



*More than Jobs!  
It's decent jobs.*

*Revised*  
**Citizen's  
Charter**

(Republic Act No. 9485  
"Anti-Red Tape Act")

Cut the  
**RED**  
**TAPE**

DEPARTMENT OF LABOR AND EMPLOYMENT



DEPARTMENT OF LABOR AND EMPLOYMENT  
Caraga Regional Office  
**Citizens Charter**

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## I. Brief Information about the Agency

The Department of Labor and Employment (DOLE) was established as a small bureau in 1908 under the Department of Commerce and Police. It had, for its principal functions, the registration of laborers, the compilation and analysis of statistics pertaining to labor market situation, the organization of employment agencies, and the settlement of disputes.

On December 8, 1933, the Bureau of Labor was constituted as a Department by virtue of Republic Act 4121. Since then, it has continuously evolved its thrusts and strategies to respond to emerging socio-political and economic challenges while keeping as primary concern the protection and promotion of the welfare of local and overseas Filipino workers (OFWs).

Today, DOLE is mandated as the primary policy-making, programming, coordinating and administrative entity of the Executive Branch of the government in the field of labor and employment. It assumes the primary responsibilities of promoting gainful employment opportunities and optimizing the development and utilization of the country's manpower resources; advancing workers' welfare by providing for just and humane working conditions and terms of employment; and maintaining industrial peace by promoting harmonious, equitable, and stable employment relations that assure equal protection for the rights of all concerned parties.

It serves workers comprising the country's labor force, covering those in the formal and informal economies, private and public. On top of this, the DOLE citizens also include workers' organizations, employers and/or employers' groups, non-government organizations (NGOs), and other government agencies, the academe, other stakeholders, international organizations (e.g., ILO, IOM, UNDP, UNICEF), and the international community including the host countries of our OFWs.

To carry out its mandate, the DOLE has 16 Regional Offices, 79 Provincial Offices, 4 Satellite Offices, 36 Overseas Posts, 7 Bureaus, 7 Staff Services and 11 Agencies attached to it for policy and program supervision and/or coordination.

As one of the regional offices, DOLE CARAGA is composed of the Office of the Regional Director (ORD), Internal Management Services Division (IMSD), Technical Support Services Division (TSSD), 4 Provincial Offices, namely Agusan del Norte, Agusan del Sur, Surigao del Norte and Surigao del Sur and 1 Satellite Office in the Province of Dinagat Islands. It has a total of fifty-four (54) plantilla positions.





## II. Vision

**DOLE CARAGA REGION** shall provide full, decent and productive employment for every Filipino worker in keeping with the national development goal of sustainable economic growth towards poverty alleviation.

## III. Mission

**DOLE CARAGA REGION**, being the front line office in the region, shall deliver services to the Filipino workforce supported by programs/projects guided by defined directions and strategies drawn up by the Department, specifically to;

- a) Promote gainful employment opportunities and optimize the development and utilization of the country's manpower resources;
- b) Advance the welfare of workers by providing, just and humane working conditions and terms of employment and;
- c) Maintain industrial peace by promoting harmonious, equitable and stable employment relations.

## IV. Service Pledge/ Core Values

The DOLE is committed to uphold the highest standards of excellent public service by promoting, as a way of life of its personnel, the following core values:

### Duty above all

- Commitment to public interest – Upholding public interest over and above personal interest.
- Responsiveness to the public – Extending prompt, courteous, and adequate service to the public.

### Objectivity and Integrity

- Justness and Sincerity – Remaining true to the people at all times, not discriminating against anyone; and respecting the rights of others and refraining from doing acts contrary to law, morals, good customs, public policy, public order, public safety and public interest.
- Simple Living – leading modest lives appropriate to their position and income.

### Loyalty

- Political Neutrality – providing service to everyone without discrimination and regardless of party affiliation or preference; non-participation in any partisan political activity at the expense of public service.





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- Commitment to Democracy – maintaining the principle of public accountability; committing to the democratic way of life and values; and upholding the Constitution at all times.
- Nationalism and Patriotism – Being loyal to the Republic, to the Constitution and to the Filipino people and being obedient to all the laws, rules, regulations and other legal orders of duly constituted authorities.

**Excellence**

- Professionalism – Performing duties with the highest degree of excellence, professionalism, intelligence and skill.





