



OCCUPATIONAL SAFETY AND HEALTH CENTER

CITIZEN'S CHARTER

2021 (8th Edition)



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I. Mandate:

The OSHC was established as the nationally recognized authority on safety and health research, training, information dissemination, and technical expertise. The OSHC pursues partnerships with the public and private sectors for the attainment of a healthy and safe working environment through responsive and sustainable OSH programs and policies. It also targets the effective delivery of quality services. The OSHC aims to increase productivity through fostering a better working environment, decrease in manpower and economic losses due to occupational accidents and diseases, and to improve the welfare of workers and their families.

II. Vision:

A healthy and well-protected working population in a caring and responsive work environment brought about by sound OSH policies and laws, research, training, information exchange, technical expertise and extensive networking.

III. Mission:

To develop effective, responsive, and sustainable OSH programs, policies and services; promote excellent management of resources and foster mutually beneficial linkages that will create a healthy and safe work environment for workers in all industries.

IV. Service Pledge:

- Undertake continuing studies and researches on occupational safety and health.
- Plan, develop and implement occupational safety and health training programs.
- Serve as clearing house for occupational safety and health information, methods, techniques, and approaches; and, institute an information dissemination mechanism.
- Monitor work environment and conduct medical examinations of workers.
- Serve as duly recognized agency for testing and setting standard specifications of Personal Protective Equipment and other safety devices.
- Assist other GO's in policy and standards formulation on occupational safety and health matters; issue technical guidelines for prevention of occupational disease and accidents.
- Enlist assistance of GO's and NGO's in achieving the objectives of the Center.
- Perform such other acts appropriate for attainment of the above functions and enforcement of the provisions of Executive Order 307.



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Central Office

External and Internal Services



1. Enrollment in Occupational Safety and Health (OSH) Training Courses

This service facilitates request for Occupational Safety and Health Training courses

Office or Division:	All			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Workers, supervisors, designated safety officers, member of OSH committees, safety and health practitioners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form		Division In-charge of the training program		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Identify specific training program to enroll in. Select training schedule.	Post training schedules and provide clients with instructions for online registration.	All OSHC trainings are free of charge for 2021	30-45 minutes (may depend on the quality of internet connection)	<ul style="list-style-type: none"> • Training and Public Information Division (TPID) • Safety Control Division (SCD) • Health Control Division (HCD) • Environment Control Division (ECD)
Complete the online registration form (provide complete details needed)	Check if online registration form is properly accomplished and attachments submitted are complete.			
Check confirmation of online training registration.	Email confirmation of online training registration.			



2. Availment of OSHC Training Facilities

(On-hold for 2021 because of pandemic)

This service facilitates request for Function and/or Training Rooms

Office or Division:	Training and Public Information Division (TPID)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government			
Who may avail:	Companies/organizations who would like to hold forums, seminars or Conferences			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter		Training and Public Information Division (TPID)		
Function Request Form				
Letter of Agreement				
Statement of Account				
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Letter to the Office of the Executive Director indicating the date, time and nature of activity	1. Approval of the request letter	Please refer to schedule of fees	Within 1 day	TPID Staff
2. Accomplish and submit Function Request Form, Letter of Agreement and pay 50% of the fee as deposit	2. Accept and prepare the Statement of Account		Within 1 day	TPID Staff FAD Staff
3. Upon receipt of Statement of Account, pay the corresponding fee at the Cashier after the use of facilities	3. Issue Official Receipt to client		Within 1 hour	Cashier



3. Availment of IEC Materials

This service facilitates request for occupational safety and health IEC materials

Office or Division:	Training and Public Information Division (TPID)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizens G2G – Government to Government	
Who may avail:	workers/students in need of IEC materials	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Request for IEC (Form B)	Training and Public Information Division (TPID)	
Request for IEC (Form C)		

POSTERS, FLYERS, INFORMATION PACKAGES

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished IEC Form B to any TPID personnel	1. IEC Materials requested form in the IEC Form B will be packed and given to client	None	5 minutes	TPID Staff

OSH STANDARDS

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out IEC Form C	1. Check if document are complete and properly accomplished	Php 100 per copy	5 minutes	TPID Staff
2. Proceed to Cashier to pay the fee	2. Issue Official Receipt			Cashier
3. Return the accomplished form with the Official Receipt to TPID	3. The requested number of OSH Standards will be packed and given to the client			TPID Staff



4. Special Examination: Biological Monitoring of Heavy Metals and Organic Solvents

This is a technical service requested by companies or organizations to assess and measure extent of exposure to heavy metals and organic solvents in the workplace.

