

DOLE

ASSISTANCE FOR REQUEST MANAGEMENT SYSTEM (ARMS)

USER MANUAL

2024

*A step-by-step guide on how to submit a Request for Assistance
(External)*

v2024.1.0



INTRODUCTION

This document is a user manual which intends to guide users on how to use the DOLE Assistance for Request Management System (ARMS). It documents the step-by-step procedure on how clienteles can navigate through the system and file or check a complaint successfully.

SYSTEM IDENTIFICATION

System Name: DOLE Assistance for Request Management System
Frontend Server: Php/Laravel
Backend Server: MySQL
Operating System: Linux
Domain: <https://senawebbapp.azurewebsites.net/>

DOCUMENT INFORMATION

Version: 1.0
Author: NATIONAL CONCILIATION AND MEDIATION BOARD
Date: 27 December 2024

TABLE OF CONTENTS

INTRODUCTION	ii
SYSTEM IDENTIFICATION	ii
DOCUMENT INFORMATION	ii
LIST OF ACRONYMS	v
OVERVIEW	vi
HOME PAGE	1
SUBMIT A REQUEST FOR ASSISTANCE (RFA)	2
REQUEST FOR ASSISTANCE FORM	3
HOW TO FILE AS AN INDIVIDUAL WORKER	3
REQUESTING PARTY	3
RESPONDING PARTY	7
CLAIMS/ISSUES	10
PRAYED RELIEF	11
CONFIRMATION PAGE	13
HOW TO FILE AS GROUP OF WORKERS	13
REQUESTING PARTY	13
RESPONDING PARTY	18
CLAIMS/ISSUES	21
PRAYED RELIEF	22
CONFIRMATION PAGE	23
HOW TO FILE AS UNION	24
REQUESTING PARTY	24
RESPONDING PARTY	28
CLAIMS/ISSUES	31
PRAYED RELIEF	32
CONFIRMATION PAGE	34
HOW TO FILE AS AN EMPLOYER	34
REQUESTING PARTY	34
RESPONDING PARTY	38
CLAIMS/ISSUES	40
PRAYED RELIEF	41
CONFIRMATION PAGE	42
HOW TO FILE AS KASAMBAHAY/FAMILY DRIVER	43
REQUESTING PARTY	43
RESPONDING PARTY	47
CLAIMS/ISSUES	49
PRAYED RELIEF	49
CONFIRMATION PAGE	51
HOW TO FILE AS OVERSEAS FILIPINO WORKER (OFW)	52
REQUESTING PARTY	52



RESPONDING PARTY	56
CLAIMS/ISSUES	57
PRAYED RELIEF	58
CONFIRMATION PAGE	60
CHECK STATUS OF RFA	61
APPENDICES	62

LIST OF ACRONYMS

ADR	Alternative Dispute Resolution
ARMS	Assistance for Request Management System
AWOL	Absent Without Leave
CBA	Collective Bargaining Agreement
COLA	Cost of Living Allowance
DOLE	Department of Labor and Employment
FLAVAS	Free Legal Assistance and Voluntary Arbitration Services
NCMB	National Conciliation and Mediation Board
NLRC	National Labor Relation Commision
NTIPC	National Tripartite Industrial Peace Council
OFW	Overseas Filipino Worker
OSH	Occupational Safety and Health
OTP	One-Time Password
PACU	Public Assistance Conciliation Unit
PHILHEALTH	Philippine Health Insurance Corporation
RAB	Regional Arbitration Branch
RCC	Regional Coordinating Council
RFA	Request for Assistance
RO	Regional Office
SEAD	Single Entry Assistance Desk
SEADO	Single Entry Assistance Desk Officer
SENA	Single Entry Approach
SSS	Social Security System
VAWC	Violence Against Women and Children

OVERVIEW

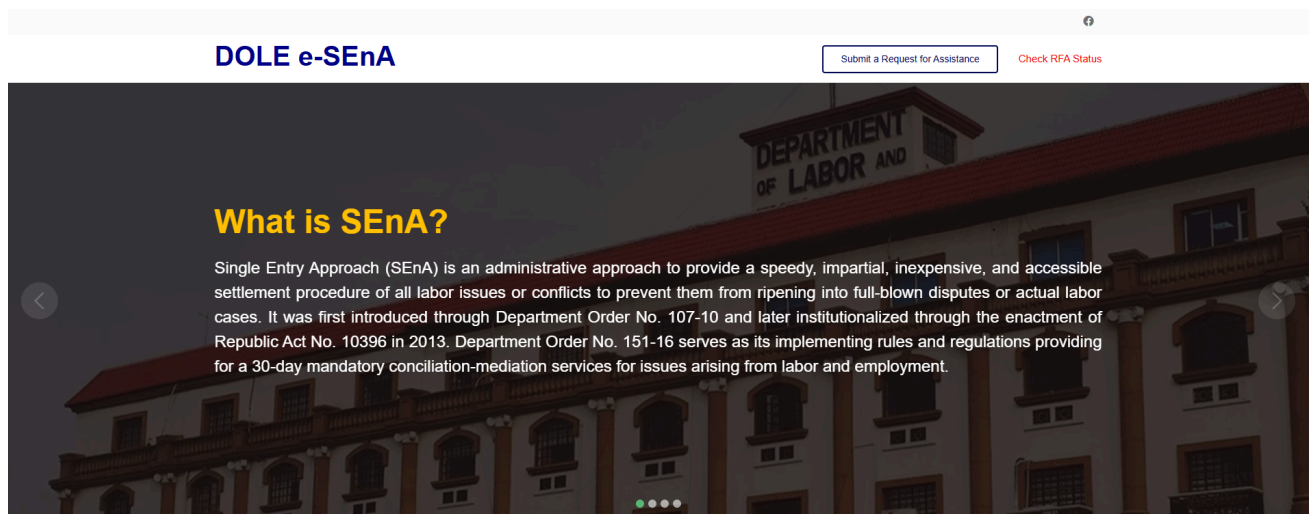
Single Entry Approach (SEnA) is an administrative approach to provide a speedy, impartial, inexpensive, and accessible settlement procedure of all labor issues or conflicts to prevent them from ripening into full-blown disputes or actual labor cases. It was first introduced through Department Order No. 107-10 and later institutionalized through the enactment of Republic Act No. 10396 in 2013. Department Order No. 151-16 serves as its implementing rules and regulations providing for a 30-day mandatory conciliation-mediation services for issues arising from labor and employment. While not considered a case, Requests for Assistance (RFAs) may be filed by any aggrieved person such as employer, worker, including kasambahay, or group of workers, or a union, workers association or federation. This may be filed at any Single-Entry Assistance Desk (SEAD) in the Central/ Regional/ Provincial/ Field/ District Offices of the Department of Labor and Employment (DOLE), National Conciliation and Mediation Board (NCMB) and its Regional Branches, and National Labor Relations Commissions (NLRC) and its Regional Arbitration Branches.

Since its implementation, the Department has handled multiple Requests for Assistance and has been successful in settling disputes between workers and employees. Until today, the Department is still in its track towards its goal in maintaining industrial peace by providing voluntary modes of dispute settlement including conciliation-mediation.

In line with the thrust of the current administration to digitally transform its programs and services, the Department developed the Assistance for Request Management System (ARMS) - an information system that allows clients to submit a RFA to any SEAD electronically. It is accessible 24/7 at the websites of the implementing offices and serves as an alternative mode of filing of RFAs.

With the development of the ARMS, the Department takes another step in bringing its programs and services closer to its clients, promoting industrial peace, and ensuring that every worker and employer may address their disputes grounded on mutual understanding and respect towards mutually acceptable settlement.

HOMEPAGE



The Homepage contains all information pertaining to the DOLE Assistance for Request Management System (ARMS). It explains where clients may file a Request for Assistance (RFA) and describes who are eligible to file them. The Homepage also contains the link where clients may electronically submit a RFA or check the status of their RFA.

How to connect:

In your chosen browser, type the URL (<https://sena.dole.gov.ph>) in the address bar and click enter.





SUBMIT A REQUEST FOR ASSISTANCE (RFA)

1. Click the “**Submit a Request for Assistance**” button found at the top-right section of the screen.



2. After clicking the “**Submit a Request for Assistance**” button, a pop-up modal will prompt. Provide the following information such as:
 - First Name;
 - Middle Name;
 - Last Name;
 - Extension;
 - Birthdate(MM/DD/YY/);
 - Mobile Number;
3. The user will be asked to read the **Disclosure Agreement**.
4. Once the user agrees, he/she may click the box located right before the **Disclosure Agreement**.
5. Click the **Proceed** button to continue with the submission of **Request for Assistance**.

First Name JUAN	Middle Name REYES	Last Name DELA CRUZ	Extension <i>(if applicable)</i>
Birthdate (mm/dd/yyyy) 10/10/2001		Mobile No. (e.g. 9xxxxxxxxx) 9123456789	
☒ DISCLOSURE AGREEMENT By using this online service, you agree that all the information that you submit shall be used solely for the conduct of conciliation-mediation under SENa. We may likewise disclose information to the extent that we are required to do so by the Data Privacy Act of 2012. As a general rule, we may only keep your information until such time that we have attained the purpose by which we collect the same. Under the foregoing circumstances and to the extent permissible by applicable law, you agree not to take any action against the Department of Labor and Employment, National Conciliation and Mediation Board, and National Labor Relations Commission for the disclosure and retention of your information.			
			Close Proceed



REQUEST FOR ASSISTANCE FORM

After clicking the “**Proceed**” button, the user will be redirected to **DOLE-SEnA Form No.1 (Request for Assistance Form)**. Select the type of filer classification.

Choose if you are:

☒ **Individual worker** ☐ **Group of workers** ☐ **Union** ☐ **Employer** ☐ **Kasambahay/Family Driver** ☐ **OFW**

- a. **Individual worker** - for complaint/s involving one (1) worker only employed under a company/establishment;
- b. **Group of workers** - for complaint/s involving more than one (1) workers employed under a company/establishment but does not belong in a Union ;
- c. **Union** - for complaint/s involving group of workers employed under a company/establishment belonging in a Union;
- d. **Employer** - for complaint/s from employer or owner of an establishment;
- e. **Kasambahay/Family Driver** - for complaint/s involving workers such as *kasambahay* or family driver; or
- f. **OFW** - For complaint/s involving people working overseas.

NOTE: All fields with ASTERISK (*) are mandatory, therefore must be filled-out. Users will not be able to proceed to the succeeding action if the mandatory fields are left blank.

How to file as an “Individual Worker”

Select “**Individual worker**” as the type of filer.

Choose if you are:

 ☒ **Individual worker** ☐ **Group of workers** ☐ **Union** ☐ **Employer** ☐ **Kasambahay/Family Driver** ☐ **OFW**

1 Requesting Party 2 3

A. Requesting Party

Fill-out all mandatory fields:

Requesting Party

i. Company Name

Company Name (Pangalan ng kompanya na pinapasukan) *



ii. Name (Auto-populated based on the information encoded in the previous page)

iii. Sex

Sex (*Kasarian*)^{*}

☒ Male ☐ Female

iv. Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).

Birthday (*Kapanganakan*)^{*}

10/10/2001 

Birthday (*Kapanganakan*)^{*}

10/10/2001 

October 2001 ▾ ↑ ↓

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

v. Age (Auto-populated based on the Birthday)

Age (*Edad*)^{*}

22

vi. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.

Region (*Rehiyon*)^{*}

National Capital Region (NCR) ▾

vii. Province



Province (Lalawigan)*
Metro Manila

viii. Municipality

City/Municipality (Munisipalidad)*
Quezon City

ix. Barangay

Barangay*
Commonwealth

x. Street/Unit/Bldg No.

Street/Unit/Bldg No.*
PULANG ARAW STREET

Contact Details

i. Telephone No.

Telephone No. (Telepono)
(02) 2222 3333

ii. Mobile No. (Auto-populated based on the information encoded in the previous page)

Mobile No. (9xxxxxxxx)*
+63 9123456789

iii. Email Address

Email Address*
JuanDelacruz@gmail.com

Employment Details

i. Date Hired

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).



Date Hired *(Petsa na nagsimula sa trabaho)**

10/10/2020



ii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed-Term
- Managerial
- Casual

Type of Employment *(Estado ng trabaho)**

Regular



iii. Nature of Work/Position

Nature of Work /Position *(Uri ng trabaho)*

SERVICE CREW

iv. Status of Employment

- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment *(Katayuan ng trabaho)**

Still Employed



v. Years of Service (Auto-computed based on the Date Hired)

Years of Service

3 Yrs 11 Mo 17 Days

vi. Identify if the employment is under an agency, contractor or subcontractor.

If No, click the [Next](#) button to proceed to the next section. If Yes, fill-out the following fields:

Are you employed under an agency, contractor or sub-contractor? *(Ikaw ba ay empleyado ng agency, contractor or sub-contractor)*

☐ No ☒ Yes

1. Current Deployment



Current Deployment (Pangalan ng pinapasukan)*

PEDRO CAFE

2. Address

Address (Address ng pinapasukan)*

10 MATALINO STREET BARANGAY MASIGLA, QUEZON CITY

3. Agency Name

Agency Name (Pangalan ng Ahensya)*

MASIPAG MANPOWER AGENCY

4. Email

Email*

masipagmanpower@gmail.com

5. Contact Person

Contact Person (Taong kakausapin)*

BAYANI SANTOS

6. Position

Position (Katungkulan)*

MANAGER

7. Contact No.

Contact No.*

09244466666

Once finished, click the [Next](#) button to proceed to the next section.

