

# 2022 | ANNUAL REPORT



DEPARTMENT OF MIGRANT WORKERS  
*Thriving in Transition*

# VISION

The DMW is the *exclusive home in government of our OFWs and their families* that protects their rights, promotes their welfare, and unleashes their potential to fulfill their destiny as co-architects of national economic development.

# MISSION

We commit to empower our migrant workers through *digital transformation* of our processes and ensuring sustained *ease of doing business*.

We shall manage a national *reintegration* program to enhance their skills, knowledge, and competence, and facilitate their safe and productive reintegration in their communities.

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# FOREWORD

In 2022, there was a tall order for the Department of Migrant Workers (DMW) to repair a house divided and build a sustainable home and a community for our modern-day heroes, the Overseas Filipino Workers (OFWs) including their families, to provide them all the advantages to thrive.

Republic Act Number 11641 (RA 11641) or the DMW Act was signed into law by then President Rodrigo R. Duterte on 30 December 2021 and took effect on 03 February 2022, which created the Department through the merging of the following agencies:

1. Philippine Overseas Employment Administration (POEA);
2. The Office of the Undersecretary for Migrant Workers' Affairs (OUMWA) of the Department of Foreign Affairs (DFA);
3. All Philippine Overseas Labor Offices under the Department of Labor and Employment (DOLE);
4. The International Labor Affairs Bureau (ILAB) under the DOLE;
5. The National Reintegration Center for OFWs (NRCO) under the Overseas Workers Welfare Administration (OWWA);
6. The National Maritime Polytechnic (NMP) under the DOLE; and
7. The Office of the Social Welfare Attaché (OSWA) under the Department of Social Welfare and Development (DSWD).

The afore-cited law mandates the DMW to safeguard the rights and advance the welfare of OFWs and their families by (1) ensuring that private recruitment shall meet professional, legal, and ethical standards, obtaining the best possible conditions of work that uphold the dignity of OFWs; (2) providing timely and responsive services to address their needs regardless of legal status; (3) ensuring their participation in the formulation of policies affecting their welfare; and (4) providing mechanisms for skills development and reintegration, while taking into consideration the national development programs of the National Economic and Development Authority.

Section 23 of RA 11641 further expressly enunciates that the Department shall not be constituted without an appropriation in the 2023 General Appropriations Act, an effective implementing rules and regulations (IRR), and a staffing pattern.

2022 chronicled how the DMW, as the youngest line department in the cabinet, navigated through its transition period: from the formulation of the IRR of RA 1164 to its promulgation on 22 April 2022; from the transfer of functions, assets, funds, equipment, properties, transactions, and personnel of the abovementioned affected agencies and the formulation of the internal organic structure, staffing pattern, operating system, and revised budget of the DMW to the approval by the Department of Budget and Management (DBM) of the DMW's Organizational Structure and Staffing Pattern and the inclusion of the

Department's budget in the 2023 GAA on 09 September 2022 and 26 December 2022, respectively.

The Department has operated under the following structure and clusters: *Office of the Secretary, Licensing and Adjudication Services, Foreign Employment and Welfare Services, Policy and International Cooperation, and Finance and Internal Management.*

The *Office of the Secretary* ensures the delivery of the core mandates of the Department by (1) providing executive direction for the entire operations of the Department to effectively and efficiently implement its policies, programs, and activities geared towards promoting and monitoring overseas recruitment and employment program; (2) upholding and reinforcing the development and preservation of quality jobs; and (3) protecting and facilitating the easy reintegration of Filipino migrant workers into the Philippine society. It has also assumed the functions of the Office of the POEA Administrator.

The *Licensing and Adjudication Services* cluster has taken over the functions of the Office of the POEA Deputy Administrator for Licensing and Adjudication. The services under this cluster include (1) licensing and regulation of recruitment and manning agencies participating in the overseas employment program; (2) establishment and implementation of strategies, laws, rules, and regulations towards eradicating the illegal recruitment and trafficking in persons; (3) dispute resolution and adjudication on overseas employment related issues/ concerns, among others. It also exercises

control and supervision over the regional operations of the Department.

The *Foreign Employment and Welfare Services* cluster has filled in the previous functions of the Office of the POEA Deputy Administrator for Employment and Welfare and the OUMWA under the DFA. The cluster is in-charge of supervising the pre-employment, government placement, sea and landbased accreditation, welfare and employment, and reintegration services for OFWs and their families. This cluster likewise supervises the operations of the Migrant Workers Offices around the world.

Meanwhile, the *Policy and International Cooperation* cluster has been performing the substantive functions of the ILAB under the DOLE with regard to labor migration. It is tasked to (1) formulate and implement labor migration policies and international agreements; (2) facilitate the Department's active engagement with stakeholders, both domestic and foreign, individual and institutional, private and public; and (3) serve as a think tank for advancing migration and development studies.

The *Finance and Internal Management* cluster has taken over the functions of the Office of the POEA Deputy Administrator for Management Services, providing the Department with services relating to records management, property and equipment, collections, disbursements, building administration and maintenance, security, and custodial work and administering personnel programs including selection and placement, development, performance evaluation, and employee relations and welfare.

As you flip the next pages of this 2022 Annual Report, more than the afore-cited transition hurdles that the Department has successfully overcome, we present to you a comprehensive account of the 2022 operational and financial results of the consolidated and merged agencies into the now legally constituted DMW, highlighting the simplified and streamlined programs and services to our OFWs and their families through digital and operational solutions.

This only proves that the Department did not waver its commitment of protecting the rights, promoting the welfare, and

advancing the interests of our OFWs and their families amidst these challenging yet fulfilling times; that there was no disruption of services to our stakeholders; and that we ably thrived in transition.

*Ito ang Kagawaran ng Manggagawang Pandarayuhan. At kami ang tahanan ng bawat OFW, ang ating makabago at tunay na bayaning Pilipino.*



Newly appointed senior officials of the Department of Migrant Workers (DMW) before the unveiled DMW building in Mandaluyong City.

# SECRETARY'S MESSAGE

This inaugural Annual Report honors the bravery and sacrifices of our Overseas Filipino Workers (OFWs) and their families.

As the steward of the DMW, my tenure commenced mid-year when President Ferdinand “Bongbong” Marcos Jr. invited me to his cabinet. He said our goal is to accord OFWs the advantages they deserve to survive, thrive, and succeed. The DMW, enacted by Republic Act 11641, is the government's youngest department tasked with safeguarding OFWs' rights and promoting their welfare.

We have created an exclusive government sanctuary for OFWs, fighting for their rights, welfare, and potential as national development front liners. Our motto, “DMW, *Ang Tahanan ng OFW*,” guides us daily.



*We have created an exclusive government sanctuary for OFWs, fighting for their rights, welfare, and potential as national development front liners.*



Our first-year objective was establishing a fully operational government department, which involved defending our organization's structure and budget. Collaborating with the Department of Budget and Management and the Office of the President, we secured ₱16 billion in funding for our department.

We thank legislators and policymakers who helped convert our vision into concrete plans and programs. This included launching the One Repatriation Command Center and initiatives to assist distressed OFWs, like legal support, Anti-Illegal Recruitment and Trafficking-in-Persons campaigns, and labor diplomacy.

We protected Filipino seafarers' jobs, streamlined pre-deployment processes, and improved OFW family services. Moreover, we developed the National Reintegration Program, reinforcing that overseas work should remain a choice, not a necessity.

In our maiden year, we assisted OFWs in navigating the social and economic impact of the global COVID-19 pandemic, forging alternative work and travel arrangements while maintaining health protocols.

Our OFWs demonstrated exemplary resilience during the pandemic, offering the world the finest of the Filipino spirit—perseverance, determination, and excellence. The pandemic underscored deeper traits of loyalty, compassion, and empathy, casting our OFWs and nation as beacons in a world grappling with a health crisis.

We take pride in our OFWs' energy, resiliency, and dynamism in improving their lives and our nation. Our future approach ensures safe, fair, and ethical working conditions for our OFWs, underpinned by three priorities.

Firstly, we aim to enhance our OFWs' support infrastructure, expanding the One Repatriation Command Center's capabilities and the AKSYON Fund for comprehensive assistance.


Secondly, we will amplify labor diplomacy and job security in cooperation with the global community, ensuring fair remuneration for our workers and securing more jobs in safer sectors abroad.

Thirdly, we will prioritize comprehensive care and opportunities at home for OFWs and their families by implementing the five-year Reintegration Road Map, continuing holistic welfare assistance, legal aid, and improving programs for OFWs' children.

Lastly, we are ushering OFWs into the digital age, simplifying their lives and broadening opportunities. This includes issuing the OFW Pass as a digital gateway for government transactions. We will strive to empower them with digital commerce, investment platforms, and online financial services, paving the way for broader prosperity and productivity.

This is just the beginning of our journey. The DMW will do what needs to be done so that *"walang maiwan" sa ating sama-samang paghubog sa Bagong Pilipinas.*

*Mabuhay ang OFWs! Mabuhay ang DMW!  
Mabuhay ang Bagong Pilipinas!*

  
**MARIA SUSANA V. OPLE**  
Secretary



# **MESSAGES FROM IMMEDIATE PAST HEADS OF MERGED AGENCIES UNDER THE DMW**



# PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION

The year 2022 marked a great beginning as the world slowly opened up its doors for labor migration and overseas employment after the onslaught of the COVID-19 pandemic. Coincidentally, the Department of Migrant Workers (DMW) was finally constituted, officially becoming “*ang tahanan sa gobyerno ng OFWs.*” Faced with pandemic-related labor issues, the Philippine Overseas Employment Administration (POEA) has successfully transitioned to DMW and ably discharged its mandate through the commitment and devotion to public service of its men and women who collectively contributed to achieving the organizational plans and targets for the year.

*Sa loob ng halos limang taon mula ng ako ay nanungkulan bilang POEA Administrator, nakita ko ang hindi matatawarang dedikasyon at sipag ng mga opisyal, empleyado, at lahat ng bumuo ng POEA upang patuloy na matugunan ang pangangailangan ng mga manggagawang Pilipino na nasa ibayong dagat at nangangarap mangibang-bansa para sa ikauunlad ng kanilang pamumuhay. Taas-pusong pasasalamat ang nais kong ipabatid sa aking POEA family at sa lahat ng naging bahagi ng ahensyang ito.*

My heartfelt gratitude also goes out to the pillars of the POEA who have been a strong foundation that made the organization sturdy enough to stand the test of time. The former Minister of Labor, the father of the Philippine overseas employment program, Ka Blas F.

Ople, whose stern labor advocacies and actions continue to inspire many generations to carry on despite the ever dynamic and changing labor migration landscapes. I would also like to pay homage to all the stakeholders, industry players, advocates, and other duty-bearers, who have been instrumental in our efficient and effective delivery of services to our clientele, our migrant workers.