Office or Division:	Health Control Division (HCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business; G2G – Government to Government			
Who may avail:	Any worker/company in need in Biological Monitoring of Heavy Metals and Organic Solvents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Health Control Division		
Client Profile				
Service Agreement				
Biological samples				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Office of the Executive Director (OED) by mail, fax or email	1. Upon receipt of approved request from the OED: 1.1 Coordinate with Diagnostic Section Laboratory 1.1.1. Scheme and schedule of collection or submission of biological samples	Please refer to schedule of fees	Within the day	<i>Nurse-in-charge</i>
	1.2 Send Service Agreement and Client Profile Form to client (NOTE: To indicate number of batches of submission or collection of biological			

	samples and billing schedule. Biological Samples collected or submitted within 5 calendar days are bundled as 1 batch)			
2. Submit signed Service Agreement and Client Profile to Health Control Division (HCD)	2. Receive signed Service Agreement and Client Profile		Within 2 working days	Nurse-in-charge
	<p>2.1 Collection of biological samples</p> <p>OSHC-handled</p> <p>2.1.1 Inform client of logistic requirements</p> <p>2.1.2 Prepare forms and materials for collection of biological samples</p> <p>Client-handled</p> <p>2.1.3 Prepare and release forms and materials for collection of biological samples</p>			<p><i>Nurse-in-charge</i></p> <p><i>Medical Technologist</i></p> <p><i>Medical Technologist</i></p> <p><i>Laboratory Clerk</i></p>
3. Submit biological samples to HCD	3. Receive biological samples, signed and filled out forms		Within the day	<i>Nurse-in-charge</i> <i>Laboratory Clerk</i>

	<p>3.1. Assess acceptability of biological samples for analysis</p>			<i>Medical Technologist</i>
	<p>3.2. Analyze biological samples and sign results</p> <p>3.3. Endorse results to nurse-in-charge</p> <p>3.4. Submit Request for Statement of Account to Accounting section of FAD (Finance and Administrative Division)</p> <p><i>(NOTE: Client with several batches of samples will be informed of the availability of results after completion of analysis of each batch. This temporarily ends the counting of the PCT. This resumes on submission of request for SOA when all batches have been analyzed.)</i></p>		<p>Within 12 working days</p>	<p><i>Medical Technologist</i></p> <p><i>Laboratory Clerk</i></p> <p><i>Nurse-in-charge</i></p>
	<p>3.5. After completion of analysis, review and sign results</p> <p>3.6. Prepare and endorse Billing Letter to OED</p> <p>3.7. Notify client of the availability of results</p>		<p>Within 4 working days</p>	<p><i>HCD Division Chief</i></p> <p><i>Nurse-in-charge</i> <i>HCD Division Chief</i></p> <p><i>Nurse-in-charge</i></p>



5. Special Examination: Audiometry

This service facilitates the testing and measurement of hearing acuity for Variations in sound intensity and pitch and for tonal purity.

Office or Division:	Health Control Division (HCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Any worker/company in need of Audiometry			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request		Health Control Division		
Service Agreement				
Client Profile				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Request to the Office of the Executive Director (OED) by mail, fax or email	1. Upon receipt of approved request from the OED:	Please refer to schedule of fees	Within the day	<i>Clerk</i>
	Coordinate with client to: 1.1.1 give advice on procedure of test and preparation 1.1.2 schedule audiometry 1.2 Send Service Agreement and Client Profile Form to client (NOTE: To indicate number of batches of test and billing schedule. Tests conducted within 5 calendar days are bundled as 1 batch)			<i>Nurse-in-charge</i>
				<i>Nurse-in-charge</i>

