



**NATIONAL WAGES AND  
PRODUCTIVITY COMMISSION  
&  
REGIONAL TRIPARTITE WAGES  
AND PRODUCTIVITY BOARDS**

**CITIZEN'S  
CHARTER**

---

**2024 | 5TH EDITION**



**NATIONAL WAGES AND  
PRODUCTIVITY COMMISSION  
and  
REGIONAL TRIPARTITE WAGES  
AND PRODUCTIVITY BOARDS**

**CITIZEN'S CHARTER  
2024 (5<sup>th</sup> EDITION)**



**I. Mandate:**

As the key policy-making body on wages, incomes, and productivity, the National Wages and Productivity Commission (NWPC), through the Regional Tripartite Wages 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:**

We, the officers and staff of the National Wages and Productivity Commission and the Regional Tripartite Wages and Productivity Boards, commit to provide quality service through prompt, polite, and adequate manner, in attending to the needs of our clients on wage and productivity-related matters.



**LIST OF SERVICES**

**Table of Contents**

I. Mandate: ..... 2

II. Vision:..... 2

III. Mission: ..... 2

IV. Service Pledge: ..... 2

LIST OF SERVICES..... 3

**CENTRAL OFFICE AND RTWPB (EXTERNAL SERVICES)**

EXT-PID-01 Walk-in Queries / IEC Materials ..... 5

EXT-PID-02 Learning Sessions..... 6

EXT-RTWPBs-01 Productivity Training ..... 10

EXT-RTWPBs-02 Approval of Part Fixed, Part Performance-Based Compensation Scheme in the Public Bus Transport Industry ..... 14

EXT-RTWPBs-03 Application for Exemption from Wage Order ..... 17

EXT-WPRD - 01 Online Submission of Annual Establishment Report on Wages 21

**CENTRAL OFFICE (INTERNAL SERVICES)**

INT-AD-01 Response to Job Applications ..... 24

INT-AD-02 Filing of Application for Leave ..... 28

INT-AD-03 Authority to Travel Abroad on Personal Capacity ..... 30

INT-AD-04-1 Service Record (Current Employee)..... 33

INT-AD-04-2 Service Record (Former Employee) ..... 34

**FEEDBACK AND COMPLAINTS** ..... 36

**DIRECTORY OF OFFICES**..... 38

**Attachment:**

ANNEX "A" ..... 40



# CENTRAL OFFICE / REGIONAL TRIPARTITE WAGES AND PRODUCTIVITY BOARDS

**EXTERNAL SERVICES**



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

*“Walk-in Queries” and provision of “IEC materials” is a public assistance handled by the Planning and Information Division (PID) for clients seeking information or clarifications on matters related to wages, incomes, and productivity.*

<b>Office or Division:</b>	Planning and Information Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G)
<b>Who may avail:</b>	All

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
N/A	N/A

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	2 minutes	Security Guard
2. Proceed to the waiting area and state query/request for IEC	2. Attend to the client and provide the requested assistance <ul style="list-style-type: none"> <li>• Queries</li> <li>• IEC materials</li> </ul>	None	3 minutes (for provision of IEC materials)  15 minutes (for simple queries)  30 minutes (for complex queries)	Action Officer or Information Officer Planning and Information Division/ Concerned Division
3. Fill out the client satisfaction form	3.1 Give the feedback form	None	1 minute	
	3.2. Check the completeness of answers	None	1 minute	
<b>TOTAL</b>		None	<b>7 to 34 minutes</b> , depending on the complexity of the request	



### EXT-PID-02 Learning Sessions

“Learning Session” is an advocacy program organized by the Planning and Information Division to educate and inform the public and stakeholders on issues and trends, including laws, rules, and policies on wages, incomes, productivity, and other related labor and employment concerns.