B. Responding Party

Fill-out all mandatory fields:

Responding Party

i. Name of Responding Company



1

2

3

Requesting Party

Responding Party

Responding Party

Name of Responding Company *(Pangalan ng Kompanyang Inireklamo)**

MASIPAG MANPOWER AGENCY

Contact Details

i. Contact Person

Contact Person *(Taong kakausapin)**

BAYANI SANTOS

ii. Position

Position *(Katungkulan)**

MANAGER

iii. Sex

Sex *(Kasarian)**

☒ Male ☐ Female

iv. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

v. Mobile No.

Contact No.*

09244466666

vi. Email Address

Email*

masipagmanpower@gmail.com

Company Details

i. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired region.



Region *(Rehiyon)**

National Capital Region (NCR) ▼

ii. Province

Province *(Lalawigan)**

Metro Manila ▼

iii. Municipality

City/Municipality *(Munisipalidad)**

Quezon City ▼

iv. Barangay

Barangay*

Commonwealth ▼

v. Street/Unit/Bldg No.

Street/Unit/Bldg No.*

101 MAHINAY STREET

vi. Contact No.

Contact No.*

09244466666

vii. Email Address

Email*

masipagmanpower@gmail.com

viii. Identify if there is a Union in the company. If there is an existing Union, click “**Unionized**”, otherwise, click “**Non-Unionized**”.

Please Check

☒ Non-Unionized ☐ Unionized

ix. Nature of Business

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Nature of Business**.

Nature of Business *(Uri ng negosyo)**

Other service activities ▼



x. No. of Male Workers

No. of Male Workers

5

xi. No. of Female Workers

No. of Female Workers

5

xii. Total Employees (Auto-computed based on the Number of Male Workers and Number of Female Workers)

Total Employees

10

Once finished, click the [Next](#) button to proceed to the next section.

C. Claims/Issues

- a. Select the claim/issue among the selection. You may select more than one (1) claim/issue.

1. Labor Standard Violations

☐ Minimum Wage

☐ COLA

☐ Night Shift Differential

☒ Overtime Pay

☐ Holiday Pay

☐ Premium Pay for Special Day

☐ Premium Pay for Rest Day

☐ 2. CBA Violations

☐ 3. Delayed in Payment/ Time of Payment

☐ 4. Others (Please Specify)

☐ Service Charge

☐ Service Incentive Leave

☐ 13th Month Pay

☐ Maternity Leave

☐ Paternity Leave

☐ Leave For Solo Parent

☐ Leave for Victims of VAWC

☐ Special Leave for Women

☐ Illegal Deductions

☐ Claim for Last Salary

☐ Claim for Separation Pay

☐ Claim for Retirement Benefits

☐ 5. Non-issuance of Certificate of Employment

☐ 6. Illegal Dismissal

☐ 7. Constructive Dismissal

☐ 8. Other Personnel Actions

☐ 9. Occupational Safety & Health Violations

☐ 10. Regularization/ Contractualization

☐ 11. Maltreatment/ Harassment

☐ 12. Sexual Harassment

Claims/Issues may be:

- Labor Standard Violations
 - Minimum Wage
 - COLA
 - Night Shift Differential
 - Overtime Pay
 - Holiday Pay
 - Premium Pay for Special Day
 - Premium Pay for Rest Day
- Collective Bargaining Agreement (CBA) Violations
- Delayed in Payment/Time of Payment



- b. Once finished, click the  button to proceed to the next section.

a. Select the relief prayed for among the selection.

Relief may be:

- b. In the text box, write a brief narration of the issue.



Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

c. Select the Office where the RFA is preferred to be filed.

i. Office

- DOLE Regional Office
- NLRC
- NCMB

Office

NCMB

ii. Regional Office

Regional Office

NCMB-NCR

iii. Satellite/Field Office

Satellite/Field Office

NCMB- Central Office

d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.



Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

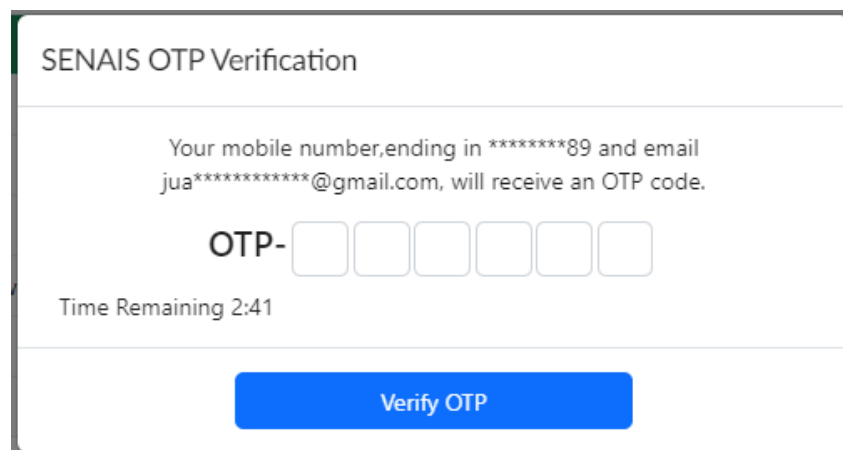
Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK



E. Confirmation Page

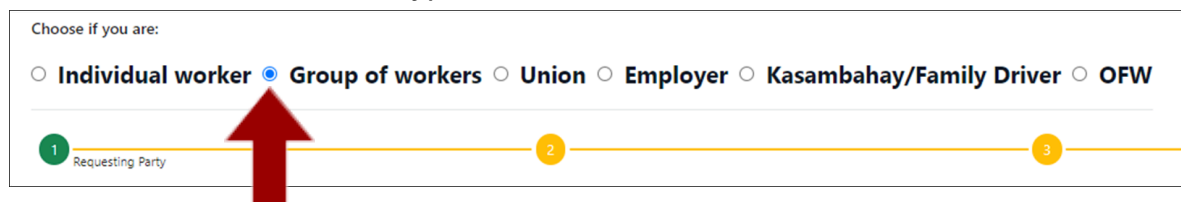
- A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- Click [Submit](#) if all information is correct. Otherwise, click [Previous](#) to go back to the desired page that you wish to update your information.
- Upon clicking [Submit](#), an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.



- To verify the mobile number, enter the OTP code sent to the mobile number and click [Verify OTP](#). Once verified, it will display a message that the RFA was successfully submitted.
- You may view the submission by clicking the [View Submitted RFA](#). Otherwise, you may click [Home](#) to go back to the Homepage.

How to file as “Group of Workers”

Select “Group of Workers” as the type of filer.



A. Requesting Party

Fill-out all mandatory fields:

Requesting Party



i. Company Name

Company Name (Pangalan ng kompanya na pinapasukan) *

ii. Name of Representative (Auto-populated based on the information encoded in the previous page)

iii. Sex

Sex (Kasarian) *

☒ Male ☐ Female

iv. Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).

Birthday (Kapanganakan) *

10/10/2001 

Birthday (Kapanganakan) *

10/10/2001 

October 2001 ▾ ↑ ↓

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

v. Age (Auto-populated based on the Birthday)

Age (Edad) *

22

vi. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.



Region *(Rehiyon)**

National Capital Region (NCR)

vii. Province

Province *(Lalawigan)**

Metro Manila

viii. Municipality

City/Municipality *(Munisipalidad)**

Quezon City

ix. Barangay

Barangay*

Commonwealth

x. Street/Unit/Bldg No.

Street/Unit/Bldg No.*

PULANG ARAW STREET

Contact Details of Representative

i. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

ii. Mobile No. (Auto-populated based on the information encoded in the previous page)

Mobile No. *(9xxxxxxxxx)**

+63 9123456789

iii. Email Address

Email Address*

JuanDelacruz@gmail.com

Employment Details of Representative

i. Date Hired



For dates, click the small square icon at the right section of the box and a calendar window will appear.

Date Hired (*Petsa na nagsimula sa trabaho*)*
10/10/2020

ii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed-Term
- Managerial
- Casual

Type of Employment (*Estado ng trabaho*)*
Regular

iii. Nature of Work/Position

Nature of Work /Position (*Uri ng trabaho*)
SERVICE CREW

iv. Status of Employment

- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment (*Katayuan ng trabaho*)*
Still Employed

v. Years of Service (Auto-computed based on the Date Hired)

Years of Service
3 Yrs 11 Mo 17 Days

vi. Identify if the employment is under an agency, contractor or subcontractor.

If No, click the [Next](#) button to proceed to the next section. If Yes, fill-out the following fields:

Are you employed under an agency, contractor or sub-contractor? (*Ikaw ba ay empleyado ng agency, contractor or sub-contractor*)
☐ No ☒ Yes

1. Current Deployment



Current Deployment (Pangalan ng pinapasukan)*

PEDRO CAFE

2. Address

Address (Address ng pinapasukan)*

10 MATALINO STREET BARANGAY MASIGLA, QUEZON CITY

3. Agency Name

Agency Name (Pangalan ng Ahensya)*

MASIPAG MANPOWER AGENCY

4. Email

Email*

masipagmanpower@gmail.com

5. Contact Person

Contact Person (*Taong kakausapin*)*

BAYANI SANTOS

6. Position

Position (*Katungkulan*)*

MANAGER

7. Contact No.

Contact No.*

09244466666

- vii. For RFAs with more than one (1) filer, the user may add the information of the additional filers in the table. Fill-out the necessary fields for the additional requesting party/parties.

1. Name

Name

CRISANTO SANTOS

2. Mobile No.



Mobile No.
09382547569

3. Position

Position
SERVICE CREW

4. Date Hired

Date Hired
07/14/2015 

- viii. To add additional filer information, click . To delete previously entered record, click .

Once finished, click the  button to proceed to the next section.

B. Responding Party

Fill-out all mandatory fields:

Responding Party

1. Company Name

 Requesting Party	 Responding Party	
 Responding Party		
Name of Responding Company <i>(Pangalan ng Kompanyang Inireklamo)</i> *		
MASIPAG MANPOWER AGENCY		

Contact Details

i. Contact Person

Contact Person <i>(Taong kakausapin)</i> *
BAYANI SANTOS

ii. Position

Position <i>(Katungkulan)</i> *
MANAGER



iii. Sex

Sex (*Kasarian*)^{*}

☒ Male ☐ Female

iv. Telephone No.

Telephone No. (*Telepono*)

(02) 2222 3333

v. Mobile No.

Contact No.^{*}

09244466666

vi. Email Address

Email^{*}

masipagmanpower@gmail.com

Company Details

i. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired region.

Region (*Rehiyon*)^{*}

National Capital Region (NCR) ▼

ii. Province

Province (*Lalawigan*)^{*}

Metro Manila ▼

iii. Municipality

City/Municipality (*Munisipalidad*)^{*}

Quezon City ▼

iv. Barangay

Barangay^{*}

Commonwealth ▼

v. Street/Unit/Bldg No.



Street/Unit/Bldg No.*

101 MAHINAY STREET

vi. Contact No.

Contact No.*

09244466666

vii. Email Address

Email*

masipagmanpower@gmail.com

viii. Identify if there is a Union in the company. If there is an existing Union, click “**Unionized**”, otherwise, click “**Non-Unionized**”.

Please Check



Non-Unionized



Unionized

ix. Nature of Business

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Nature of Business**.

Nature of Business(*Uri ng negosyo*)*

Other service activities

x. No. of Male Workers

No. of Male Workers

5

xi. No. of Female Workers

No. of Female Workers

5

xii. Total Employees (Auto-computed based on the Number of Male Workers and Number of Female Workers)

Total Employees

10

Once finished, click the [Next](#) button to proceed to the next section.



C. Claims/Issues

- a. Select the claim/issue among the selection. You may select more than one (1) claim/issue.

1. Requesting Party	2. Responding Party	3. Claims /Issues	4.	5.
1. Labor Standard Violations ☐ Minimum Wage ☐ COLA ☐ Night Shift Differential ☒ Overtime Pay ☐ Holiday Pay ☐ Premium Pay for Special Day ☐ Premium Pay for Rest Day ☐ 2. CBA Violations ☐ 3. Delayed in Payment/ Time of Payment ☐ 4. Others (Please Specify)	☐ Service Charge ☐ Service Incentive Leave ☐ 13th Month Pay ☐ Maternity Leave ☐ Paternity Leave ☐ Leave For Solo Parent	☐ Leave for Victims of VAWC ☐ Special Leave for Women ☐ Illegal Deductions ☐ Claim for Last Salary ☐ Claim for Separation Pay ☐ Claim for Retirement Benefits ☐ 5. Non-issuance of Certificate of Employment ☐ 6. Illegal Dismissal ☐ 7. Constructive Dismissal ☐ 8. Other Personnel Actions ☐ 9. Occupational Safety & Health Violations ☐ 10. Regularization/ Contractualization ☐ 11. Maltreatment/ Harassment ☐ 12. Sexual Harassment		

Claims/Issues may be:

- Labor Standard Violations
 - Minimum Wage
 - COLA
 - Night Shift Differential
 - Overtime Pay
 - Holiday Pay
 - Premium Pay for Special Day
 - Premium Pay for Rest Day
- Collective Bargaining Agreement (CBA) Violations
- Delayed in Payment/Time of Payment
- Others (Please Specify)
- Non-Issuance of Certificate of Employment
- Illegal Dismissal
- Constructive Dismissal
- Other Personnel Actions
- Occupational Safety and Health Violations
- Regularization/ Contractualization
- Maltreatment/ Harassment
- Sexual Harassment
- Service Charge
- Service Incentive Leave
- 13th Month Pay
- Maternity Leave
- Paternity Leave
- Leave for Solo Parent
- Leave for Victims of Violence Against Women and Children (VAWC)



- Special Leave for Women
- Illegal Deductions
- Claim for Last Salary
- Claim for Separation Pay
- Claim for Retirement Benefits

b. Once finished, click the [Next](#) button to proceed to the next section.