Since its inception on 01 May 1982 after former President Ferdinand E. Marcos signed Executive Order No. 797, the POEA managed to deliver necessary and essential services to our migrant workers in several key areas that improved the standard of protection and promoted the welfare of our workers and their families, to wit:

- Regulating private sector participation in recruitment and overseas placement to ensure that agencies adhere to internationally-accepted fair and ethical recruitment standards and labor and social legislations, rules, regulations, and policies;
- Generating and preserving respectable and decent jobs for the advancement of our migrant workers through our overseas employment facilitation initiatives;
- Securing full employment and the best possible employment terms and conditions for our OFWs and ensuring the

protection of their rights and welfare through strengthened international cooperation and forging of labor agreements with receiving countries;

- Intensifying our efforts in combating illegal recruitment and trafficking in persons to promote safe and legal migration;
- Enhancing social protection measures for our OFWs and their families especially in times of distress;
- Advocating for the smooth transition of our migrant workers into the Philippine society and initiating effective reintegration programs for the benefit of returning migrant workers; and
- Streamlining our current processes, systems, and procedures and introducing digitalization efforts for a smoother and more seamless transaction for the general public when availing of our programs and services.

As we bid adieu to the POEA on its final year, together with all the shared experiences, triumphs, struggles, and memories for the past 40 years, may we continue to champion excellence in governance and public service, and serve our beloved stakeholders with integrity, commitment, love, and compassion like we have always done since 1982. With the new DMW under the esteemed guidance

of Secretary Maria Susana “Toots” V. Ople and the industry players on board, let us forge a shared vision to achieve greater heights and be instruments of change for the betterment of the lives of our OFWs and their families.

*Mabuhay ang POEA at mabuhay ang ating mga manggagawang Pilipino!*

  
**ATTY. BERNARD P. OLALIA**  
*Former Administrator*



# NATIONAL REINTEGRATION CENTER FOR OFWs

A greeting of Good Governance from the National Reintegration Center for OFWs (NRCO)!

We, at the NRCO, are working with great effort to implement and provide effective mechanisms for our Overseas Filipino Workers (OFWs)' reintegration into Philippine society, that serves as a promotion house for their local employment, and tap their skills and potential for national development.

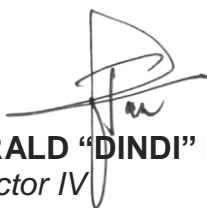
The strengthening and harmonizing of existing guidelines and policies on the implementation of the NRCO Livelihood Programs have been carried out to align with the efficient and effective facilitation of the reintegration needs of our OFWs.

Over the years, the Center has strived with greatness and excellence to expand our efforts and services to support our OFWs in successful reintegration through the refinement of their entrepreneurial skills as we tap other sectors to converge with us for the greater impact in responding to the needs of our *Bagong Bayani*.

May this initiative pave the way for our OFWs to be guided and be motivated towards their successful reintegration despite the hardship and challenges that may seem impossible to conquer.

May this initiative be the enlightenment for our OFWs not to lose hope and continuously dream of a prosperous life with their family members in the Philippines.

*Sulong Kabayan!*



**GERALD "DINDI" M. TAN**  
*Director IV*



# NATIONAL MARITIME POLYTECHNIC

The National Maritime Polytechnic had a remarkable year in 2022, achieving significant milestones and surpassing expectations. Our commitment to maritime workforce development through the provision of International Convention on Standards of Training, Certification and Watchkeeping for Seafarers (STCW)-mandated and quality value-adding training programs and responsive industry researches propelled us to new heights for the advancement of the Filipino seafarers.



*We recognize the critical importance of maintaining and enhancing the global competitiveness of our seafarers, ensuring that they remain as the seafarers of choice worldwide...the Philippines takes pride in upholding international standards for delivering high-quality trainings in accordance with the STCW requirements.*



Collaboration has been a key driver of our success. In our pursuit of strengthening linkages in the implementation of maritime training, assessment, and research, we have forged agreements with esteemed institutions and organizations. These partnerships have enriched our data gathering in the conduct of research, expanded the reach of maritime training programs, and enhanced our advocacy and information campaigns.

We recognize the critical importance of maintaining and enhancing the global competitiveness of our seafarers, ensuring that they remain as the seafarers of choice worldwide. As the leading supplier of seafarers, the Philippines takes pride in upholding international standards for delivering high-quality trainings in accordance with the STCW requirements.

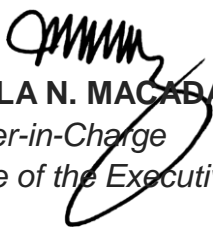
As we transition to the Department of Migrant Workers, we express our heartfelt gratitude for the trust and support received from our partners in the government and private sectors. Together, we strive to create a future where Filipino migrant workers thrive and contribute to national development toward a *strongly rooted, comfortable, and secure life for Filipinos*.

To the DMW, our new home, we admire your pivotal role in championing the rights and

well-being of our hardworking migrant workers. We stand in solidarity with the Department in protecting the rights of Filipino seafarers, promoting their welfare, and empowering women seafarers. We remain steadfast in our commitment to work tirelessly to address their needs, foster inclusive working environments, and recognize their valuable contributions.

Despite the challenges that lie ahead, we are confident that through our collective efforts, we can lay the foundation for a compassionate, fair, and inclusive society that upholds the rights and well-being of Filipino migrant workers. We commit to working hand in hand, leveraging our collective strengths to shape a future where every migrant worker's rights are upheld, their well-being ensured, and their aspirations realized.

With profound admiration and unwavering determination,



**MAYLA N. MACABAWAN**  
*Officer-in-Charge*  
*Office of the Executive Director*



# PHYSICAL PERFORMANCE REPORT



# OVERSEAS EMPLOYMENT REGULATORY PROGRAM






## ISSUANCE AND RENEWAL OF LICENSE TO RECRUITMENT AND MANNING AGENCIES

Any person, partnership, or corporation who wishes to engage in the recruitment and placement of workers for overseas employment files a written application with the DMW for license issuance or renewal as authorization to operate a recruitment agency and to engage in the recruitment and placement of workers for overseas employment.

The Department evaluates the documentary requirements and the legal and technical capacities of the applicant in performing recruitment, employment, and deployment operations.

A provisional license is issued within five (5) working days after satisfying the post-qualification requirements. This is valid within a non-extendible period of two (2) years from the date of issuance.




	 TARGET	 ACCOMPLISHMENT	 RATE
No. of new licenses issued	10	13	130%
Landbased	10	11	110%
Seabased	-	2	-
No. of licenses renewed	410	278	67.80%
No. of licensed recruitment and manning agencies issued with valid license	1,113	1,090	97.93%
Landbased	764	730	95.55%
Seabased	349	360	103.15%

Source of data: Licensing and Regulations Bureau.

## INSPECTION OF LICENSED RECRUITMENT AND MANNING AGENCIES

Regular ocular inspections are conducted on agencies that are renewing or upgrading their licenses, transferring offices, acquiring additional office space, giving up their office area, or are applying for the issuance of licenses, establishment or renewal, and transfer of branch office, among others. This determines the compliance of agencies with the Department's facilities, equipment, and operational requirements.

No. of licensed recruitment and manning agencies inspected

 TARGET	866
 ACCOMPLISHMENT	939
 RATE	108%

Source of data: Licensing and Regulations Bureau.

## ISSUANCE OF SPECIAL RECRUITMENT AUTHORITY AND LETTER OF ACKNOWLEDGMENT

A Special Recruitment Authority (SRA) is issued to licensed recruitment agencies to authorize their conduct of recruitment activities outside the registered office. The Letter of Acknowledgment (LOA), on the other hand, is granted to the principal’s representatives who conduct recruitment activities in the Philippines.

Landbased and seabased agencies now submit online requests for the SRA and LOA issuance, view status of their application, and submit the required reports via the Online Recruitment Authority Application System.



  
**TARGET**                      **ACCOMPLISHMENT**                      **RATE**

	TARGET	ACCOMPLISHMENT	RATE
No. of SRAs issued	970	3,328	343.09%
No. of LOAs issued	4,110	1,388	33.77%

Source of data: Licensing and Regulations Bureau.

## CONTINUING AGENCY EDUCATION PROGRAM

Licensed recruitment and manning agencies are required to undergo the Continuing Agency Education Program (CAEP) for their license renewal and upgrading.

An online orientation seminar for members of the management team from applicants and existing licenses agencies is held to discuss responsibilities of directors, officers, and personnel of licensed agencies engaged in overseas recruitment. This prevents them from incurring violations which can result in suspension or other penalties.



  
**TARGET**                      **ACCOMPLISHMENT**                      **RATE**

	TARGET	ACCOMPLISHMENT	RATE
No. of CAEP seminars conducted	130	137	105.38%
No. of participants	5,000	5,269	105.38%

Source of data: Licensing and Regulations Bureau.



Managerial and technical staff of licensed Landbased and Seabased agencies participate in the CAEP webinar to further professionalize their capabilities and morals in managing and operating their recruitment agencies for a secured and gainful deployment of OFWs.

## ANTI-ILLEGAL RECRUITMENT AND TRAFFICKING IN PERSONS PROGRAM

The Anti-Illegal Recruitment and Trafficking in Persons (AIRTIP) Program is a two-pronged approach to promote safe and legal migration and prevent or eradicate illegal recruitment and trafficking overseas. Pursuant to the mandate of the DMW under Section 6(c) of RA 11641 and Section 16(n) of RA 9208, as amended by RA 11862 in relation to Section 14(b.1) of RA 8042, as amended by RA 10022, the Migrant Workers Protection Bureau (formerly Anti-Illegal Recruitment Branch) implements an intensified program against illegal recruitment and trafficking in persons through the following program clusters:



1. Free legal assistance, in the form of legal advice and assistance in the preparation of complaints, is provided to victims of recruitment violations, which are administrative, and illegal recruitment and trafficking in persons case, which are criminal in nature. OFWS complaining against licensed recruitment agencies may file with the Department’s Legal Assistance Division against a licensed, foreign agency/employer for disciplinary action against worker.



2. Prosecution of illegal recruiters and traffickers during preliminary investigation and during trial in collaboration and in cooperation with the Department of Justice Prosecutors and Inter-agency Council Against Trafficking.



3. Special operations such as surveillance and closure of establishments or entities suspected to be engaged in illegal recruitment.

**Closure of establishments as part of DMW's Anti-Illegal Recruitment efforts**



Migrant Workers Secretary Susan V. Ople leads the closure of K-Monster Inc., a Makati-based immigration consultancy firm, for allegedly conducting illegal recruitment activities on 11 October 2022.

**Simultaneous closure operations of IDPLumen Consultancy Services, a firm promising bogus jobs in Poland**



Closure operations in Santiago City, Isabela.



Closure operations in San Fernando, Pampanga.

Closure operations in Tabuk City, Kalinga.

