

Untitled Document

Financial Support

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

WHAT ARE THE REQUIREMENTS

- Marriage Contract
- Birth Certificate of Child/children
- Picture of OFW

How to Avail of the Service:

STEP	LOCATION	CLIENT	SERVICE PROVIDER	DURATION	PERSON INCHARGE
1.	Reception Counter	OUMWA	Register in the OUMWA Walk-in Client Monitoring Sheet	5 mins.	Reception Assistant
	Assistant Monitoring Sheet	None	OUMWA Walk-in Client		
2.	Reception Counter	OUMWA	Request Assistance to National (ATN) Form for Reception	1.0 mins.	Reception Assistant
	by client in the ATN Form				

Assistant	None	ATN Form
h) Based on information indicated in the ATN Form, refer to ATN Officer.		
3.	OUMWA	
Reception Counter		
	g) Fill-up the ATN Form	g) Receive and review information indicated
by client in the ATN Form	1.0 mins.	Reception
Assistant	None	ATN Form
h) Submit to the Reception		
Assistant.	h) Based on information indicated in the ATN Form, refer to ATN Officer.	
4.	Interview	
Desk	Undergo interview by ATN Officer	m) ATN Officer interviews client.
		30 mins.

AT

*Birth Certificate of

Child/children

*Picture of OFW

n) Explain to the client the procedure for locating the whereabouts of the OFW and conveying the req

o) Require submission of information on the

last known address and contact information of the OFW or any document

indicating the same.

p) If needed, require submission of pertinent

documents to prove relationship of client

with the OFW.*

5.	Interview		
Desk/			
Reception			
Counter	Obtain contact information	Provide ATN Officer Contact Info Card of ATN	
Officer	2 mins.	ATN Officer/	
Reception			
Assistant	None	Contact Info Card	
6.	Follow-up with ATN Officer (walk-in		
or telephone).		Provide updates based on	7. Working parts
*OUMWA will			

communicate			
with Post	ATN Officer		

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