<b>Office or Division:</b>	Planning and Information Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G)
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Registration Form (1 copy)	<ul style="list-style-type: none"> <li>• <i>Online:</i> NWPC Website: <a href="https://nwpc.dole.gov.ph">https://nwpc.dole.gov.ph</a></li> <li style="padding-left: 20px;">NWPC Facebook: <a href="https://www.facebook.com/dole.nwpc">https://www.facebook.com/dole.nwpc</a></li> <li>• <i>Walk-in:</i> NWPC-Planning and Information Division</li> </ul>
2. Proof of payment upon registration (1 Electronic or Physical Copy)	<ul style="list-style-type: none"> <li>• <i>On-site payment:</i> NWPC Cashier</li> <li>• <i>Bank payment:</i> Bank deposit slip</li> <li>• <i>Digital payment:</i> <ul style="list-style-type: none"> <li>- GCash – screenshot of successful payment</li> <li>- LBP Link.BizPortal - screenshot of successful payment from this link: <a href="https://www.lbp-eservices.com/egps/portal/index.jsp">https://www.lbp-eservices.com/egps/portal/index.jsp</a></li> </ul> </li> </ul>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register through: 1.1 For online registration: Submit the accomplished the online registration form (MS Forms) through the NWPC website ( <a href="https://nwpc.dole.gov.ph">https://nwpc.dole.gov.ph</a> ) and social media accounts  1.2 For walk-in registration: Accomplish the attendance form provided by the secretariat	1.1 Monitor the registration and prepare the list of participants	None	Immediate	Administrative Officer V or Alternate Action Officer  Planning and Information Division
	1.2 Prepare administrative arrangements, including reservation of venue, confirmation of speaker/s, etc.			
2. Pay the registration fee, if any, through: - LandBank Link.BizPortal - GCash - On-site	2. Acknowledge payment: 2.1 For online registered, acknowledge payment and confirm slot (or inform schedule changes, if any)	PHP 500 (Registration Fee) for selected topics	3 days after receipt of proof of payment (online)	Administrative Assistant I or Alternate Action Officer  Planning and Information Division
	2.2 For on-site registered, receive payment and assist in the venue		Immediate	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Proceed to the venue (or join the virtual platform) on the scheduled session</p>	<p>3.1 For face-to-face sessions, assist the participants and give the training materials.</p> <p>3.2 For online sessions, send the link to the training materials through the platform chat box.</p> <p>3.3 Conduct the learning session</p>	<p>None</p>	<p>4 hours</p>	<p>Administrative Officer V</p> <p>Planning and Information Division</p>
<p>4. Answer the Client Satisfaction Feedback (CSF) form or online feedback form (MS forms)</p>	<p>4. Provide CSF Form to participants:</p> <p>4.1 For <b>face-to-face session</b>:</p> <ul style="list-style-type: none"> <li>- Provide CSF Form (face-to-face session)</li> <li>- Check if the answers are complete</li> </ul> <p>4.2 For <b>online sessions</b>:</p> <ul style="list-style-type: none"> <li>- Provide the link for the online feedback form</li> <li>- Monitor submission of forms</li> </ul>	<p>None</p>	<p>5 minutes</p> <p>3 days after the online learning session</p>	<p>Administrative Officer V</p> <p>Planning and Information Division</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive the certificate of participation	5. Release of Certificate of Participation  5.1 For face-to-face session, provide Official Receipt and Certificate of Participation  5.5 For online session, send e-certificate	None	2 minutes    3 days after the Learning Session	Administrative Officer V  Planning and Information Division
<b>TOTAL</b>		PHP500 (Registration Fee) for selected topics	For face-to-face session: <b>3 days, 4 hours, and 12 minutes</b>  For online session: <b>9 days, 4 hours, and 5 minutes</b>	<i>*Processing time for session with payment requirement are incorporated</i>



**EXT-RTWPBs-01 Productivity Training**

The Productivity Toolbox, provided by the Regional Tripartite Wages and Productivity Boards and the NWPC Training and Technical Services Division, offers learning and development through training interventions designed to support MSMEs in adopting systems and technology to improve productivity.

