



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: OCCUPATIONAL SAFETY AND HEALTH CENTER

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON DECEMBER 03, 2021: [] Yes [] No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Conduct of OSH Training Courses	<p>Executive Order No. 307 "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission"</p> <p>Republic Act No. 11058 "An Act Strengthening Compliance with the Occupational Safety and Health Standards and providing Penalties for Violations Thereof."</p> <p>CSC-DOH-DOLE Joint Memorandum Circular 01 - OSH Standards for the Public Sector</p>	<p>Section 2.b. To plan, develop and implement training programs in the field of occupational safety and health, and related interests;</p> <p>Implementing Rules and Regulations. Section 16. Safety and health Training. All safety and health personnel shall undergo the mandatory seminar or training on OSH as prescribed by DOLE. Said training shall be evidenced by the issuance of a certification by DOLE or DOLE-accredited Training Organization</p> <p>Section VII. C (3): Plan, develop and implement Occupational Safety and Health training programs for government agencies, through its Occupational Safety and Health Center (OSHC);</p>	<p>DOLE DO 198-18: IRR of RA 11058</p> <p>CSC-DOLE-DOH Joint Memorandum Circular 01 – s 2020</p>	<p>January 2019</p> <p>March 2020</p>	

¹ Number and short title of the governing law which mandates and gives power to the agency or LGU to regulate and/or offer the service

² Cite section number and quote provision identified in the governing law



Development and distribution of Information, Education and Communication (IEC) materials on Occupational Safety and Health (OSH)	Executive Order No. 307 "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission" Republic Act No. 11058 "An Act Strengthening Compliance with the Occupational Safety and Health Standards and providing Penalties for Violations Thereof."	Section 2.c. To serve as a clearing house of information and innovative methods, techniques and approaches in dealing with occupational safety and health problems and institute a mechanism of information dissemination to the general public. Section 11. Occupational Safety and Health Information			
Sale of Occupational Safety and Health Standards	Executive Order No. 307 "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission" Republic Act No. 11058 " An Act Strengthening Compliance with the Occupational Safety and Health Standards and providing Penalties for Violations Thereof."	Section 2.c. To serve as a clearing house of information and innovative methods, techniques and approaches in dealing with occupational safety and health problems and institute a mechanism of information dissemination to the general public. Implementing Rules and Regulations Section 11. Occupational Safety and Health Information			
Special Examination: 1. Biological Monitoring of Heavy Metals and Organic Solvents 2. Audiometry	Executive Order No. 307 "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission"	Section 2.d. To monitor the working environment by the use of industrial hygiene, field and laboratory equipment and conduct medical examinations of workers exposed to hazardous substances for the ready detection of occupational diseases;			
Testing of Personal Protective Equipment	RA 11058 – OSH LAW	Sec. 8 – Workers Rights to PPE	DOLE DO 198-18: IRR of RA 11058	January 2019	Rule 1080 – Personal Protective Equipment-Occupational Safety and Health Standards as amended, 1989
Work Environment Measurement (WEM)	Executive Order No. 307 (Nov. 4, 1987) "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission", attached agency of the Department of Labor and Employment	Section 2.d. "The Center shall have the following functions: To monitor the working environment by the use of industrial hygiene, field and laboratory equipment...for the ready detection of occupational diseases;			



