

CITIZEN'S CHARTER

as of December 2023



National Wages and Productivity Commission
Regional Tripartite Wages and Productivity Boards

I. Mandate:

As the key policy-making body on wages, incomes, and productivity improvement, the National Wages and Productivity Commission (NWPC), through the Regional Tripartite Wage and Productivity Boards (RTWPBs), is mandated to:

- Determine minimum wages at the regional, provincial, and/or industry levels; and
- Promote productivity improvement and gainsharing schemes, particularly among micro, small, and medium enterprises (MSMEs).

II. Vision:

Justly remunerated and productive Filipino workforce in globally competitive enterprises.

III. Mission:

Set minimum wage that protects vulnerable workers from undue low pay.

Promote productivity improvement and incentive schemes among MSMEs.

IV. Service Pledge:

To our valued clients: we aim to provide quality service, thus, we commit to attend to your needs on wage and productivity-related matters promptly, politely and adequately.

LIST OF SERVICES

Table of Contents

I. Mandate:.....	2
II. Vision:.....	2
III. Mission:	2
IV. Service Pledge:	2
EXTERNAL SERVICES	3
EXT-PID-01 Walk-in Queries / IEC Materials	5
EXT-PID-02 Learning Sessions	6
EXT-RTWPBs-01 Productivity Training	9
EXT-RTWPBs-02 Approval of Part Fixed, Part Performance-Based Compensation Scheme in the Public Bus Transport Industry	11
EXT-RTWPBs-03 Application for Exemption from Wage Order	14
EXT-WPRD-01 Online Submission of Annual Establishment Report on Wages.....	18
INTERNAL SERVICES	25
INT-AD-01 Recruitment Process.....	26
INT-AD-02 Filing of Application for Leave	29
INT-AD-03 Authority to Travel Abroad on Personal Capacity	31
INT-AD-04-1 Service Record	32
INT-AD-04-2 Service Record	33

**CENTRAL OFFICE /
REGIONAL TRIPARTITE
WAGES AND
PRODUCTIVITY BOARDS**

EXTERNAL SERVICES

EXT-PID-01 Walk-in Queries / IEC Materials

Office or Division:	Planning and Information Division
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the receiving area	1. Inform the concerned officer/staff	None	Immediately or within 2 minutes from the arrival of the client (no queuing time at present)	Security
2. Proceed to the office lobby and state query/request for IEC materials on wages and productivity	2. Attend to the client and provide the requested assistance - Queries - IEC materials	None	Queries: Within 1 to 2 minutes IEC Materials: Within 1 to 2 minutes	<i>Administrative Officer V</i> Planning and Information Division
3. Fill out the online client satisfaction form	3. Give client online feedback form through a portable device	None	Within 1 to 2 minutes	<i>Administrative Officer V</i> Planning and Information Division
	4. Check the completeness of answers	None	Within 1 to 2 minutes	<i>Administrative Officer V</i> Planning and Information Division
TOTAL		None	Within 5 to 10 minutes	

EXT-PID-02 Learning Sessions

Office or Division:	Planning and Information Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	All

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the NWPC website (https://nwpc.dole.gov.ph/) and social media accounts (https://www.facebook.com/dole.nwpc)	1. Provide a Learning Session (LS) calendar via website and social media accounts	None	Availability of clients	<i>Administrative Officer V</i> Planning and Information Division
2. Accomplish and send the online registration form (MS Forms) through the NWPC website and social media accounts	2.1. System automatically responds to your receipt of registration	None	Immediate	MS Forms
	2.2. Prepare the list of participants and all other administrative arrangements for the conduct of LS	None	-	<i>Administrative Officer V</i> Planning and Information Division
	2.3. Send LS slot confirmation and/or inform changes in schedule/ arrangement, if any	None	2 working days to a week before the scheduled session	<i>Administrative Officer V</i> Planning and Information Division

Office or Division:	Planning and Information Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	All