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**V. Services Matrix**

SERVICE APPLIED FOR	WHO MAY AVAIL	DOCUMENTARY REQUIREMENTS	DETAILED STEPS AND DURATION	MAXIMUM PROCESSING TIME	PROCESSING FEE (Php)	PERSON IN CHARGE/ POSITION/ UNIT/ DIVISION
1. Alien Employment Permit (AEP)	All foreign nationals who intend to engage in gainful employment in the Philippines and any domestic or foreign employer who desires to engage an alien for employment in the Philippines	<b>New</b> 1. Three (3) copies Application form duly accomplished 2. Three (3) copies 2x2 latest ID picture with white background pasted on top of the Application form 3. Photocopy of Passport with valid visa (valid at least 30 days from date of filing) or Certificate of Recognition for Refugees (to present original copy) 4. Original copy of notarized Contract of Employment/ Appointment or Board Secretary's Certificate of Election (with brief description of duties and responsibilities, annual salary, and other benefits, if there are any) 5. Photocopy of Mayor's Permit to operate business, in case of locators in economic zones, Certification from	1. Get application form (DOLE AEP Application Form) and the list of requirements from the Action Officer or download the form from our website <a href="http://www.caraga.dole.gov.ph">www.caraga.dole.gov.ph</a> and fill-up the form 2. Submit to Action Officer the filled up application form with the documentary requirements 3. Bring the order of payment to the Cashier, pay the required permit fees and receive Official Receipt (OR)	<b>New</b> – 3 days after publication  <b>Renewal</b> – within 1 day upo receipt of payment	<b>New</b> – P9,000 for 1 year and 4,000 for every additional year or a fraction thereafter  <b>Renewal</b> – 4,000 for every year of validity or a fraction thereafter	Ruth N. Sanchez



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		<p>the PEZA or the Eco-Zone Authority, in case of construction company          PCAB Registration or DO174-17          Registration in lieu of Mayor's Permit          6. Photocopy of SEC Registration with attached GIS for corporation or Business Name Registration and Application Form with DTI for sole proprietorship          7. Brief description of duties/ functions and qualifications required of the position          8. STP from PRC for regulated professions; if applicable          9. Authority to Employ Foreign National (ATEFAN) from DOJ or DENR, if the employer is covered by the Anti-Dummy Law, if applicable</p> <p><b>Renewal</b></p> <p>1. Three (3) copies Application Form duly accomplished          2. Three (3) copies 2x2 latest ID picture with white background posted on top of the Application form</p>	<p>4. Submit documents for approval in the Office of the Regional Director</p> <p>5. Once approved, New applications will be published to local newspaper. For renewal, proceed to processing of the AEP ID</p> <p>6. Applicant present the OR to the Action Officer to claim the AEP Card/ Letter of Denial/ Disapproval.</p> <p>If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes)</p>		<p><b>Replacement Card</b>          – 1,500.00</p> <p><b>Penalty</b> –          10,000.00 for every year or a fraction thereof on foreign nationals found working without an AEP or with an expired AEP</p>	
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		<ol style="list-style-type: none"> <li>3. Photocopy of passport with valid visa (working visa or 9G visa)</li> <li>4. Original copy of notarized Contract of Employment/ Appointment or Board Secretary's Certificate of Election (with brief description of duties and responsibilities, annual salary, and other benefits, if there are any);</li> <li>5. Photocopy of Mayor's Permit to operate business, in case of locators in economic zones, Certification from the PEZA or the Eco-Zone Authority, in case of construction company PCAB Registration or DO174-17 Registration in lieu of Mayor's Permit;</li> <li>6. Photocopy of SEC Registration with attached GIS for corporation or Business Name Registration and Application Form with DTI for sole proprietorship;</li> <li>7. STP from PRC for regulated professions, if applicable;</li> <li>8. Authority to Employ Foreign National (ATEFAN) from DOJ or DENR, if the employer is covered by the Anti-Dummy Law, if applicable</li> </ol>			
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<p>2. Certificate of No Pending or With Pending Case</p>	<p>DOLE Stakeholders/ clients, Companies, Corporations, Agencies, Government Offices and Other Legal Entities</p>	<p><b>For Individual</b>          1. Application for Clearance/Request Form or letter request indicating the purpose          2. Clearance of No Pending Case from NLRC with receipt</p> <p><b>For Corporation, Agency and Other Legal Entities</b></p> <p><b>For Bidding purposes</b>          1. Application for Clearance/Request Form or letter request indicating the purpose          2. Photocopy of the Official Receipt (OR) of the bidding fee          3. Pertinent bidding document/s showing that the Certification of No Pending / With Pending Case from DOLE Office is being required of the company i.e., Checklist of Eligibility Requirements, Instruction to Bidders and the like          4. Identification Card of the requesting party          5. Clearance of No Pending Case from NLRC with receipt</p>	<p>1. Submit to Action Officer a letter-request with the documentary requirements.          2. Get the claim stub indicating the date and time of release of certificate          3. Present the claim stub to the Action Officer on the scheduled date and claim Certificate of Has No Pending/Pending Case</p>	<p>Within 72 hours upon filling of the complete documents</p>	<p>No Fees Collected</p>	<p>Salvador Galado Jr.</p>
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		<p><b>For Renewal of License/Certificate of Registration</b></p> <ol style="list-style-type: none"> <li>1. Application for Clearance/Request Form or letter request indicating the purpose</li> <li>2. Identification Card of the requesting party</li> <li>3. Certificate of No Pending Case</li> </ol> <p><b>For Withdrawal of Escrow Deposit</b></p> <ol style="list-style-type: none"> <li>1. Photocopy of escrow deposit</li> <li>2. Any document showing/certifying that the Certification of No Pending/With Pending Case from DOLE is being required of the company.</li> <li>3. Identification Card of the requesting party</li> <li>4. Certificate of No Pending Case</li> </ol> <p><b>For Other Legal/Valid Purpose</b></p> <ol style="list-style-type: none"> <li>1. Any document showing/certifying that the Certification of No Pending/With Pending Case from DOLE is being required of the company.</li> </ol>			
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		<p>2. Identification Card of the requesting party.</p> <p>3. Certificate of No Pending Case</p>				
<p>3. Working Child Permit (WCP)</p>	<p>Employer, parent or guardian of a child below 15 years of age before engaging him or her in any legitimate work not prohibited by law</p>	<p>1. Notarized and Duly accomplished WCP Application Form</p> <p>2. Proof of Schooling (Any of the following: Certificate of Enrollment, Current School ID, Certified True Copy of Report Card)</p> <p>3. If the child is not enrolled, Notarized affidavit that the child shall be enrolled in the next school year</p> <p>4. Authenticated copy of the child's Birth Certificate or Certificate of Late Registration of Birth issued by the Philippine Statistics Authority or city/ municipal registrar</p> <p>5. Medical Certificate issued by a licensed physician</p> <p>6. Two (2) Passport size photographs of the child</p>	<p>1. Get application form (DOLE WCP Application Form) and the list of requirements from the Action Officer and fill-up the form</p> <p>2. Submit to Action Officer the filled up application form with the documentary requirements</p> <p>3. For new applicant with complete application form and requirements: Attend interview on scheduled date if parent/guardian is not present at the time of filing application</p> <p>4. Attend to the interview if the concerned parent/ legal</p>	<p>Within 1 Day upon Submission of Complete Documents</p>	<p>100.00</p>	<p>Maria Chelo R. Lucero</p>



