

# **[ DOLE DEPARTMENT ORDER NO. 127-13, June 26, 2013 ]**

## **CONCILIATION-MEDIATION OF LABOR DISPUTES IN THE OVERSEAS SHIPMANING INDUSTRY**

The following regulations are hereby issued in relation to onboard or post-disembarkation disputes between seafarer and his/her principal / employer / company:

1. Consistent with Section 16 of the POEA Standard Terms and Conditions Governing the Overseas Employment of Filipino Seafarers onboard Ocean-Going Ships, a seafarer may communicate to the POEA with respect to an onboard complaint. The POEA shall provide the seafarer with impartial advice on the complaint and otherwise assist the seafarer in following the complaint procedure available to him/her. Communications may be made through any of the following addresses:

Electronic [onboardconci@poea.gov.ph](mailto:onboardconci@poea.gov.ph)  
mail:

Postal        The Administrator, POEA  
mail:        Blas F. Ople Building  
              Corner EDSA and Ortigas  
              Avenue  
              Mandaluyong City,  
              PHILIPPINES 1501

2. Similarly, seafarers may seek advice / counsel regarding their complaint through any of the following telephone numbers:

+632 833 6992 / +632 551 6641 / +632 551 1560/ +63 917 8986992

3. Any dispute arising after the seafarer has signed off from the ship shall be submitted by the aggrieved party to the POEA for mandatory conciliation-mediation pursuant to RA 10396 and the DOLE regulations governing the Single Entry Approach System.

Submissions made under Paragraphs 1 and 2 above shall be kept in strict confidence and shall be evaluated in accordance with existing rules and regulations governing the employment of seafarers and the POEA Standard Terms and Conditions.

The DOLE, POEA and OWWA shall issue the corresponding guidelines and procedures to implement this Order. This Order shall take effect immediately.

(SGD.) ROSALINDA DIMAPILIS BALDOZ  
*Secretary*