3. Pay the registration fee, if any, through Land Bank of the Philippines transfer/GCash	3.1. Acknowledge payment	PHP 500 (Registration Fee) for selected topics	Immediately upon receipt of proof of payment	<i>Administrative Assistant I</i> Planning and Information Division
	3.2. Issue the official receipt	None	Within 3 to 5 minutes	<i>Cashier</i> Administrative Division
4. Proceed to the venue or join the virtual platform on the scheduled session to attend	4.1. For face-to-face sessions, assist the participants and give the training materials. For online sessions, send the link to the training materials through the platform chat box.	None	-	<i>Administrative Officer V</i> Planning and Information Division
	4.2. Conduct a learning session	None	Within 3 to 4 hours	<i>Speaker; Administrative Officer V</i> Planning and Information Division
5. Answer the Client Satisfaction Feedback (CSF) form or online feedback form (MS forms)	5.1. Provide online feedback form (MS Forms) through the platform chat box	None	Within 2 to 5 minutes	<i>Administrative Officer V</i> Planning and Information Division
	5.2. Check if the answers are complete	None		<i>Administrative Officer V</i> Planning and Information Division

Office or Division:	Planning and Information Division
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	All

	5.3. Send e-Certificates together with the training and other IEC materials	None	1 to 2 working days (semi-automated sending of e-Certificate)	<i>Administrative Officer V</i> Planning and Information Division
TOTAL		None	Within 2 working days, 4 hours, and 10 minutes	

EXT-RTWPBs-01 Productivity Training

Office or Division:	Regional Tripartite Wages and Productivity Boards
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	MSMEs

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request through the e-Apply for Productivity Toolbox on the NWPC website (https://nwpc.dole.gov.ph/) and / or view the website and social media announcements	1.1. System automatically responds to the online request	None	Availability of clients	<i>RTWPB Staff</i>
	1.2 Consolidate requests and schedule training sessions			
	1.3 Send Business Information Sheet through e-Productivity Toolbox			
2. Fill out the Business Information Sheet through the e-Productivity Toolbox or submit the completed form during the actual training	2.1. Check completeness	None	Within 10 to 15 minutes	<i>RTWPB Staff</i>
	2.2. Generate list of participants	None		<i>RTWPB Staff</i>
	2.3 Send training details, i.e., title of the training, date and time, and venue (either face-to-face or virtual platform link) as confirmation of training participation	None		<i>RTWPB Staff</i>
3. Attend the training on the scheduled date	Conduct the training (either face-to-face or via virtual platform)	None	Face-to-face: 6 to 8 hours Virtual: 2 to 3 hours	<i>TTSD Staff / RTWPB Staff</i>

Office or Division:	Regional Tripartite Wages and Productivity Boards
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government
Who may avail:	MSMEs

4. Formulate and submit an action plan based on the attended trainings	Facilitate and review the submitted action plan	None	-	<i>RTWPB Staff</i>
5. Fill out the training evaluation form either in hardcopy or via the online form provided through the link during the training	5.1 Provide hardcopy or link for the training evaluation form	None	Within 2 to 4 minutes	<i>RTWPB Staff</i>
	5.2 Check the completeness of answers			
	5.3. For face-to-face training, issue a certificate of attendance. For virtual training, send e-Certificates together with the training materials.	None	Face-to-face: Immediately after the training and submission of action; Virtual: Within 1 day upon receipt of the final action plan	<i>RTWPB Staff</i>
6. Implement the document and submit the completed action plan through email or trainers	Monitor and facilitate the implementation of the action plan through email, phone calls, and/or personal visits.	None	On average, the evaluation and monitoring activities will require 1 to 2 hours per visit over a period of 3 months	<i>RTWPB Staff</i>
TOTAL		None	Face-to-face – 14 hours and 40 minutes Virtual – 11 hours and 40 minutes with 3 months of implementation and monitoring	

EXT-RTWPBs-02 Approval of Part Fixed, Part Performance-Based Compensation Scheme in the Public Bus Transport Industry

Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)	
Classification:	Complex	
Type of Transaction:	G2B – Government to Business	
Who may avail:	All public utility bus owners and operators employing drivers and conductors	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Annex B (Form) – Proposed Compensation Scheme (1 original)		RTWPB
2. Employment Contract (2 photocopies)		From the applicant
3. CBA containing the relevant provisions (1 photocopy) (for bus companies with existing Collective Bargaining Agreement)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book in the office lobby	1. Give the Log Book to the client	None	Within 2 to 3 minutes	<i>Designated RTWPB Personnel</i>
2. Submit the required documents for initial assessment and verification	2.1 Receive the required documents and check for completeness	None	Within 15 to 30 minutes	<i>Designated RTWPB Personnel</i>
	2.2 Evaluate if the proposed compensation scheme is compliant with NWPC Guidelines No. 1 S. 2019.		Within 5 to 10 working days	

Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All public utility bus owners and operators employing drivers and conductors

	<p>2.3 If compliant, endorse the proposed compensation scheme to the DOLE Regional Director for approval</p> <p>If not compliant, prepare comments on the proposed compensation scheme and instruct the applicant to revise the same. (Annex B)</p> <p>2.4 Approve the proposed compensation scheme</p>	None	(Guidelines do not prescribe PCT)	<p><i>Regional Director</i></p> <p>DOLE Regional Office</p>
3. Receive the signed Order indicating the approved compensation scheme.	3.1 Issue the signed Order indicating the approved compensation scheme	None	Within 15 to 30 minutes	<i>Designated RTWPB Personnel</i>

Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All public utility bus owners and operators employing drivers and conductors

<p>If not compliant with the guidelines, receive the comments of the RTWPB Secretariat and revise the proposed compensation scheme.</p> <p>Resubmit the revised compensation scheme</p>	<p>If not compliant, return the proposed compensation scheme with a directive to the applicant to revise the same based on the comments of the RTWPB Secretariat.</p> <p>Review or evaluate the revised compensation scheme</p>			
TOTAL		None	Within 5 to 10 working days	

Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Exemptible Private Enterprises

<p><u>For Establishment Adversely Affected by a Calamity:</u></p> <ol style="list-style-type: none"> 1. Affidavit of undertaking of the owner, general manager, or chief executive officer stating the following: <ol style="list-style-type: none"> (a) Number of its employees and the duration of their employment; (b) List of properties damaged/lost together with its estimated valuation; (c) The fact that it notified its workers of its action to apply for exemption from payment of wage increase; (d) The fact that it is compliant with the previous Wage Order; (e) That in case the application is not granted, the employees shall receive the appropriate increase due them plus interest of one percent (1%) per month retroactive to the effectivity of the Wage Order; and (f) That in case of the impact of the pandemic on business operations (e.g., sourcing of raw materials, employment, marketing, profit, etc.) 	<p>Applicant-Establishment</p>
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Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Exemptible Private Enterprises

<p>2. Pictures of damaged business property, if applicable.</p> <p>3. In case of a pandemic, the Audited Financial Statements (AFS) for the last two (2) years stamped and received by the Bureau of Internal Revenue. In extreme cases, the Interim of AFS may be required in lieu of the last 2 years of AFS.</p> <p>The Board may require the submission of other pertinent documents to support the application for exemption.</p>	<p>Applicant-Establishment</p> <p>Applicant-Establishment</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File an application for exemption with complete documentary requirements.	1. Receive and docket application	None	Within 15 to 30 minutes	<i>Labor and Employment Officer (LEO)</i>
	2. Assign the application for processing	None	Within 15 to 30 minutes	<i>Board Secretary (BS)</i>
	3. Process application and prepare case summary	None	Within 5 to 10 calendar days	<i>LEO / Atty. IV</i>
	4. Review case summary	None	Within 1 to 2 calendar days	<i>BS</i>
	5. Present case summary with recommendation to the Board	None	Within 10 to 15 calendar days	<i>BS / Atty. IV</i>
	6. Decide on the application based on the case summary and recommendation	None	Within 1 to 3 calendar days	<i>Board</i>
	7. Prepare/finalize decision	None	Within 3 to 5 calendar days	<i>BS / Atty. IV</i>
	8. Route decision for signature of the Board	None	Within 15 to 30 minutes	<i>LEO / AA</i>

Office or Division:	Regional Tripartite Wages and Productivity Boards (RTWPBs)
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	Exemptible Private Enterprises

	9. Prepare/send notice and copy of the decision to concerned parties through registered mail	None	Within 1 to 2 hours	AA
TOTAL		None	Within 20 to 35 working days	

*All applications shall be filed not later than 75 days from the date of publication of the Wage Order or from the date of declaration of calamity, as the case may be.