	Rule 1077 of the Occupational Safety and Health Standards	Rule 1077.02: WEM shall mean sampling and analysis carried out in respect of the atmospheric working environment and other fundamental elements of working environment for the purpose of determining actual conditions therein. Rule 1077.03: (1-5) Requirements			
Accreditation of WEM Service Providers	DOLE Department Order 160-16: Guidelines on the Accreditation of Consulting Organizations to provide WEM Services	Section 1.b. The OSHC, by virtue of DOLE Administrative Order 56 series of 2011 and in consultation with the Bureau of Working Condition (BWC), shall provide policy guidelines and evaluate the competence and integrity of applicants for accreditation as WEM Providers.			
Accreditation of OSH Training and Consultancy Organizations, OSH Practitioners and OSH Consultants	Executive Order No. 307 "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission" Republic Act No. 11058 "An Act Strengthening Compliance with the Occupational Safety and Health Standards and providing Penalties for Violations Thereof."	Section 2.b. To plan, develop and implement training programs in the field of occupational safety and health, and related interests; Implementing Rules and Regulations. Section 16. Safety and health Training. All safety and health personnel shall undergo the mandatory seminar or training on OSH as prescribed by DOLE. Said training shall be evidenced by the issuance of a certification by DOLE or DOLE-accredited Training Organization	DOLE Department Order No.16 s. 2001 Procedural Guidelines for Accreditation DOLE AO No. 56 s.2011 – Transferring the function of Accreditation of OSH Training / Consulting Orgs. and Consultant to OSHC	December 2001 February 2011	



Accreditation of Construction Heavy Equipment Testing Organization (CHETO)	PD 442: Labor Code of the Philippines	Book IV Article 162	DO 13 s 1998 Guidelines Governing OSH in the Construction Industry	August 1998	
	RA 11058 : OSH Law	Chapter III Section 10	DO 198 – IRR of RA 11058	January 29, 2019	
			AO 407 s 2017 Transferring the function of Accreditation of OSH Practitioner and CHETO from ROs /BWC to OSHC	September 2017	



(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: CONDUCT OF OCCUPATIONAL SAFETY AND HEALTH (OSH) TRAINING COURSE					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Duly accomplished Application Form Official Receipt 	ISO Registered Process	<ul style="list-style-type: none"> Proceed to the division in-charge of the Training Program. Accomplish registration form (provide complete details needed) Proceed to Cashier for payment. Return to Division-in-Charge of Training Program and submit registration form with record of OR number. 	ISO Registered Process	30 minutes	P1, 100 per day of training (inclusive of lunch, AM and PM snacks, and training materials.)
TOTAL				30 minutes	Please refer to schedule of fees

³ Please note that one table is to be filled-up per Government Service.

To fill up:

- a) List down all requirements applicable to the government service
- b) Per requirement, cite legal basis/rationale why requirement is essential
- c) Steps/Procedures should be listed in the Client's perspective
- d) If applicable, legal basis of each step/procedure may be indicated in column 4
- e) Input the total processing time for the service in working days and/or hours
- f) Input the sum of all fees paid for the service



GOVERNMENT SERVICE: <u>AVAILMENT OF OSHC TRAINING FACILITIES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Request Letter 		<ul style="list-style-type: none"> Submit Request Letter to the Office of the Executive Director indicating the date, time and nature of activity 		Within 1 day	
<ul style="list-style-type: none"> Function Request Room Letter of Agreement 		<ul style="list-style-type: none"> Accomplish and submit Function Request Form and Letter of Agreement 		Within 1 day	
<ul style="list-style-type: none"> Statement of Account Official Receipt 		<ul style="list-style-type: none"> Upon receipt of Statement of Account, pay the corresponding fee at the Cashier after the use of facilities 		Within 1 hour	Please refer to schedule of fees
TOTAL					Please refer to schedule of fees

GOVERNMENT SERVICE: <u>AVAILMENT OF IEC MATERIALS – POSTERS, FLYERS, INFORMATION PACKAGES</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished IEC Form B	ISO Registered Process	Submit accomplished IEC Form B to any TPID personnel IEC Materials requested for in the IEC Form B will be packed and given to client	ISO Registered Process	5 minutes	Free
TOTAL				5 minutes	Free



GOVERNMENT SERVICE: <u>AVAILMENT OF IEC MATERIALS – OSH STANDARDS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Accomplished IEC Form C	ISO Registered Process	<ul style="list-style-type: none"> Fill-out IEC Form C Proceed to Cashier to pay the fee Issue Official Receipt Return the accomplished form with the Official Receipt to TPID The requested number of OSH Standards will be packed and given to the client 	ISO Registered Process	15 minutes	P100.00 per copy of the OSH Standards
TOTAL				15 minutes	P 100.00