D. Prayed Relief

a. Select the relief prayed for among the selection. You may select more than one (1) prayed relief.

✓	Requesting Party	✓	Responding Party	✓	Claims /Issues	4	Prayed Relief	5
☒ Payment of Money Claims		☐ Issuance of Certificate of Employment						
☐ Reinstatement		☐ Payment of Separation Claims						
☐ Restitution/Correction of OSH Violations		☐ Others (Please Specify)						

Relief may be:

- Payment of Money Claims
- Reinstatement
- Restitution/Correction of OSH Violations
- Issuance of Certificate of Employment
- Payment of Separation Claims
- Others (Please Specify)

b. In the text box, write a brief narration of the issue.

Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

c. Select the Office where the RFA is preferred to be filed.

i. Office

- DOLE Regional Office
- NLRC
- NCMB



Office

NCMB

ii. Regional Office

Regional Office

NCMB-NCR

iii. Satellite/Field Office

Satellite/Field Office

NCMB- Central Office

- d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.

i

Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK

E. Confirmation Page

- a. A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- b. Click **Submit** if all information is correct. Otherwise, click **Previous** to go back to the desired page that you wish to update your information.
- c. Upon clicking **Submit**, an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.



SENAIS OTP Verification

Your mobile number, ending in *****89 and email jua*****@gmail.com, will receive an OTP code.

OTP-

Time Remaining 2:41

[Verify OTP](#)

- d. To verify the mobile number, enter the OTP code sent to the mobile number and click [Verify OTP](#). Once verified, it will display a message that the RFA was successfully submitted.
- e. You may view the submission by clicking the [View Submitted RFA](#). Otherwise, you may click [Home](#) to go back to the Homepage.

How to file as a “Union”

Select “**Union**” as the type of filer.

Choose if you are:

☐ Individual worker ☐ Group of workers ☒ **Union** ☐ Employer ☐ Kasambahay/Family Driver ☐ OFW

1 Requesting Party 2 3

A. Requesting Party

Fill-out all mandatory fields:

Requesting Party

i. Company Name

Company Name (Pangalan ng kompanya na pinapasukan)*

ii. Union Name



Union Name *

ALSA

iii. Name of Representative (Auto-populated based on the information encoded in the previous page)

iv. Sex

Sex (Kasarian) *

☒ Male ☐ Female

v. Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).

Birthday (Kapanganakan) *

10/10/2001

Birthday (Kapanganakan) *

10/10/2001

October 2001

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

vi. Age (Auto-populated based on the Birthday)

Age (Edad) *

22

vii. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired REGION.

Region (Rehiyon) *

National Capital Region (NCR)



viii. Province

Province *(Lalawigan)**

Metro Manila

ix. City/Municipality

City/Municipality *(Munisipalidad)**

Quezon City

x. Barangay

Barangay*

Commonwealth

xi. Street/Unit/Bldg No.

Street/Unit/Bldg No.*

PULANG ARAW STREET

Contact Details of Representative

i. Telephone No.

Telephone No. *(Telepono)*

(02)3456-2956

ii. Mobile No. (Auto-populated based on the information encoded in the previous page)

Mobile No. *(9xxxxxxxxx)**

+63 9123456789

iii. Email Address

Email Address*

JuanDelacruz@gmail.com

Employment Details of Representative

i. Date Hired

For dates, click the small square icon at the right section of the box and a calendar window will appear.



Date Hired *(Petsa na nagsimula sa trabaho)**

10/10/2020

ii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed-Term
- Managerial
- Casual

Type of Employment *(Estado ng trabaho)**

Regular

iii. Nature of Work/Position

Nature of Work /Position *(Uri ng trabaho)*

SERVICE CREW

iv. Status of Employment

- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment *(Katayuan ng trabaho)**

Still Employed

v. Years of Service (Auto-computed based on the Date Hired)

Years of Service

3 Yrs 11 Mo 17 Days

vi. Identify if the employment is under an agency, contractor or subcontractor.

If No, click the [Next](#) button to proceed to the next section. If Yes, fill-out the following fields:

Are you employed under an agency, contractor or sub-contractor? *(Ikaw ba ay empleyado ng agency, contractor or sub-contractor)*

☒ No ☐ Yes

1. Current Deployment



Current Deployment (Pangalan ng pinapasukan)*

PEDRO CAFE

2. Address

Address (Address ng pinapasukan)*

10 MATALINO STREET BARANGAY MASIGLA, QUEZON CITY

3. Agency Name

Agency Name (Pangalan ng Ahensya)*

MASIPAG MANPOWER AGENCY

4. Email

Email*

masipagmanpower@gmail.com

5. Contact Person

Contact Person (*Taong kakausapin*)*

BAYANI SANTOS

6. Position

Position (*Katungkulan*)*

MANAGER

7. Contact No.

Contact No.*

09244466666

Once finished, click the [Next](#) button to proceed to the next section.

B. Responding Party

Fill-out all mandatory fields:

Responding Party

i. Company Name

Company Details	
Company Name	MASIPAG MANPOWER AGENCY



Contact Details

i. Contact Person

Contact Person *(Taong kakausapin)**

BELINDA RAMOS

ii. Position

Position *(Katungkulan)**

MANAGER

iii. Sex

Sex *(Kasarian)**

☐ Male ☒ Female

iv. Telephone No.

Telephone No.

09364237426

v. Mobile No.

Mobile No.*

+63 9364237426

vi. Email Address

Email Address

belindaramos@gmail.com

Company Details

i. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired region.

Region *(Rehiyon)**

National Capital Region (NCR)



ii. Province

Province *(Lalawigan)**

Metro Manila



iii. Municipality



City/Municipality (*Munisipalidad*)*
Quezon City

iv. Barangay

Barangay*
Commonwealth

v. Street/Unit/Bldg No.

Street/Unit/Bldg No.*
101 MAHINAY STREET

vi. Contact No.

Contact No.*
09244466666

vii. Email

Email*
masipagmanpower@gmail.com

- viii. Identify if there is a Union in the company. If there is an existing Union, click “**Unionized**”, otherwise, click “**Non-Unionized**”.

Please Check
☒ Non-Unionized ☐ Unionized

ix. Nature of Business

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Nature of Business**.

Nature of Business(*Uri ng negosyo*)*
Other service activities

x. No. of Male Workers

No. of Male Workers
5

xi. No. of Female Workers



No. of Female Workers

- xii. Total Employees (Auto-computed based on the Number of Male Workers and Number of Female Workers)

Total Employees

Once finished, click the **Next** button to proceed to the next section.

C. Claims/Issues

- a. Select the claim/issue among the selection. The user may select more than one (1) claim/issue.

Progress bar: 1. Requesting Party (checked), 2. Responding Party (checked), 3. Claims/Issues (active), 4. (empty), 5. (empty)

1. Labor Standard Violations

☐ Minimum Wage	☐ Service Charge	☐ Leave for Victims of VAWC
☐ COLA	☐ Service Incentive Leave	☐ Special Leave for Women
☐ Night Shift Differential	☐ 13th Month Pay	☐ Illegal Deductions
☒ Overtime Pay	☐ Maternity Leave	☐ Claim for Last Salary
☐ Holiday Pay	☐ Paternity Leave	☐ Claim for Separation Pay
☐ Premium Pay for Special Day	☐ Leave For Solo Parent	☐ Claim for Retirement Benefits
☐ Premium Pay for Rest Day		

2. CBA Violations

3. Delayed in Payment/ Time of Payment

4. Others (Please Specify)

5. Non-issuance of Certificate of Employment

6. Illegal Dismissal

7. Constructive Dismissal

8. Other Personnel Actions

9. Occupational Safety & Health Violations

10. Regularization/ Contractualization

11. Maltreatment/ Harassment

12. Sexual Harassment

Claims/Issues may be:

- Labor Standard Violations
 - Minimum Wage
 - COLA
 - Night Shift Differential
 - Overtime Pay
 - Holiday Pay
 - Premium Pay for Special Day
 - Premium Pay for Rest Day
- Collective Bargaining Agreement (CBA) Violations
- Delayed in Payment/Time of Payment
- Others (Please Specify)
- Non-Issuance of Certificate of Employment
- Illegal Dismissal
- Constructive Dismissal
- Other Personnel Actions



- Occupational Safety and Health Violations
- Regularization/ Contractualization
- Maltreatment/ Harassment
- Sexual Harassment
- Service Charge
- Service Incentive Leave
- 13th Month Pay
- Maternity Leave
- Paternity Leave
- Leave for Solo Parent
- Leave for Victims of Violence Against Women and Children (VAWC)
- Special Leave for Women
- Illegal Deductions]
- Claim for Last Salary
- Claim for Separation pay
- Claim for Retirement Benefits

b. Once finished, click the  button to proceed to the next section.

D. Prayed Relief

a. Select the relief prayed for among the selection. You may select more than one (1) prayed relief.

 Requesting Party	 Responding Party	 Claims /Issues	 Prayed Relief	
☒ Payment of Money Claims		☐ Issuance of Certificate of Employment		
☐ Reinstatement		☐ Payment of Separation Claims		
☐ Restitution/Correction of OSH Violations		☐ Others (Please Specify)		

Relief may be:

- Payment of Money Claims
- Reinstatement
- Restitution/Correction of OSH Violations
- Issuance of Certificate of Employment
- Payment of Separation Claims
- Others (Please Specify)

b. In the text box, write a brief narration of the issue.



Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

c. Select the Office where the RFA is preferred to be filed.

i. Office

- DOLE Regional Office
- NLRC
- NCMB

Office

NCMB

ii. Regional Office

Regional Office

NCMB-NCR

iii. Satellite/Field Office

Satellite/Field Office

NCMB- Central Office

d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.



Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

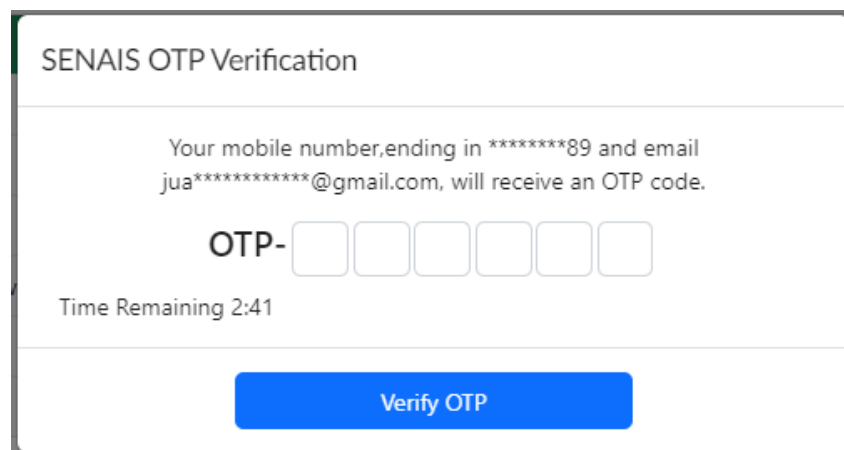
Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK



E. Confirmation Page

- A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- Click [Submit](#) if all information is correct. Otherwise, click [Previous](#) to go back to the desired page that you wish to update your information.
- Upon clicking [Submit](#), an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.



- To verify the mobile number, enter the OTP code sent to the mobile number and click [Verify OTP](#). Once verified, it will display a message that the RFA was successfully submitted.
- You may view the submission by clicking the [View Submitted RFA](#). Otherwise, you may click [Home](#) to go back to the Homepage.

How to file as an “Employer”

Select “Employer” as the type of filer.



A. Requesting Party

Fill-out all mandatory fields:

Requesting Party



i. Company Name

Company Name (Pangalan ng kompanya)*

MASIPAG MANPOWER AGENCY

ii. Employer Name

Employer First Name (Pangalan ng Nagrereklamo)*

JUAN REYES DELA CRUZ

iii. Sex

Sex (Kasarian)*

☒ Male ☐ Female

iv. Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear.

Birthday (Kapanganakan)*

10/10/2001

Birthday (Kapanganakan)*

10/10/2001

October 2001

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

v. Age (Auto-populated based on the Birthday)

Age (Edad)*

22

vi. Region



For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.

Region *(Rehiyon)**

National Capital Region (NCR) ▼

vii. Province

Province *(Lalawigan)**

Metro Manila ▼

viii. Municipality

City/Municipality *(Munisipalidad)**

Quezon City ▼

ix. Barangay

Barangay*

Commonwealth ▼

x. Street/Unit/Bldg No.

Street/Unit/Bldg No.*

101 MAHINAY STREET

Contact Details

i. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

ii. Mobile No. (Auto-populated based on the information encoded in the previous page)

Contact No.*

09244466666

iii. Email Address

Email Address*

JuanDelacruz@gmail.com

Company Details



i. Company name

Company Name	MASIPAG MANPOWER AGENCY
--------------	-------------------------

ii. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.

Region <i>(Rehiyon)</i> *
National Capital Region (NCR) ▼

iii. Province

Province <i>(Lalawigan)</i> *
Metro Manila ▼

iv. Municipality

Municipality <i>(Munisipalidad)</i> *
City of Valenzuela ▼

v. Barangay

Barangay*
Paso De Blas

vi. Street/Unit/Bldg No.