<b>Office or Division:</b>	Training and Technical Services Division Regional Tripartite Wages and Productivity Boards
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen (G2C), Government to Business (G2B), and Government to Government (G2G)
<b>Who may avail:</b>	MSMEs

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Training Request Form (TRF) and Business Information Sheet (BIS) (1 copy)	<ul style="list-style-type: none"> <li>• <i>Online:</i> e-Apply for Productivity Toolbox (<a href="https://nwpc.dole.gov.ph">https://nwpc.dole.gov.ph</a>)</li> <li>• <i>Walk-in:</i> Physical Form (NWPC/ RTWPB Office)</li> </ul>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Pre-Training</b>				
1. Request for a training / orientation through any of the following methods:  1.1. Fill out the e-apply form;	1. Confirm receipt of request and/or coordinate with client  1.1 System automatically responds to confirm receipt of request from e-apply	None	Immediate	Planning and Information Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2. Send an e-mail to NWPC ( <a href="mailto:info@nwpc.dole.gov.ph">info@nwpc.dole.gov.ph</a> ) or RTWPB (RTWPB Email Directory: <a href="https://nwpc.dole.gov.ph/social-media-account/">https://nwpc.dole.gov.ph/social-media-account/</a> );	1.2 Refer the request to RTWPB/TTSD		Within the day	Planning and Information Division/ Concerned RTWPB
1.3. Respond to invitation letters from RTWPB; or	1. 3 Confirm receipt of the client's request/ response		2 days	Assigned trainer
1.4. Visit the RTWPB and fill out the TRF	1.4 Coordinate with the client to schedule the training or orientation		Immediate	Assigned trainer
2. Fill out the BIS through the e-Productivity Toolbox or submit the completed form during the actual training	2.1 Provide BIS, either through the e-Productivity Toolbox or the physical form  2.2 Check completeness of the answers  2.3 Confirm their attendance by sending training details	None	15 minutes	Assigned trainer



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Prepare the following forms: attendance sheet, evaluation form, and action planning form  2.5 Prepare all training handouts and materials			
<b>Training</b>				
3. Attend the training on the scheduled date	3. Conduct the training either in-person or virtual platform	None	8 hours (in-person)  3 hours (webinar)	Assigned trainer
4. Formulate and submit an action plan based on the attended trainings	4. Facilitate and review the action plan submitted	None	30 minutes (included in the 8-hour training)	Assigned trainer
5. Accomplish the training evaluation form: - Hard copy for in-person training - Online form in webinars	5. Provide hardcopy or link for the training evaluation form and check completeness of submission	None	5 minutes (included in the 8-hour training)	Assigned trainer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Receive the following: - Certificate of Participation - Training Handouts	6. 1 For in-person training, provide Certificate of Participation and handouts	None	5 minutes	Assigned trainer
	6.2 For webinar, send e-certificate and e-copies of handouts		1 day after receipt of the accomplished action plan and evaluation form	
7. Submit the revised and final action plan	7. Follow up and collect the final action plans of the participants	None	Within 5 days from the conduct of training	Assigned trainer
<b>Post-Training</b>				
8. Request technical assistance in the development and implementation of the action plan	8. Provide technical assistance, if needed	None	Within 3 months	Assigned trainer
9. Submit report on the results of the implementation of the action plan	9.1 Collect the reports on the implementation of the action plan  9.2 Prepare and submit the report on the monitoring of results of action plans to NWPC	None		Assigned trainer
<b>TOTAL</b>		None	<ul style="list-style-type: none"> <li>• Pre-training: <b>15 minutes</b></li> <li>• Training:                             <ul style="list-style-type: none"> <li>- <b>8 hours (in-person); or</b></li> <li>- <b>3-4 hours (webinar)</b></li> </ul> </li> <li>• Post-training: <b>3 months</b></li> </ul>	



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

*Evaluation by the NWPC/RTWPB of the Part-Fixed and Part-Performance-Based Compensation Scheme in the Public Bus Transport Industry is provided by DOLE Department Order No. 118-12 to ensure that bus drivers and conductors shall receive a fixed component not lower than the applicable minimum wage, and a performance-based component. The RTWPBs review the compliance of the proposed compensation scheme to the guidelines before approval of the DOLE Regional Director.*