GOVERNMENT SERVICE: <u>SPECIAL EXAMINATION: BIOLOGICAL MONITORING OF HEAVY METALS AND ORGANIC SOLVENTS</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Client's Letter of Request Signed Service Agreement Accomplished Client Profile 	ISO Registered Process	<ul style="list-style-type: none"> Submit Letter of Request to the Office of the Executive Director (OED) Submit signed Service Agreement and Client Profile to Health Control Division Collect Biological Samples Analyze Biological Samples Review and sign results Request for Statement of Account from Accounting Section Prepare and endorse Billing Letter to OED Notify client of the availability of results 	Executive Order No. 307	Twenty (20) working days	Please see Schedule of Fees
TOTAL				20 days	



GOVERNMENT SERVICE: <u>SPECIAL EXAMINATION: AUDIOMETRY</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Client's Letter of Request Signed Service Agreement Accomplished Client Profile 	ISO Registered Process	<ul style="list-style-type: none"> Submit Letter of Request to the Office of the Executive Director (OED) Submit signed Service Agreement and Client Profile to Health Control Division Conduct Audiometry as scheduled Interpret results Prepare results and endorse to HCD Division Chief Review and sign results Request for Statement of Account from Accounting Section Prepare and endorse Billing Letter to OED Notify client of the availability of results 	Executive Order No. 307	Thirteen (13) working days	P 450.00 per examination
TOTAL				13 days	P 450.00

GOVERNMENT SERVICE: <u>TESTING OF PERSONAL PROTECTIVE EQUIPMENT</u>					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Request letter	PD 442 Article 162	<ul style="list-style-type: none"> Submit request letter to the Office of the Executive Director Submit sample test specimens and Request Letter of the type of PPE to be tested to the Safety Control Division Submit the Signed Service Agreement Form 	PD 442 Article 162	20 working days	Please refer to schedule of fees
PPE Specimen for testing - safety shoes - safety helmet - body harness	OSHS		OSHS EO 307 : Establishing OSH Center		



<ul style="list-style-type: none"> - rubber insulating gloves - goggles/face shield • Official receipt 	<p>EO 307 : Establishing OSH Center</p> <p>RA 11058 OSH Law</p>	<ul style="list-style-type: none"> • Pay the testing fee at the Cashier and Secure Final Test Result from SCD 	RA 11058 OSH Law		
TOTAL				20 days	Please refer to schedule of fees

GOVERNMENT SERVICE: WORK ENVIRONMENT MEASUREMENT (WEM) SERVICES					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
WEM Request Form	Executive Order No. 307 (Nov. 4, 1987) "Establishing the Occupational Safety and Health Center in the Employees' Compensation Commission", attached agency of the Department of Labor and Employment Rule 1077 of the Occupational Safety and Health Standards	<ul style="list-style-type: none"> • Submit duly accomplished WEM Request Form to the Office of the Executive Director (OED) 		Within 1 day	
WEM Request Acknowledgement Form		<ul style="list-style-type: none"> • ECD to send WEM Request Acknowledgement Form to the client and prepare WEM schedule 		Within 3 days from the receipt of WEM Request	
WEM Confirmation Form		<ul style="list-style-type: none"> • ECD to coordinate with client on the schedule of WEM • Send WEM Confirmation Form to client • *Client to submit the accomplished and signed WEM Confirmation Form 		*Within 5 days from the receipt of WEM Confirmation Form	
Service Agreement		<ul style="list-style-type: none"> • ECD to send Service Agreement to client indicating the different WEM parameters to be measured / conducted • *Client to submit signed Service Agreement 		*Within 3 days from the receipt of Service Agreement or may be given on the actual day of WEM	
Statement of Accounts		<ul style="list-style-type: none"> • Actual conduct of WEM • Submit WEM samples to Laboratory for Analysis • Laboratory Analysis of WEM samples 		Within 20 working days from the conduct of WEM	



