutes	Division Chief, WCPRD



	1.5 Forward signed documents to REU	None	15 minutes	Computer Operator I/ Computer Operator II, WCPRD
	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 II
	1.7 Coordinate referral to partner hospital and informs client of schedule of consultation	None	15 minutes	Administrative Officer II
	1.8 Update database of PWRDs	None	15 minutes	Administrative Officer II
	<b>TOTAL</b>	<b>None</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 Citizen			
<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>
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 II
	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 II



	1.3 Prepares documents for approval	None	30 minutes	Administrative Officer II
	1.4 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer II
	1.5 Approves recommendation for desired skills training course	None	30 minutes	Division Chief, WCPRD
	1.6 Forward signed documents to REU	None	15 minutes	Computer Operator I/ Computer Operator II, WCPRD
	Coordinate with the partner skills training provider for schedule of training course and inform PWRD of tentative schedule	None	15 minutes	Administrative Officer II
	1.7 Update database of PWRD	None	15 minutes	Administrative Officer II
	<b>TOTAL</b>	<b>None</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 Citizen			
<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>
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 II
	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 II
	1.3 Registers PWRD for schedule of in-house or online entrepreneurship	None	1 hour	Administrative Officer II



	training			
	1.4 Updates database of PWRD	None	15 minutes	Administrative Officer II
	<b>TOTAL</b>	<b>None</b>	<b>2 hours, 45 minutes</b>	



## 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.

<b>Office or Division:</b>	Work Contingency, Prevention and Rehabilitation Division (WCPRD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizen			
<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>
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 II
2. Prepares the business plan application form	2.1 Assists the PWRD in preparing the business plan	None	1 hour	Administrative Officer II
	2.2 Prepares and submit application documents to the division chief for approval	None	30 minutes	Administrative Officer II
	2.3 Forward documents to ECC Central Office	None	15 minutes	Administrative Officer II
	2.4 Approves the application for starter/complimentary kit assistance and inform the PWRD that the application is accepted for	None	30 minutes	Division Chief, WCPRD



	processing			
	2.5 Forward signed documents to REU	None	15 minutes	Computer Operator I/ Computer Operator II, WCPRD
	2.6 Updates database of PWRD	None	15 minutes	Administrative Officer II
	<b>TOTAL</b>	<b>None</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) and Finance Division (Finance)
	<b>Classification:</b>	Highly Technical
	<b>Type of Transaction:</b>	Government to Citizen
	<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
	2 Valid IDs. In addition, a Marriage Certificate for clients that opted to adopt their spouse's surname which is not reflected in the Valid IDs.	Government or company issued ID. PSA/NSO for marriage certificate.
	One (1) photocopy of approved EC voucher for EC injury/illness or EC Death Benefits or other acceptable proof of approved EC claim from the SSS or GSIS (Non-Uniformed Personnel), as applicable.	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	PSA/NSO
	Declaration of presumptive death by competent authority. (Uniformed and Non-Uniformed Personnel), as applicable	Competent Authority
	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	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 walk-in with complete documents	1.1 Check and verify complete documents, encodes application to database, scans, and uploads documents.	None	1 hour	Administrative Officer II
	1.2 Validates and evaluates documents and updates database.	None	1 hour	Administrative Officer II
	1.3 <u>Recommends</u> the application for approval and updates database.	None	1 hour	Division Chief/ Medical Officer III / Medical Officer IV, WCPRD
	1.4 <u>Recommends</u> the application for approval and updates database.	None	4 hours	Deputy Executive Director
	1.5 <u>Approves</u> the application for payment of cash assistance benefit and updates database.	None	1 day	Executive Director
	1.6 Prepares Budget Utilization Request for payment of cash	None	4 hours	Computer Operator I/ Computer



	assistance benefit and updates database.			Operator II, WCPRD
	1.7 Certifies_Budget Utilization Request and updates database.	None	4 hours	Division Chief/ Medical Officer III / Medical Officer IV, WCPRD
	1.8 Submit cash assistance application to Finance Division for processing of payment.	None	1 hour	Computer Operator I / Computer Operator II, WCPRD
	1.9 Receives, records, updates monitoring sheet, processes and signs BUR (Box B)	None	1 day	Budget Officer II
	1.10 Prepares Disbursement Voucher	None	4 hours	Bookkeeper III, Finance Division
	1.11 Checks accounting entries and indexes transaction	None	4 hours	Bookkeeper III,
	1.12 Forwards DV and documents to Division concerned (to sign box A)	None	30 minutes	Accountant III,
	1.13 Receives and records document/s for action (Division concerned)	None	30 minutes	Bookkeeper III
	1.14 Concerned division chief signs/approve Box A of the DV	None	4 hours	Computer Operator I/ Computer Operator II, WCPRD
	1.15 Forwards signed DV and documents to Finance Division (to sign box B)	None	30 minutes	Division Chief, WCPRD
	1.16 Receives signed DV (Box A)	None	30 minutes	Bookkeeper III
	1.17 Signs/Approve DV (Box B)	None	4 hours	Division Chief, Finance Division