2. Submit signed Service Agreement and Client Profile to Health Control Division (HCD)	2. Receive signed Service Agreement and Client Profile		Within 2 working days	<i>Nurse-in-charge</i>
	<p>2.1 Conduct audiometry as scheduled</p> <p>2.1.1 Interpret results</p> <p>2.1.2 Prepare results and endorse to HCD Division Chief</p> <p><i>(NOTE: Client with several batches of schedule of testing will be informed of the availability of results after completion of tests of each batch. This temporarily ends the counting of the PCT. This resumes during the submission of request for SOA)</i></p> <p>2.2 Review and sign results</p>		Within 4 working days of completion of audiometry	<p><i>Nurse-in-charge</i></p> <p>Occupational Health Officer <i>Nurse-in-charge</i></p> <p><i>HCD Division Chief</i></p>
	<p>2.3 Submit Request for Statement of Account to Accounting Section of FAD (Finance and Admin. Division)</p> <p>2.4 Prepare and endorse Billing Letter to OED</p> <p>2.5 Notify client of the availability of results</p>		Within 6 working days	<p><i>Nurse-in-charge</i></p> <p><i>Nurse-in-charge</i> <i>HCD Division Chief</i></p> <p><i>Nurse-in-charge</i></p>



6. Testing of Personal Protective Equipment

This service facilitates request for testing of PPE such as hard hats, safety shoes, safety spectacles, safety goggles, face shield, fall protection equipment

Office or Division:	Safety Control Division (SCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Manufacturing companies in need of testing for their personal protective (hard hats, safety shoes, safety spectacles, safety goggles, face shield, fall protection equipment)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter				
Samples for testing				
Service Agreement Form		Safety Control Division		
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter to the Office of the Executive Director	1. Approval of the request letter	Please refer to schedule of fees	Within 1 day	Office of Executive Director
2. Submit sample test specimens and Request Letter of the type of PPE to be tested to the Safety Control Division	2. Assess sample PPEs for completeness and conformance to testing requirements. 2.1 Check completeness of Request Letter			SCD Staff
3. Submit the Signed Service Agreement Form	3. Provide Service Agreement Form to Client			SCD Staff
	3.1 Actual Conduct of Testing		Within 16 days	Test Team Members
	3.2 Prepare test results and transmittal letter		Within 3 days	SCD Staff

	<p>3.3 Sign Final Test Result Report</p> <p>3.4 Submit request for Statement of Account to Accounting Section</p> <p>3.5 Notify the client of the availability of Final Test Result</p>			<p><i>Dep. Exec. Director</i> <i>SCD Division Chief</i> <i>Test Team Members</i></p> <p>SCD Staff</p> <p>SCD Staff</p>
<p>4. Pay the testing fee at the Cashier and Secure Final Test Result from SCD</p>	<p>4. Issue Official Receipt to client</p> <p>4.1 Release Final Test Result upon presentation of Official Result</p>			<p><i>Cashier</i></p> <p>SCD Staff</p>



7. Work Environment Measurement (WEM) Services

This is a technical service requested by companies to evaluate the levels of workers' exposures from various physical and chemical hazards emanating from workplace operations and recommending appropriate control measures for the improvement of the working environment.

Office or Division:	Environment Control Division (ECD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Companies/Organizations in need of Work Environment Measurement			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
WEM Request Form		Environment Control Division		
WEM Request Acknowledgement Form				
WEM Confirmation Form				
Service Agreement				
Statement of Account and Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished WEM Request Form to Office of the Executive Director (OED)	1. Receive approved WEM Request Form from OED 1.1 Prepare and send WEM Request Acknowledgement Form to company	Please refer to schedule of fees	Within 1 day	ECD Staff
2. Acknowledge receipt of WEM Request Acknowledgement Form	2. Prepare WEM schedule based on prioritization of company requests 2.1 Prepare and send WEM Confirmation Form to company		Within 1 day	ECD Staff
3. Confirm the schedule and	3. Confirm the WEM with		Within 1/2 day	ECD Staff