<b>Office or Division:</b>	Regional Tripartite Wages and Productivity Boards
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Business (G2B)
<b>Who may avail:</b>	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 copy)	RTWPB Office
2. Employment Contract (2 photocopies)	Applicant
3. Collective Bargaining Agreement (CBA) containing the relevant provisions (1 photocopy) <i>(for bus companies with existing CBA)</i>	
4. Authorization from the PUB owners and/or operators, drivers, and conductors (1 copy) (if applicable)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Client Log Book in the receiving area	1. Give the Log Book to the client	None	3 minutes	Designated RTWPB Personnel
2. Submit the required documents for assessment and verification	2.1 Receive the required documents and check its completeness	None	30 minutes	Designated RTWPB Personnel





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Receive the signed Order indicating the approved compensation scheme.</p> <p><i>If not compliant with the guidelines, receive the comments of the RTWPB Secretariat and revise accordingly before resubmission</i></p>	<p>3.1 Issue the signed Order indicating the approved compensation scheme</p> <p><i>Upon client resubmission, proceed to 2.1 of the process flow.</i></p>	None	30 minutes	Designated RTWPB Personnel
<b>TOTAL</b>		None	<b>15 working days, 1 hour, and 30 minutes</b>	

*Note: The 10 and 5-working day processing times are specified in the auxiliary provisions of NWPC Guidelines No. 01, Series of 2019*







CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File an application for exemption with complete documentary requirements by accomplishing the provided Log Book for the purpose.	1.1 Review the provided information in the Log Book	None	3 minutes	RTWPB Staff
	1.2 Assign the application for processing	None	30 minutes	Board Secretary
	1.3 Process application and prepare case summary	None	10 calendar days	RTWPB Staff
	1.4 Review case summary	None	2 calendar days	Board Secretary
	1.5 Present case summary with recommendation to the Board	None	15 calendar days	Board Secretary or Attorney IV
	1.6 Decide on the application	None	3 calendar days	Wage Board
	1.7 Prepare/finalize resolution	None	5 calendar days	Board Secretary or Attorney IV
	1.8 Route resolution for signature of the Board	None	30 minutes	RTWPB Staff
	1.9 Prepare/send notice and copy of the resolution to concerned parties through registered mail	None	2 hours	RTWPB Staff
<b><i>Re-application through Motion for Reconsideration</i></b>				
2. If the application for exemption is denied, the applicant may file a Motion for Reconsideration (MR) within 10 days from receipt of notice of resolution.	2.1 Receive the MR and forward it to BS/Atty. IV	None	30 minutes	RTWPB Staff
	2.2 Evaluate the MR and prepare/update the case summary and draft a decision	None	5 calendar days	Board Secretary or Attorney IV



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Present case summary with recommendation to the Board	None	15 calendar days	Board Secretary or Attorney IV
	2.4 Decide on the MR	None	2 calendar days	Wage Board
	2.5 Finalize resolution	None	3 calendar days	Board Secretary or Attorney IV
	2.6 Route decision for signature of the Board	None	30 minutes	RTWPB Staff
	2.7 Prepare/send notice and copy of the decision to concerned parties through registered mail	None	2 hours	RTWPB Staff
<b>TOTAL</b>		<b>None</b>	<ul style="list-style-type: none"> <li>• Application: <b>35 days, 3 hours, and 30 minutes</b></li> <li>• Re-application: <b>25 days and 3 hours</b></li> </ul>	



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

*The submission of the Annual Establishment Report on Wages is required under Article 124 of the Labor Code of the Philippines, as amended by Republic Act No. 6727 or the Wage Rationalization Act. The Wage Policy and Research Division (WPRD) monitors online submission, ensuring that all private establishments submit a verified itemized listing of their labor component, specifying the names of their rank-and-file employees, including learners, apprentices and workers with disabilities who were hired under the terms prescribed in the employment contracts, and their corresponding salaries and wages.*

<b>Office or Division:</b>	Wage Policy and Research Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Business (G2B)
<b>Who may avail:</b>	All private establishments