4. Information and education campaigns through the following:



- a. *Conduct of AIRTIP Seminars* - AIRTIP seminars educate key stakeholders on Illegal Recruitment (RA 8042, as amended by RA 10022) and Trafficking in Persons (RA 9208, as amended by RA 11862) at the grassroots and equip participants with primary skills in identifying and reporting illegal recruitment and trafficking in persons.



Key stakeholders participate in the AIRTIP Seminar to educate them on illegal recruitment and trafficking in persons and equip them with primary skills in identifying and reporting such activities, and sustaining the local AIRTIP campaign.

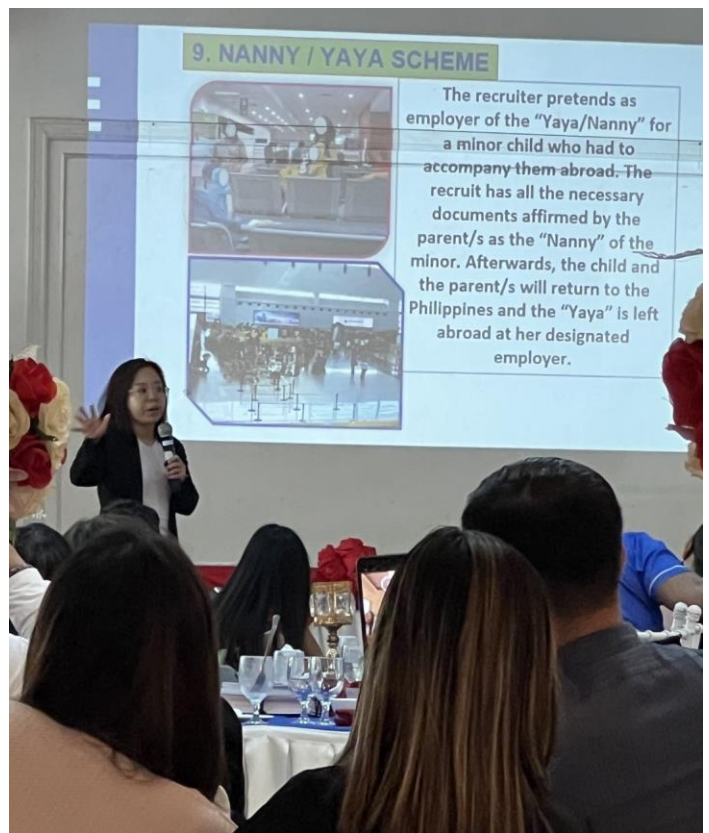
Participants pose for a photo after the conduct of the AIRTIP seminar on 10 November 2022 in Bohol.



Barangay Officials and Violence Against Women Officers during the AIRTIP Seminar at Bongabong, Oriental Mindoro.



Barangay officials and members of the OFW Federation during the Barangay Inter-Agency Council Against Trafficking.



An MWPB officer provides insights on the nanny/yaya scheme as one of the modus operandi of illegal recruitment.

- b. *Conduct of Capability Enhancement Training (CET)* - The CET is a trainers' training program to multiply the number of partners in educating the public about overseas employment, illegal recruitment, and trafficking in persons, with the end of sustaining local AIRTIP campaign. It is conducted nationwide and intended for local government unit (LGU) officials, Provincial Employment Service Office officers, academe and religious groups members, and non-governmental organization partners.



Another MWPB Officer provides an introduction to the DMW Programs and Services on Labor Migration.

Participants attentively listen to the discussion on the modus operandi of illegal recruiters.



**Training of Trainers on Enhanced Financial Literacy Towards Economic Empowerment of Migrant Workers in ASEAN held on 06 June 2022 at Piña Colina Resort, Tagaytay City**



Open forum on anti-illegal recruitment topics.

Participants pose for a photo after the successful training.





c. *Forging of Memorandum of Agreement (MOA)* - The Department partners with the LGUs and government

agencies to take a proactive stance in disseminating information to their constituents on all aspects of overseas employment. Through forging of MOA with LGUs, schools, faith-based organizations, and the private sector, AIRTIP Seminars and Pre-Employment Orientation Seminars are conducted at the local level in universities and academic institutions, malls, churches, job fairs, and other public gatherings, as well as in areas identified to be vulnerable to illegal recruitment and trafficking in persons or areas where incidents of illegal recruitment are high.



Inking of MOA between the DMW and the Bacoor City Government.



TARGET



ACCOMPLISHMENT



RATE

	TARGET	ACCOMPLISHMENT	RATE
Percentage of clients provided with legal assistance	80%	100% (27,390 / 27,390)	125%
No. of MOA/partnership agreements signed	25	53	212.00%
No. of AIR seminars and CET conducted	20	43	215.00%
No. of participants in the AIR seminars and CET conducted	5,000	12,727	254.54%
Percentage decrease in the no. of illegal recruitment complainants	-15%	36.15%	-241%
No. of establishments closed due to illegal recruitment activities (after the conduct of physical surveillance)	100%	100% (7 / 7)	100%
No. of Facebook pages taken down by Meta as a result of online surveillance and endorsement by DMW-MWPB to Meta Philippines	-	614	-
No. of illegal recruitment case convictions	2	7	350%
No. of illegal recruitment cases handled	-	172	-

Source of data: Migrant Workers Protection Bureau.

## MONITORING THE SPECIAL PROJECT ON LABOR TRAFFICKING IN CAMBODIA, LAOS, AND MYANMAR

From July 2022 to December 2022, there were 339 reported victims of illegal recruitment and trafficking in persons and 251 of them were repatriated. The DMW has been closely monitoring and coordinating with the Embassies of the Philippines in Thailand, Myanmar, Cambodia, and Laos for the safe return of the trafficked victims in the Mekong Region.

Perpetrators victimize OFWs, aged 21-35 years old and either male or female, especially those with Business Process Outsourcing and Philippine Offshore Gaming Operators experience.



### ACCOMPLISHMENT

2022			
No. of illegal recruitment victims reported in the Mekong Region	Male	Female	Total
Cambodia	48	45	93
Laos	32	30	62
Myanmar	75	109	184
Total	155	184	339

Source of data: Migrant Workers Protection Bureau.

## OFW MONITORING AND ASSISTANCE AT AIRPORTS AND EXIT POINTS THROUGH THE MIGRANT WORKERS AIRPORT ASSISTANCE CENTER

Suspected victims of illegal recruitment and human trafficking, minors/underage workers, and those with dubious or fake documents are rescued or offloaded through the Center.



### TARGET



### ACCOMPLISHMENT



### RATE

Percentage of Overseas Employment Certificates issued within the prescribed period	100%	100% (3,376 / 3,376)	100%
Percentage of clients/OFWs provided with assistance at NAIA Terminals	100%	100% (129,077 / 129,077)	100%

Source of data: Migrant Workers Protection Bureau.

## DISPOSING RECRUITMENT VIOLATION AND DISCIPLINARY ACTION CASES AGAINST EMPLOYER AND/OR WORKERS

Adjudication of cases ensures that recruitment agencies and foreign principals/employers violating laws and recruitment rules and regulations are sanctioned to safeguard and protect the rights of OFWs.



TARGET



ACCOMPLISHMENT



RATE

Total no. of cases disposed within the year			
No. of cases disposed	2,975	2,990	100.50%
Disposition rate	100.00%	100.50%	100.50%

Note: The target for the number of cases disposed is for the period 2021-2022.

Source of data: Adjudication Bureau.



TARGET



ACCOMPLISHMENT



RATE

No. of new cases received from January-June and disposed within the same year			
No. of cases disposed	260	515	198.08%
Disposition rate	25%	49.52%	198.08%

Note: The target for the number of cases disposed is for the period 2021-2022.

Source of data: Adjudication Bureau.

## PROVIDING LEGAL OPINION

Legal opinions to Congress are rendered and replies to communications requesting assistance relating to labor and employment, contracts, provisions of law, and agency's rules and regulations, and on complaints involving OFWs/seafarers, private and foreign recruitment agencies but limited to concerns regarding support, recruitment violations, disciplinary actions against employers and workers, are prepared within 20 working days.



TARGET



ACCOMPLISHMENT



RATE

No. of legal opinions prepared and sent out	160	178	111.25%
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Source of data: Legal Service.

# OVERSEAS EMPLOYMENT AND WELFARE PROGRAM



## DOCUMENTATION OF WORKERS

Through the issuance of Overseas Employment Certificates (OECs), the DMW documents applicants for overseas employment and certifies that they have valid overseas employment contracts that conform to the minimum employment standards set by the existing policies and regulations of both the Philippines and the country of destination.

The OEC serves as an exit permit and proof of documentation of an OFW. It is presented to immigration authorities at the international gateways to avail of the incentives and exemptions being afforded to OFWs such as airport fee and travel tax payment exemptions. Workers who are properly documented are also protected and have access to government programs and services for OFWs.

The documentation system also provides data on the OFWs' global presence per country of destination, skills, gender, among others, which are used in overseas employment policy making and program development.

*Online systems implemented to expedite the process of document evaluation and OEC issuance*



*New Hires Processing System*



*Online Processing System for Balik-Manggagawa*



*Online Processing System for Landbased*



*Online Processing System for Direct Hire*



*Online Processing System for Seabased*



**TARGET**



**ACCOMPLISHMENT**






**RATE**

	TARGET	ACCOMPLISHMENT	RATE
No. of OECs issued	2,066,640	2,065,627	99.95%
No. of Landbased OFWs issued OECs	1,693,813	1,498,134	88.45%
New Hires	639,661	442,521	69.18%
Rehires	1,054,152	1,055,613	100.14%
No. of Seabased OFWs issued OECs	372,827	567,493	152.21%

Source of data: Pre-Employment Services Office.

## DEPLOYMENT OF OFWs (ONE-STOP OVERSEAS EMPLOYMENT CERTIFICATE VALIDATION SYSTEM)




The One-Stop OEC Validation System was jointly developed and undertaken as a database sharing system by the former POEA, now DMW, and the Bureau of Immigration to streamline the monitoring of departing OFWs.

	 TARGET	 ACCOMPLISHMENT	 RATE
No. of Landbased OFWs deployed	927,532	820,934	88.45%
New Hires	405,727	297,815	73.40%
Rehires	521,805	522,579	100.15%
No. of Seabased OFWs deployed	278,352	384,982	138.31%
Total	1,205,884	1,205,376	99.96%

Source of data: Pre-Employment Services Office.

## ACCREDITATION OF PRINCIPALS

The Department grants authority to foreign principals/employers to recruit and hire Filipino workers through a licensed Philippine Recruitment Agency for overseas employment.

	 TARGET	 ACCOMPLISHMENT	 RATE
No. of new accredited Principals	22,471	24,968	111.11%
Landbased	21,947	24,386	111.11%
Seabased	524	582	111.07%
No. of accredited Principals renewed	5,505	6,117	111.12%
Landbased	5,075	5,639	111.11%
Seabased	430	478	111.16%

Sources of data: Landbased Accreditation Bureau and Seabased Accreditation Bureau.

