

Untitled Document

Assistance to Kidnapping and Hostage-taking Victims

Telephone Numbers: 834-4996/834-4449

Fax Number: 551-0847

E-mail address: oumwa.ph@gmail.com

SCHEDULE OF AVAILABILITY OF SERVICE

Monday to Friday - 8:00a.m. to 5:00p.m.

WHO MAY AVAIL OF THE SERVICE

- Distressed OFWs
- NOK of distressed OFWs
- Other Government Agencies
- Media
- Non-government organizations

REQUIREMENTS

- Certain documents may be required as deemed necessary.

How to Avail of the Service:

| STEP | LOCATION | CLIENT | SERVICE PROVIDER | DURATION | PERSON INCHARGE |
|------|---|--|----------------------|----------|-----------------|
| 1. | OUMWA Reception Counter (DFA, 3rd floor) | | | | |
| a) | Register in the OUMWA Walk-in Client Monitoring Sheet (NOK) | Assist client in filling out the monitoring sheet. | | 5 mins. | None |
| | | | OUMWA Walk-in Client | | |

Assistance to Kidnapping and Hostage-taking Victims

Monday, 02 January 2012 09:05

| | |
|-------------------------|-----------|
| Monitoring Sheet | Reception |
| Assistant | |
| b) Local Manning Agency | |
| reports the incident to | |
| OUMWA | |
| 2. | |

| |
|------------------|
| OUMWA |
| Reception |
| Counter |
| (DFA, 3rd floor) |

Request Assistance-to-Nationals
(ATN) Form from Reception

| | |
|-----------|----------------------------------|
| Assistant | a) Provide client with ATN Form. |
|-----------|----------------------------------|

| |
|----------|
| 10 mins. |
|----------|

| | | |
|---|----------|-----------|
| None | ATN Form | Reception |
| Assistant | | |
| b) Explain to client how to fill up the ATN Form. | | |
| 3. | | |

| |
|-----------|
| OUMWA |
| Reception |

Counter

(DFA, 3rd floor)

a) Fill-up the ATN Form

a) Receive and review information indicated by client in the ATN Form.

10 mins.

None

ATN Form

Reception

Assistant

b) Submit to the Reception

Assistant.

b) Refer to Legal Officer.

4

Interview Desk

(DFA, 3rd floor)

| | | | |
|----------------------------|-----------------------------|----------|---------------|
| Undergo interview by Legal | | | |
| Officer | a) Legal Officer interviews | Officer. | Legal Officer |

No

b) Explain to the client the actions to be done by the DFA on the case.

c) Briefs the client on actions required from their end pending resolution of the case.

d) Call the Local Manning Agency for verification and details.

e) Verify the local manning agency with the POEA.

f) Advise the client to coordinate closely with the local manning agency.

5.

Interview Desk/

Reception Counter (DFA,

3rd floor)

Obtain contact information of the

| | | | |
|---------------|----------------------------------|------------------------------|-------|
| Legal Officer | Provide client with Contact Info | Card of Legal Officer | Legal |
| Officer/ | | | |
| Reception | | | |
| Assistant | None | Contact Info Card | |
| 6. | | Follow-up with Legal Officer | |

| | | | |
|---|--|------|--|
| (walk-in or telephone). | Provide updates based on Post's report and | | |
| information obtained from the local manning | | | |
| agency and the principal | 7 working days | | |
| *OUMWA will | | | |
| communicate | | | |
| with Post | Legal Officer | None | |

Note: This matrix applies in ordinary / regular circumstances. The procedure and requirement may va