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		<p>7. Any valid government issued ID of parent/ guardian</p> <p>8. When the employer is the parent, guardian or the family member other than the parent of the child (a. For Legal Guardian – Authenticated Proof of Legal Guardianship; b. For Family Member – Proof of relationship to the child)</p> <p>9. When the employer is in public entertainment or information (a. Certified true copy of the employer's business permit or Mayor's Permit; b. Notarized Employment Contract between the employer and the child's parents or guardian)</p>	<p>guardian is present at the time of filing application</p> <p>5. No interview for old applicants. Submit to the Action Officer the previously issued WCP card for updating.</p> <p>6. Get the order of payment after interview/ orientation</p> <p>7. Bring the order of payment to the Designated Cashier, pay Permit Fee of ₱100.00 and receives Official Receipt (OR)</p> <p>8. Bring the OR to the Action Officer to be stamped with the release date and time of the WCP</p> <p>9. Present the OR and claim WCP/Letter of Denial/Disapproval to the Action Officer on the scheduled date and time</p>			
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			If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes)			
4. Collective Bargaining Agent (CBA) Registration	Parties to the CBA	<ol style="list-style-type: none"> <li>1. Duly accomplished and notarized Application Form</li> <li>2. Original and two (2) Duplicate Signed Copies of the CBA which must be certified under oath by the representative/s of the employer/s and labor/ union/s concerned</li> <li>3. Statement that the CBA was posted in at least two (2) conspicuous places in the establishment/s concerned for at least five (5) days before its ratification</li> </ol>	<ol style="list-style-type: none"> <li>1. Get application form (DOLE CBA Application Form) and the list of requirements from the Action Officer and fill-up the form or access the website: <a href="https://blr-ours.dole.gov.ph/">https://blr-ours.dole.gov.ph/</a></li> <li>2. Submit to Action Officer the filled up application form with the documentary requirements</li> <li>3. Get the order of payment</li> </ol>	Within 1 Day upon Submission of Complete Documents	1,000.00	Maria Chelo R. Lucero