Street/Unit/Bldg No.*
12 PAG ASA ST

Contact Details

iv. Telephone No.

Telephone No. <i>(Telepono)</i>
(02) 2222 3333

v. Mobile No. (Auto-populated based on the information encoded in the previous page)

Mobile No. <i>(9xxxxxxxxx)</i> *
+63 9123456789



vi. Email Address

Email*

masipagmanpower@gmail.com

- xiii. Identify if there is a Union in the company. If there is an existing Union, click “**Unionized**”, otherwise, click “**Non-Unionized**”.

Please Check

☒ Non-Unionized ☐ Unionized

xiv. Nature of Business

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Nature of Business**.

Nature of Business(*Uri ng negosyo*)*

Other service activities

xv. No. of Male Workers

No. of Male Workers

5

xvi. No. of Female Workers

No. of Female Workers

5

- xvii. Total Employees (Auto-computed based on the Number of Male Workers and Number of Female Workers)

Total Employees

10

B. Responding Party

Fill-out all mandatory fields:

Responding Party

i. Name



Name *(Pangalan ng Inireklamo)**

MASIPAG MANPOWER AGENCY

Employer Details

i. Contact Person Details

Contact Person *(Taong kakausapin)**

BAYANI SANTOS

ii. Position

Position *(Katungkulan)**

MANAGER

iii. Sex

Sex *(Kasarian)**



Male



Female

iv. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

v. Mobile No.

Contact No.*

09244466666

vi. Email Address

Email*

masipagmanpower@gmail.com

Employment Details

i. Date Hired

For dates, click the small square icon at the right section of the box and a calendar window will appear.



Date Hired (*Petsa na nagsimula sa trabaho*)*

10/10/2020

ii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed-Term
- Managerial
- Casual

Type of Employment (*Estado ng trabaho*)*

Regular

iii. Nature of Work/Position

Nature of Work /Position (*Uri ng trabaho*)

SERVICE CREW

iv. Status of Employment

- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment (*Katayuan ng trabaho*)*

Still Employed

v. Years of Service (Auto-computed based on the Date Hired)

Years of Service

3 Yrs 11 Mo 17 Days

C. Claims/Issues

- Select the claim/issue among the selection. The user may select more than one (1) claim/issue.

Claims/Issues may be:

1	2	3	4	5
☒ Absent Without Leave (AWOL)	☒ Abandonment of work	☐ Did not render 30-day grace period prior to resignation	☐ Non-Payment of Loan	☒ Non turn-over of office property/equipment
		☐ Violation of Company Policies and Regulations		
		☐ Refund of Training Fees		
		☐ Sexual Harassment		
		☒ Others (Please Specify)		



- Absent Without Leave (AWOL)
- Abandonment of Work
- Did not render 30-day grace period prior to resignation
- Non-Payment of Loan
- Non turn-over of office property/equipment
- Violation of Company Policies and Regulations
- Refund of Training Fees
- Sexual Harassment

b. Once finished, click the **Next** button to proceed to the next section.

D. Prayed Relief

a. Select the relief prayed for among the selection. You may select more than one (1) prayed relief.

Requesting Party	Responding Party	Claims/Issues	Prayed Relief
☒ Render of the 30-day grace period ☐ Payment of Loan ☒ Turn-over of office property/equipment		☒ Claims for Damages ☐ Refund of training fees ☐ Others (Please Specify)	

Relief may be:

- Render of the 30-day grace period
- Turn-over of the office property/equipment
- Refund of Training Fees
- Payment of Loan
- Claims for Damages
- Others (Please Specify)

b. In the text box, write a brief narration of the issue.

Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

c. Select the Office where the RFA is preferred to be filed.

i. Office

- DOLE Regional Office
- NLRC
- NCMB



Office

NCMB

ii. Regional Office

Regional Office

NCMB-NCR

iii. Satellite/Field Office

Satellite/Field Office

NCMB- Central Office

- d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.

i

Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK

E. Confirmation Page

- a. A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- b. Click **Submit** if all information is correct. Otherwise, click **Previous** to go back to the desired page that you wish to update your information.
- c. Upon clicking **Submit**, an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.



SENAIS OTP Verification

Your mobile number, ending in *****89 and email jua*****@gmail.com, will receive an OTP code.

OTP-

Time Remaining 2:41

[Verify OTP](#)

- d. To verify the mobile number, enter the OTP code sent to the mobile number and click [Verify OTP](#). Once verified, it will display a message that the RFA was successfully submitted.
- e. You may view the submission by clicking the [View Submitted RFA](#). Otherwise, you may click [Home](#) to go back to the Homepage.

How to file as a “Kasambahay/Family Driver”

Select “Kasambahay/Family Driver” as the type of filer.

Choose if you are:

☐ Individual worker ☐ Group of workers ☐ Union ☐ Employer ☒ Kasambahay/Family Driver ☐ OFW

1 Requesting Party 2 3

A. Requesting Party

Fill-out all mandatory fields:

Requesting Party

- Name (Auto-populated based on the information encoded in the previous page)
- Sex

Sex (*Kasarian*)^{*}

☒ Male ☐ Female

- Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).



Birthday (Kapanganakan)*

10/10/2001

Birthday (Kapanganakan)*

10/10/2001

October 2001

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

iv. Age (Auto-populated based on the Birthday)

Age (Edad)*

22

v. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.

Region (Rehiyon)*

National Capital Region (NCR)

vi. Province

Province (Lalawigan)*

Metro Manila

vii. Municipality

City/Municipality (Munisipalidad)*

Quezon City

viii. Barangay

Barangay*

Commonwealth

ix. Street/Unit/Bldg No.



Street/Unit/Bldg No.*

101 MAHINAY STREET

Contact Details

i. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

ii. Mobile No. (Auto-populated based on the information encoded in the previous page)

Contact No.*

09244466666

iii. Email Address

Email Address*

JuanDelacruz@gmail.com

Employment Details

vi. Date Hired

For dates, click the small square icon at the right section of the box and a calendar window will appear.

Date Hired *(Petsa na nagsimula sa trabaho)**

10/10/2020



vii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed-Term
- Managerial
- Casual

Type of Employment *(Estado ng trabaho)**

Regular



viii. Nature of Work/Position



Nature of Work /Position (*Uri ng trabaho*)

SERVICE CREW

ix. Status of Employment

- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment (*Katayuan ng trabaho*)*

Still Employed

x. Years of Service (Auto-computed based on the Date Hired)

Years of Service

3 Yrs 11 Mo 17 Days

xi. Identify if the employment is under an agency, contractor or subcontractor.

If No, click the **Next** button to proceed to the next section. If Yes, fill-out the following fields:

Are you employed under an agency, contractor or sub-contractor? (*Ikaw ba ay empleyado ng agency, contractor or sub-contractor*)

☐ No ☒ Yes

1. Current Deployment

Current Deployment (Pangalan ng pinapasukan)*

RONA MAGSAYU RESIDENCE

2. Address

Address (Address ng pinapasukan)*

BLOCK 6 LOT 21 COMMONWEALTH QUEZON CITY

3. Agency Name

Agency Name (Pangalan ng Ahensya)*

STAR MANPOWER AGENCY

4. Email

Email*

ronamagsayu@gmail.com

5. Contact Person



Contact Person *(Taong kakausapin)**

RONA MAGSAYU

6. Position

Position *(Katungkulan)**

HOUSE OWNER

7. Contact No.

Contact No.*

09456473854

Once finished, click the [Next](#) button to proceed to the next section.

B. Responding Party

Fill-out all mandatory fields:

Responding Party

i. Name

Name *(Pangalan ng inirereklamo)**

RONA MAGSAYU

Employer Details

i. Contact Person

Contact Person *(Taong kakausapin)**

RONA MAGSAYU

ii. Position

Position *(Katungkulan)**

HOUSE OWNER

iii. Sex

Sex *(Kasarian)**

☐ Male ☒ Female

iv. Telephone No.



Telephone No. *(Telepono)*

(02) 2222 3333

v. Mobile No.

Mobile No.*

+63 9462347312

vi. Email Address

Email Address

ronamagsayu@gmail.com

Agency Details

i. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired region.

Region *(Rehiyon)**

National Capital Region (NCR) ▼

ii. Province

Province *(Lalawigan)**

Metro Manila ▼

iii. Municipality

Municipality *(Munisipalidad)**

City of Taguig ▼

iv. Barangay

Barangay*

Fort Bonifacio ▼

v. Street/Unit/Bldg No.

Street/Unit/Bldg No.*

170 STO. RSARIO ST.

Once finished, click the [Next](#) button to proceed to the next section.



C. Claims/Issues

- a. Select the claim/issue among the selection. You may select more than one (1) claim/issue.

1	2	3	4	5
Requesting Party	Responding Party	Claims/Issues		
☒ Minimum Wage ☐ Daily rest period of 8 (total) hours ☐ Weekly rest period of 24 (uninterrupted) hour ☐ 5 days annual service incentive leave with pay ☒ SSS benefit ☒ PhilHealth benefit ☐ Pag-IBIG benefit ☐ Board, lodging, and medical attendance ☐ Illegal Deductions	☐ Service Incentive Leave ☐ 13th Month Pay ☐ Freedom from employer's interference in wage disposal ☐ Standard of treatment ☐ Paternity Leave ☐ Right to privacy ☐ Sexual Harassment ☐ Right to terminate employment based on just cause ☐ Delayed in Payment/ Time of Payment	☐ Access to outside communication ☐ Access to education and training ☐ Maltreatment ☐ Indemnity Pay ☐ Right to be provided a copy of the employment contract ☐ Right to Certificate of Employment ☐ Right to form, join, or assist labor organization ☐ Right to exercise religious beliefs and cultural practices ☒ Others (Please Specify)		

Claims/Issues may be:

- Minimum Wage
- Daily rest period of 8 (total) hours
- Weekly rest period of 24 (uninterrupted) hour
- 5 days annual service incentive leave with pay
- SSS benefit
- PhilHealth benefit
- PAG-IBIG Benefit
- Board, lodging, and medical attendance
- Illegal Deductions
- Service Incentive Leave
- 13th Month Pay
- Freedom from employer's interference in wage disposal
- Standard of treatment
- Paternity Leave
- Right to Privacy
- Sexual Harassment
- Right to terminate employment based on just cause
- Delayed in Payment/ Time of Payment
- Access to outside communication
- Access to education and training
- Maltreatment
- Indemnity Pay
- Right to be provided a copy of the employment contract
- Right to Certificate of Employment
- Right to form, join, or assist labor organization
- Right to exercise religious beliefs and cultural practices
- Others (Please Specify)

- b. Once finished, click the [Next](#) button to proceed to the next section.

D. Prayed Relief



- a. Select the relief prayed for among the selection. You may select more than one (1) prayed relief.

☒ Requesting Party	☒ Responding Party	☒ Claims / Issues	☒ Prayed Relief
☒ Payment of Money Claims ☒ Payment of Indemnity benefit		☒ Others (Please Specify) 	

Relief may be:

- Payment of Money Claims
- Payment of Indemnity benefit
- Others (Please Specify)

- b. In the text box, write a brief narration of the issue.

Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

- c. Select the Office where the RFA is preferred to be filed.

- i. Office

- DOLE Regional Office
- NLRC
- NCMB

Office

NCMB

- ii. Regional Office

Regional Office

NCMB-NCR

- iii. Satellite/Field Office

Satellite/Field Office

NCMB- Central Office



- d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.



Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK

E. Confirmation Page

- a. A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- b. Click **Submit** if all information is correct. Otherwise, click **Previous** to go back to the desired page that you wish to update your information.
- c. Upon clicking **Submit**, an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.

SENAIS OTP Verification

Your mobile number, ending in *****89 and email jua*****@gmail.com, will receive an OTP code.

OTP-

Time Remaining 2:41

Verify OTP

- d. To verify the mobile number, enter the OTP code sent to the mobile number and click **Verify OTP**. Once verified, it will display a message that the RFA was successfully submitted.



- e. You may view the submission by clicking the [View Submitted RFA](#) button. Otherwise, you may click [Home](#) to go back to the Homepage.

How to file as “OFW”

Select “OFW” as the type of filer

Choose if you are:

☐ Individual worker ☐ Group of workers ☐ Union ☐ Employer ☐ Kasambahay/Family Driver ☒ OFW

1 Requesting Party 2 3

A. Requesting Party

Fill-out all mandatory fields:

Requesting Party

- Name (Auto-populated based on the information encoded in the previous page)
- Sex

Sex (Kasarian)*

☒ Male ☐ Female

- Birthday

For dates, click the small square icon at the right section of the box and a calendar window will appear. It follows the format (MM/DD/YYYY).

Birthday (Kapanganakan)*

10/10/2001



Birthday (Kapanganakan)*

10/10/2001

October 2001

Su	Mo	Tu	We	Th	Fr	Sa
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Clear Today

iv. Age (Auto-populated based on the Birthday)

Age (Edad)*

22

v. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired **Region**.

Region (Rehiyon)*

National Capital Region (NCR)

vi. Province

Province (Lalawigan)*

Metro Manila

vii. Municipality

City/Municipality (Munisipalidad)*

Quezon City

viii. Barangay

Barangay*

Commonwealth

ix. Street /Unit/Bldg. No.

Street/Unit/Bldg No.*

PULANG ARAW STREET



Contact Details

i. Telephone No.

Telephone No. *(Telepono)*

(02) 2222 3333

ii. Mobile No. (Auto populated based on the information encoded in the previous page.