2. If the application for exemption is denied, the applicant may file a Motion for Reconsideration (MR) within 10 days from receipt of the Decision.	1. Receive the MR and forward it to BS/Atty. IV	None	Within 15 to 30 minutes	LEO / AA
	2. Evaluate the MR and prepare/update the case summary and draft a decision	None	Within 3 to 5 calendar days	BS / Atty. IV
	3. Present case summary and draft decision for appreciation of the Board	None	Within 10 to 15 calendar days	BS / Atty. IV
	4. Decide on the MR based on the case summary	None	Within 1 to 2 calendar days	Board Members
	5. Finalize decision	None	Within 1 to 3 calendar days	BS / Atty. IV
	6. Route decision for signature of the Board	None	Within 20 to 30 minutes	LEO / AA
	7. Prepare/send notice and copy of the decision to concerned parties through registered mail	None	Within 1 to 2 hours	AA
TOTAL		None	Within 15 to 25 calendar days	

*The processing time exceeds the prescribed processing time under the Ease of Doing Business Act, as amended, as the application for exemption is not the government service contemplated under Section 2 of the said law, and hence, not covered thereby.

EXT-WPRD - 01 Online Submission of Annual Establishment Report on Wages

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. REGISTRATION				
1. Go to https://annualwagereport.nwpc.dole.gov.ph/ to register.	None	None	Immediate	-
2. Provide the necessary details: a. Establishment name b. Establishment type (single, head office, or branch-in case of branch, specify branch name) c. Tax Identification Number d. Respondent's email address and password.	Respond via telephone hotlines, email, and NWPC Facebook account in case technical difficulties are encountered by clients	None	Immediate to within the next working day (dependent on the method of communication)	<i>Sr. LEO / LEO III</i>
3. Open the email re-activation process and click the "Verify Email" button to verify your registered account. An unverified account is automatically deleted 48 hours after registration	The system will confirm through email the successful activation/ verification of the account.	None	Immediate	-
4. Proceed to login	None	None	-	-
5. Provide the needed information in the online application: annualwagereport.nwpc.dole.gov.ph/ For encountered problems, the client may contact the NWPC through the app, hotline, email or Facebook page.	The system will provide notification on the result of their submission Process and analyze the reports received and submit to the Commission for information and further guidance	None	-	-
TOTAL		None	Within 1 working day	

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

B. GENERAL INFORMATION				
<p>1. Tick asset size. Details provided in the registration are automatically reflected in the form.</p> <p>For Barangay Micro Business Enterprises (BMBEs), select your BMBE Certificate of Authority's validity year from the drop-down menu.</p> <p>(All information encoded in the system is automatically saved when logging out or exiting the portal)</p>	Respond via telephone hotlines, email, and NWPC Facebook account in case of inquiries and issues regarding AERW	None	Immediate to within the next working day (dependent on the method of communication)	Sr. LEO / LEO III
2. Input your specific address and contact information. The address fields (region, province, city, and barangay) are all drop-down menus.	None	None	-	-
3. Tick your answer for items 6, 9, and 10.	None	None	-	-
4. Use the list of economic activities and their descriptions to classify your business accordingly. If your business has multiple activities, choose the one that generates the most income or revenue. Item 7 is for the establishment's Main Economic Activity.	None	None	-	-
5. Input major products or services in item 8. You can always go back to edit previous items.	None	None	-	-
TOTAL		None	Within 1 working day	

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

C. EMPLOYMENT DATA				
1. Input the number of Managerial and Rank-and-file employees as of 31 December 2023, and of this number, indicate the number of female employees. The total number of employees will be automatically computed; thus, you cannot input any data in the shaded cell.	Respond via telephone hotlines, email, and NWPC Facebook account in case of inquiries and issues regarding AERW	None	Immediate to within the next working day (dependent on the method of communication)	<i>Sr. LEO / LEO III</i>
2. Provide a breakdown of rank-and-file employees by classifying them as time-rated (hourly, daily or monthly-paid), output-rated, learners, apprentices, and others under Under B.2.1. Also, indicate the number of female employees for each classification. Ensure that the total number of rank-and-file employees and female rank-and-file employees in B.2 and B.2.1 are equal.	None	None	-	-
TOTAL		None	Within 1 working day	