submit WEM Confirmation Form to ECD	<p>client. Discuss about the process flow, plant / machinery layout, chemicals used, etc.</p> <p>3.1 Prepare WEM related documents</p>			
<p>4. Assist in actual conduct of WEM</p> <p>4.1 Sign and submit Service Agreement</p>	<p>4. Conduct WEM in the company</p> <p>4.1 Submit WEM samples to Laboratory</p>		Within 1 day	ECD Staff
	<p>4.2 Perform lab. analysis of WEM samples</p> <p>4.3 Submit signed Service Agreement and Request for Statement of Account (SOA) to FAD-Acctg.</p> <p>4.4 Prepare WEM Report for signature to Executive Director</p>		Within 20 working days from the conduct of WEM	<p>ECD / Lab Staff</p> <p>FAD Staff</p> <p><i>ECD Staff/Executive Director</i></p>
<p>5. Pay the amount in the SOA and secure Official Receipt (OR)</p> <p>5.1 Secure official WEM Report</p>	<p>5. Issue Official Receipt (OR) to client</p> <p>5.1 Release Official WEM Report upon presentation of OR</p>		Within 1/2 day	<p><i>Cashier</i></p> <p>ECD Staff</p>

8. Accreditation of Work Environment Measurement (WEM) Service Provider (DOLE Department Order No. 160-2016)



This service facilitates application from any organization aspiring to become Accredited WEM Service Provider duly authorized to perform measurement of atmospheric working environment and other fundamental elements for the purpose of determining actual conditions at the workplace.

Office or Division:	Environment Control Division (ECD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Companies/Organizations qualified to apply for accreditation as WEM Service Provider based on the requirements set forth in DO 160-16.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form		Environment Control Division		
Other legal and/or essential documents				
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Application Form to the Office of the Executive Director (OED)	1. Receive approved application from OED 1.1 Assign evaluation or validation team	Please refer to schedule of fees		OED / ECD Staff
	1.2 Evaluate documents submitted by clients 1.3 Prepare and send initial Assessment and Document Review Form		Within 5 days	ECD Staff
2. Acknowledge receipt of Initial Assessment and Document Review Form 2.1 Submit additional Requirements (if any)	2. Evaluate additional requirements 2.1 Prepare and send Re-Assessment Form and Notice of on-site inspection			Within 2 days

3. Confirm schedule and assist during On-site Inspection	3. Conduct on-site inspection		Within 1 day	ECD Staff
4. Receive On-site Inspection Evaluation Form and schedule of panel interview	4. Prepare and send On-site Inspection Evaluation Form 4.1 Send notice of panel interview schedule		Within 2 days	
	4.2 Conduct panel interview		Within 1/2 day	<i>ECD Staff, Executive Director and/or Deputy Exec. Director</i>
	4.3 Prepare Final Evaluation Form 4.4 Notify the company of approved accreditation and payment instruction		Within 2 days	ECD Staff
5. Confirm schedule of awarding of Accreditation Certificate	5. Prepare Certificate of Accreditation for signature of Evaluators 5.1 Notify the company of the schedule of Awarding of the Certificate		Within 1 day	ECD Staff
6. Pay the accreditation fee at the Cashier, secure Official Receipt (OR) and present OR to ECD 6.1 Secure Certificate of Accreditation	6. Issue Official Receipt to client upon payment 6.1 Signing and awarding of Certificate of Accreditation		Within 1 hour	<i>Cashier</i> ECD Staff <i>Executive Director</i>



9. Accreditation of Safety Training Organization (DOLE Department Order No. 16-2001)

This service facilitates request for any organization duly authorized to conduct trainings on occupational safety and health.

Office or Division:	Training and Public Information Division (TPID)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any group, institution or organization qualified to render occupational safety and health trainings as determined by the OSHC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter for accreditation		Training and Public Information Division		
DOLE Form (BWC AF –ORG-A3Form)				
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of application requirements (online submission is highly encouraged)	1. Assess the completeness of submitted documents using form: DOLE-BWC-AF-CHK-TO	Please refer to schedule of fees	Within 1 day	TPID OSH Accreditation Focal Person
	1.1 Endorse applicant for receiving of application 1.2 Official receiving of application			TPID Staff Office of the Executive Director (OED)
	1.3 Evaluation of Training Manuals (Initial review) 1.4 Send e-copies of BOSH and COSH manuals to technical divisions for their comments. 1.5 Consolidate all comments		Within 5 days	TPID SCD ECD HCD TPID TPID