Mobile No. *(9xxxxxxxxx)**

+63 9123456789

iii. Email Address

Email Address*

JuanDelacruz@gmail.com

Employment Details

i. Date Hired

For dates, click the small icon at the right section of the box and a calendar window will appear.

Date Hired *(Petsa na nagsimula sa trabaho)**

03/12/2015

ii. Type of Employment

- Regular
- Probationary
- Regular Seasonal
- Fixed Term
- Managerial
- Casual

Type of Employment *(Estado ng trabaho)**

Regular

iii. Nature of Work

Nature of Work /Position *(Uri ng trabaho)*

Caregiver

iv. Status of Employment



- Still Employed
- Resigned
- Floating Status
- Terminated
- End of Contract

Status of Employment (*Katayuan ng trabaho*)*

Resigned

v. Years of service (Auto-computed based on the Date Hired)

Years of Service

9 Yrs 5 Mo 29 Days

Details About the Agency

i. Foreign Placement Agency or Foreign Service Contractor or Employer

Foreign Placement Agency or Foreign Service Contractor or Employer (*Pangalan ng agency sa abroad*)*

MEJA INTERNATIONAL MANPOWER AGENCY

ii. Address

Address (*Address ng agency sa abroad*)*

JULIA ROBERTS STREET WASHINGTON DC88056 USA

iii. Agency Name in the Philippines

Agency Name in the Philippines (*Pangalan ng Agency sa Pilipinas*)*

NIR PLACEMENT CENTER, INC.

iv. Email Address

Email*

mejainternationalmanpower@gmail.com

v. Contact Person

Contact Person (*Taong kakausapin*)*

GEOGE SMITH

vi. Position

Position (*Katungkulan*)*

HUMAN RESOURCE

vii. Contact No.



Contact No.*
(202) 252-5252

B. Responding Party

Fill- out all the mandatory fields:

Responding Party

i. Name

Name <i>(Pangalan ng inireklamo)*</i>
FLOYD COAST

Contact Person Details

i. Contact Person

Contact Person <i>(Taong kakausapin)*</i>
BELINDA RAMOS

ii. Position

Position <i>(Katungkulan)*</i>
MANAGER

iii. Sex

Sex <i>(Kasarian)*</i>
☐ Male ☒ Female

iv. Telephone No.

Telephone No.
09462347312

v. Mobile No.

Mobile No. <i>(9xxxxxxxx)*</i>
+63 9123456789

vi. Email Address



Email Address
nirplacementcenterinc@gmail.com

Address Details

i. Region

For pulldown menus, click the small inverted arrow head icon at the right section of the box and select the desired region.

Region (Rehiyon)*
National Capital Region (NCR) ▼

ii. Province

Province (Lalawigan)*
Metro Manila ▼

iii. Municipality

City/Municipality (Munisipalidad)*
Quezon City ▼

iv. Barangay

Barangay*
Batasan Hills ▼

v. Street/ Unit/ Bldg No.

Street/Unit/Bldg No.*
MALIGAYA ST.

C. Claims/Issues

- a. Select the claim/issues among the selection. The user may select more than one (1) claim/issues.

Requesting Party	Responding Party	Claims/Issues		
1. Contract Violations ☐ Salary ☐ Overtime Pay ☒ Rest Day/Day-off ☐ Sick Leave ☒ Vacation Leave ☐ Holiday Pay ☐ Illegal Deductions ☐ Non-provision of transport ☐ Non-provision of food/accommodation or its monetary equivalent ☐ Others (Please Specify)		2. Other Money Claims ☒ Claim for end service benefits ☐ Refund of airfare/transportation/repatriation ticket ☐ Payment of unexpired portion of contract ☒ Excessive/illegally collected fees ☐ Payment of disability benefits 3. Delayed in Payment/ Time of Payment ☐ 3. Delayed in Payment/ Time of Payment	4. Non-Monetary Issues ☒ Withholding of original passport/travel documents ☐ Withholding of other documents. (specify) ☐ Transfer to other company/employer ☐ Illegal termination of contract	

Claims Issues may be:

- Contract Violation



- Salary
- Overtime
- Rest Day/ Day-off
- Sick Leave
- Vacation Leave
- Holiday Pay
- Illegal Deduction
- Non- Provision of Transport
- Non- Provision of food,accommodation or its monetary equivalent
- Others Please Specify
- Money Claims
 - Claim for end service benefits
 - Refund of airfare/transportation/repatriation ticket
 - Payment of unexpired portion of contract
 - Excessive/ illegally collected fees
 - Payment of disability benefits
- Delayed in Payment/ Time of Payment
 - Delayed in payment/ Time of Payment
- Non- Monetary Issues
 - Withholding of original passport/ travel documents
 - Withholding of other documents (specify)
 - Transfer to other company/ employer
 - Illegal termination of contract.

b. Once finished, click the [Next](#) button to proceed to the next section.

D. Prayer Relief

- a. Select the relief prayed for among the selection. You may select more than one (1) prayed relief.

☒ Requesting Party	☒ Responding Party	☒ Claims /Issues	☒ Prayed Relief	☒ Others (Please Specify)
☒ Payment of Money Claims ☒ Refund of illegally collected fees				

Relief may be:

- Payment of Money Claims
- Refund of illegally collected fees
- Release of original passport/Travel Documents

- b. In the box, write a brief narration of the issues.



Brief Narration of Issues(Maikling salaysay ng reklamo)*

This value is required.

c. Select the office where the RFA is preferred to be filed

i. Office

- DOLE Regional Office
- NLRC
- NCMB

Office

NCMB

ii. Regional Office

Regional Office

NCMB-NCR

iii. Satellite/field Office

Satellite/Field Office

NCMB- Central Office

d. Click **Next** to proceed. A pop-up window will appear confirming the selected office where the RFA will be filed.



Chosen office : NCMB

The selected office will handle your request for assistance.

NCMB- Central Office
4th- 6th Floors, Arcadia Building 860 Quezon Avenue, Brgy. Paligsahan, Quezon City, Philippines
(02) 825-26262
joyce.mojica@ncmb.gov.ph

Note: Request for Assistance should be filed at the nearest SEAD Office where the responding party principally operates.

OK



E. Confirmation Page

- A confirmation page shows all information encoded in the system. Check thoroughly if all information is correct.
- Click [Submit](#) if all information is correct. Otherwise, click [Previous](#) to go back to the desired page that you wish to update your information.
- Upon clicking [Submit](#), an OTP code will be sent to the declared mobile number. The OTP serves as the security measure to ensure if the mobile number of the filer is active.

SENAIS OTP Verification

Your mobile number, ending in *****89 and email jua*****@gmail.com, will receive an OTP code.

OTP-

Time Remaining 2:41

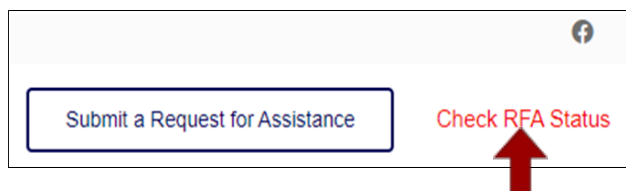
[Verify OTP](#)

- To verify the mobile number, enter the OTP code sent to the mobile number and click [Verify OTP](#). Once verified, it will display a message that the RFA was successfully submitted.
- You may view the submission by clicking the [View Submitted RFA](#). Otherwise, you may click [Home](#) to go back to the Homepage.



CHECK STATUS OF RFA

1. Click the “**Check RFA Status**” button found at the top-right section of the screen.



2. After clicking the “**Check RFA Status**” button, a pop-up modal will prompt.

The screenshot shows a modal window titled 'Check RFA Status' with a close button (X) in the top right corner. Inside the modal, there is a text input field labeled 'Reference No.'. At the bottom right of the modal, there are two buttons: 'Cancel' and 'Submit'.

3. Type the reference number in the field provided. The reference number may be found in the email or text message provided upon submission of the Request for Assistance (RFA).
4. Click [Submit](#) to proceed. The user will then be redirected to a new page containing the information of the submitted RFA.

The screenshot shows the 'RFA Status' page. At the top, there is a blue checkmark icon and the text 'RFA Status'. Below this, a message states: 'Your request for assistance (RFA) was filed online to NCMB-CO on 29th of May 2024. For your convenience, a summary of the information is provided below.' Below the message is a table with the following data:

Reference No. NCMB-CO-9yDC052924	
Status	For Validation
Requesting Party	JOHN SPARTA
Responding Party	GENSAN FISHERIES INC
Date Filed	2024-05-29 05:33:05
Date of Conference	

At the bottom of the page, there is a button labeled 'Return to Homepage'.

- The RFA Status page contains basic information relative to the RFA, such as:
 - Status
 - Requesting Party
 - Responding Party
 - Date Filed
 - Date of Conference
5. To return to the Homepage, click [Return to Homepage](#)



APPENDICES



A. Republic Act No. 10396

Republic of the Philippines
CONGRESS OF THE PHILIPPINES
Metro Manila
Fifteenth Congress
Third Regular Session

Begun and held in Metro Manila, on Monday, the twenty-third day of July, two thousand twelve.

REPUBLIC ACT NO. 10396

AN ACT STRENGTHENING CONCILIATION-MEDIATION AS A VOLUNTARY MODE OF DISPUTE SETTLEMENT FOR ALL LABOR CASES, AMENDING FOR THIS PURPOSE ARTICLE 228 OF PRESIDENTIAL DECREE NO. 442, AS AMENDED, OTHERWISE KNOWN AS THE “LABOR CODE OF THE PHILIPPINES”

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

Section 1. A new article is hereby inserted in the Labor Code to read as follows:

“ART. 228. Mandatory Conciliation and Endorsement of Cases. – (a) Except as provided in Title VII-A, Book V of this Code, as amended, or as may be accepted by the Secretary of Labor and Employment, all issues arising from labor and employment shall be subject to mandatory conciliation-mediation. The labor arbiter or the appropriate DOLE agency or office that has jurisdiction over the dispute shall entertain only endorsed or referred cases by the duly authorized officer.

“(b) Any or both parties involved in the dispute may pre-terminate the conciliation-mediation proceedings and request referral or endorsement to the appropriate DOLE agency or office which has jurisdiction over the dispute, or if both parties so agree, refer the unresolved issues to voluntary arbitration.”

Section 2. Implementing Rules and Regulations. – The Secretary of Labor and Employment shall promulgate the necessary rules and regulations to implement the provisions of this Act.

Section 3. Repealing Clause. – Presidential Decree No. 442, as amended, otherwise known as the “Labor Code of the Philippines”, and all other acts, laws, presidential issuances, rules and regulations inconsistent herewith are hereby repealed, amended or modified accordingly.

Section 4. Effectivity Clause. – This Act shall take effect fifteen (15) days after its complete publication in the Official Gazette or in at least two (2) newspapers of national circulation

Approved,

(Sgd.) JUAN PONCE ENRILE
President of the Senate

(Sgd.) FELICIANO BELMONTE JR.
Speaker of the House of Representatives

This Act which is a consolidation of Senate Bill No. 2918 and House Bill No. 6686 was finally passed by the Senate and the House of Representatives on January 28, 2013.

(Sgd.) EMMA LIRIO-REYES
Secretary of Senate

(Sgd.) MARILYN B. BARUA-YAP
Secretary General
House of Representatives

Approved: MAR 14 2013

(Sgd.) BENIGNO S. AQUINO III
President of the Philippines



B. DOLE Department Order No. 107 series of 2010

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Manila

Begun and held in Metro Manila, on Monday, the twenty-third day of July, two thousand twelve.

GUIDELINES ON THE SINGLE ENTRY APPROACH PRESCRIBING A 30-DAY MANDATORY CONCILIATION-MEDIATION SERVICES FOR ALL LABOR AND EMPLOYMENT CASES

By virtue of the mandate of Section 3, Article XIII of the 1987 Constitution on the preferential use of voluntary modes of dispute settlement, Article 211 of the Labor Code, as amended, the Alternative Dispute Resolution (ADR) Act of 2004 and Executive Order No. 523 instituting the use of ADR for the speedy resolution of all disputes before all administrative bodies of the Executive Department, and TIPC Resolution No. 3, series of 2010, the Secretary of Labor and Employment pursuant to Article 5 of the Labor Code of the Philippines, as amended, hereby issued the following guidelines governing the Single Entry Approach for all DOLE cases:

SECTION 1.. Guiding Principles – The Single Entry Approach 30-day mandatory conciliation-mediation in all regional offices shall complement the existing labor dispute settlement mechanism and process in the DOLE offices and attached agencies to: (1) provide a speedy, impartial, inexpensive and accessible settlement services for unresolved issues/complaints arising from employer-employee relations; (2) encourage the use of conciliation-mediation in the settlement of all labor cases and only unresolved issues shall be referred either for voluntary arbitration, if both parties so agree, or compulsory arbitration to the National Labor Relations Commission (NLRC) or appropriate agency or office of the DOLE, as the case may be; and (3) strengthen cooperation and coordination between and among DOLE agencies involved dispute settlement.

SECTION 2. Scope and Coverage – The Single Entry Approach 30-day mandatory conciliation-mediation shall be applicable to cases falling under the administrative and quasi-judicial functions of all DOLE offices and attached agencies including the NLRC except:

1. Notices of strikes or lockouts, or preventive mediation cases which shall remain with the National Conciliation and Mediation Board (NCMB); and
2. Issues arising from the interpretation or implementation of the collective bargaining agreement and those arising from interpretation or enforcement of company personnel policies which should be processed through the Grievance Machinery.