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
N/A	N/A

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the system through: <a href="https://annualwagereport.nwpc.dole.gov.ph/">https://annualwagereport.nwpc.dole.gov.ph/</a>	1. Monitor registration in the System	None	Immediate	Senior LEO / LEO III
2. Open the email re-activation process and click the "Verify Email" button to verify your registered account.	2. Respond to queries and requests for assistance through telephone, emails, and social media accounts			Wage Policy and Research Division
3. Log in to the system using the verified credentials and fill in the required information. Some fields will require downloading and re-uploading of forms, once accomplished.				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Click "Submit" to submit the report and await for notice of report completion.	<p>4.1 Review the validity and correctness of the data submitted:</p> <p>If correct and valid, validate submission. A system-generated confirmation email will be sent to the respondent, together with the electronic copy of the establishment report.</p> <p>If not, send email to respondent to review and revise the relevant fields and sections accordingly.</p>	None	30 days	<p>Senior LEO / LEO III</p> <p>Wage Policy and Research Division</p>
<b>TOTAL</b>		<b>None</b>	<b>30 days</b>	



# **CENTRAL OFFICE**

## **INTERNAL SERVICES**



**INT-AD-01 Response to Job Applications**

*The Recruitment Process is overseen by the Administrative Division, through its Human Resource Management (HRM) Unit, in handling job applications submitted by individuals who are interested in joining the NWPC workforce. It adheres to the Civil Service Commission's (CSC) Omnibus Rules on Appointments and Other Human Resource Actions (ORAOHRA) and CSC-Approved NWPC Merit and Selection Plan.*

<b>Office or Division:</b>	Administrative Division – Human Resource Management Unit
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	General Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application Letter indicating the position applying for, office where the vacancy is, and the specific item number (1 copy)	Applicant
2. Fully accomplished Personal Data Sheet (PDS) with a recent passport-sized picture (CS Form No. 212, Revised 2017) and attached Work Experience Sheet (1 copy)	CS Form No. 212, Revised 2017 – Personal Data Sheet can be downloaded from the Civil Service Commission's Official Website: <a href="https://bit.ly/CSCForm_PDS">https://bit.ly/CSCForm_PDS</a>
3. Service Record/Certificate of Employment (specifying duties and responsibilities performed) (1 copy)	Previous and current employer/s
4. Performance rating in the last rating period (if applicable) (1 copy)	Current employer
5. Photocopy of certificate of eligibility/ rating/license (1 copy)	Civil Service Commission
6. Photocopy of Transcript of Records (1 copy); and	Registrar's Office of school where the applicant graduated
7. Photocopy of training certificates (1 copy)	Applicant's file/records



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the application with complete documentary requirements through the:</p> <ul style="list-style-type: none"> <li>• NWPC recruitment portal (<a href="https://bit.ly/nwpc_hr_portal">https://bit.ly/nwpc_hr_portal</a>) or;</li> <li>• Official NWPC recruitment email: <a href="mailto:recruitment@nwpc.dole.gov.ph">recruitment@nwpc.dole.gov.ph</a></li> </ul>	<p>1.1 Acknowledge receipt of the application</p>	<p>None</p>	<p>1 working day</p>	<p>Admin Officer V (HRMO III) and/or HRM Unit Admin Assistant</p>
<p>2. Wait to be notified by NWPC-HR Unit on the status/ progress of application</p>	<p>2.1 Prepare Comparative Assessment Form (CAF):</p> <ul style="list-style-type: none"> <li>• Accomplish CAF enumerating all applications received within the application period</li> <li>• Check the completeness, validity and veracity of all submitted application documents</li> <li>• Validate the entries and ratings in the Comparative Assessment Form</li> </ul>	<p>None</p>	<p>3 working days per vacant position</p>	<p>Admin Officer V (HRMO III); HRMPSB and Secretariat</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Evaluate qualifications of applicant vis-à-vis qualification standards and other prerequisites/criteria for evaluation	None	1 working day	HRMPSB
	2.3 Inform the applicant of the status of his/her application: <ul style="list-style-type: none"> <li>➤ <b><u>If subject for further evaluation of HRMPSB</u></b> Send email notification that the HRMPSB requests additional supporting documents to evaluate minimum qualifications</li> <li>➤ <b><u>If met all minimum QS,</u></b> Send email notification that all minimum QS were met and that applicant shall be scheduled for the next step of screening process (written exam and/or interview)</li> </ul>	None	1 working day	Admin Officer V (HRMO III) and/or HRM Unit Admin Assistant; HRMPSB Secretariat