		<ul style="list-style-type: none"> • Submit signed Service Agreement and Request for Statement of Accounts (SOA) to FAD-Accounting Section • Prepare WEM Report • Send Statement of Accounts to client for payment • Notify client of availability of WEM Report 			
Official Receipt Final WEM Report		<ul style="list-style-type: none"> • Client to pay the *total amount of WEM fee at the Cahier; secure official receipt • Release of Final WEM Report 		Within 1 day	
TOTAL				33 days	Total WEM fee will be based on the Schedule of Fees in consideration of the areas and parameters measured during the actual WEM

GOVERNMENT SERVICE: ACCREDITATION OF WEM SERVICE PROVIDERS

SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
Application Form with complete required documents listed in the Application Form	DOLE D.O. 160-16	<ul style="list-style-type: none"> • Submit duly accomplished Application Form and Required Documents to the Office of the Executive Director (OED) • Endorse to Environment Control Division (ECD) 		Within 1 day	P 450.00
Document Review Form		<ul style="list-style-type: none"> • Initial Assessment and checking of completeness of documents • Send Document Review Form to applicant 		Within 5 days from the receipt of Application Form w/ required documents	
List of Additional documents for completion Reassessment and Document Review Form		<ul style="list-style-type: none"> • Submit required additional documents for re-assessment 		Within 2 days from the submission	
Notice of On-site Inspection		<ul style="list-style-type: none"> • If required documents are complete, schedule on-site inspection / validation • Send Notice of On-site inspection to client • Client to confirm the schedule 		Within 1 day	



		<ul style="list-style-type: none"> Conduct of On-site inspection and validation of competency 		Within 1 day	
On-site Inspection Evaluation Form Notice of Panel Interview schedule		<ul style="list-style-type: none"> Prepare and send Inspection Evaluation Form to client If completed the requirements, schedule for panel interview 		Within 2 days from the conduct of On-site Inspection	
Interview Evaluation Form		<ul style="list-style-type: none"> Conduct panel interview Prepare evaluation / recommendation 		Within 2 day	
Notice of Result / Evaluation Form Statement of Account		<ul style="list-style-type: none"> Notify the applicant if accreditation is approved or not If approved, prepare Certificate of Accreditation for Signature of Evaluators Request for Statement of Account for Accreditation fee Notify the company of the schedule of Awarding of Certificate of Accreditation 		Within 3 days	
Official Receipt Certificate of Accreditation		<ul style="list-style-type: none"> Pay the Accreditation Fee for WEM Service Provider Release of Certificate of Accreditation as WEM Service Provider 		Within 1 day	P 300.00
TOTAL				18 days	P 750.00

GOVERNMENT SERVICE: ACCREDITATION OF OSH TRAINING ORGANIZATIONS (new and renewal)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> e-copies of the BOSH and COSH manuals Duly accomplished DOLE-BWC AF-ORG-A3 Form All requirements under Guidelines for Accreditation: Annex B List of Requirements on Accreditation as OSH Training Organization 	DOLE Department Order No. 16-01 and its IRR	<ul style="list-style-type: none"> Assess the completeness of submitted documents using form: DOLE-BWC-AF-CHK-TO Conduct initial review of Training Manuals Forward consolidated comments on the training manuals to applicants Revise manuals based on OSHC Comments Conduct second review of the training manuals. Forward consolidated comments on the training manuals to applicants 	DOLE Department Order No. 16-01 and its IRR	Within 1 day Within 5 days Within 3 days	P300.00 for the certificate P200.00 for annual renewal



<ul style="list-style-type: none"> Revised BOSH and COSH manuals 		<ul style="list-style-type: none"> Revise manuals based on second round of OSHC Comments Conduct third review of the training manuals. Upon approval of the manuals, coordinate with the applicant re: schedule of interview. Conduct of Actual Interview Conduct of actual audit and ocular inspection. Consolidate findings and recommendations Advise applicant to pay necessary fees Payment of fees Issuance of Certificate of Accreditation (temporary validity: 6 months) 		<p>Within 3 days</p> <p>Within 1 day Within 4 days Within 1 day Within 1 day</p> <p>Within 1 day</p>	
TOTAL				Twenty (20) working days	Please refer to the schedule of fees