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		4. Statement that the CBA was ratified by the majority of the employees in the bargaining unit of the employer/ s concerned	4. Bring the order of payment to the Designated Cashier, pay the P1,000.00 and receive Official Receipt (OR).  5. Present the OR to the Action Officer on the scheduled date and claim Certificate of Registration/ Letter of Denial/ Disapproval. If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/ Applicant and Authorized Representative – to present original for verification purposes)			
5. Construction Safety	Any companies involving in a	1. Four (4) copies of letter of intent (To include Name of Authorized	1. Action Officer (Regional Office) receives application for approval and concurrence (3 copies) with	Within 5 Days upon Submission	No Fees Collected	Salvador Galado Jr.



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<p>and Health Program (CHSP)</p>	<p>construction project</p>	<p>Contact person with telephone number/s)                  2. Four (4) copies of the Safety and Health Program with One copy in Original Print</p>	<p>the complete required documents                  2. Action Officer conducts preliminary checking of the documents                  3. For non-DPWH projects, if documents are incomplete, application will be returned to the applicant with notification                  4. For DPWH projects, if documents are incomplete, application will be returned to DPWH with notification                  5. Action Officer evaluates the documents using CHSP checklist.                  6. With complete and in order set of documents, certificates are prepared for non-DPWH projects and for DPWH, tag a checklist with attestation and forwards all documents to the Office of the Regional Director</p>	<p>of Complete Documents</p>		
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			<p>7. Approved certificate and DPWH Checklist will be stamped concurred or approved by the Action Officer</p> <p>8. Applicants/ DPWH will be notified re the approved/ concurred application and releases the certificate. (2 folder with the application documents will be returned to the applicant with signed certificate or checklist)</p>			
6. DO 174-17	Any person or entity engaged in legitimate job contracting and sub-contracting arrangements providing services for a specific job or undertaking farmed out by	<p><b>New:</b></p> <p>A. Three (3) copies of duty Accomplished Application Form (TIN required) with attached Proof of Compliance with substantial capital requirements as defined in section 3(L)</p> <p>B. Any of the following:</p> <ul style="list-style-type: none"> <li>▪ Certified true copy of the Certificate of Registration from</li> </ul>	<p>1. Get application form (DOLE Job Contracting/Sub-contracting Application Form) or download the form from our website <a href="http://www.caraga.dole.gov.ph">www.caraga.dole.gov.ph</a> and the list of requirements from the Action Officer or and fill-up the form</p> <p>2. Submit to the Action Officer the filled up</p>	Within 3 Days upon Submission of Complete Documents	100,000.00	Ruth N. Sanchez