## JOBS FAIR FACILITATION

The jobs fair is an employment facilitation service that serves as a venue for licensed recruitment agencies to advertise job vacancies and recruit qualified job applicants.



  
**TARGET                      ACCOMPLISHMENT                      RATE**

No. of physical and virtual Jobs Fair monitored/facilitated	920	185	20.11%
No. of applicants	16,604	20,922	126.01%
No. of Job Fair Authorities issued	350	441	126.00%

Source of data: Pre-Employment and Government Placement Bureau.



**As a result of the closure of several mega-construction companies in Saudi Arabia, a special Jobs Fair was conducted on 19 November 2022 for displaced OFWs at Starmall, EDSA, Mandaluyong City.**





*DMW provides legal assistance to victims of large scale illegal recruitment.*



*An illegal recruitment victim tries his luck to land a decent overseas employment.*



*A Special Jobs Fair draws thousands of overseas jobseekers.*



*One of the jobseekers during the evaluation phase of her overseas employment application.*

**Jobs Fair for large scale illegal recruitment victims**



*A licensed recruitment agency representative hands out overseas recruitment flyers to jobseekers.*



*An eager illegal recruitment victim being assessed by one of the participating recruitment agencies.*



Caloocan City Sports Complex, Caloocan City on 26 August 2022.



Starmall, EDSA, Mandaluyong City on 19 November 2022.



New Municipal Bldg., Indang, Cavite on 24 November 2022.



Caloocan City Sports Complex, Caloocan City on 26 August 2022.

**Conduct of nationwide Jobs Fair**



One Mall, Gen. T. de Leon, Valenzuela City on 25 November 2022.



Caloocan City Sports Complex, Caloocan City on 26 August 2022.






Pasig City Sports Complex, Pasig City on 28 October 2022.



Walmart, Nasugbu, Batangas on 22 October 2022.

## E-REGISTRATION SYSTEM FOR WORKERS

This is an online registration system for workers applying for overseas employment.

	 TARGET	 ACCOMPLISHMENT	 RATE
No. of landbased workers registered	90,000	989,966	1,099.96%

Note: In 2022, the e-registration includes Seabased workers.

Source of data: Pre-Employment and Government Placement Bureau.

## GOVERNMENT-TO-GOVERNMENT PROGRAM

Government-to-Government arrangement refers to the recruitment and placement process to service the requirements for trained and competent Filipino workers of foreign governments and their instrumentalities and other employers as public interest may require, where the Philippines has concluded a bilateral agreement or arrangement under the following parameters:

- As may be requested and specified by the foreign government employer;
- As a ready “good will vehicle” for prospective employers endorsed by diplomatic missions or as a result of high-level meetings; and
- For new or novel markets or alternative manpower mobilization arrangements on a pilot or experimental basis, or for hiring projects triggered by certain recruitment violations and exploitative practices of licensed recruitment agencies.

### Recruitment and placement activities undertaken through the facilities of the Department



Interview and selection



Referral for medical examination



Processing of contracts



Assistance in securing passports and appropriate visas



Pre-employment orientation



Pre-flight briefing



Travel arrangements

# OVERSEAS EMPLOYMENT FACILITATION SERVICES

  
TARGET

  
ACCOMPLISHMENT

  
RATE

Percentage of registered jobseekers placed for overseas employment	5%	6.49% (11,029)	129.80%
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Source of data: Pre-Employment and Government Placement Bureau.



Israel Caregivers



Korea Employment Permit System Workers



Germany Triple Win Pre-Flight Briefing



Taiwan Factory Workers



Israel Hotel Housekeepers



Israel Hotel Housekeepers



Germany Triple Win Pre-Flight Briefing



Taiwan Factory Workers



Kingdom of Saudi Arabia Nurses



Japan Nurses

## PRE-EMPLOYMENT ORIENTATION SEMINAR (PEOS)

This is a mandatory pre-employment learning session for aspiring OFWs, which provides general information on the pros and cons of overseas employment, guidelines, legal procedures, documentary requirements for overseas job opportunities including the restricted ones, tips to avoid illegal recruitment, advisories and warning to OFWs, health and security issues, and government services available to overseas job applicants and hired workers.

Conducted online, this is a mandatory seminar for all newly hired landbased workers designed to provide easy, convenient, and quality information on overseas employment. The modules contain short videos in Tagalog and a slide presentation discussing information involving jobs abroad, application fees, tips to avoid illegal recruitment and other useful and important advice about applying and working abroad.



TARGET



ACCOMPLISHMENT



RATE

	TARGET	ACCOMPLISHMENT	RATE
No. of registered users	500,000	700,707	140.14%

Source of data: Pre-Employment and Government Placement Bureau.

## MEDIATING THROUGH ALTERNATIVE DISPUTE RESOLUTION MECHANISMS

Alternative dispute resolution facilitates the settlement of disputes and labor and employment issues. The Department or the Migrant Workers Office mandatorily conciliates any complaint involving an OFW, licensed recruitment agency, or principal/employer relating to overseas employment before docketing. If a settlement is not reached, the complaint will be endorsed to the appropriate office.



TARGET



ACCOMPLISHMENT



RATE

	TARGET	ACCOMPLISHMENT	RATE
No. of requests for Conciliation/Single Entry Approach (SEnA) handled	2,925	3,584	122.53%
No. of requests for SEnA disposed	2,867	3,513	122.53%
No. of requests for SEnA settled	2,340	2,231	95.34%
Settlement rate	70%	62.25%	88.93%

Source of data: Adjudication Bureau.



**Saudi Claims Assistance**

*DMW Senior Officials meet with OFWs in October 2022 to discuss their unclaimed salaries and benefits from construction companies that declared bankruptcy in the Kingdom of Saudi Arabia.*



## OFW WELFARE MONITORING

Through the web-based OFW Welfare Monitoring System (OWMS), Philippine recruitment and manning agencies can report the status and condition of deployed OFWs. The OWMS is a sub-system and a component of the e-Services Help Desk Facility, which aims to provide the agencies with an easier, faster, and more convenient way of submitting monitoring reports in compliance with the reportorial requirements prescribed by POEA Memorandum Circular No. 12 (s. 2018). It also intends to standardize the submission of monitoring reports, particularly on critical and significant incidents.



TARGET



ACCOMPLISHMENT



RATE

	TARGET	ACCOMPLISHMENT	RATE
No. of reporting agencies	1,113	831	74.66%
No. of workers reported	800,000	938,697	117.34%

Source of data: Migrant Workers Offices Operations Support Bureau.

## REPATRIATION OF DISTRESSED OFWs THROUGH THE ONE REPATRIATION COMMAND CENTER IN PARTNERSHIP WITH OWWA

On 20 July 2022, the DMW, in collaboration with OWWA, launched the One Repatriation Command Center (ORCC) which unifies the reporting, referral, information gathering, and monitoring processes under one center. It facilitates rescue, repatriation, counseling, legal assistance, and reintegration services for OFWs and their families.

The ORCC has a dedicated 24/7 hotline (1348), email, and help desk to receive requests for assistance from OFWs and their families and to provide timely updates on case progress. Through the ORCC, reports are entered into the electronic case registry and response system (e-CARES) which seeks to monitor the status of cases and provide immediate feedback to OFWs and their families.



TARGET



ACCOMPLISHMENT



RATE

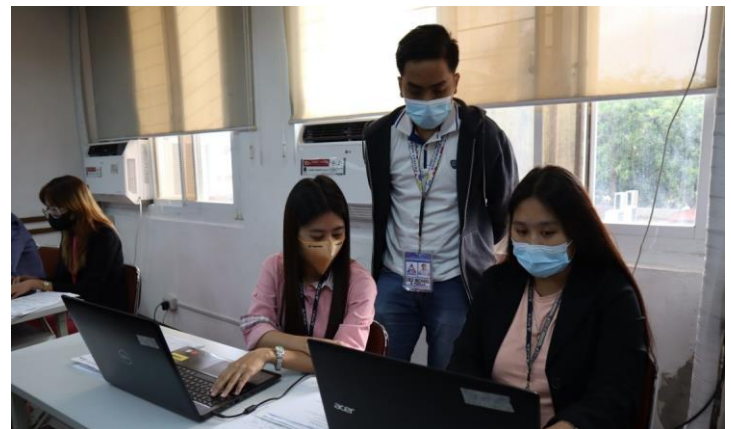
	TARGET	ACCOMPLISHMENT	RATE
No. of OFWs repatriated through the	6,000	6,704	111.73%

Source of data: Migrant Workers Offices Operations Support Bureau.



**One Repatriation Command Center**

**BETTER, RESPONSIVE WELFARE ASSISTANCE TO DISTRESSED OFWs.** Migrant Workers Secretary Susan V. Ople together with Foreign Affairs Undersecretary for Migrant Workers' Affairs Eduardo Jose de A. Vega, DMW Undersecretary Hans Leo J. Cacdac and Undersecretary Bernard P. Olalia leads the launching of the One Repatriation Command Center at the 2nd floor of the Blas F. Ople Building, Ortigas Avenue, Mandaluyong City on 20 July 2022. The said command center is a centralized system of the DMW that will facilitate, monitor, and document the repatriation of distressed OFWs in coordination with relevant government agencies, private sector, and concerned stakeholders. All requests, regardless of the OFWs' status, whether documented or undocumented, will immediately be acted upon.





Repatriated OFWs from Kuwait line up for airport assistance and other forms of support such as psychosocial counseling, stress debriefing, medical referral, and temporary accommodation while awaiting transit to their respective provinces.



**Repatriation of OFWs from Kuwait**



Migrant Workers Secretary Susan V. Ople welcomes the repatriated OFWs from Kuwait and assures them of sustained assistance from the DMW on 02 August 2022.

## FINANCIAL AWARENESS SEMINAR AND SMALL BUSINESS MANAGEMENT TRAINING

This is an online or in person training/ seminar intervention intended for OFWs to achieve effective financial planning and management of their hard-earned earnings from overseas employment. This Financial Awareness Seminar and Small Business Management Training (FAS-SBMT) is a strategy to transform the mindset of OFWs and their families to become investors and entrepreneurs.



Beneficiaries receive their certificates after completing the Entrepreneurial Development Training.



### ACCOMPLISHMENT



### CHANGE

	2021	2022	2021 vs 2022
No. of beneficiaries	3,313	3,191	-3.68%

Source of data: National Reintegration Center for OFWs.

## SA 'PINAS IKAW ANG MA'AM/SIR

An employment facilitation program for OFW Licensure Examination for Teachers passers, *Sa Pinas Ikaw Ang Ma'am/Sir* (SPIMS) encourages the return of OFWs by providing them with an option to work for public elementary and junior high schools around the country as Teacher 1.

The SPIMS implementation is spearheaded by the National Reintegration for OFWs with support from the Department of Education, Philippine Normal University, and DBM.



### ACCOMPLISHMENT



### CHANGE

	2021	2022	2021 vs 2022
No. of beneficiaries	762	737	-3.28%%

Source of data: National Reintegration Center for OFWs.



