

Untitled Document

Whereabouts

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

- 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 minutes	Reception Counter
	Assistant Monitoring Sheet	None	OUMWA Walk-in Client		
2.	Reception Counter (DFA, 3rd	OU MWA			

floor)	Request Assistance-to-Nationals (ATN) Form	Reception Assistant
Assistant	None	ATN Form
Explain to client how to fill up the ATN Form.		
3.	OUMWA	
Reception		
Counter		
(DFA, 3rd		
floor)	Fill-up the ATN Form	Receive and review information indicated by client in
Assistant	None	ATN Form
Submit to the Reception		
Assistant.	Based on information indicated in the ATN Form, refer to ATN Officer	
4.	Interview	
Desk		
(DFA, 3rd		
floor)	Undergo interview by ATN Officer	
	ATN Officer interviews the clients.	

*Birth Certificate of
Child/children
*Picture of OFW

Whereabouts

Monday, 02 January 2012 09:41

Explain to the client the procedure for locating the whereabouts of the OFW.

Require submission of information on the last known address and contact information of the OFW or

If needed, require submission of pertinent documents to prove relationship of client

with the OFW

5.

Interview

Desk/

Reception

Counter

(DFA, 3rd

floor)

Obtain contact information of the Legal Officer

Provide Legal Officer Contact Info

Card of Legal Officer

Le

Reception				
Assistant	None	Contact Info Card		
6.		Follow-up with Legal Officer (will update spreadsheet)	Per (will update spreadsheet)	

*OUMWA will
communicate

with Post	ATN Officer	None	
-----------	-------------	------	--

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

Whereabouts

Monday, 02 January 2012 09:41