The 30-day conciliation-mediation services shall be made operational through the Single-Entry Approach Desk (SEAD) either in the Regional Branch of the National Conciliation and Mediation Board (NCMB) and in the Regional Arbitration Branch of the National Labor Relations Commission (NLRC), or with two or more regional offices/ branches of the DOLE as may be determined appropriate by the DOLE Regional Coordinating Council, (RCC) based on the number of Desk Officers and volume of cases in the region. Single Entry Approach Desk shall also be established in all Provincial and District Offices of the DOLE.

SECTION 3. Definition of Terms – The following terms as used in this Guidelines shall mean:

- a. “Single Entry Approach of SEnA” – refers to an administrative approach to provide a speedy, impartial, inexpensive and accessible settlement procedure of all labor issues or conflicts to prevent them from ripening into full blown disputes. Conciliation-mediation process shall be utilized as immediate intervention to effect amicable settlement among the differing parties.
- b. “Single Entry Assistance Desk Officer or Desk Officer” – refers to a person designated to provide assessment, evaluation, and counseling services before the filing of any labor complaint or dispute.
- c. “Single Entry Assistance Desk or SEAD” refers to Single Entry Approach Desk established by the DOLE Regional Coordinating Council (RCC) in the Regional Branch of the National Conciliation and Mediation Board (NCMB) and in the Regional Arbitration Branch of the National Labor Relations Commission (NLRC), or with two or more regional offices/branches of the DOLE as appropriate. It also refers to the Single Entry Approach Desk established in all Provincial and District Offices of the DOLE.



- d. “Referral” refers to the document issued by the Desk Officer referring the unresolved issue/s to the appropriate DOLE Office or Agency that has jurisdiction over the dispute. It contains the names and addresses of the parties, the stipulated and admitted facts, summary of unresolved issues, causes of action and the relief sought without prejudice to amendments on the complaint by parties before the Office or Agency having jurisdiction over the dispute.
- e. “30 day mandatory conciliation-mediation period” – refers to 30 calendar days within which to conduct the mandatory conciliation-mediation period.

SECTION 4. Who may file – Any aggrieved worker, union, group of workers or the employer may file a request for assistance.

SECTION 5. Where to file – The request for assistance may be filed at any SEAD in the region where the employer principally operates.

In case of a union or federation representing a local chapter, the request shall be made at the regional/provincial/district office where the union or local chapter is registered.

SECTION 6. Issues Subject of the 30-day Mandatory Conciliation-Mediation – Except as expressly excluded herein, all issues arising from labor and employment shall be subject to the 30-day mandatory conciliation-mediation, which may include the following:

- a. Termination or suspension of employment issues;
- b. Claims for any sum of money, regardless of amount;
- c. Intra-union and inter-union issues, after exhaustion of administrative remedies;
- d. Unfair Labor Practice;
- e. Closures, retrenchments, redundancies, temporary lay-offs;
- f. OFW cases; and
- g. Any other claims arising from employer-employee relationship.

SECTION 7. Receiving and Recording – All requests for assistance, wherever filed, shall be reduced into writing using SEAD Entry Form No. 1, which will be filled-up by the requesting party with the assistance of the Receiving Clerk.

The SEAD shall have a separate recording and monitoring data system and shall maintain a separate logbook for this purpose. SEAD matters per region per province or district shall be numbered chronologically. The Desk Officer shall cause the entry of a request for assistance in the logbook provided for this purpose. The entry should indicate the following:

- a. reference number;
- b. date of filing;
- c. name and address of requesting party/ies;
- d. pendency of similar or related cases;
- e. nature and subject of the grievance/request; and
- f. disposition.

Upon receipt of SEAD Form No. 1, the Desk Officer shall record the request as SEAD (Name Regional Office) (Province Field Office/District) – (No. of Request under the Region)-(Month)-(Year).

Ex. SEAD ROIVA-LAG-01-12-07, SEAD ROIVA-NLRC-RAD-01-10-10

Section 8. Assignment and Handling – a) Upon receipt of the complaint or request for conciliation-mediation services, the designated Desk Officer shall initiate a pre-conference assessment, evaluation, counseling and conciliation-mediation services.

b) In regions or offices where there are more than one designated Desk Officers, the request shall immediately be raffled by the Agency Head or Head of Office for assignment and conduct of pre-conference assessment, evaluation, counseling and conciliation-mediation services on the same day of receipt thereof.



SECTION 9. Conduct of Conciliation-Mediation – The Desk Officer shall exert best efforts to assist the parties arrive at a settlement. In facilitating the conciliation meeting, he/she shall:

- a. Clarify the issues and narrow down the disagreements;
- b. Validate the positions and the relief sought;
- c. Encourage parties to generate options and enter into stipulations;
- d. Offer proposals and options toward mutually acceptable solutions and voluntary settlement.

SECTION 10. Settlement Agreement – In case of voluntary settlement, the Desk Officer shall reduce the agreement into writing, have the parties understand the contents thereof, sign the same in his/her presence, and attest the document to be the true and voluntary act of the parties. Any settlement agreement needed by the parties before the Desk Officer shall be final and binding.

In case of partial settlement and/or partial execution of certain issues, all unresolved issues shall be referred pursuant to Section 15.

SECTION 11. Monitoring and Enforcement of the Settlement Agreement – The Desk Officer shall monitor the voluntary and faithful compliance with the Agreement by causing the parties to make a report of compliance or non-compliance within two weeks from agreement or agreed period of compliance. Failure of the parties to make a report within the prescribed period shall render the Agreement deemed duly complied with absent proof to the contrary.

In case of non-compliance by the other party, the Agreement shall be endorsed by the Desk Officer to the NLRC for enforcement.

SECTION 12. Limitations in the Conduct of Conciliation Meetings and Appearance of Parties – Unless the parties agree otherwise, conciliation-mediation services shall be carried out and terminated within the prescribed 30-day period.

The parties are required to appear at all times. Lawyers may be allowed to join the conference only to render advice to parties.

Failure of the complaining party to appear in two (2) scheduled meetings shall result in the issuance of Referral to the appropriate DOLE Office or Agency that has jurisdiction over the dispute.

In case of non-appearance of the employer or the party complained of despite due notice, the complaining party may request for the issuance of the Referral or for a re-setting of the conciliation-mediation conference at any day within the 30-day period.

SECTION 13. Pre-termination of the 30-day Mandatory Conciliation-Mediation Proceedings; Option for Voluntary/Compulsory Arbitration – Any or both parties, within the 30-day period, may pre-terminate the proceedings and request referral to the appropriate DOLE Office or Agency which has jurisdiction over the dispute, or if both parties so agree, refer the unresolved issues to voluntary arbitration.

SECTION 14. Non-Settlement – In case of failure to reach an agreement within the 30-day mandatory conciliation-mediation period, the Desk Officer shall issue a referral to the appropriate DOLE Agency or Office which has jurisdiction over the dispute, or if both parties so agree, refer the unresolved issues to voluntary arbitration.

SECTION 15. Contents of the Referral – The Referral must contain the names and addresses of the parties, summary of unresolved issues, causes of action and the relief sought without prejudice to amendments on the complaint by the parties before the Office or Agency having jurisdiction over the dispute. For voluntary arbitration, the Referral should specify the issues to be arbitrated.

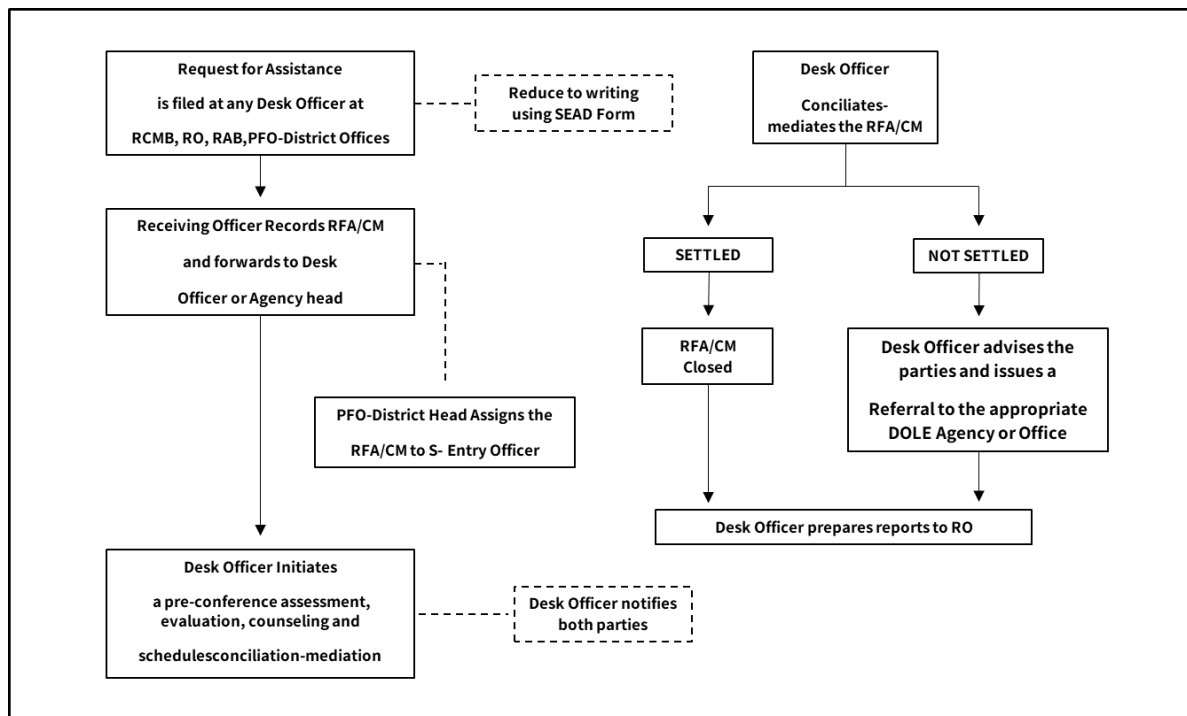
SECTION 16. Issuance of the Referral – The Desk Officer shall issue the Referral on the date of termination of the conciliation-mediation services either motu-proprio, in instances provided in Sections 12 and 14, or upon request of any or both parties to the proceedings. Failure of the Desk Officer to observe the period to issue the Referral shall be dealt with accordingly as an administrative offense.



SECTION 17. Confidentiality of Proceedings – Information and statements given in confidence at the conciliation-mediation proceedings shall be treated as privileged communication and shall not be used as evidence in any arbitration proceedings, except the stipulation of facts voluntarily entered into by the parties pursuant to Section 9 (c) hereof. The Desk Officer shall not be required to testify in any court or body regarding any confidential matter and information taken during the conciliation proceedings conducted by them.

SECTION 18. Submission of Report – Each Single Entry Assistance Desk shall maintain a standard data-banking system and shall maintain records of settled requests that shall be posted in the agency/office website. A monthly report of SEAD incidence and assistance rendered shall be submitted by the DOLE Regional Offices to the Secretary of Labor and Employment.

SECTION 19. Process Flow



SECTION 20. Public Assistance Conciliation Unit (PACU) and Free Legal Assistance and Voluntary Arbitration Services (FLAVAS) – The services rendered through the Legal Service’s Public Assistance and Conciliation Unit (PACU) and the NCMB Free Legal Assistance and Voluntary Arbitration Services (FLAVAS) shall form part of the Single Entry Approach.

SECTION 21. National Conciliation and Mediation Board (NCMB) – Conciliation-mediation services on notices of strikes or lock-outs, or on preventive mediation cases shall remain with the National Conciliation and Mediation Board (NCMB) and are excluded from the scope and coverage of this issuance.

SECTION 22. Grievance Machinery and Voluntary Arbitration – Issues arising from the interpretation or implementation of the collective bargaining agreement and those arising from interpretation or enforcement of company personnel policies shall not be subject to the 30-day mandatory conciliation-mediation. It shall be processed through the grievance machinery as established in the collective bargaining agreement or pursuant to Sections 1 and 2, Rule XIX of Department Order No. 40, series of 2003, as amended, and all unresolved grievance or issues shall be submitted to voluntary arbitration.

SECTION 23. Regional Coordinating Council (RCC) – The RCC shall immediately establish the SEAD. At the regional level, the SEAD shall be established in the Regional Branch of the National Conciliation and Mediation Board and in the Regional Arbitration Branch of the National Labor Relations Commission, or with two or more regional offices/branches of the DOLE as it may deem appropriate based on the number of Desk Officers and volume of cases in the region. However, at the provincial and district levels, only one SEAD shall be established in every Provincial and District Offices of the DOLE.



The RCC shall ensure tripartite participation in the establishment of the SEAD and in the effective implementation of this Guidelines.

SECTION 24. Transitory Provision – All cases/complaints/issues filed upon the effectivity of this Guidelines shall be endorsed to the appropriate SEAD for the conduct of the 30-day mandatory conciliation-mediation services.

Cases/complaints/issues pending at the time of the effectivity of this Guidelines may go through the 30-day mandatory conciliation-mediation for full or partial settlement of issues upon a formal request or submission by both parties. Such a request shall suspend the compulsory proceedings for 30 days and any settlement reached shall be submitted upon the resumption of the proceedings for resolution or order based on a compromise agreement or partial execution in case of partial settlement, whichever is appropriate.

SECTION 25. Repealing Clause – All rules, regulations, issuances, circulars, and administrative orders inconsistent herewith are repealed or modified accordingly, if any part or provision of this Guidelines shall be held unconstitutional or invalid, other parts or provisions thereof which are not affected thereby shall continue to be in full force and effect.