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	➤ <b><u>If minimum QS not met,</u></b> Send regret letter through email, specifying which QS he/she failed to meet			
<b>TOTAL</b>		<b>None</b>	<b>6 working days</b>	



**INT-AD-02 Filing of Application for Leave**

*Processing of application for Leave is processed by the Administrative Division, through the HRM Unit, and adhere to the Rule XVI (Omnibus Rules on Leave) of Executive Order No. 292, DOLE Administrative Order No. 39, s. 2023, and other applicable laws. Employees availing such are required to file their leave application/s using CSC Form No. 6, Revised 2020)*

<b>Office or Division:</b>	Administrative Division – Human Resource Management Unit
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	All NWPC and RTWPB Employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Leave Form (CS Form No. 6, Revised 2020) (1 copy)  2. Other attachments based on the documentary requirements prescribed in page 2 of CS Form No. 6, Revised 2020) (1 copy)	Administrative Division - Human Resource Management Unit; or download from NWPCconnect: <a href="https://bit.ly/nwpc_leave_application">https://bit.ly/nwpc_leave_application</a>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly signed and accomplished form to the HR Unit through online or physical submission  If applicable, attach documentary requirements as prescribed in CS Form No. 6, Revised 2020	1. Receive the duly signed and accomplished application for leave form; Stamp date and time received	None	5 minutes	HRM Unit Admin Assistant



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Wait for approval of leave application	2.1 Check the accuracy of contents and attachments	None	4 hours	Admin Assistant, HRMO
	2.2 Certify availability of leave credits	None		HRMO
	2.3 Endorse to the recommending authority	None	4 hours	Admin Assistant, HRMO
	2.4 Sign and endorse to the approving authority <ul style="list-style-type: none"> <li>• SG 24 and above</li> <li>• Below SG 23</li> </ul>	None	2 working days 1 working day	Recommending authority/ies
	2.5 Approve leave application <ul style="list-style-type: none"> <li>• SG 24 and above</li> <li>• Below SG 23</li> </ul>	None	3 working days 2 working days	Approving authority
	2.6 Inform/Release the approved leave to the applicant and record in DTR and Leave Journal	None	4 working hours from receipt of approved leave	Admin Assistant
<b>TOTAL</b>		<b>None</b>	<ul style="list-style-type: none"> <li>• SG 24 and above: <b>6 working days and 5 minutes</b></li> <li>• Below SG 23: <b>4 working days and 5 minutes</b></li> </ul>	



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

*The Administrative Division through the HRM Unit facilitates the processing of requests for Authority to Travel Abroad pursuant to Executive Order No. 459, s. 2005, Office of the President Memorandum Circular No. 35, s. 2007, NWPC Memorandum Order No. 24, s. 2020, and other pertinent issuances for travel abroad of government officials and employees.*

<b>Office or Division:</b>	Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	NWPC and RTWPB officials and employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Letter addressed to the Approving Authority (1 copy)	Human Resource Management Unit (template prescribed in NWPC Memorandum Order No. 24, s. 2020); or download from: <a href="https://bit.ly/nwpc_personal_travel_authority">https://bit.ly/nwpc_personal_travel_authority</a>
2. Fully accomplished/signed Leave Form (1 copy)	Administrative Division - Human Resource Management Unit; or download from NWPCConnect: <a href="https://bit.ly/nwpc_leave_application">https://bit.ly/nwpc_leave_application</a>
3. History of Travel Abroad	Applicant