Beneficiaries of Sa Pinas, Ikaw ang Ma'am/Sir Program receive their certificates and cash assistance from OWWA - NRCO.

## LIVELIHOOD DEVELOPMENT ASSISTANCE PROGRAM

The Livelihood Development Assistance Program (LDAP), a livelihood assistance intervention for returning undocumented OFWs or non-OWWA members within three (3) years upon their arrival in the Philippines, intends to bring about improved socio-economic well-being for returning, undocumented, and distressed OFWs.

Qualified LDAP beneficiaries are eligible to receive a start-up kit with ₱10,000.00. Target beneficiaries of this program need to undergo the FAS-SBMT.



ACCOMPLISHMENT



CHANGE

	2021	2022	2021 vs 2022
No. of beneficiaries	878	570	-35.08%

Source of data: National Reintegration Center for OFWs.



Beneficiaries undergoing livelihood training and receiving their certificates of completion.



Beneficiaries receive grant from the Tulong Pangkabuhayan sa Pag-unlad ng Samahang OFWs (Tulong PUSO) Program.

## **BALIK PINAY! BALIK HANAPBUHAY!**

Another livelihood assistance intervention is the *Balik Pinay! Balik Hanapbuhay!* (BPBH) intended for displaced or distressed women OFWs within three (3) years upon their arrival in the Philippines. The BPBH endeavors to support them in starting and operating their livelihood undertaking for self-employment with cash assistance amounting to ₱10,000.00 for the procurement of starter kits. Attendance to FAS-SBMT is a requirement for BPBH beneficiaries.

Priority is given to returning women OFWs affected by hostilities, conflicts, and/or economic crises, or whose employment contracts were terminated due to natural or man-made disasters and/or pandemics that occurred in their host country, or victims of illegal recruitment and trafficking.



### **ACCOMPLISHMENT**



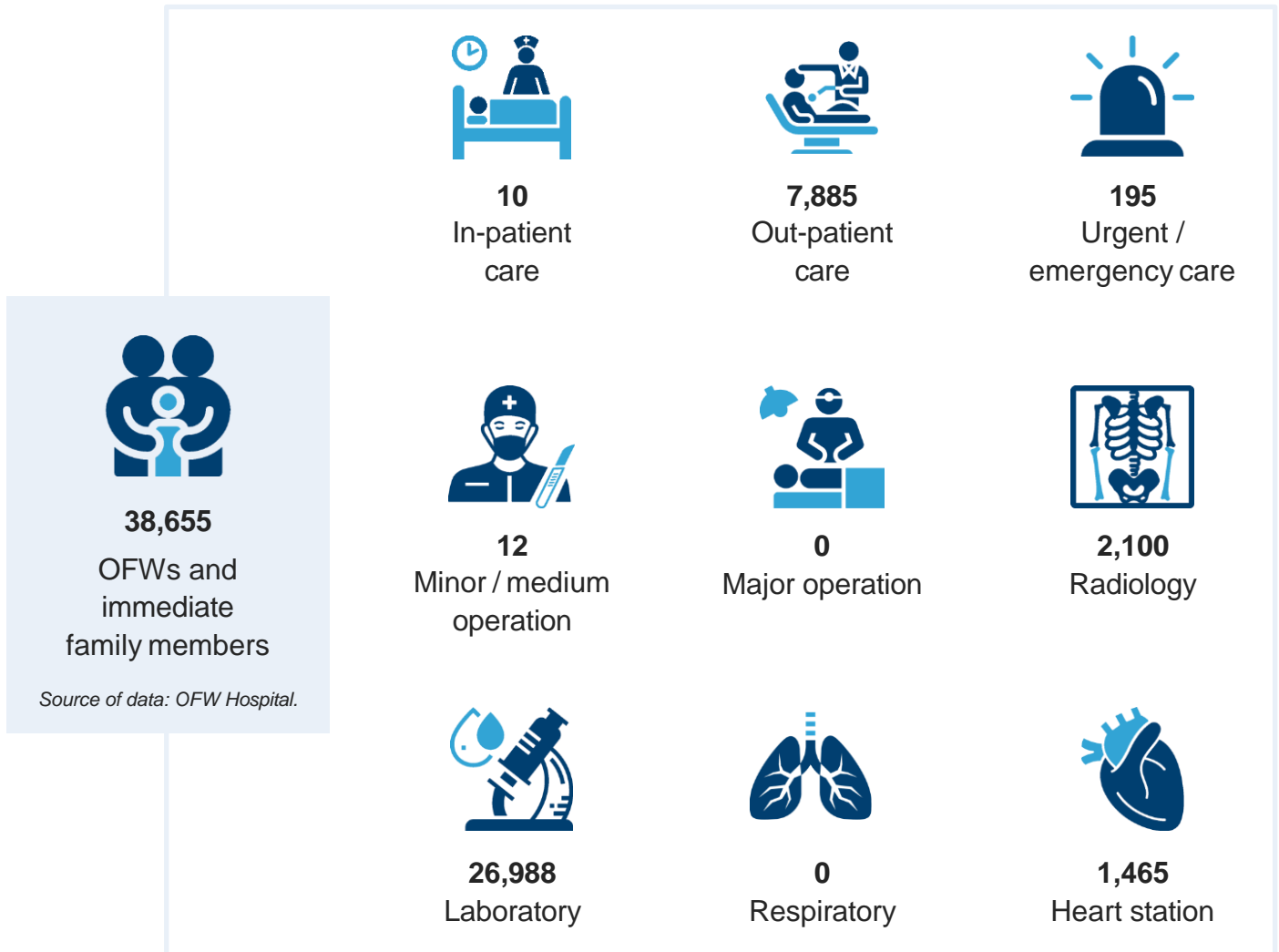
### **CHANGE**

	2021	2022	2021 vs 2022
No. of beneficiaries	925	1,435	55.14%

Source of data: National Reintegration Center for OFWs.

## OFW HOSPITAL AND MEDICAL ASSISTANCE

The OFW Hospital in San Fernando, Pampanga started out as an out-patient clinic in May 2022 and was eventually licensed as a Level 2 Hospital in July 2022, providing health and medical services to Filipino workers overseas and their families. From May to December 2022, it has provided the following services to OFWs and their immediate family members:



The DMW is scheduled to sign a MOA with the University of the Philippines – Philippine General Hospital in the first quarter of 2023 in support of managing the hospital and in building the capacity of hospital administrators and personnel. The MOA is in line with the President’s vision of the OFW Hospital as a center for world-class migrant health care training and research center.

In addition, the OWWA provided financial assistance for the medical treatment of 1,500 OFWs suffering from diseases and ailments, including diabetes, hypertension, leprosy, skin care, among others.

## WORKER'S WELFARE SERVICES

### OFW Hospital

Located in San Fernando, Pampanga, the OFW Hospital provides medical care and health services to our OFWs and their families. DMW Secretary Susan V. Ople envisions the hospital as the “center of excellence” for the healthcare needs of OFWs and their dependents and the best workplace for healthcare professionals.



## SPECIAL PROGRAM FOR CHILDREN OF OFWs

In compliance with the directive from the President, the DMW and OWWA launched the OFW Children's Circle (OCC) program in September 2022. The program aims to help children of OFWs mitigate the social costs of having a parent working overseas through financial literacy, mental wellness, sports, arts, and culture in the following Regional Welfare Offices: NCR, Region 1, Region 4A, Region 7, and Region 11.



**12,950**

Registered OCC members

From August to 31 December 2022, registered OCC members took part in sessions on financial literacy, values orientation, leadership, voice and dance lessons, arts workshop, young entrepreneurs training, photography workshops, poster-making, poetry, sports and friendship games and other activities.



**37,494**

Children and OFW dependents

Since June 2022, children and dependents of OFWs have enrolled as scholars for the current academic year, ensuring their continued tertiary education for the next four (4) to five (5) years. Most of the scholars come from children of OFWs who lost their jobs overseas due to the pandemic.

Source of data: Overseas Workers Welfare Administration.

Bagulin, La Union.



Bangui, Ilocos Norte.



## WORKER'S WELFARE SERVICES

Bangui, Ilocos Norte.



Rosario, La Union.



Bagulin, La Union.



Rosario, La Union.

### ▼ Pamaskong Handog Para sa Pamilyang OFW



President Ferdinand "Bongbong" Marcos Jr. led the Pamaskong Handog Para sa Pamilyang OFW at the Malacañang grounds in December 2022. He was joined by First Lady Liza Araneta-Marcos, sons Joseph Simon and William Vincent, DMW Secretary Susan V. Ople and other officials.



# LABOR MIGRATION POLICY AND INTERNATIONAL COOPERATION PROGRAM



## STRENGTHENING MULTILATERAL COOPERATION AND FORGING OF BILATERAL LABOR AGREEMENTS

These are formal agreements (e.g., bilateral labor agreements or BLAs, regional labor agreements or RLAs, multilateral labor agreements or MLAs) in written form, entered into by the Philippines and other countries/states governing the hiring, placement, or deployment of OFWs (either land or sea-based), labor cooperation on the protection and promotion of rights and welfare of OFWs, and human resources development. These include the drafting of country-specific Standard Employment Contracts (SECs) and other related instruments.

The BLAs/RLAs/MLAs provide the Philippine government with opportunities to enable migration flows to be more transparent, more predictable, and more formalized as a mutually shared undertaking with destination countries/states.



Migrant Workers Secretary Susan V. Ople pushes for a rights-based approach to the deployment, hiring, and treatment of Filipino migrant workers in Saudi Arabia at the start of bilateral discussions with the Ministry of Human Resources and Social Development (MHRSD) in September 2022.



Secretary Ople receives token from Saudi Arabia Minister Ahmad Bin Sulaiman Al-Rajhi after their bilateral talks on advancing Filipino migrant workers' welfare and protection.



Secretary Ople is welcomed by Adnan Abdullah Alnuaim, Deputy Minister for International Affairs of the MHRSD upon her arrival in Saudi Arabia on 08 September 2022. Secretary Ople will hold bilateral discussions with Saudi officials and meet representatives of the Filipino community. She will also visit shelters for distressed workers maintained by the Philippine government.

2022 Signed BLAs



CANADA

YUKON

The MOU between the Philippines and the Province of Yukon, Canada on the employment and protection of Filipinos under the Yukon Nominee Program was sealed on 18 March 2022.

An MOU between the Government of the Republic of the Philippines and the Government of the Federal Republic of Germany on the recruitment of Filipino healthcare professionals was sealed on 03 June 2022.

A Letter of Intent between the POEA of the Republic of the Philippines and the German Federal Employment Agency of the Federal Republic of Germany was likewise signed on 03 June 2022.

ALBERTA

An MOU between the Government of the Republic of the Philippines and the Government of Alberta, Canada on the recruitment of Filipino nurses was signed on 06 October 2022.