SECTION 26. Effectivity – This Guidelines shall take effect after fifteen (15) days from publication in a newspaper of general circulation.

(Sgd.) ROSALINDA DIMAPILIS-BALDOZ

Secretary



C. DOLE Department Order No. 151 series of 2016

Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Manila

IMPLEMENTING RULES AND REGULATIONS OF REPUBLIC ACT NO. 10396, OR "AN ACT STRENGTHENING CONCILIATION-MEDIATION AS A VOLUNTARY MODE OF DISPUTE SETTLEMENT FOR ALL LABOR CASES, AMENDING FOR THIS PURPOSE ARTICLE 228 OF PRESIDENTIAL DECREE NO. 442, AS AMENDED, OTHERWISE KNOWN AS THE LABOR CODE OF THE PHILIPPINES"

Pursuant to Section 2 of Republic Act No. 10396, or An Act Strengthening Conciliation-Mediation as a Voluntary Mode of Dispute Settlement for All Labor Cases, Amending for the Purpose Article 228 of Presidential Decree No. 442, Otherwise known as the "Labor Code of the Philippines" (As Amended), the following Implementing Rules and Regulations is hereby issued:

RULE I - GENERAL PROVISIONS

Section 1. Title. This Implementing Rules and Regulations shall be known as the "Single Entry Approach Implementing Rules and Regulations or SENA IRR", pursuant to Republic Act No. 10396, which institutionalized the Single Entry Approach or SENA Program of the Department of Labor and Employment (DOLE) and its attached agencies under Department Order No. 107-10, Series of 2010.

Section 2. Guiding Principles. - Pursuant to the constitutional mandate to promote the preferential use of voluntary modes of settling disputes including conciliation-mediation, all issues arising from labor and employment shall be subject to a 30-day mandatory conciliation-mediation services or the Single Entry Approach (SENA).

Accordingly DOLE, its regional offices and attached agencies shall: provide a speedy, impartial, inexpensive and accessible settlement of labor issues arising from employer-employee relations; promote the use of conciliation-mediation in the settlement of all labor cases; and strengthen cooperation and coordination between and among DOLE agencies involved in dispute settlement.

Section 3. Scope and Coverage. All issues arising from labor and employment shall be subject to the 30-day mandatory conciliation-mediation, except:

- a) Notices of strike/lockout or preventive mediation cases with the National Conciliation and Mediation Board (NCMB);
- b) Issues arising from the interpretation or implementation of the collective bargaining agreement and those arising from interpretation or enforcement of company personnel policies which should be processed through the grievance machinery.
- c) Applications for exemption from Wage Orders with the National Wages and Productivity Commission (NWPC);
- d) Issues involving violations of:
 - i) Alien Employment Permit (AEP);
 - ii) Private Employment Agency (PEA) authority or license;
 - iii) Working Child Permit (WCP) and violations of Republic Act No.9231 (Anti-Child Labor Law);
 - iv) Registration under Department Order No. 18-A, Series of 2011;
 - v) Professional license issued by the Professional Regulations Commission (PRC) and violation of Professional Code of Conduct;
 - vi) Technical Education and Skills Development Authority (TESDA) accreditations; and
 - vii) Other similar permits, licenses or registrations issued by the DOLE or its attached agencies.
- e) Violations of POEA Rules and Regulations involving:
 - i) Serious offenses and offenses penalized with cancellation of license;
 - ii) Disciplinary actions against overseas workers/seafarers which are considered serious offenses or which carry the penalty of delisting from the POEA registry at first offense;



- iii) Complaints initiated by the POEA;
 - iv) Complaints against an agency whose license is revoked, cancelled, expired or otherwise delisted; and
 - v) Complaints categorized under the POEA Rules and Regulations as not subject to SENA.
- f) Issues on occupational safety and health standards involving imminent danger situation, dangerous occurrences/disabling injury, and absence of personal protective equipment.

Section 4. Definition of Terms. - For purposes of this IRR, the following terms and phrases shall mean:

- a) **"Conciliation-Mediation"** refers to the process of facilitating a settlement of labor and employment issues.
- b) **"Co-conciliate-Mediate"** refers to coordinated conciliation-mediation by two or more SEADs from different areas/offices.
- c) **"Disposition"** refers to settlement, withdrawal, lack of interest, or referral of the RFA.
- d) **"Labor Laws Compliance Officer (LLCO)"** refers to DOLE personnel authorized to conduct Joint Assessment, Compliance Visit, Occupational Safety and Health Standards Investigation, compliance advocacies and advisory services, hold conciliation and mandatory conferences, and perform such other related functions which may be necessary in the enforcement of the Labor Code of the Philippines, as amended, and other related laws.
- e) **"Lack of Interest"** refers to non-appearance of the requesting party for two (2) consecutive scheduled conferences despite due notice.
- f) **"Referral"** refers to the endorsement by the handling SEADO of unsettled issues to the DOLE office or agency that has jurisdiction over the issue using Referral Form 6.
- g) **"Request for Assistance (RFA)"** refers to the request for the conduct of conciliation-mediation under SENA to assist the parties to arrive at a settlement.
- h) **"Requesting Party"** refers to any aggrieved person such as employer, worker, including kasambahay, or group of workers, whether local or overseas, or a union, workers association or federation which files a Request for Assistance or RFA.
- i) **"Responding Party"** refers to any person, natural or juridical, requested to appear for conciliation-mediation under SENA.
- j) **"Settlement"** refers to the full and complete settlement by both parties on the issues subject of the RFA.
- k) **"Single Entry Approach (SENA)"** refers to the administrative approach to provide an accessible, speedy, impartial, and inexpensive settlement procedure of all labor and employment issues through a 30-day mandatory conciliation-mediation.
- l) **"Single Entry Assistance Desk or SEAD"** refers to the desk/unit in the DOLE Central/Regional/Provincial/Field Offices and Attached Agencies providing conciliation-mediation services or assistance under SENA.
- m) **"Single Entry Assistance Desk Officer (SEADO) or Desk Officer"** refers to a trained personnel of DOLE and its attached agencies and designated by the Secretary of Labor and Employment, or in the case of attached agencies, by the Head of Office, to provide interview, advice, and conduct conciliation-mediation services.
- n) **"Withdrawal"** refers to the written manifestation by the requesting party to terminate the conciliation-mediation proceedings or withdraw the RFA.
- o) **"30-day mandatory conciliation-mediation period"** refers to the 30 calendar days period within which to effect a settlement through mandatory conciliation-mediation services from the conduct of initial conference.

Section 5. Establishment of a SEAD. There shall be Single Entry Assistance Desks (SEADS) established in the following offices:

- a) Central/ Regional/ Provincial/ Field/ District Offices of the Department of Labor and Employment;
- b) National Conciliation and Mediation Board (NCMB) and its Regional Branches;
- c) National Labor Relations Commission (NLRC) and its Regional Arbitration Branches;
- d) Philippine Overseas Employment Administration (POEA) and its Regional Offices;
- e) Overseas Workers Welfare Administration (OWWA) and its Regional Offices; and
- f) Philippine Overseas Labor Offices (POLOS).



The DOLE Regional Coordinating Council (RCC) shall establish as many SEADS as may be necessary depending on the volume of RFAs in the region.

There shall be as many SEADOS as may be necessary for the effective and efficient operation of the mandatory conciliation-mediation services.

RULE II - REQUEST FOR ASSISTANCE

Section 1. Who May File. Any aggrieved person such as employer, worker, including kasambahay, or group of workers, whether local or overseas, or a union, workers association or federation may file a Request for Assistance (RFA).

In case of absence or incapacity of the aggrieved person, his/her immediate family with Special Power of Attorney (SPA) may file the RFA. In case of death, his/her legitimate heir/s may file the RFA.

Section 2. Where to File. The RFA shall be filed at any SEAD in the region where the employer principally operates except in the following cases:

- a) at the nearest DOLE office or attached agency in case of separated kasambahay or deployed workers of service providers or subcontractors operating in the region other than where it principally operates;
- b) at the nearest POLO in the country of destination or disembarkation in case of OFW, or at the nearest DOLE office or attached agency of preference when in the country; and
- c) at the DOLE Office of registration in case of union or federation representing a local chapter.

Section 3. Co-Conciliation-Mediation. Coordinated Conciliation- mediation by two or more SEADS shall be observed if the RFA is filed with the SEAD most convenient to the requesting party but outside the region where the employer principally operates, the SEADO shall entertain the same and co-conciliate-mediate with the SEAD of the region where the employer principally operates.

Section 4. Consolidation of RFA. - Where two or more RFAs involving the same responding party and issues are filed before different SEADS within the same region/office/unit, the RFAs shall be consolidated before the first SEAD taking cognizance of the RFAs, when practicable.

RULE III-ACTION ON THE REQUEST FOR ASSISTANCE

Section 1. Request for Assistance and Evaluation. The RFA shall be acted upon as follows:

- a) **Request for Assistance through Personal Appearance.** - The SEADO shall:
 - i) Inform the requesting party of the objectives and procedures of the 30- day mandatory conciliation-mediation program and the possible consequences thereof;
 - ii) Assist the requesting party in accomplishing SENA Form 01 (RFA Form) in three (3) copies;
 - iii) Conduct initial interview for verification of issues upon receipt of the duly accomplished SENA Form 01 (RFA Form) and initially explore settlement options, if applicable;
 - iv) Assign reference number pursuant to Section 2 of this Rule and set the initial conference; and
 - v) Coordinate with other SEAD in case there is a need to co-conciliate- mediate pursuant to Section 3 of Rule II.
- b) **Request for Assistance through Letter.** Where the RFA is filed through a letter, whether written or e-mail, the Head of Office, through the SENA focal person, shall immediately respond by explaining the procedures of the SENA and require the personal appearance of the requesting party before the SEADO.
- c) **Request for Assistance through Anonymous Letter, SMS, or Phone Call.** In case of anonymous RFA, the Head of Office, through the SENA focal person, shall refer the same for the conduct of a Special Joint Assessment to facilitate compliance or correction if there are deficiencies.



- d) **Request for Assistance Involving Diplomats or International Organizations with Diplomatic Immunity.** If the responding party is a diplomat or an official of an embassy, consulate general or international organization, the SEADO shall:

- i) Advise the requesting party of the need to verify the immunity of the responding party;
- ii) Notify the responding party through the Office of Protocol-Department of Foreign Affairs (OP-DFA) on the existence of RFA and to appear before the SEADO for conciliation-mediation; and
- iii) In case of non-appearance of the responding party, refer the RFA to the appropriate agency/office.

Section 2. Receiving and Recording. Upon filing, a reference number shall be assigned which should reflect the following: SEAD (Name Regional Office)- (Province/Field/District Office/City)-(Month)-(No. of Request under the Region)-(Year).

Ex. SEAD ROIVA-LAG-12-001-2015, SEAD RCMB-NCR-QC-12-001-2015, SEAD NLRC-RABIV-12-001-2015

An entry shall be made in the SENA Logbook/data system indicating the following:

- a) reference number;
- b) date of filing;
- c) date of initial conference;
- d) date of disposition/settlement;
- e) names and addresses of requesting and responding parties;
- f) nature and subject of the grievance/request; and
- g) action taken.

Section 3. Raffle and Assignment of RFA. Within one (1) day from receipt, the Head of Office, through the SENA focal person, shall assign the RFAs to the SEADO or caused the assignment by raffle in case there are two or more SEADOS in the SEAD. The SEADO shall immediately conduct the assessment pursuant to Section 1 of this Rule.

Section 4. Notice of Conference. - Upon receipt of the assigned RFA, the SEADO shall schedule within the day the initial conference using the SENA Notice Form and may utilize any of the following modes of service of notice:

- a) personal;
- b) registered mail
- c) electronic mail;
- d) courier;
- e) facsimile; or
- f) any other fast, economical and effective mode of notifying the parties taking into consideration the prevailing circumstances within the SEADO's area of responsibility.

Section 5. Schedule of Conferences. The SEADO shall observe the following in the conduct of conferences:

- a) **Initial Conference.** - Initial conference shall be conducted within five (5) working days from the date of assignment of the RFA.
- b) **Succeeding Conferences.** - The SEADO may hold as many conferences as may be deemed necessary within the 30-day mandatory conciliation- mediation period to facilitate a settlement agreement.
- c) **Resetting.** The resetting of the conference shall not be allowed except on reasonable grounds and if the other party concurred. In such a case, the conference shall be held not later than three (3) calendar days from the original schedule of conference.
- d) **Extension.** The 30-day period is non-extendible except upon mutual agreement of the parties and there is a possibility for settlement. Such extension shall not exceed fifteen (15) calendar days.

RULE IV - CONDUCT OF CONCILIATION-MEDIATION

Section 1. Appearance of Parties. Upon receipt of the notice of conference, the parties shall personally appear at all times.



SENA being an administrative approach for a conciliated settlement and not a litigation, the parties shall represent themselves and lawyers are discouraged from participating in the conference except when they are the requesting party or the employer.

Section 2. Appearance of Lawyers, Agents or Representatives. Lawyers, agents or attorneys-in-fact appearing in behalf of any of the parties should submit a Special Power of Attorney/Board Resolution/Secretary's Certificate granting them authority to represent and enter into a binding agreement for their principal in the following circumstances:

- a) When the requesting/responding party is already deployed abroad or out of the country or employed/assigned/ migrated to other region;
- b) When the requesting/responding party is a minor or physically incapacitated; or
- c) If the requesting/responding party died during the pendency of the RFA, the heir/s of the deceased may appear and shall present the following:
 - 1) Original or NSO-authenticated copy of death certificate; and
 - 2) Proof of relationship through original or NSO-authenticated copy of marriage contract / birth certificate.