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	<p>principal under a service agreement</p>	<p>SEC, along with the Articles of Incorporation</p> <ul style="list-style-type: none"> <li>▪ Certified true copy of DTI Registration</li> <li>▪ Certified true copy of CDA Registration</li> <li>▪ Certified true copy of DOLE registration is union</li> </ul> <p>C. Certified true copy of license or business permit issued by the Local Government Unit where the contractor operates</p> <p>D. Certified listing, with proof of ownership or lease of contract, of Facilities, tools, equipment, premises implements, machineries and work premises, that are actually and directly used by the contractor in the performance or completion of the specific job/work contracted out.</p> <p>E. Photo of the office building and premises</p> <p>F. Copy of duly audited financial statement if the applicant is a</p>	<p>application form with the documentary requirements</p> <ol style="list-style-type: none"> <li>3. Wait for the approval of the application.</li> <li>4. Get the order of payment</li> <li>5. Bring the order of payment to the Designated Cashier, pay the fee and receive Official Receipt (OR)</li> <li>6. Attend orientation on rules and regulations on job contracting and sub-contracting</li> <li>7. Present the OR to the Action Officer on the date and claim Certificate of Registration /Letter of Denial/ Disapproval.</li> </ol> <p>If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization</p>			
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		<p>corporation, partnership, cooperative or labor organization, or copy of the latest ITR if applicant is single proprietorship (Paid-up capital stock/shares of at least P5Million for corporation, partnership &amp; cooperative or union and a net worth of at least P5Million) for sole proprietorship)</p> <p>G. Sworn disclosure that the registrant, its Officers and Owners or principal stockholders have not been operating as a contractor under different business name or entity or with pending cases of violations of these Rules and/ or labor standards, or with a cancelled registration.</p> <p>H. Result of the verification inspection</p> <p>I. P100,000.00 registration fee for 2 years</p> <p><b>Renewal:</b></p> <p>A. Three (3) copies of duly accomplished Application (Application for renewal shall be</p>	<p>together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes)</p>			
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		<p>filed 30 days before the expiration of registration to remain in the roster of legitimate service contractors)</p> <p>B. Required documents from B to G (listed in the left side of this form)</p> <p>C. Certificate of membership and proof of payment of SSS, Phil-health, BIR, ECC and PAG-IBIG contributions for the last 3 years as well as loan amortization</p> <p>D. Certificate of pending or no pending labor standards violation case/s with National Labor Relations Commission and Department of Labor and Employment</p> <p>D. Semi-Annual Report (using the DOLE prescribed form) with the following information:</p>			
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		<ul style="list-style-type: none"> <li>▪ List of contracts entered with the principal during the subject reporting period</li> <li>▪ Number of workers covered by each contract with the principal</li> </ul> <p>E. Result of verification inspection on the facilities, tools, Equipment and work premises of the applicant</p> <p>F. P100,000.00 registration fee for 2 years</p>				
7. Electrical and Mechanical Permit	<ul style="list-style-type: none"> <li>▪ Industrial enterprise engaged in any manufacturing of goods or products procesing</li> <li>▪ Agricultural enterprise engaged in forestry and logging</li> </ul>	<ol style="list-style-type: none"> <li>1. Four (4) copies of completely filled-up Application form</li> <li>2. Four (4) copies (Blue Print) Electrical/ Mechanical Plans approved by the owner/ proprietor/ manager and signed and sealed by a professional Electrical/ Mechanical Engineer</li> <li>3. Proof of Payment/ Official Receipt of Inspection from LGUs Treasurer's Office</li> </ol>	<ol style="list-style-type: none"> <li>1. Preparation of the TSI list of establishments</li> <li>2. Issuance of the Technical Safety Inspection Authority</li> <li>3. Conducting of the Technical Safety Inspection</li> </ol>	15 Days upon Receipt of Proof of Payment of Inspection Fees from the Local Governmetn Unit (LGU) within their	Refer to Annex A of NBCDO Memorandum Circular No. 03 series of 2016 Pages 3-4 of 16	Engr. John Ritche A. Tangpos





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	<p>operations, farming etc</p> <ul style="list-style-type: none"> <li>▪ Oil refineries including its depots, warehouses and bodegas</li> <li>▪ Steam, gas and other electrical generating plants including its maintenance and repair shops</li> <li>▪ Construction Sites – only if the construction project is built for industrial use</li> </ul>		<p>4. Issuance of the Certificate of Electrical Inspection (CEI)/Permit to Operate (PTO)</p> <p>5. Releasing of the Certificate of Electrical Inspection (CEI)/ Permit to Operate (PTO)</p>	area of jurisdiction	(Electrical and Mechanical Fees)	
8. Job Fair Permit	The requesting party refers to the entity requesting to host or sponsor a Jobs Fair. Job	1. Written request for the conduct of Jobs Fair, with complete details such as the proposed date, venue and complete location/address, submitted at least ten (10) working	<p>1. Get the list of requirements for Clearance to Conduct Jobs Fair from the Action Officer</p> <p>2. Submit the letter request at least ten (10) working days before the schedule</p>	Within 5 Days upon Submission of Complete Documents	3,000.00	Lilian M. Solis





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	<p>Fairs may be conducted, hosted, sponsored and/ or co-sponsored by National Government Agencies (NGAs), Public Employment Service Office (PESOs), Educational Institutions and participated in by other Government Agencies, Local Employers, Licensed Recruitment Agencies, Private Recruitment and</p>	<p>days before the scheduled date of the event</p> <p>2. List of participating employers and agencies with their individual</p> <ul style="list-style-type: none"> <li>a. Copy of License</li> <li>b. Registration Certificate</li> <li>c. Job Orders/ Vacancies</li> </ul>	<p>date of Jobs Fair and with the following: proposed date, venue and complete location/address, list of private establishments, companies, recruitment agencies, job contractors/ sub-contractors which will participate in the Jobs Fair with copies of their individual license, registration certificate and job orders/vacancies</p> <p>3. Receive a claim stub indicating the release date and time</p> <p>4. Present the claim stub to the Action Officer on the scheduled date and claim Clearance Certificate/ Letter of Denial/ Disapproval.</p> <p>If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs</p>			
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	Placement Agencies (PRPA) and Private Employment Agency (PEA) or registered job-contractors/sub-contractors		<p>(Filer/ Applicant and Authorized Representative to present original for verification purposes)</p> <p><b>During the conduct of Job Fair</b></p> <p>5. Post the job fair procedure in conspicuous places in the area and conduct the job fair</p> <p>6. All participating employers, companies, PRPAs, contractors/sub-contractors submit Job Fair Terminal Report immediately after the conduct of jobs fair and before leaving the venue to DOLE – RO/FO and POEA, if applicable, copy furnished PESO</p> <p>7. All participating employers, companies, PRPAs, contractors/ sub-</p>			
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Address: Nimfa Tiu Bldg. III, JP Rosales Ave., Butuan City  
 Email : [dolecaraga13@gmail.com](mailto:dolecaraga13@gmail.com)  
 Tel. No : (085) 225-3229/ 817-2358