ONTARIO

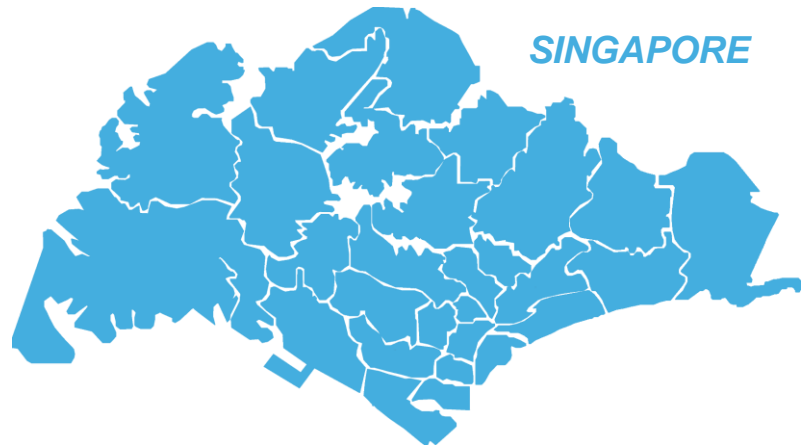
A Joint Communique between the DOLE of the Republic of the Philippines and the Ministry of Labour, Training and Skills Development of the Government of Ontario was signed on 17 March 2022.



GERMANY

2022 Signed BLAs

A Joint Communique between the DMW of the Republic of the Philippines and the Ministry of Health of the Republic of Singapore on the recruitment of Filipino healthcare workers was sealed on 07 September 2022.



22

BLAs/RAs/MLAs  
and SECs reviewed



06

BLAs signed

Source of data: International Migrant Workers Policy and Cooperation Bureau.



Secretary Ople welcomes New Zealand Ambassador to the Philippines Peter Kell during their meeting at the DOLE in Intramuros, Manila in August 2022.

*Saudi Arabia Minister Ahmad Bin Sulaiman Al-Rajhi pays a courtesy call on President Ferdinand Marcos, Jr. in November 2022. He was accompanied by Migrant Workers Secretary Susan V. Ople and other officials.*



# MARITIME RESEARCH AND SKILLS DEVELOPMENT PROGRAM



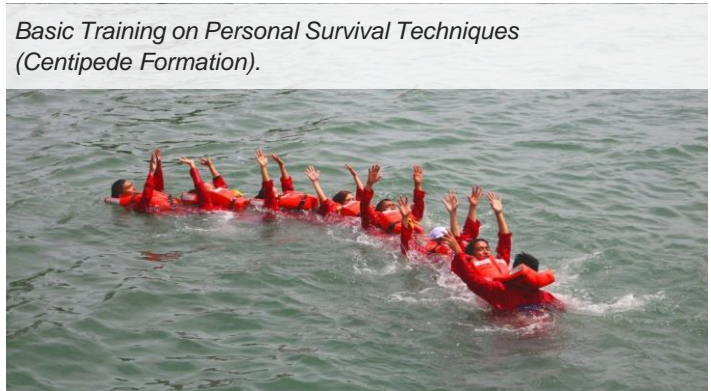
## **MARITIME SKILLS COMPETENCY PROGRAM**

This Program involves the provision of maritime upgrading, specialized, and basic training courses and competency assessment services through theoretical and practical exercises that are in accordance with the 2010 Amendments to the 1978 International Convention on Standards of Training, Certification, and Watchkeeping for Seafarers (STCW) to meet international shipping requirements. Non-STCW courses or value-adding training courses (e.g., employer-specific and psycho-social), and faculty development training courses for instructors and assessors in maritime higher education and training institutions are likewise offered.

The Program further includes the conduct of maritime industry research and studies that impact on the well-being of Filipino seafarers and other sea-based workers, in particular, and the Philippine maritime industry in general.



*Basic Training on Personal Survival Technique.*



*Basic Training on Personal Survival Techniques (Centipede Formation).*

***Various NMP course offerings with theoretical and practical exercises geared towards meeting the international shipping requirements.***



*Engine Room Simulator.*



*NMP Engine Room Simulator.*





**TARGET                      ACCOMPLISHMENT                      RATE**

	7,000	12,530	179.00%
No. of seafarer trainees	2	2	100.00%
No. of courses developed and approved by the authority	100%	100% (12,530)	100.00%
Percentage of certificates issued within 72 hours from successful completion of all course requirements	100%	100% (3,977)	100.00%
Percentage of Training Completion and Record of Assessments (TCROA) issued within 72 hours from successful completion of all course requirements			

*Source of data: National Maritime Polytechnic.*



*NMP Full-Mission Bridge Simulator.*



*Ratings Forming Part of the Navigational Watch Training.*

On 02 December 2022, two (2) new courses have been developed by the National Maritime Polytechnic (NMP) and approved by the Maritime Industry Authority, namely: (1) the Safety Training for Personnel Providing Direct Services to Passengers in Passenger Spaces and the (2) Passenger Ship Crisis Management and Human Behavior Training. Said courses are now included in NMP’s regular training offerings.

Further, the NMP continually utilizes a Learning Management System for the improved conduct and delivery of their online and blended learning courses, to wit:

- Prevention of Alcohol and Drug Abuse in the Maritime Sector;
- STD/HIV/AIDS Prevention in the Maritime Sector;
- Gender Sensitivity Training for Seafarers;
- Consolidated MARPOL 73/78; and
- Updating Course on Basic Training.

*Various NMP course offerings with theoretical and practical exercises geared towards meeting the international shipping requirements.*



*NMP Boat Davit.*



*Training Course for Instructors at the NMP Manila Office.*



*Vessel Crane Operator Course.*



*Training on Survival Craft and Rescue Boats.*

## MARITIME RESEARCH PROGRAM

The NMP's second mandate is to conduct researches for the maritime industry. In pursuit of this mandate, and along the vision and mission of human capital development, the NMP undertakes research activities that impact on the Philippines as a major provider of maritime manpower in the international maritime labor market and the country as archipelagic wherein domestic shipping and seafaring are vital components of national development.

The completed researches in 2021 were disseminated in a Maritime Stakeholder's Forum held on 22 June 2022 at the AMOSUP Convention Hall in Intramuros, Manila wherein 100% (53 out of 53) of the participants who answered the Post Evaluation Form rated the researches as satisfactory or better. The researches presented and rated are as follows:

- Managing the Threats of COVID-19 to Seafarers' Health and Well-being: Response of the Philippine Maritime Industry (Phase 2);
- Philippine Domestic Maritime Industry's Compliance with Maritime Labor Convention (MLC) 2006: Challenges to its Implementation;
- Issues and Concerns in the Philippines' Non-Ratification of STCW-F; and
- Standardization and Updating of the Philippine Maritime Manpower Factbook 2020 & 2021.

In addition, two (2) researches were completed in December 2022, to wit:

- Factors Contributory to Stress of Filipino Seafarers Boarding Ocean-going Vessels; and
- Profile of Filipino Women in Maritime.

Further, two (2) research proposals were developed:

- Assessing the Filipino Seafarers' Mental Health and Well-being; and
- Innovations and Investments on Distance Learning in Philippine Maritime Education and Training.

The NMP continues to monitor the utilization of completed researches in the previous years through the NMP e-Research Portal.

A meeting was held in November 2022 with the International Labor Organization for possible collaboration on the provision of trainings to Filipino migrant fishers and the need to conduct training needs analysis.

***Consistent with its mandate to conduct researches for the maritime industry, the National Maritime Polytechnic, through its Maritime Research and Development Division, organized a Maritime Research Forum on 22 June 2022 at the AMOSUP Convention Hall, Intramuros Manila.***

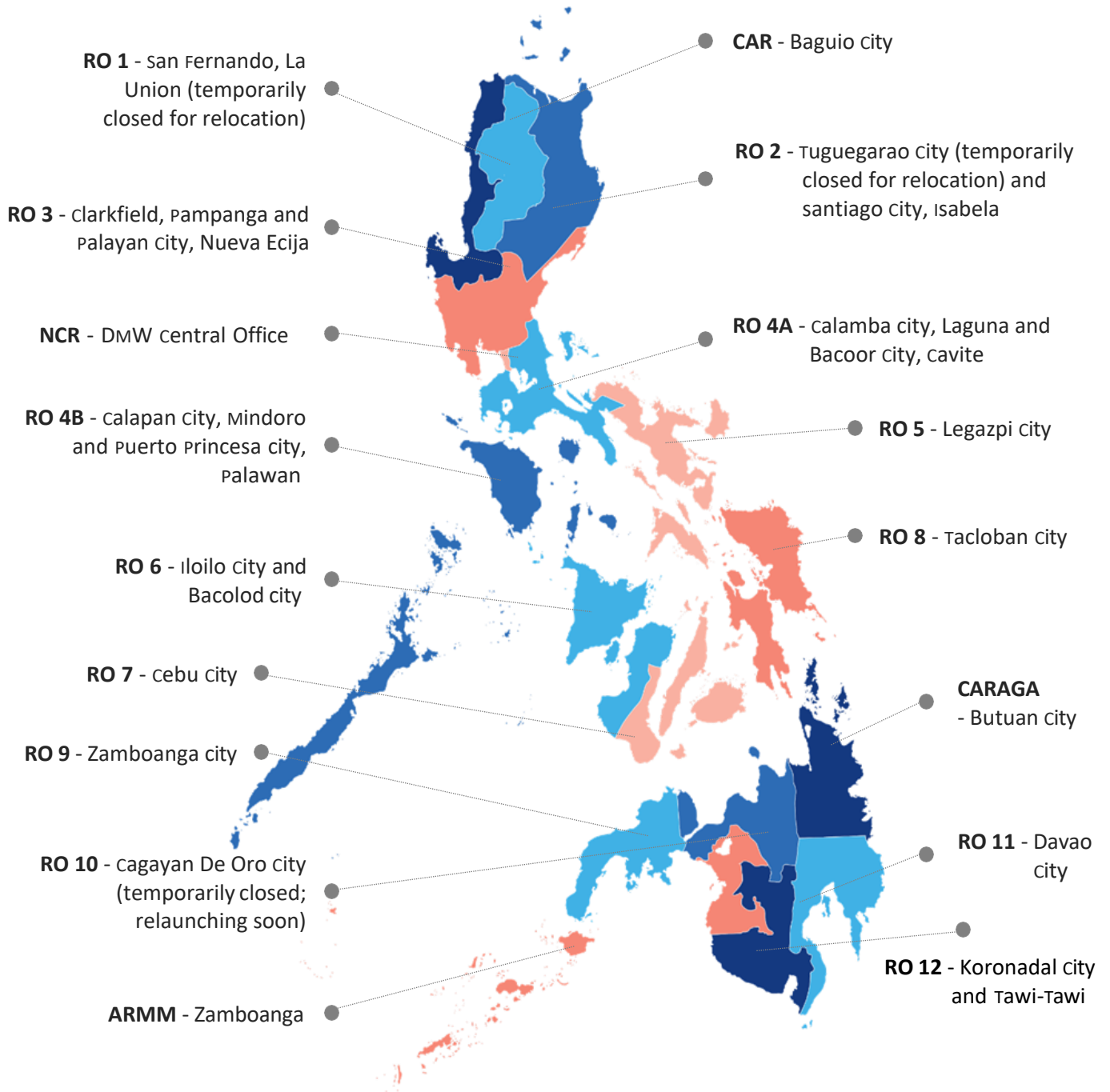


# EFFECTIVE INTERNAL MANAGEMENT AND GOOD GOVERNANCE



## ONE-STOP SERVICE CENTER FOR OFWs

The establishment of the One-Stop Service Center for OFWs (OSSCO) in all regional offices (ROs) of the Department has streamlined government frontline services for OFWs by reducing transportation expenses and shortening the processing time of documents. Three (3) of the 17 OSSCOs were temporarily closed for relocation/relaunching.