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements as prescribed in NWPC Memorandum Order No. 24, s. 2020 to the HRM Unit through online or physical submission Form No. 6, Revised 2020	1. Receive the duly signed and accomplished application for leave form; Stamp date and time received	None	5 minutes	HRM Unit Admin Assistant
2. Wait for approval of leave application	2. Undertake Agency Actions prescribed in INT-AD-02 Filing of Application for Leave <ul style="list-style-type: none"> <li>• SG 24 and above</li> <li>• Below SG 23</li> </ul>	None	6 working days and 5 minutes  4 working days and 5 minutes	HRM Unit Admin Assistant; HRMO
3. Process Clearance Form by routing to delegated signatories	3. If cleared and approved, prepare Memorandum Re: Authority to Travel Abroad for approval of the Approving Authority	None	2 working days	HRM Unit Admin Assistant; HRMO; Recommending and Approving Authority/ies
4. Wait for the approval of authority to travel abroad	4. If approved, register the approved Memorandum Order	None	10 minutes	Records Officer III



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive the original copy of the document	5. Release the Memorandum to the client through email; upload it to the NWPC Connect; file a copy in 201 File	None	10 minutes	Records Officer III; HRMO; Admin Assistant
<b>TOTAL</b>		<b>None</b>	<ul style="list-style-type: none"> <li>• SG 24 and above: <b>8 working days and 30 minutes</b></li> <li>• Below SG 23: <b>4 working days and 30 minutes</b></li> </ul>	



**INT-AD-04-1 Service Record (Current Employee)**

The Administrative Division through the HRM Unit issues service record of personnel, upon request. This document shows the employment history and is a requirement in certain transactions.

<b>Office or Division:</b>	Administrative Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Government (G2G)
<b>Who may avail:</b>	Current NWPC employees at the Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request for Certification (RFC) (1 copy)	General Forms, NWPC Connect <a href="https://bit.ly/nwpc_certification_request">https://bit.ly/nwpc_certification_request</a>  Personnel Unit, Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Affix date receipt on all documents	None	1 hour and 30 minutes	Admin Assistant III
	1.2 Review 201 file retirement	None		Admin Assistant III
	1.3 Draft Service Record	None		Admin Assistant III
	1.4 Submit to Admin Officer V for review and notation	None	1 hour	Admin Officer V
	1.5 Submit to Chief Admin Officer for approval and signature	None	1 hour	Chief Admin Officer
2. Receive the copy of the document	2.1 Notify the applicant that the certificate is ready	None	1 hour	Admin Assistant III
	2.2 Release the certificate to the applicant	None	1 hour	Admin Assistant III
<b>TOTAL</b>		<b>None</b>	<b>5 hours and 30 minutes</b>	



**INT-AD-04-2 Service Record (Former Employee)**

The Administrative Division, through the HRM Unit, issues service records of personnel, upon request. This document shows the employment history of requesting employee and is a requirement in certain transactions.

<b>Office or Division:</b>	Administrative Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	Government to Citizen (G2C)
<b>Who may avail:</b>	Previous NWPC employees

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request for Certification (RFC) (1 copy)	General Forms, NWPC Connect <a href="https://bit.ly/nwpc_certification_request">https://bit.ly/nwpc_certification_request</a>  Personnel Unit, Administrative Division

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents	1.1 Affix date receipt on all documents	None	1 hour	Admin Assistant III
	1.2 Review 201 file	None	1 hour	Admin Assistant III
	If the record is not available in the office, request the 201 files to the Records Center of the National Archives of the Philippines		5 working days	Admin Officer V (HRMO) / Admin Officer V (Records Officer)
	1.3 Draft Service Record	None	4 hours	Admin Officer V (HRMO)
	1.4 Submit to Admin Officer V for review and notation	None	4 hours	Admin Officer V



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Submit to Chief Admin Officer for approval and signature	None	1 hour	Chief Admin Officer
2. Receive the copy of the document through email and/or mail/pick-up as requested	2.1 Release certificate to client	None	1 hour	Admin Assistant III
<b>TOTAL</b>		<b>None</b>	If record is available in NWPC: <b>1 working day and 4 hours</b>  If record is available in National Archives of the Philippines: <b>6 working days and 4 hours</b>	



