

**[POEA-OWWA JOINT CIRCULAR NO. 02, S. 2002,
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**GUIDELINES IN THE DELIVERY OF WELFARE SERVICES BY THE
PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION (POEA)
AND OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA)
TO OVERSEAS FILIPINO WORKERS (OFWS) AND THEIR KINS**

I. Purpose

This circular is issued in compliance with the transitory provision of the Revised POEA Rules and Regulations to transfer the POEA Welfare Services to OWWA within three months from the effectivity of said Rules (Part IX, Sec. 1, POEA Revised Rules) and to clarify their respective roles pursuant to their mandate.

The specific aim is to delineate the welfare services related functions of POEA and OWWA to eliminate gaps and overlaps which are creating confusion among the public.

This circular is however without prejudice to the directives and issuances defining official roles and responsibilities of other agencies and officials of the DOLE.

II. General Guidelines

In order to achieve the common objectives, the respective offices shall provide assistance to OFWs as follows:

A. The OWWA shall:

1. Conciliate complaints of workers who are still at the jobsite, and/or their families arising out of the following cases, under the supervision of the Labor Attache:

a. Contract violations involving OFWs on-site, such as:

- non-payment of salaries
- non-payment of employment benefits
- delayed salaries
- delayed allotment
- reduction/underpayment of salary
- non-payment of overtime work/rest day

- illegal work
- poor working conditions
- job substitution
- finished contract — unable to come home
- breach of contract
- termination of employment
- other related cases

b. Common Welfare Problems of OFWs on site, such as:

- tracing of whereabouts
- non-communication
- sexual abuse/rape
- maltreatment/mistreatment
- sexual harassment
- detained
- unfetched worker
- accident
- accident benefits
- medical sickness/hospitalization/outbreak of epidemic
- apprehended/arrested
- claim for medical/sickness benefits
- assistance for issuance of exit visa
- claim for death benefits
- request for death report
- request for police report
- request for official documents (police clearance)
- medical repatriation