Section 3. Conciliation-Mediation Process. - The SEADO, in the conduct of conciliation-mediation, shall:

- a) Clarify the issues, validate positions and determine the underlying issues;
- b) Narrow down the disagreements and broaden areas for settlement;
- c) Encourage parties to generate options and enter into stipulations;
- d) Offer proposals and options toward mutually acceptable solutions and voluntary settlement;
- e) Prepare the settlement agreement in consultation with the parties; and
- f) Monitor the voluntary and faithful compliance of the settlement agreement.

Section 4. Pre-Termination of the 30-Day Mandatory Conciliation- Mediation. The 30-day period may be pre-terminated on any of the following instances:

- a) Written withdrawal by the requesting party which should be reflected in the minutes of the conference;
- b) Non-appearance of either the requesting party or the responding party in two (2) consecutive scheduled conferences despite due notices subject to the provision of Section 5 hereof, unless there is a reasonable ground for their failure to appear; or
- c) Request for referral to the appropriate DOLE office or agency by the requesting party or both parties prior to the expiration of the 30-day period.

Section 5. Termination of Mandatory Conciliation-Mediation Proceedings. Any of the following shall render the conciliation-mediation proceedings closed and terminated:

- a) Pre-termination of the 30-day mandatory conciliation-mediation proceedings as provided in the preceding Section; or
- b) Upon full compliance with the Settlement Agreement.

Section 6. Issuance of Referral. - The SEADO shall issue the Referral to the requesting party within one (1) day under any of the following circumstances:

- a) Expiration of the 30-day mandatory conciliation-mediation period, unless there is a request for extension;
- b) Failure of the parties to reach an agreement within the 30-day mandatory conciliation-mediation period;
- c) Non-appearance of the responding party in two (2) scheduled consecutive conferences despite due notices;
- d) Non-settlement of one or some issues but not all in RFA with multiple issues; or
- e) Non-compliance with the Agreement.



Referral may be made to the appropriate DOLE office or agency or Voluntary Arbitration. The requesting party shall submit the Referral to the appropriate office. However, no Referral shall be issued where the requesting party has withdrawn the RFA.

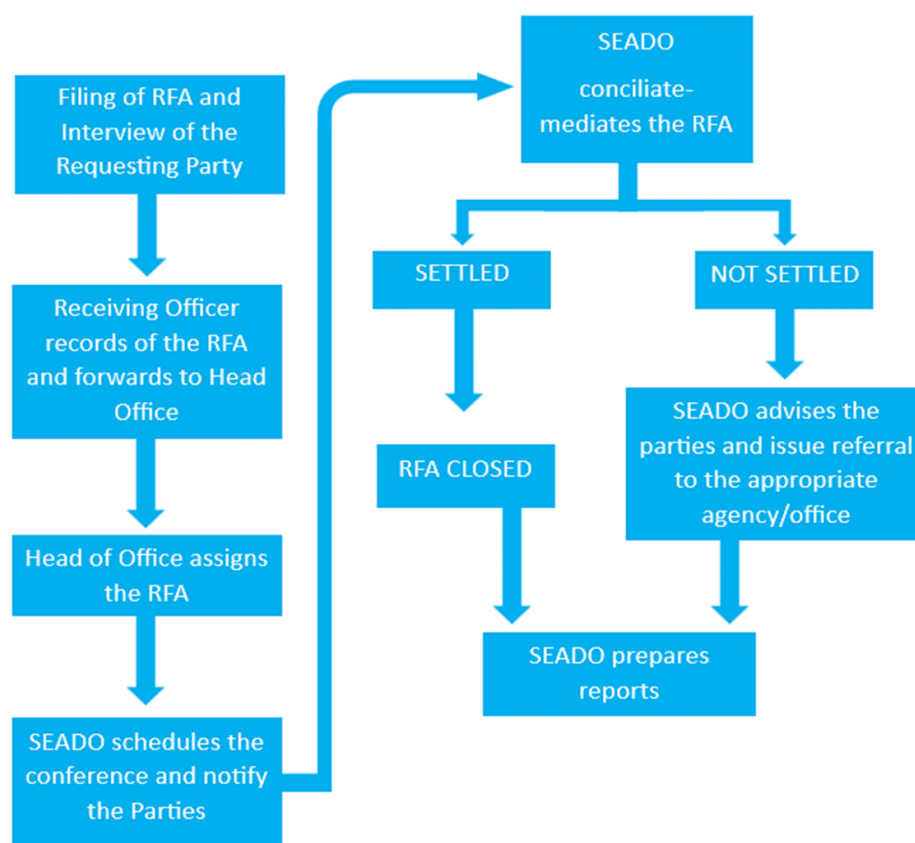
Section 7. Cognizance of Referred RFAS. - Except on issues excluded pursuant to Section 3, Rule 1 of this IRR, only endorsed or referred RFAs shall be entertained by a Labor Arbiter, or the appropriate DOLE office or attached agency that has jurisdiction over the issue/s.

Section 8. Contents of Referral. - The Referral must contain the names of the parties, summary of unsettled issues to the office or agency having jurisdiction over the issue and the date of the referral. For voluntary arbitration, the Referral should specify the issues to be arbitrated.

Section 9. Confidentiality of Proceedings and Minutes. Information and statements given in confidence at the conciliation-mediation proceedings shall be treated as privileged communication and shall not be used as evidence in any arbitration proceedings, except when there is waiver of confidentiality.

Voice or video recorders or any electronic recording device shall be prohibited during the proceedings. In case of violation, the voice and video recorders shall be confiscated without prejudice to appropriate legal action.

Section 6. Process Flow.



RULE V - NATURE AND CONTENTS OF SETTLEMENT AGREEMENT

Section 1. Preparation of Settlement Agreement. - In the preparation of agreement, the SEADO shall:

- Make use of the language or dialect clearly understood by the parties; and



- b) Inform the parties of the consequences of the acceptance of the settlement amount despite having knowledge of his/her rightful claims shall mean the absence of fraud, violence or coercion and voluntariness of the settlement agreement.

The agreement shall be reduced in writing using the SENA Settlement Agreement Form, signed by both parties and attested by the SEADO. It shall indicate the parties' voluntary agreement and acceptance of the amount as full/partial settlement, in the case of the latter, it shall include the schedule of payments.

Agreement on monetary claims arising from violations of labor standards shall be fair and reasonable, and not contrary to law, public morals and public policy. The fairness/reasonableness of settlement agreements shall depend on the totality of the circumstances, the degree of voluntariness and credibility of the consideration.

Section 2. Types of Settlement Agreement. - The SEADO shall ensure the voluntary and faithful compliance of the following Settlement Agreements:

- a) Full Settlement. The full payment of monetary claim and/or reinstatement in case of termination issues/constructive dismissal/illegal suspension, or complete performance of an act sought for by the requesting party. The SEADO shall attach a duly accomplished waiver and quitclaim document as proof of full compliance.
- b) Partial Settlement. There is partial settlement when payment of monetary claims is by installment or in case of reinstatement/lifting of suspension or any other positive action sought for by the requesting party shall be made on a future date agreed upon.

In partial settlement, the responding party is required to make a report of compliance with the schedule of payment subject to verification by the SEADO. The RFA shall be deemed settled after payment of the last installment.

The waiver and quitclaim duly signed by both parties shall be issued only upon full settlement.

Section 3. Effect of Settlement Agreement. - Settlement agreement reached by the parties before the SEADO shall be final and immediately executory. It shall be binding on all DOLE offices and attached agencies except when the settlement agreement is established to be contrary to law, morals, public order and public policy.

No retaliatory action shall be undertaken by both parties against each other.

Section 4. Settlement for a Show. In case of settlement for a show or where the settlement amount is reported to have been taken back or confiscated by the responding party, both parties shall be called for conference by the SEADO who facilitated the settlement. The SEADO shall verify the report and require the responding party to pay the requesting party the full settlement amount with legal interest reckoned from the date of the settlement should there be substantial proof that the settlement was for a show.

Section 5. Effect of Non-Compliance with the Settlement Agreement. The parties shall comply faithfully and in good faith with the settlement agreement without any attempt for avoidance or evasion, whatsoever. Settlement for a show shall also be considered as non-compliance.

In case of non-compliance, the SEADO shall exert best effort to effect the agreement, otherwise, he/she shall refer it for enforcement. The requesting party may file an action for enforcement with the NLRC/POEA/DOLE Regional Office, as the case may be.

For enforcement of the agreement through the DOLE Regional Office, the requesting party may request for the issuance of a writ of execution or the conduct of compliance visit of the responding establishment, if applicable.

In cases where the RFA is filed before offices with no sheriffs, the concerned Head of Office shall, upon request of the requesting party, endorse the enforcement to the appropriate Regional Arbitration Branch (RAB) of the NLRC, or to the DOLE Regional Office. The same shall be docketed by the RAB or DOLE Regional Office as an arbitration case merely for enforcement of settlement agreement as a ministerial function.



RULE VI - DUTIES AND NORM OF CONDUCT

Section 1. Duties of SEADO. The SEADO shall assist the parties to arrive at a settlement and shall:

- a) Explain the objectives and process of the program;
 - b) Conduct interview;
 - c) Clarify if the requesting party has filed a case in any other office/agency involving the same issue;
 - d) Assist the requesting party in accomplishing the SENA Form 01 (RFA Form);
 - e) Record and assign reference number;
 - f) Coordinate with other SEAD in case there is a need for co-conciliation- mediation;
 - g) Issue notices of conference;
 - h) Facilitate the conciliation-mediation;
 - i) Assist parties in the preparation of the agreement;
 - j) Monitor faithful compliance of the agreement;
 - k) Issue Referral when necessary; and
 - l) Submit all required reports.
- m) Undue delay in the issuance of the Referral by the SEADO shall be dealt with accordingly as an administrative offense.

Section 2. Norm and Conduct. - The SEADOS must at all times conduct themselves with utmost integrity and courtesy, and abide by the following principles:

- a) Use of mandatory conciliation-mediation;
- b) Speedy, impartial, inexpensive and accessible settlement services;
- c) Strict confidentiality of proceedings and all incidents thereto; and
- d) Punctuality and proper office decorum.

RULE VII - MISCELLANEOUS PROVISIONS

Section 1. Regional Coordinating Council (RCC). The RCC, with the Regional Tripartite Efficiency and Integrity Board (RTEIB), shall act as the regional oversight committee to verify, monitor and assess the following:

- a) Establishment of the SEAD;
- b) Performance and functions of the SEADO;
- c) Implementation of SENA at the regional level with specific targets in terms of improvement of the regional performance;
- d) Coordination among the RCC members to ensure the implementation of the SENA; and
- e) Submission of the performance monitoring report of the RCC members.

Section 2. Duties and Responsibilities of the Regional Director. - The Regional Director, as Head of the RCC, shall ensure the effective implementation of the SENA in the region and shall:

- a) Regularly convene the RCC on mandatory conciliation-mediation services matters with the participation of the tripartite partners;
- b) Identify the training needs for SEADOS; and
- c) Submit a performance monitoring report of the RCC members.

Section 3. Reporting and Monitoring. The SEADOS shall report their monthly accomplishments using the prescribed form and submit the same on or before the 5th day of the following month to the Head of Office through the SENA focal person. Partial settlement shall be included in the monthly accomplishment report but shall be considered settled only upon payment of the last installment.

The Head of Office shall submit the monthly consolidated SENA report to the National Conciliation and Mediation Board as the Secretariat, on or before the 10th day of the following month.



The Secretariat shall submit a consolidated DOLE-wide SENA Accomplishment Report to the Secretary of Labor and Employment, on or before the 15th day of the following month.

Every DOLE office or agency shall have separate records and monitoring systems in accordance with this IRR.

Section 4. SENA National Training Team. The Human Resource Development Services (HRDS) and the National Conciliation and Mediation Board (NCMB), as National and Regional Training Teams, shall ensure that the training requirements for conciliation-mediation are delivered. The HRDS shall be the lead office on training and shall submit a coordinative training plan for conciliation- mediation to the Undersecretary for Labor Relations every year-end and planning activity of the DOLE.

Section 5. Supplementary Application of DOLE NCMB Rules and Regulations on Conciliation-Mediation. In the absence of any applicable provision in this IRR, and in order to carry out its objectives, the pertinent provisions of the DOLE NCMB rules on conciliation-mediation may, in the interest of expeditious settlement of disputes, and whenever practicable and convenient, be applied by analogy or in a supplementary character and effect.

Section 6. Oversight Function of the TIPC. The National Tripartite Industrial Peace Council (NTIPC) as created under Executive Order No. 49, Series of 1998 and institutionalized under Republic Act No. 10395, shall serve as the oversight committee to monitor compliance with this IRR

RULE VIII - FINAL PROVISIONS

Section 1. Repealing Clause. All rules and regulations, issuances, circulars and administrative orders inconsistent herewith are hereby repealed, amended or modified accordingly.

Section 2. Separability Clause. If any provisions or portions of this IRR are declared void or unconstitutional, the remaining portions or provisions hereof shall continue to be valid and effective.

Section 3. Effectivity Clause. - This Implementing Rules and Regulations shall take effect fifteen (15) days after its publication in the Official Gazette or in at least two (2) newspapers of national circulation.

Manila, Philippines, 22 February 2016.

(Sgd.) ROSALINDA DIMAPILIS-BALDOZ
Secretary