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			<p>contractors submit Job Fair Placement Report for:</p> <p>(a) Local employment one (1) month after the conduct of jobs fair and every month thereafter to DOLE RO/FO copy furnished PESO.</p> <p>(b) Overseas employment ninety (90) days after the conduct of jobs fair and every month thereafter until the final report is submitted to POEA, copy furnished DOLE RO/FO and PESO</p>			
9. Private Recruitment Placement Agency (PRPA)	All individuals applying for a license to operate a private recruitment and placement agency with following requirements met:	<ol style="list-style-type: none"> <li>1. Duly filled up and notarized application form with undertaking</li> <li>2. Certified copy of Certificate of Registration of firm or business name from Department of Trade and Industry (DTI) Business Name Registration for Single Proprietorship; or SEC Registration/By-Laws/Articles of Incorporation/Articles of Partnership for Partnership and/or Corporation -</li> </ol>	1. Upon receipt of the application, the Regional Director or his duly authorized representative shall evaluate the documents submitted and conduct an ocular inspection of the applicant's office	Within 3 Days upon Submission of Complete Documents	5,000.00	Lilian M. Solis



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	<ul style="list-style-type: none"> <li>▪ Must be a Filipino citizen, if single proprietorship. In case of partnership or a corporation, at least seventy-five percent (75%) of the authorized capital stock must be owned and controlled by Filipino citizens</li> <li>▪ Must have a minimum net worth of ₱200,000.00 in the case of single proprietorship and partnership or a minimum paid-up capital of ₱500,000.00 in the case of corporation</li> </ul>	<p><i>original copy to be presented:</i> Must have a minimum paid-up capital of P500,000.00 for corporation; Must have a minimum net worth of P200,000.00 for single proprietorship and partnership</p> <p>3. Specific address and location map of the office/proposed office</p> <p>4. Contract of Lease for two (2) years or Owner's Certificate/Title of Office location (minimum office floor area of 50 sq.m.) - <i>original copy to be presented</i></p> <p>5. Updated NBI Clearance of the applicant-owner, of the partners in the case of partnership or all the officers and members of the Board of Directors in the case of corporation - <i>original copy to be presented</i></p> <p>6. Organizational structure and list of all officers and personnel with their respective bio-data, two (2) passport size picture and detailed statement of their duties and responsibilities</p>	<p>2. Within fifteen (15) working days after the ocular inspection, the Regional Director shall act on the application, and immediately notify the applicant of the action taken</p> <p>3. Application which do not meet the requirements set forth in these rules shall be denied</p>			
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	<ul style="list-style-type: none"> <li>▪ The owner, partners or the officers of the corporation must be of good moral character and not otherwise disqualified by law</li> <li>▪ Must have an office space with a minimum floor area of fifty (50) square meters</li> <li>▪ Must issue an undertaking on the following: (a) That they will not engage in the recruitment of children below 15 years of age or place children below 18 years old in hazardous occupation in</li> </ul>	<p>7. Income Tax Return (ITR) for the last two (2) years, as the case may be - <i>original copy to be presented</i></p> <p>8. Sworn statement of assets and liabilities and/or duly audited financial statement, as the case may be</p> <p>9. List of all authorized representatives, if any; who must be at least high school graduate, with their corresponding bio-data, two (2) passport size pictures, high school diploma or other proof of educational attainment duly authenticated, NBI clearance and Special Power of Attorney (SPA) and</p> <p>10. Certificate of attendance to orientation on rules and regulations on local recruitment</p>				
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	<p>accordance with Republic Act No. 9231 and other related laws, and (b) That they will assume full responsibility for all claims and liabilities which may arise in connection with the use of the license</p> <ul style="list-style-type: none"> <li>▪ Must have undergone orientation on rules and regulations on local recruitment</li> </ul>					
10. Registration of Establishment (Rule 1020)	Every employer as defined in Rule 1002 (1) shall register his business with the Regional Labor	<ol style="list-style-type: none"> <li>1. Floor Plan/ Layout</li> <li>2. Business Permit</li> <li>3. Filled Up Rule 1020 Registration Form</li> </ol>	<ol style="list-style-type: none"> <li>1. Get application form (Rule 1020 Registration Form) from the Action Officer of the Provincial</li> </ol>	Within 1 Day upon Submission of Complete Documents	No Fees Collected	c/o Provincial Offices