**ACCOMPLISHMENT**



**CHANGE**

	2021	2022	2021 vs 2022
No. of clients served	833,591	1,399,910	67.94%

Source of data: DMW Regional Offices.



OSSCO located at the Ground Floor of the DMW Central Office in Mandaluyong City.



An OFW avails of the services at the OSSCO.

## HANDLING COMPLAINTS AND CONCERNS LODGED THROUGH GOVERNMENT AGENCIES

All complaints and concerns on the Department’s rules and/or processes endorsed by the 8888 Citizen’s Complaints Center, Civil Service Commission’s Contact Center ng Bayan, Presidential Action Center, Presidential Communications Office, and Presidential Management Staff are being referred to concerned offices of the Department for appropriate action and resolution within the prescribed 72-hour process cycle time (PCT). Immediate feedback on the actions taken is provided to complainants thereafter.



**ACCOMPLISHMENT**



**CHANGE**

	2021	2022	2021 vs 2022
No. of complaints received	1,826	1,806	-1.10%
No. of complaints acted upon within the PCT	1,825	1,799	-1.42%
No. of complaints acted beyond the PCT	1	6	500.00%
Compliance rate	99.95%	99.61%	-0.34%

Source of data: Strategic Planning and Management Service.

## PROVISION OF ASSISTANCE TO THE GENERAL PUBLIC THROUGH THE 24/7 HOTLINE SERVICE

To ensure timely delivery of government services, 24/7 Hotline Call Services were set up in the Department including its attached agencies, regional offices, and the Philippine Overseas Labor Offices, now Migrant Workers Offices, to assist the general public in their inquiries related to the functions, programs, and operational activities of the office concerned.

This 24/7 hotline service, with telephone numbers (02) 8722 1144 or (02) 8722 1155, also aims to provide immediate response to all workers in crisis and emergency situations requiring assistance and relief from unsafe, unhealthy, and unjust working conditions.



**ACCOMPLISHMENT**

**CHANGE**

	2021	2022	2021 vs 2022
No. of clients served per 24/7 DOLE Hotline Call Services	33,111	27,050	-18.31%
No. of inquiries responded	11,191	33,707	201.20%
No. of walk-in clients served	-	5,937	-
Queries lodged in the DMW's social media accounts/pages attended to	76,403	107,706	40.97%
<b>Total</b>	<b>76,403</b>	<b>107,706</b>	<b>40.97%</b>

*Source of data: Strategic Communication Service.*



*An aspiring OFW seeks assistance from the DMW Information and Assistance Center on available jobs abroad.*



*Workers ask for help from the OFW Assistance Desk on how to process their Overseas Employment Certificates.*

## SUSTAINED ISO 9001:2015 CERTIFICATION AND CONTINUAL PROCESS IMPROVEMENTS

The overseas employment services through industry regulation, employment facilitation, and workers' protection processes maintained its ISO 9001:2015 certification during the surveillance audit conducted by the Bureau Veritas Certification from 15 to 19 December 2022.

The certification body cited the following good practices in the established quality management system of the POEA:



The management system documentation demonstrated conformity with the requirements of the audit standard and provided sufficient structure to support implementation and maintenance of the management system;



The organization has demonstrated effective implementation and maintenance / improvement of its management system;



The organization has demonstrated the establishment and tracking of appropriate key performance objectives and targets and monitored progress towards their achievement;



The internal audit program has been fully implemented and demonstrates effectiveness as a tool for maintaining and improving the management system; and



Throughout the audit process, the management system demonstrated overall conformance with the requirements of the audit standard.

## UNMODIFIED OPINION ON THE FAIRNESS OF THE PRESENTATION OF FINANCIAL STATEMENTS

For the first time, the POEA/DMW received an unmodified opinion from the Commission on Audit, for presenting fairly, in all material aspects, its financial position as of 31 December 2022, and its financial performance, changes in net assets/equity, cash flows, and comparison of budget and actual amounts for the year then in accordance with International Public Sector Accounting Standards.

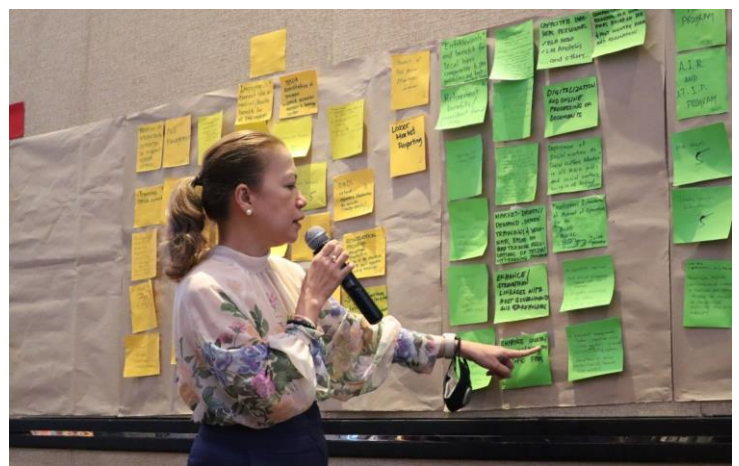
The annual audit covered the level of assurance that may be placed on Management's assertions on the financial statements, the extent of compliance with applicable laws, rules and regulations, and the extent of implementation of prior years' audit recommendations.



**WE ACT AS ONE.** DMW officials pose for a souvenir photo after the successful conduct of the DMW Year-End Planning and Assessment Conference Workshop from 12 to 15 December 2022 at Tagaytay City.



DMW senior officials, labor attaches, and welfare officers discuss and review existing policies and programs for the development of DMW Strategies and Action Plan as the exclusive home of OFWs in government.



**2022 DMW Year-End Planning and Assessment Conference Workshop**

**Oath Taking of DMW Undersecretaries and Assistant Secretaries**



Secretary Ople (far right) administers the oath of office of newly appointed undersecretaries, namely: (from left) Atty. Hans Leo J. Caddac, Undersecretary for Foreign Employment and Welfare; Atty. Maria Anthonette Velasco-Allones, Undersecretary for Finance and Internal Affairs; Atty. Patricia Yvonne M. Caunan, Undersecretary for Policy and International Cooperation; and Atty. Bernard P. Olalia, Undersecretary for Licensing and Adjudication Services.

DMW Assistant Secretaries (ASecs.) are sworn into office by Secretary Ople (far right). From left, Asec. Venecio Legaspi, Reintegration; Asec. Jerome A. Alcantara, Landbased OFW concerns and concurrent Chief of Staff; ASec. Levinson C. Alcantara, Pre-employment Service; ASec. Francis Ron C. de Guzman, Licensing and Adjudication Services; ASec. Jerome T. Pampolina, Seabased OFW concerns; ASec. Violeta D. Illescas, Finance and Internal Management; and Atty. Mary Melanie H. Quino, Deputy Administrator, OWWA.

**Mass Oath Taking Ceremony of DMW Employees**

**OATH OF SERVICE.** DMW employees take their oath of office before Migrant Workers Secretary Susan V. Ople during the mass oath taking ceremony on 22 December 2022 at the Philippine International Convention Center, Pasay City.



# FINANCIAL PERFORMANCE REPORT





**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**  
**STATEMENT OF FINANCIAL POSITION**  
**(ALL FUNDS)**  
**AS AT DECEMBER 31, 2022**

	<u>Note</u>	<u>2022</u>	<u>2021</u> <u>As Restated</u>
<b>ASSETS</b>			
<b>Current Assets</b>			
Cash and Cash Equivalents	3.4, 6	P 365,450,099.71	P 321,253,026.91
Receivables	7	38,619,901.21	30,577,211.62
Inventories	3.5, 8	2,896,404.55	4,259,414.32
Other Current Assets	11	11,860,118.53	14,957,367.87
<b>Total Current Assets</b>		<b>418,826,524.00</b>	<b>371,047,020.72</b>
<b>Non - Current Assets</b>			
Property, Plant and Equipment	3.6, 9	508,839,524.93	504,429,597.52
Intangible Assets	3.7, 10	4,796,870.26	5,422,741.98
Other Non - Current Assets	11	524,228.79	524,228.79
<b>Total Non - Current Assets</b>		<b>514,160,623.98</b>	<b>510,376,568.29</b>
<b>Total Assets</b>		<b>P 932,987,147.98</b>	<b>P 881,423,589.01</b>
<b>LIABILITIES</b>			
<b>Current Liabilities</b>			
Financial Liabilities	12	P 120,981,617.52	P 79,834,871.44
Inter-Agency Payables	13	7,709,003.81	6,597,515.02
Trust Liabilities	15	299,508,574.31	261,370,710.11
Other Payables	17	559,990.23	5,662.82
<b>Total Current Liabilities</b>		<b>428,759,185.87</b>	<b>347,808,759.39</b>
<b>Non - Current Liabilities</b>			
Inter-Agency Payables	13	5,034,968.37	5,034,968.37
Intra-Agency Payables	14	(31,155.00)	(31,155.00)
Deferred Credits/Unearned Income	16	780,000.00	260,000.00
<b>Total Non - Current Liabilities</b>		<b>5,783,813.37</b>	<b>5,263,813.37</b>
<b>Total Liabilities</b>		<b>434,542,999.24</b>	<b>353,072,572.76</b>
<b>Total Assets less Total Liabilities</b>		<b>P 498,444,148.74</b>	<b>P 528,351,016.25</b>
<b>NET ASSETS/EQUITY</b>			
Accumulated Surplus	18	498,444,148.74	528,351,016.25
<b>Total Net Assets/Equity</b>		<b>498,444,148.74</b>	<b>528,351,016.25</b>

*This statement should be read in conjunction with the accompanying notes.*



**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**  
**STATEMENT OF FINANCIAL PERFORMANCE**  
**(ALL FUNDS)**  
**FOR THE YEAR ENDED DECEMBER 31, 2022**