D. SUPPORTING DOCUMENTS				
1. Click "Download" to download the Excel file and save it to your device. The Excel file can only be downloaded after completing the general information and employment data portion. Do not modify the form and its file name. The downloaded Excel file is formatted to the system requirements and is automatically saved with the correct file name.	Respond via telephone hotlines, email, and NWPC Facebook account in case of inquiries and issues regarding AERW	None	Immediate to within the next working day (dependent on the method of communication)	<i>Sr. LEO / LEO III</i>

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

<p>2. Provide the following required details:</p> <ul style="list-style-type: none"> a. name of employees b. position title c. sex d. number of employees e. basic pay and allowances <p>The employees' basic pay should be inputted under the corresponding column based on their employment type. For example, the basic pay of hourly-paid employees should only be inputted under the column "Hourly", while the basic pay of daily, monthly, and other types of employees should be entered only under their respective columns.</p> <p>The number of employees and breakdown of basic pay and allowances should match with the data encoded in the system. Otherwise, you cannot upload the Excel file.</p> <p>(Detailed instructions for filling out the Excel file are provided in the form)</p>	None	None	-	-
<p>3. Save the Excel file once accomplished.</p>	None	None	-	-
<p>4. Upload the Excel file to the system by either clicking "Upload" and then selecting the file, or by dragging and dropping the file into the "Upload" button (the drop zone).</p>	None	None	-	-

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

<p>5. After uploading, a summary table comparing the employment data encoded in the system and the data in the Excel file will be displayed on the screen. Review/revise the data if the figures do not match (either in the system or in the Excel file).</p>	<p>If the client proceeded without successfully uploading the Excel file, he/she will receive an email confirming the PARTIAL submission of the report and a reminder to submit the file before the deadline. Until the Excel file with correct data is successfully uploaded, weekly reminders to upload the file will be sent to the registered email address. You may do so anytime on or before 31 May 2023. Simply log in to your account and proceed to the upload page.</p>	<p>None</p>	<p>Immediate</p>	<p>-</p>
TOTAL		None	Within 1 working day	

Office or Division:	Wage Policy and Research Division
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

E. CERTIFICATION				
1. Tick the appropriate boxes to certify that the content of the uploaded document is true and correct. Also, indicate the name of the respondent, position, mobile number, and email address.	Respond via telephone hotlines, email, and NWPC Facebook account in case of inquiries and issues regarding AERW	None	Immediate to within the next working day (dependent on the method of communication)	Sr.LEO / LEO III
2. You may choose to consent to the use of the information provided to avail of DOLE programs and services.	None	None	-	-
3. Review the information for completeness/correctness before submission.	None	None	-	-
4. Click "Submit" to submit your report.	If successful, the client is notified that their submission will be validated prior to confirmation. In case of incompleteness or errors, a popup will appear identifying the source/s of the issue. Review and revise the relevant fields and sections accordingly.	None	Immediate	-
5. Wait for either of the following: i. Confirmation email ii. Notification to review and revise the report, depending on the result of NWPC validation If the latter, review and revise the relevant fields and sections accordingly. Resubmit the file following the	NWPC will review the validity and correctness of the data submitted. If correct and valid, a confirmation email will be sent to the respondent, together with a copy of the establishment report	None	Within 2 working days	Sr. LEO / LEO III

<p>process outlined in <i>D. Supporting Documents No. 3 to E. Certification No. 4.</i></p>	<p>Otherwise, an email will be sent to the respondent to review and revise the relevant fields and sections accordingly.</p>			
TOTAL		None	Within 2 working days	

*Read and agree to the data privacy consent/agreement by ticking the box.
 If registration is successful, a message prompt will appear and the establishment ID and link will be sent via email.