	1.17 Examines DV and documents.			Cashier III
	1.18 Prepares and records check. Forwards check to (a)DED or (b) Division Chief, IPAD/ Division Chief, Appeals Division	None	30 minutes	Cashier III
	1.18 Forwards DV and documents to ED/DED for signature/approval.			Bookkeeper III
	1.19 Receives and records document/s approval of the DV	None	30 minutes	Private Secretary I, OED / Private Secretary II, ODED
	1.19a Receives and records document/s and checks for signature	None		Private Secretary II, DED
	1.19b Receives and records checks and document for check approval			Computer Operator I, IPAD /Computer Operator III, Appeals Division
	1.20 Approves DV (Box C)	None	1 day	Executive Director / Deputy Executive Director
	1.20a Signs checks (Signatory1)	None		Deputy Executive Director
	1.20b Signs checks (Signatory1)			Division Chief, IPAD/ Division Chief, Appeals Division
	1.21 Records and forwards DV and document/s to (Cashier)	None	30 minutes	Private Secretary I, OED / Private Secretary II, ODED
	1.21a Records and forwards document/s to the next Signatory 2	None		Private Secretary II, ODED
	1.21b Records and			Computer





	forwards document/s to the next Signatory 2			Operator I, IPAD /Computer Operator III, Appeals,
	1.22 Receives DV and other documents	None	30 minutes	Cashier III, Finance Division
	1.22a Receives and records document/s and checks for signature	None		Private Secretary I, OED
	1.22b Receives and records document/s and checks for signature			Private Secretary II, ODED/ Private Secretary I, OED
	1.23a Signs check (Signatory2)	None	1 day	Executive Director
	1.23b Signs check (Signatory2)			Deputy Executive Director
	1.24a Records and forwards document/s and signed check to Finance	None	30 minutes	Private Secretary II, ODED
	1.24b Records and forwards document/s and signed check to Finance			Private Secretary I, OED
	1.25 Receives checks (for checking and recording in warrant)	None	30 mins	Bookkeeper III
	1.26 Checks the documents and payee's name on checks and other documents	None	4 hours	Bookkeeper III
	1.27 Records the checks in warrant	None	3 hours and 30 mins	Bookkeeper III
	1.28 Sort check per region, prepare endorsement letters.	None	1 day	Bookkeeper III
	1.29 Send check thru courier service to the concerned REU. Notifies REU offices on	None	5 days	Bookkeeper III



	the checks sent to regions.			
2.Claimants receive the check after presenting acceptable government IDs or Authorization with photocopy of IDs.	2.1 Receive the checks, records and notifies payees thru email, cellphone, text messages to release cheque to concerned payee.	None	3 hours, 30 minutes	Administrative Officer II
	<b>TOTAL</b>	None	<b>16 days</b>	

## 8. 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 Business, Government to Government			
<b>Who may avail:</b>	Public and Private Companies and Organizations			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For walk-in request:</b> Accomplished onsite request form (1 original copy) <b>For online request:</b> Request letter (1 copy)		ECC REU office  Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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 <a href="mailto:reu@ecc.gov.ph">reu@ecc.gov.ph</a>	1.1 Receives letter request/ onsite request form.	None	1 hour	Information Officer II
	1.2 Acknowledge request and records requests in the online monitoring sheet	None	1 hour	Information Officer II
	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 II
	<b>1.4 If approved:</b> Coordinate with the requesting company or organization on the approved request on the following details:  • Face-to-Face seminar Transportation, laptop, projector, sound system, etc.	None	3 hours	Information Officer II



	<ul style="list-style-type: none"> <li>• Webinar</li> </ul> Request for zoom, Microsoft teams, Google meet, etc. links and password <p><b>1.4 If disapproved:</b></p> <ul style="list-style-type: none"> <li>•....</li> </ul> Notify client of unavailability of resource speaker.			
	<b>TOTAL</b>	<b>None</b>	<b>2 days and 3 hours</b>	



## Feedback and Complaints

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
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:               <ol style="list-style-type: none"> <li>a. Through availment of the Public –</li> </ol> </li> </ol>