	1.6 Forward consolidated comments to applicant thru email			TPID
2. Revise manuals as per OSHC comments	2. Evaluation of Training Manuals (Second Review) 2.1 Conduct second review of revised training manuals.		Within 3 days	TPID, HCD, ECD, SCD
	2.2 Evaluation of Training Manuals (Third Review) 2.3 Conduct third review of revised training manuals. 2.4 Upon approval of the manuals, coordinate with the applicant re: schedule of interview		Within 3 days	TPID, HCD, ECD, SCD TPID
3. Presentation of STO's credentials, pool of speakers etc.	3. Conduct of Actual Interview - Give feedback, assessment.		Within 1 day	TPID, HCD, SCD, ECD representatives
Pay necessary fees	4. Advise applicant to pay necessary fees		Within 1 day	<i>Cashier</i>
	4.1 Issuance of Certificate of Accreditation (temporary validity: 6 months)		Within 1 day	OED



10. Accreditation of New OSH Practitioner, Consultant and OH Practitioner (DOLE Department Order No. 16-2001)

This service facilitates request of any individual qualified to render occupational safety and health trainings.

Office or Division:	ECD, HCD, SCD and TPID			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens			
Who may avail:	Any individual qualified to render occupational safety and health trainings as determined by the OSHC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter for accreditation		Environment Control Division		
Duly accomplished DOLE Form (BWC-AF-PCN-A1)		Health Control Division Safety Control Division Training and Public Information Division		
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete application and documentary requirements to concerned division based on applicant's technical/professional expertise (online submission is highly encouraged)	1. Assess the completeness of submitted documents	Please refer to schedule of fees	Within one day	Concerned Division Focal Person
	1.1 Receive the application		One day	Concerned Division Focal Person
	1.2 Evaluation of documentary requirements		1/2 day	Applicant and concerned division
	1.3 Interview of applicant		One day	Concerned Division Office of Executive Director
2. Pay necessary fees	1.4 Prepare certificate of accreditation and signing of interviewers & Exec. Director			
	2. Advise applicant to pay necessary fees		30 minutes	OED Cashier, FAD
	2.1 Issuance of certificate & ID of accreditation (validity 3 years)		30 minutes	OED



11. Accreditation of New Consultancy Training Organization (DOLE Department Order No. 16-2001)

This service facilitates request for any organization duly authorized to practice, perform and/or render consultative and/or advisory services on occupational safety and health.

Office or Division:	Training and Public Information Division (TPID)			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any group, institution or organization qualified to practice, perform and/or render consultative and/or advisory services on occupational safety and health as determined by the OSHC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter for accreditation		Environment Control Division Health Control Division Safety Control Division Training and Public Information Division		
DOLE Form (BWC AF-ORG-A3 Form)				
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit of application requirements (online submission is highly encouraged)	1. Assess the completeness of submitted documents using form: DOLE-BWC-AF-CHK-CO	Please refer to schedule of fees	Within 1 day	Concerned Division Focal Person
	1.1 Endorse applicant for receiving of application 1.2 Official receiving of application		15 minutes	Concerned Division Focal Person Office of the Executive Director (OED)
2. Presentation of SCO's credentials, pool of speakers etc.	2. Conduct of Actual Interview -Give feedback and assessment		Within 1 day	TPID, HCD, SCD, ECD representatives
3. Pay necessary fees	3. Advise applicant to pay necessary fees		Within 1 day	Cashier



12. Accreditation of New Construction Heavy Equipment Testing Organization (CHETO) DOLE Department Order No. 13 – 1998 and DOLE Administrative Order No. 407 - 2017)

This service facilitates request for any organization duly authorized to render services on testing and inspection of construction heavy equipment.

Office or Division:	Safety Control Division (SCD)			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Any organization legally recognized by the government to render services on testing and inspection of construction heavy equipment as determined by the OSHC and have complied with the requirements of the Procedural Guidelines on Accreditation and Performance Audit of Testing Organization for Construction Heavy Equipment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter for CHETO accreditation		Safety Control Division		
DOLE Forms (FM – DOLE – BWC – 02.02) & (FM – DOLE – BWC – 02.01)				
Official Receipt		Finance and Admin. Division – Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements	1. Assess the submitted documents using the checklist form: FM – DOLE – BWC – 02.01 <i>(Applications with incomplete documents will be returned to the applicant)</i>	None	2 hours	SCD Staff (CHETO Reviewer / Engineering Assistant)
	1.1 Endorse applicant for official receiving of application to OED		15 minutes	SCD Engineering Staff Office of the Executive Director (OED)
	1.2 Initial technical evaluation of the submitted documents.		Within 10 working days after receipt of	SCD CHETO Reviewer / Engineer