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	Office or authorized representative having jurisdiction thereof to form part of a databank of all covered establishments.		Offices and fill-up the form  2. Submit the filled up application form to the Action Officer with the documentary requirements  3. Wait for the approval of the form			
11. Union Registration	<ul style="list-style-type: none"> <li>▪ All persons employed in commercial, industrial and agricultural enterprises, including employees of government owned or controlled corporations without original</li> </ul>	<b>For Local Chapter:</b> 1. Duly accomplished and notarized Application Form  2. Charter Certificate issued by the federation or national union indicating the creation or establishment of local/ chapter  3. The names of the local/ chapter's officer, their addresses and principal office of the local chapter  4. The local/ chapter's constitution and by-laws, provided that where the local/ chapter's constitution and by-	1. Get application form (DOLE Union Registration/ Local Chapter Application Form) and the list of requirements from the Action Officer and fill-up the form or access the website: <a href="https://blr-ours.dole.gov.ph/">https://blr-ours.dole.gov.ph/</a>  2. Submit to Action Officer the filled up application form with the documentary requirements  3. Get the order of payment	Within 1 Day upon Submission of Complete Documents	Permit Fee - 70.00	Maria Chelo R. Lucero





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	<p>charters established under the Corporate Code, as well as employees of religious, charitable, medical or educational institutions whether operating for profit or not</p> <ul style="list-style-type: none"> <li>▪ Supervisory employees shall not be eligible for membership in the labor union of the rank-and-file employees but may form, join or assist separate labor</li> </ul>	<p>laws is the same as that of the federation or national union, this fact shall be indicated accordingly</p> <p><b>For Independent Labor Union</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished and notarized Application Form</li> <li>2. Minutes of the Organizational Meeting and Attendance Sheet</li> <li>3. List of Members</li> <li>4. Financial Report if in existence for at least one (1) year</li> <li>5. If less than 1 year, and has not collected any amount, a certification to this effect</li> <li>6. Constitution and by-laws accompanied by the names and signatures of ratifying members</li> <li>7. Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members</li> </ol>	<ol style="list-style-type: none"> <li>4. Bring the order of payment to the Designated Cashier, pay the permit fee and receive Official Receipt (OR)</li> <li>5. Present the OR to the Action Officer on the scheduled date and claim Certificate of Registration/ Letter of Denial/ Disapproval.</li> </ol> <p>If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes)</p>			
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	unions of their own ■ Managerial employees shall not be eligible to form, join or assist any labor unions for purposes of collective bargaining	8. Minutes of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members  9. Statement that it is not reported as a chartered local or any federation  10. List of members comprising at least 20% of the employees of the bargaining unit				
12. Worker's Association Registration (RWA)	All other workers, including ambulant, intermittent or other workers, the self-employed, rural workers and those without	1. Duly accomplished and notarized Application Form 2. Names of the association's officers and their respective addresses and contact number 3. List of members with corresponding signatures 4. Minutes of the Organizational Meeting/s 5. List of Members who participated in the Organizational Meeting/s	1. Get application form (DOLE Rural Workers Application Form) and the list of requirements from the Action Officer and fill-up the form or access the website: <a href="https://blr-ours.dole.gov.ph/">https://blr-ours.dole.gov.ph/</a> 2. Submit to Action Officer the filled up application	Within 1 Day upon Submission of Complete Documents	Permit Fee - 70.00	Maria Chelo R. Lucero





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	<p>any definite employers</p>	<p>6. Annual/ Financial Report if the applicant association has been in existence for less than one year or more          7. Financial Report not required because applicant association has been in existence for less than one year or has not collected any amount          8. Constitution and by-laws accompanied by the names and signatures of ratifying members          9. Minutes of adoption or ratification of the Constitution and by-laws and date/s when ratification was made          10. Minutes of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the Organizational Meeting</p>	<p>form with the documentary requirements          3. Get the order of payment          4. Bring the order of payment to the Designated Cashier, pay the permit fee and receive Official Receipt (OR)          5. Present the OR to the Action Officer on the scheduled date and claim Certificate of Registration/Letter of Denial/Disapproval</p> <p>If the claimant of the requested service is other than the one who filed the application, submit the letter of authorization together with photocopy of their IDs (Filer/Applicant and Authorized Representative – to present original for verification purposes)</p>			
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## Regional Summary and Analysis of Customer Feedback