	<p>Walk-in process with the Public Assistance and Complaints Desk</p> <p>b. Drop in the designated feedback box.</p> <p>b. Submit to PAC or Division Head of the person being complained of</p> <p>c. Submit to the Administrative Division, HR Section</p>
How complaints are processed	<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>
Contact Information of CCB, PCC, ARTA	<p>ECC Complaints:</p> <p>Email: <a href="mailto:complaints@ecc.gov.ph">complaints@ecc.gov.ph</a></p> <p>Tel. No. 02 8896-7837</p> <p>Presidential Complaint Center:</p> <p>8888</p> <p>Contact Center ng Bayan:</p> <p>0908 -881-6565 (SMS)</p> <p>ARTA</p> <p>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: <a href="mailto:info@ecc.gov.ph">info@ecc.gov.ph</a>
Regional Extension Unit CAR	Department of Labor and Employment (DOLE) Cabinet Hill, Baguio City	T:(074) 619-0275 E: <a href="mailto:car@ecc.gov.ph">car@ecc.gov.ph</a>
Regional Extension Unit I	2nd Flr., Kenny Plaza, Quezon Avenue, Brgy. Catbangan San Fernando City, La Union	T: 072-607-7096, E: <a href="mailto:reu1@ecc.gov.ph">reu1@ecc.gov.ph</a>
Regional Extension Unit II	MCG Building, Zone 7, Carig Sur, Tuguegarao City, Cagayan 3500	T:0997-556-4541, E: <a href="mailto:reu2@ecc.gov.ph">reu2@ecc.gov.ph</a>
Regional Extension Unit III	1 <sup>st</sup> and 2 <sup>nd</sup> Floor Pinmara Square Building, Brgy. Sindalan, City of San Fernando, Pampanga	T: 0454076240, 09186060903 E: <a href="mailto:reu3@ecc.gov.ph">reu3@ecc.gov.ph</a> , <a href="mailto:ecc.centalluzon@gmail.com">ecc.centalluzon@gmail.com</a>
Regional Extension Unit IV-A	Ground Floor, Marcelita Building, Brgy. Real, Calamba City, Laguna	T: (049) 521-7518 E: <a href="mailto:reu4a@ecc.gov.ph">reu4a@ecc.gov.ph</a>
Regional Extension Unit V	Unit 1D, CQ Bldg. 3 Rosal St., Imperial Court Phase 2, Brgy. 24 Rizal, Legazpi City	T: 0910-670-6100 E: <a href="mailto:reu5@ecc.gov.ph">reu5@ecc.gov.ph</a>
Regional Extension Unit VI	4 <sup>th</sup> Floor 7J Corporate Center, Jalandoni-Ledesma Sts., Iloilo City	T: (033)-330-0910 E: <a href="mailto:reu6@ecc.gov.ph">reu6@ecc.gov.ph</a>
Regional Extension Unit VII	Room 1 Binamira Building, Gorordo Avenue Cebu City 6000	T: (032) 266-7230 E: <a href="mailto:reu7@ecc.gov.ph">reu7@ecc.gov.ph</a>
Regional Extension Unit VIII	Department of Labor and Employment Compound, Trece Martires Street Tacloban City	T: (053) 832-0140 E: <a href="mailto:reu8@ecc.gov.ph">reu8@ecc.gov.ph</a>
Regional Extension Unit IX	Department of Labor and Employment (DOLE) Ground Floor, Cortez Building, Dr. Evangelista St., Brgy. Sta.	TF: (062) 955-1549 E: <a href="mailto:reu9@ecc.gov.ph">reu9@ecc.gov.ph</a>



	Catalina, Zamboanga City 7000	
Regional Extension Unit X	4 <sup>th</sup> Floor, 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, Brgy. Bucana, Davao City	T: (082) 2336036, 09271120006, 09094626632, 09104807989 E: <a href="mailto:ecc.reuxi@gmail.com">ecc.reuxi@gmail.com</a>
Regional Extension Unit XII	GPSS Arcade Bldg., Pres. Jose P. Laurel Ave., Brgy. Dadiangas North, General Santos City 9500	T: (083) 823-2334 E: reu12@ecc.gov.ph; <a href="mailto:eccregion12@gmail.com">eccregion12@gmail.com</a>
Regional Extension Unit XIII	Esperanza Fiel Garcia Bldg. (Cebu CFI Bldg.), Ground Floor, New Road Brgy. Limaha, corner Ochoa Avenue, Butuan City, Agusan del Norte, 8600	T: 085-815-0468 E: reu13@ecc.gov.ph