	Submit evaluation report to OED.		the documents from OED	
	1.3 Inform applicant of the initial findings (only complete documentary requirements are deemed as filed)			
2. If documents have deficiencies, submit additional requirements in support to the initially submitted documents within 15 working days from the receipt of Notice to Submit Addendum.	2. Determine the veracity and sufficiency of the submitted addendum. Submit evaluation report to the OED.		Within 15 working days from the receipt of the addendum by the SCD CHETO Reviewer/ Engineer	SCD CHETO Reviewer / Engineer
	2.1 Inform applicant of the findings (only complete documentary requirements are deemed as filed)			SCD CHETO Reviewer / Engineer
	2.2 The Executive Director shall issue a notice to conduct ocular inspection to check the adequacy and completeness of prescribed facilities and testing equipment.			Office of the Executive Director (OED)
	2.3 Inform applicant (via electronic mail) of the scheduled conduct of Ocular Audit to the company office.			SCD CHETO Reviewer / Engineer

	2.4 Conduct audit of the adequacy and completeness of the prescribed facilities, office spaces, and testing equipment.		At least 1 day (depending on the location of the applicant's office)	Team of SCD CHETO Reviewer/ Engineer
	2.5 Inform applicant of the schedule of Panel Interview (via electronic mail).		Within 3 working days after the conduct of audit if the applicant passed the ocular audit.	SCD CHETO Reviewer / SCD Engineering Staff
3. Final interview & presentation of organization's technical expertise and capabilities (panel interview)	3. Interview and assessment of technical personnel.		½ day	Executive Director and SCD CHETO Review Panel
	3.1 Submit to the Executive Director the Final Evaluation Report for approval/ denial of accreditation.		Within 5 working days after the Panel Interview	SCD CHETO Reviewer / Engineer
	3.2 Decision of the OSHC: Approval / Denial of accreditation.		Within 5 working days from the receipt of Final Evaluation Report	Office of the Executive Director (OED)
	3.3 Inform the applicant of the approval/ denial of accreditation			SCD CHETO Reviewer / Engineer
4. In case of denied application: Applicant may submit a request for reconsideration addressed to the Executive Director	4. Receive documents		Within 15 working days from the receipt of Decision of the OSHC	SCD CHETO Reviewer / SCD Engineering Staff
	4.1 Resolve the applicant's request for reconsideration		Within 15 working days from the receipt of the Request	SCD CHETO Review Panel and Executive Director

	4.2 Notify the applicant on the final decision of the OSHC		for Reconsideration	
5. Pay necessary fees	5. Advise applicant to pay necessary fees	Please refer to schedule of fees	30 minutes	<i>Cashier</i> OED
	5.1 Issuance of Certificate of Accreditation (temporary validity of 6 months)		1 day	OED



1. Request for Human Resource Documents/Forms

This service facilitates request for Personnel Records such as: Certificate of Clearance, Certificate of Employment, Certificate of Leave Credits, Service Records and other related documents.

Office or Division:	Human Resource (HR)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	OSHC Employees in active service and Inactive service (resigned, transferred, retired, etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of Employee Request Form		Human Resource Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an Employee Request Form (ERF) from HR;	1. Receive, evaluate the request to determine its nature and purpose;	None	3 days	<i>Human Resource Management Officer (HRMO) and/or authorized personnel</i>
2. Fill-up the form and ensure that all the required information are complete;	1.1. Prepare the requested document/form 1.2 Transmit the requested document to the official signatory and/or authorized representative;			
3. Submit the duly accomplished form to HR	1.3 Release the approved/sign ed document to the requesting party			