CENTRAL OFFICE

INTERNAL SERVICES

INT-AD-01 Recruitment Process

Office or Division:	Administrative Division – Human Resource Management Unit	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All NWPC and RTWPB Employees	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Application Letter – indicate the position title, office where the vacancy is, and the item number; 2. Fully accomplished Personal Data Sheet (PDS) with a recent passport-sized picture (CS Form No. 212, Revised 2017), which can be downloaded at www.csc.gov.ph; NOTE: Please make sure that every page of the PDS is signed and according to the guidelines of the Civil Service Commission (CSC) 3. Service Record/Certificate of Employment (specifying duties and responsibilities performed); 4. Performance rating in the last rating period (if applicable); 5. Photocopy of certificate of eligibility/rating/license; 6. Photocopy of Transcript of Records; and 7. Photocopy of training certificates. 	<p>CS Form No. 212, Revised 2017 – Personal Data Sheet can be downloaded from the Civil Service Commission's Official Website: https://csc.gov.ph/downloads/category/223-csc-form-212-revised-2017-personal-data-sheet</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit the application and complete documentary requirements through the: <ul style="list-style-type: none"> • NWPC recruitment portal: https://apps.nwpc.dole.gov.ph/hr-portal/#!/login • Official NWPC recruitment email: recruitment@nwpc.dole.gov.ph 	<ol style="list-style-type: none"> 1.1. Acknowledge receipt of the application 1.2. Check the completeness, validity and veracity of all submitted application documents 	<p>None</p> <p>None</p>	<p>Within 5 to 10 minutes</p> <p>Within 30 minutes to 1 hour</p>	<p>Admin Officer V (HRMO III); HRMPSB Secretariat</p>

Office or Division:	Administrative Division – Human Resource Management Unit
Classification:	Complex
Type of Transaction:	G2B – Government to Business
Who may avail:	All private establishments

<p>2. Wait while the submitted application is being processed</p>	<p>2.1. Process the submitted application as follows:</p> <ul style="list-style-type: none"> • Prepare the Comparative Assessment Form (CAF) of the applicant • Conduct an initial assessment of the applicant's qualifications • Evaluate qualifications of applicant vis-a-vis qualification standards and other prerequisites/criteria for evaluation • Validate the entries and ratings in the Comparative Assessment Form • Evaluate applicant's qualifications vis-a-vis qualification standards and other prerequisites/criteria for evaluation 	<p>None</p>	<p>Within 3 to 4 hours/applicant</p>	<p>Admin Officer V (HRMO III); HRMPSB and Secretariat</p>
<p>3. Undergo the required screening test for candidates (i.e., examinations, interviews, and background investigation)</p>	<p>3.1. Send invitations to candidates re: the conduct of screening tests for candidates, through email and/or phone call</p> <p>3.2. Administer the screening tests for candidates</p>	<p>None</p>	<p>Within 20 to 30 minutes</p> <p>Within 1 to 2 working days</p>	<p>Admin Officer V (HRMO III); HRMPSB Secretariat</p>

<p>4. Wait while the screening tests for candidates are being processed</p>	<p>4.1. Validate the total equivalent point score of each candidate</p> <p>4.2. Prepare and submit to the appointing authority a report on the shortlist of applicants and the screening process made</p> <p>4.3. Undertake the appointing authority's instruction re: Appointment</p>	<p>None</p>	<p>Within 1 to 2 working days</p>	<p>Admin Officer V (HRMO III); HRMPSB and Secretariat</p>
<p>5. Receive an email notification regarding the result of the recruitment process.</p> <ul style="list-style-type: none"> • If selected for Appointment, receive Appointment Paper; acknowledge receipt by affixing your signature to the back page of the appointment. • If not selected for Appointment, receive a regret letter. 	<p>5.1. Send email notification regarding the result of the recruitment process.</p> <ul style="list-style-type: none"> • For selected applicant/s, send email notification re: Appointment and • For applicant/s not selected, send regret letters through email 	<p>None</p>	<p>Within 5 to 10 minutes</p>	<p>Admin Officer V (HRMO III); HRMPSB Secretariat</p>
<p>TOTAL</p>		<p>None</p>	<p>Within 1 to 2 working days</p>	

INT-AD-02 Filing of Application for Leave

Office or Division:	Administrative Division – Human Resource Management Unit
Classification:	Simple
Type of Transaction:	Government to Government
Who may avail:	All NWPC and RTWPB Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Application for Leave Form (CS Form No. 6, Revised 2020); and, 2. Other attachments based on the documentary requirements listed in CS Form No. 6, Revised 2020) 	Administrative Division - Human Resource Management Unit

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Accomplish the Application for Leave Form (CS Form No. 6, Revised 2020) If applicable, attach documentary requirements as prescribed in CS Form No. 6, Revised 2020 	None	None	Within 5 to 10 minutes	Admin Assist III, HRMO
<ol style="list-style-type: none"> 2. Submit the duly signed and accomplished form to the HR Unit through online or physical submission 	<ol style="list-style-type: none"> 2.1 Receive the application for leave form posted in the NWPC Connect: CSC 2020 Leave Application.xlsx 		Within 30 seconds to 1 minute	Admin Assist III, HRMO