	Note	2022	2021 As Restated
<b>Revenue</b>			
Service and Business Income	19	P 350,254,517.25	P 227,275,776.81
Shares, Grants and Donations	20	2,063,152.00	3,003,840.00
Gains	20	0.00	198,867.70
Miscellaneous Income	20	7,978,026.78	5,633,191.58
<b>Total Revenue</b>		<b>360,295,696.03</b>	<b>236,111,676.09</b>
<b>Less: Current Operating Expenses</b>			
Personnel Services	21	404,660,909.42	394,431,349.99
Maintenance and Other Operating Expenses	22	248,164,082.25	175,903,559.50
Financial Expenses	23	6,000.00	3,348.96
Non-Cash Expenses	24	14,035,197.70	13,280,357.17
<b>Total Current Operating Expenses</b>		<b>666,866,189.37</b>	<b>583,618,615.62</b>
<b>Surplus/(Deficit) from Current Operations</b>		<b>(306,570,493.34)</b>	<b>(347,506,939.53)</b>
Net Financial Assistance/Subsidy	25	634,129,841.75	610,692,905.42
Losses	20	0.00	(510,001.13)
<b>Surplus/(Deficit) for the period</b>		<b>P 327,559,348.41</b>	<b>P 262,675,964.76</b>



**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**  
**STATEMENT OF CHANGES IN NET ASSETS/EQUITY**  
**(ALL FUNDS)**  
**FOR THE YEAR ENDED DECEMBER 31, 2022**

	<u>Note</u>	<u>2022</u>	<u>2021</u> <u>As Restated</u>
<b>Balance at January 1</b>		<b>₱ 511,787,683.75</b>	<b>₱ 487,524,933.86</b>
Priod Period Adjustments/Unrecorded Income and Expenses	5	16,563,332.50	(1,730,042.28)
<b>Restated balance</b>		<b><u>528,351,016.25</u></b>	<b><u>485,794,891.58</u></b>
<b>Changes in Net Assets/Equity for the Calendar Year</b>			
Surplus for the period		327,559,348.41	262,675,964.76
Adjustment of net revenue recognized directly in net assets/equity	18.1	(347,846,747.95)	(234,296,742.46)
<b>Total Recognized Revenues and Expenses for the Period</b>		<b><u>(20,287,399.54)</u></b>	<b><u>28,379,222.30</u></b>
<b>Others</b>		<b><u>(9,619,467.97)</u></b>	<b><u>14,176,902.37</u></b>
<b>Balance at December 31</b>		<b><u>₱ 498,444,148.74</u></b>	<b><u>₱ 528,351,016.25</u></b>



**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**  
**STATEMENT OF CASH FLOWS**  
**(ALL FUNDS)**  
**FOR THE YEAR ENDED DECEMBER 31, 2022**

	<u>2022</u>	<u>2021</u>
<b>Cash Flows From Operating Activities</b>		
<b>Cash Inflows</b>		
Receipt of Notice of Cash Allocation	₱ 667,805,575.00	₱ 610,540,076.25
Collection of Income/Revenues	356,406,324.36	211,958,111.00
Collection of Receivables	7,933,553.22	13,517,356.98
Receipt of Trust Liabilities	64,167,047.87	24,757,478.03
Other Receipts	3,414,330.80	24,295,703.59
Adjustments	5,052,224.05	0.00
<b>Total Cash Inflows</b>	<b><u>1,104,779,055.30</u></b>	<b><u>885,068,725.85</u></b>
<b>Cash Outflows</b>		
Remittance to National Treasury	354,733,404.75	237,679,067.78
Payment of Expenses	479,640,002.49	442,159,283.64
Purchase of Inventories	4,218,524.64	1,285,269.37
Grant of Cash Advances	72,334,330.10	61,373,848.51
Prepayments	0.00	198,266.41
Remittance of Personnel Benefit	29,585,141.12	55,719,799.43
Contributions and Mandatory Deductions		
Payment from Trust Liabilities/Fund Transfers	36,445,359.31	0.00
Other Disbursements	23,823,891.54	59,274,959.23
Adjustments	59,801,328.55	49,864,391.37
<b>Total Cash Outflows</b>	<b><u>1,060,581,982.50</u></b>	<b><u>907,554,885.74</u></b>
<b>Cash Provided by (Used in) Operating Activities</b>	<b><u>44,197,072.80</u></b>	<b><u>(22,486,159.89)</u></b>
<b>Total Cash Provided by (Used in) Operating Activities</b>	<b><u>44,197,072.80</u></b>	<b><u>(22,486,159.89)</u></b>
Add: Cash Balance, Beginning January 1	321,253,026.91	343,739,186.80
<b>Cash Balance, Ending December 31</b>	<b><u>₱ 365,450,099.71</u></b>	<b><u>₱ 321,253,026.91</u></b>



**PHILIPPINE OVERSEAS EMPLOYMENT ADMINISTRATION**  
**STATEMENT OF COMPARISON OF BUDGET AND ACTUAL AMOUNT**  
**(ALL FUNDS)**  
**FOR THE YEAR ENDED DECEMBER 31, 2022**  
**(In Philippine Pesos)**

Particulars	2022				
	Budgeted Amount		Actual Amounts on Comparable Basis	Difference Final Budget and Actual	
	Original	Final			
<b>RECEIPTS</b>					
Services and Business Income	19	151,520,000.00	151,520,000.00	350,254,517.25	(198,734,517.25)
Assistance and Subsidy		634,129,842.00	634,129,842.00	634,129,841.75	0.25
Shares, Grants and Donations		2,063,152.00	2,063,152.00	2,063,152.00	0.00
Other Non-Operating Receipts					
Refund of Petty Cash and Advances		2,540,342.00	2,540,342.00	2,540,342.22	(0.22)
Others		7,978,027.00	7,978,027.00	7,978,026.78	0.22
<b>Total Receipts</b>		<b>798,231,363.00</b>	<b>798,231,363.00</b>	<b>996,965,880.00</b>	<b>(198,734,517.00)</b>
<b>PAYMENTS</b>					
Personnel Services		357,789,000.00	401,229,071.00	366,859,785.19	34,369,285.81
Maintenance and Other Operating Expenses		247,012,000.00	249,060,209.00	255,860,407.30	(6,800,198.30)
Capital Outlay		96,508,000.00	96,508,000.00	35,213,372.28	61,294,627.72
Other Disbursements					
Remittance to National Treasury		344,798,220.00	344,798,220.00	354,733,404.75	(9,935,184.75)
<b>Total Payments</b>		<b>1,046,107,220.00</b>	<b>1,091,595,500.00</b>	<b>1,012,666,969.52</b>	<b>78,928,530.48</b>
<b>NET RECEIPTS/PAYMENTS</b>		<b>(247,875,857.00)</b>	<b>(293,364,137.00)</b>	<b>(15,701,089.52)</b>	<b>(277,663,047.48)</b>

# THE DMW COMMUNITY



## DMW TOP MANAGEMENT



From left to right: Atty. Hans Leo J. Cacdac, Undersecretary for Foreign Employment and Welfare Services; Atty. Maria Anthonette C. Velasco-Allones, Undersecretary for Finance and Internal Management; Secretary Maria Susana V. Ople; Atty. Patricia Yvonne M. Caunan, Undersecretary for Policy and International Cooperation; and Atty. Bernard P. Olalia, Undersecretary for Licensing and Adjudication Services.

## OFFICE OF THE SECRETARY



From left to right: Director for Strategic Communication Service Antonio Baltazar V. Nebrida, Jr.; Assistant Secretary for Landbased Concerns and concurrent Chief of Staff Jerome A. Alcantara; Assistant Secretary for Seabased Concerns Jerome T. Pampolina; and Director for Management Information Technology Service Charles B. Tabbu.

## LICENSING AND ADJUDICATION SERVICES



Front row, from left to right: Adjudication Bureau Director Marieta S. Labong-Dela Cruz; Undersecretary Bernard P. Olalia; and Migrant Workers Protection Bureau Director Geraldine C. Mendez. Back row, from left to right: National Capital Region Director Celso J. Hernandez, Jr.; Licensing and Regulations Bureau Director Liza C. Alcera; Migrant Workers Protection Assistant Bureau Director Eric D. Dollete; Adjudication Assistant Bureau Director Maria Bernadine H. Madamba; and Regional Office No. 3 Director Mel L. Candano. Not in photo: Assistant Secretary Francis Ron C. de Guzman.

## FOREIGN EMPLOYMENT AND WELFARE SERVICES



Front row, from left to right: Assistant Secretary For Pre-employment Service Levinson C. Alcantara; Assistant Secretary for Welfare and Employment Felicitas Q. Bay; and Assistant Secretary for Reintegration Venecio V. Legaspi. Back row, from left to right: Migrant Workers Offices Operations Support Bureau Director Maria Regina Angela G. Galias; Landbased Accreditation Bureau Director Julyn S. Ambito-Fermin; Seabased Accreditation Bureau Director Augusto B. San Diego III; and Pre-employment and Government Placement Bureau Director Rosemarie G. Duquez. Not in photo: Undersecretary Hans Leo J. Cacdac.

## FINANCE AND INTERNAL MANAGEMENT



From left to right: Strategic Planning and Management Service Director Romil F. Tuando; Administrative Service Director Eloisa A. Romero; Undersecretary Maria Anthonette C. Velasco-Allones; Assistant Secretary Violeta D. Illescas; Human Resource Management and Development Service Director Evelyn A. Domingo-Soriano, and Finance Service Director Marlito D. Rodriguez.

## POLICY AND INTERNATIONAL COOPERATION



From left to right: Foreign Stakeholders Relations and Engagement Bureau Director Francisco B. Aguilar, Jr.; Undersecretary Patricia Yvonne M. Caunan; Institute for Advanced and Strategic Studies on Migration and Development Director Catherine C. Sy; and Assistant Secretary Mario Perpetuo Soccoro T. Zinampan. Not in photo: International Migrant Workers Policy and Coordination Bureau Director Jainal Rasul, Jr.

## MIGRANT WORKERS OFFICES



DMW Secretary Maria Susana V. Ople (seated, center), Undersecretaries, Assistant Secretaries, Directors, Labor Attaches and Welfare Officers.



## MIGRANT WORKERS OFFICES



*DMW Secretary Maria Susana V. Ople (seated, center), Undersecretaries, Assistant Secretaries, Directors, Labor Attaches and Welfare Officers.*



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# MIGRANT WORKERS OFFICES


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# MIGRANT WORKERS OFFICES


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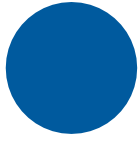


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*From left: Director Romil F. Tuando, Associate Editor; Undersecretary Maria Anthonette C. Velasco-Allones, Editor-in-Chief; Assistant Secretary and Chief of Staff Jerome A. Alcantara, Managing Editor; and Assistant Secretary Violeta D. Illescas, Managing Editor. Not in photo: Director Mel L. Candano, Associate Editor.*



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*Ang Tahanan ng OFW*