GOVERNMENT SERVICE: ACCREDITATION OF NEW AND RENEWAL OSH PRACTITIONER, CONSULTANT AND OH PRACTITIONER (DOLE Department Order No. 16-2001)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES			
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis	Total Processing Time	Total Fees to be Paid
<ul style="list-style-type: none"> Application letter for accreditation Duly accomplished DOLE-BWC-AF-PCN-A1 Form Documentary Requirements in the List of Requirements on Accreditation as OSH Practitioner/Consultant for New and Renewal Applications and other Documents as may be required by the Evaluators (Reference: Annex B And C, Procedural Guidelines) 	DOLE Department Order No. 16-01 and its IRR	<ul style="list-style-type: none"> Submit application and documentary requirements to the Office of the Executive Director Concerned division to receive application and decking of application to assigned evaluator Evaluation of documentary requirements Re-evaluation of documentary deficiencies and/or additional requirements (if warranted) Interview of applicant if complete and correct documents were submitted Evaluation of post-interview assignment (if warranted) 	DOLE Department Order No. 16-01 and its IRR	<p>Within 1 day</p> <p>Within 1 day</p> <p>Within 4 days Within 3 days</p> <p>Within ½ day</p> <p>Within 2 days</p>	Please refer to schedule of fees



		<ul style="list-style-type: none"> • Re-interview of applicant (if warranted) • Recommendation for Accreditation • Prepare certificate of accreditation and signing of interviewers and Executive Director • Advise applicant to pay • Pay necessary fees • Issuance of certificate and ID of accreditation (3-year validity) 		<p>Within ½ day</p> <p>Within 2 days</p> <p>Within 1 day (but this is not feasible with the current AWA)</p> <p>Within 1 day</p> <p>Within 1 hour</p>	
TOTAL				16 days and 1 hour	Please refer to schedule of fees

GOVERNMENT SERVICE: ACCREDITATION OF OSH CONSULTANCY ORGANIZATIONS					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> • Duly accomplished DOLE-BWC AF-ORG-A3 Form • All requirements under Annex B List of Requirements on Accreditation as OSH Consultancy Organization 	DOLE Department Order No. 16-01 and its IRR	<ul style="list-style-type: none"> • Assess the completeness of submitted documents using form: DOLE-BWC-AF-CHK-CO • Conduct of Actual Interview • Conduct of actual audit and ocular inspection. • Submit report of findings • Consolidate findings and recommendations • Advise applicant to pay necessary fees • Payment of fees • Issuance of Certificate of Accreditation 	DOLE Department Order No. 16-01 and its IRR	<p>Within 1 day</p> <p>Within 1 day</p> <p>Within 4 days</p> <p>Within 1day</p>	<p>P300.00 for the certificate</p> <p>P200.00 for annual renewal</p>
TOTAL				Seven (7) Working Days	Consolidate findings and recommendations



GOVERNMENT SERVICE: ACCREDITATION OF CONSTRUCTION HEAVY EQUIPMENT TESTING ORGANIZATION (CHETO)					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
<ul style="list-style-type: none"> Application letter for accreditation using company letterhead addressed to the Executive Director Documentary Requirements Accreditation of Testing Organization for Construction Heavy Equipment (FM – DOLE – BWC – 02.01) Applicant's Profile for Accreditation as Testing Organization for Construction Heavy Equipment (FM – DOLE – BWC – 02.02) Official Receipt 	PD 442 Article 162 Procedural Guidelines on Accreditation and Performance Audit of CHETO Pursuant to Section 10, Department Order No. 13, Series of 1998 DO 16 series of 2001	<ul style="list-style-type: none"> Submit application requirements Submit addendum / additional requirements in support to the initially submitted documents if the need arises Present organization's technical expertise and capabilities during panel interview Pay necessary fees 	PD 442 Article 162 Procedural Guidelines on Accreditation and Performance Audit of CHETO Pursuant to Section 10, Department Order No. 13, Series of 1998 DO 16 series of 2001	20 working days upon submission of complete documents	Please refer to schedule of fees
TOTAL				20 working days upon submission of complete documents	Please refer to schedule of fees