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### VI. Contact Information of the Agency

#### OFFICE OF THE REGIONAL DIRECTOR

**CHONA M. MANTILLA, CESO III**

Regional Director

085-817-2358

[ordcaraga13@gmail.com](mailto:ordcaraga13@gmail.com)

#### OFFICE OF THE ASSISTANT REGIONAL DIRECTOR

**NAOMI LYN C. ABELLANA**

Assistant Regional Director

085-817-2358

[Dolecaraga.ard@gmail.com](mailto:Dolecaraga.ard@gmail.com)

#### MEDIATION-ARBITRATION AND LEGAL SERVICE UNIT

**ATTY. RECHELLE B. APAO**

Mediator-Arbiter

083-817-2109

[malsucaraga@gmail.com](mailto:malsucaraga@gmail.com)

#### INTERNAL MANAGEMENT SERVICES DIVISION

**RAYMOND FEL F. SAJOR**

Chief LEO/ IMSD Head

085-225-3229

[dolecaragaimsd@gmail.com](mailto:dolecaragaimsd@gmail.com)

#### TECHNICAL SERVICES AND SUPPORT DIVISION

**ANNIE C. TANGPOS**

Supervising LEO/ OIC-TSSD

085-225-3229

[doletssd2014@gmail.com](mailto:doletssd2014@gmail.com)

### PROVINCIAL OFFICES

#### AGUSAN DEL NORTE PROVINCIAL OFFICE

**KEITH C. DURAN**

Chief Administrative Officer/ PO Head

2nd Floor, Nimfa Tiu Bldg. VII, JP Rosales Ave., Butuan City, AGDN

085-300-1004

[dole\\_adn@yahoo.com](mailto:dole_adn@yahoo.com)

#### AGUSAN DEL SUR PROVINCIAL OFFICE

**JOCELYN L. BASTARECHE**

Chief LEO/ PO Head

NGPI Building, Brgy. 5, National Highway, San Francisco, ADS

086-839-5379

[dole\\_ads@yahoo.com](mailto:dole_ads@yahoo.com)





DEPARTMENT OF LABOR AND EMPLOYMENT  
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## Regional Summary and Analysis of Customer Feedback

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### **SURIGAO DEL NORTE PROVINCIAL OFFICE**

**MAY C. VELONTA**

Supervising LEO/ PO Head

2nd Floor, Yuipco-Lim Bldg., Surigao City, SDN

086-310-0622

[dolesdnpo@gmail.com](mailto:dolesdnpo@gmail.com)

### **SURIGAO DEL SUR PROVINCIAL OFFICE**

**GENEBELLE B. BAL**

Chief LEO/ PO Head

2nd Floor, LA Laurente Bldg., EDUHOME Motorcycle Center, Quintos St., Tandag City, SDS

086-211-3378

[dolesurigaodelsur@gmail.com](mailto:dolesurigaodelsur@gmail.com)

### **PROVINCE OF DINAGAT ISLANDS SATELLITE OFFICE**

**VERLAN V. DIAZ**

Senior LEO/ PO Head

Purok 4, Don Ruben, San Jose, Dinagat Island

0950-7742564

[dole\\_pdi@yahoo.com](mailto:dole_pdi@yahoo.com)



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## Regional Summary and Analysis of Customer Feedback

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### VII. Procedures for Filing Complaints

We intend to serve our clients better. Your opinion is of great importance to us. For your suggestions, complaints or any concern, you may use the following channel:

- **Citizens Feedback Forms**

1. Get and fill up our simple Citizens Feedback System Form available at the desks of Public Assistance and Complaint Unit (PACU), Action Officers and at the entrance or exits of our building.
2. Each form will be dropped in a designated ARTA boxes.

- **Letter/ Official Email or Landline**

Address your letters to our Regional Director, **Chona M. Mantilla, CESO III** and may be sent to:

DOLE Caraga Regional Office  
Nimfa Tiu Bldg., JP Rosales Avenue, Butuan City  
085-817-2358  
dolecaraga13@gmail.com

You may also send your letters directly to the nearest DOLE Caraga Provincial Offices, addressed to the Office of the Head. List of the addresses is shown above (Part VI. **Contact Information of the Agency**).

We do appreciate your cooperation in helping us continuously improve the delivery of our services to you.

Kindly give us your name, address, email address, and contact details so we could give you feedback



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