INT-AD-03 Authority to Travel Abroad on Personal Capacity

Office or Division:	Administrative Division
Classification:	Simple Transaction
Type of Transaction:	Government to Government (G2G)
Who may avail:	Current NWPC employees at the CO and RO level
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Request Letter addressed to the Executive Director	Personnel Unit, Administrative Division
2. Fully accomplished/signed Leave Form	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents	1. Affix date receipt on all documents	None	Within 30 minutes to 1 hour	Admin. Asst. III
	2. Check available leave credits in the Leave Journal		Within 30 minutes to 1 hour	LEO I
	3. Draft Authority to Travel Abroad		Within 30 minutes to 1 hour	AO V / LEO I
	4. Submit to the AD Chief for review		Within 30 minutes to 1 hour	AD Chief
	5. For revision/ finalization		Within 30 minutes to 1 hour	AO V / LEO I
	6. For notation of Dir. II for MSS		Within 30 minutes to 1 hour	Director II, MSS
	7. For notation of DED for MSS		Within 30 minutes to 1 hour	DED for MSS
	8. Approve the Memorandum		Within 4 hours*	Agency Head
	9. Register the approved Memorandum		Within 30 minutes to 1 hour	Records Officer
2. Receive the original copy of the document	10. Release the Memorandum to the client through email and upload it to the NWPC Connect	None	Within 30 minutes to 1 hour	AO V / LEO I
TOTAL		None	Within 8 to 13 hours	

*Estimated processing time only as the indicated action may depend on the availability of the corresponding person/s responsible.

INT-AD-04-1 Service Record

Office or Division:	Administrative Division
Classification:	Simple Transaction
Type of Transaction:	Government to Government (G2G)
Who may avail:	Current NWPC employees at the CO
CHECKLIST OF REQUIREMENTS	
1. Accomplished Request for Certification (RFC)	Personnel Unit, Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Affix date receipt on all documents	None	Within 30 minutes to 1 hour	Admin. Asst. III
	2. Review 201 file retirement		Within 30 minutes to 1 hour	Admin. Asst. III
	3. Draft Service Record		Within 30 minutes to 1 hour	Admin. Asst. III
	4. Submission to AO V for review and notation		Within 30 minutes to 1 hour	AO V
	5. Submit to Chief AO for approval and signature		Within 30 minutes to 1 hour	Chief AO
2. Receive the copy of the document	6. Notify the applicant that the certificate is ready	None	Within 30 minutes to 1 hour	Admin. Asst. III
	7. Release the certificate to the applicant		Within 30 minutes to 1 hour	Admin. Asst. III
TOTAL		None	Within 3 hours and 30 minutes to 7 hours	

INT-AD-04-2 Service Record

Office or Division:	Administrative Division
Classification:	Complex Transaction
Type of Transaction:	Government to Citizen (G2C)
Who may avail:	Previous NWPC employees at the CO
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Request for Certification (RFC)	Personnel Unit, Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1. Affix date receipt on all documents	None	Within 30 minutes to 1 hour	Admin. Asst. III
	2. Request 201 files to the Records Center of the National Archives of the Philippines, if not available in the office		Within 3 to 5 working days	AO V (HRMO) / AO V (Records Officer)
	3. Review 201 file		Within 30 minutes to 1 hour	Admin. Asst. III
	4. Draft Service Record		Within 2 to 4 hours	-
	5. Submit to AO V for review and notation		Within 2 to 4 hours	AO V
	6. Submit to Chief AO for approval and signature		Within 30 minutes to 1 hour	Chief AO
2. Receive the copy of the document through email and/or mail/pick-up as requested	7. Release certificate to client		Within 30 minutes to 1 hour	Admin. Asst. III
TOTAL		None	Within 3 to 5 working days	

DIRECTORY

National Wages and Productivity Commission

2nd and 3rd Floor DY International Building, San Marcelino cor.
General Malvar Streets, Malate, Manila
Tel. No.: 8527-8013 / 8527-5171
Email Address: pid@produktiboatsahod.on.microsoft.com

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