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Fill-up the Client Feedback Form and drop it in the designated drop box located at the lobby or sent it via e-mail: oed@oshc.dole.gov.ph; hr.oshc@gmail.com
How feedbacks are processed	<p>HR opens daily the drop box to compile and review the feedback received;</p> <p>The feedback forms will be forwarded to the concerned office for their appropriate action and should be completed within 3 working days upon receipt;</p> <p>The response will be relayed to the concerned citizen as appropriate;</p> <p>A report will be prepared every month reflecting the satisfaction ratings obtained by the OSHC.</p>
How to file a complaint	<p>File a complaint through the following means:</p> <ul style="list-style-type: none"> Drop it in the designated drop box; Submit the complaint to the Office of Executive Director or Division Head or HR or sent it via e-mail: oed@oshc.dole.gov.ph; hr.complaints@gmail.com
How complaints are processed	<p>Complaints received will be referred to the concerned office for appropriate action;</p> <p>Upon evaluation, a meeting will be conducted for the concerned parties to clarify the nature of complaint and resolve the issues immediately;</p> <p>The HR will inform the citizen the action taken on their complaint</p>
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan: 0908-881-6565 email@contactcenterngbayan.gov.ph</p> <p>Presidential Complaints Center: 8888</p> <p>Anti-Red Tape Authority: - Complaints portal: http://arta.gov.ph/pages/complaintform.php - Email: complaints@arta.gov.ph - Phone: (02) 478-5091 / 478-5099 / 478-5093</p>



List of Regional Extension Units

Office	Address	Contact Information
OSHC REGIONAL EXTENSION UNIT CAR	The Terrace Condominium, #7 Laubach Rd., Baguio City, Benguet	0917 475 1935
OSHC REGIONAL EXTENSION UNIT I	DOLE-Region 1, Parammata Bldg. B, Biday, San Fernando City, La Union	0955 768 0608
OSHC REGIONAL EXTENSION UNIT II	2F Ma Lebran Building, Enrile Blvd., Caggay, Tug. City, Cagayan	099 859 14900 0927 975 6760
OSHC REGIONAL EXTENSION UNIT III	Lodestone Cove Bldg., #16 MacArthur Highway Brgy. Telabastagan, San Fernando City, Pampanga	0998 968 4851
OSHC REGIONAL EXTENSION UNIT IV-A	DOLE 4A Regional Office, 4F Anderson Bldg. II, Parian, Calamba City	0917 795 4424 0998 968 4849
OSHC REGIONAL EXTENSION UNIT IV-B	DOLE MIMAROPA- 3rd floor CONFIL Building Roxas Drive cor. Sampaguita St. Brgy. Lumangbayan, Calapan City, Oriental Mindoro	0915 242 9031
OSHC REGIONAL EXTENSION UNIT V	DOLE RO 5, Dona Aurora St., Old Albay Legaspi City	(052) 742-4058/ 481-0768/ 480-0984 0998 968 4853 0950 133 8075
OSHC REGIONAL EXTENSION UNIT VI	2/F ME Building, Dungon B, Jaro, Iloilo City	(033) 503-4610 0998 968 4852 0918 744 1073
OSHC REGIONAL EXTENSION UNIT VII	6/F DOLE Bldg., Gorordo Avenue cor. Gen. Maxilom Avenue, Cebu City	(032) 266-8382 / 266-9580 0998 591 4899 0929 190 7382
OSHC REGIONAL EXTENSION UNIT VIII	DOLE Compound, Trese Martires St. Tacloban City, Leyte	(053) 832-3056 0947 794 5993 0998 591 4897
OSHC REGIONAL EXTENSION UNIT IX	2/F Cortez Building, Evangelista Street Sta. Catalina, Zamboanga City	(062) 955-1549 0955 011 2164 0955 704 2035

OSHC REGIONAL EXTENSION UNIT X	Door #7-G/F Trinidad Bldg. Corrales-Yacapin Sts. Cagayan de Oro City	(088) 851-1233 0917 861 4190
OSHC REGIONAL EXTENSION UNIT XI	DOLE RO 11, 4/F Davao Ching Printers Bldg. Dacudao Ave. corner Lakandula St., Agdao, Davao City	(082) 227-4289 0998 041 2883
OSHC REGIONAL EXTENSION UNIT XII	DOLE RO 12, 102 Acepal Bldg., Mabini Ext., Koronadal City	(083) 878-3387 0906 019 5708
OSHC REGIONAL EXTENSION UNIT XIII	Nimfa Tiu Bldg. No. 10, DOLE CARAGA Cmpd. J.P. Rosales Avenue, Butuan City	(085) 817-1677 0998 591 4898 0947 440 3737