FEEDBACK AND COMPLAINTS

FEEDBACK MECHANISM FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>To let us know how we have served you, please accomplish the Client Satisfaction Feedback (CSF) Form.</p> <p>For other concerns:  <b>For the Central Office</b>, please contact us through the <b>NWPC Planning and Information Division</b> from Monday to Friday, 7:00 AM-6:30 PM (except holidays) at telephone number <b>8527-8013</b> or through email at <b><a href="mailto:info@nwpc.dole.gov.ph">info@nwpc.dole.gov.ph</a></b>.</p> <p><b>For the RTWPBs</b>, you may contact them through the contact details provided in the Directory of Offices portion.</p>
<p>How feedbacks are processed?</p>	<p><b>For the Central Office</b>, the <b>Planning and Information Division</b> compiles and records all feedback submitted. Those requiring responses are forwarded to the relevant program manager and they are required to answer within 24 hours from its receipt.</p> <p>For emails/calls: The Receiving Officer verifies the nature of the feedback and shall endorse to the concerned program manager and/or the NWPC Committee on Anti-Red Tape (NWPC CART) through CART Secretariat. Upon receiving the reply from the concerned personnel/office, the client shall be informed via email or phone call.</p> <p><b>For the RTWPBs</b>, their respective office shall process and retrieve on a monthly basis the CSF Form. Compilation and summary of results shall be submitted to NWPC through Planning and Information Division. Those requiring responses shall be evaluated by RTWPB Committee on Anti-Red Tape (RTWPB CART) and they are required to answer within 24 hours from its receipt.</p> <p>For emails/calls: The RTWPB Receiving Officer verifies the nature of the feedback and shall endorse it to RTWPB CART for further evaluation. Upon receiving the reply from the RTWPB CART, the client shall be informed via email or phone call.</p>



<p>How to file a complaint?</p>	<p>To file a complaint, please provide in the Customer Complaint Form (Annex A) the following:</p> <ul style="list-style-type: none"> <li>- Full Name of the Complainant</li> <li>- Address of the Complainant</li> <li>- Contact Information of the Complainant (Cellphone, Telephone Number, Email Address)</li> <li>- Narrative/Details of the Compliant</li> <li>- Evidence, if applicable</li> </ul> <p>You may send all complaints through <a href="mailto:info@nwpc.dole.gov.ph">info@nwpc.dole.gov.ph</a> or call us at <b>8527-8013</b>.</p> <p>Or you may course them through:</p> <p><b>Anti-Red Tape Authority (ARTA)</b>  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a>              8478-5093</p> <p><b>Presidential Complaint Center (PCC)</b>  <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a>              Hotline 8888 or 82498310 loc. 8175 or 8182              Tel. Nos. 8736–8645, 8736–8603, 8736–8606, 8736–8629, 8736–8621</p> <p><b>Contact Center ng Bayan (CCB)</b>  <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a>              0908-881-6565</p>
<p>How are complaints being processed?</p>	<p>All complaints received by the NWPC/RTWPB shall be evaluated by the concerned Program Manager/Office. The complaints shall be treated with confidentiality and utmost care to prevent disclosure.</p> <p>For follow-ups or queries, the contact information are as follows:              Telephone Number: <b>8527-8013</b>              Email Address: <a href="mailto:info@nwpc.dole.gov.ph">info@nwpc.dole.gov.ph</a></p>



**DIRECTORY OF OFFICES**

**NATIONAL WAGES AND PRODUCTIVITY COMMISSION**

2nd and 3rd Floor DY International Building, San Marcelino cor. General Malvar Streets, Malate, Manila  
 (Office transfer effective 01 March 2025) 11<sup>th</sup> Floor, Trium Square, Sen. Gil Puyat Avenue cor. Leveriza St., Pasay City

Tel. No.: 8527-8013

Email: info@nwpc.dole.gov.ph

OFFICE	ADDRESS	CONTACT INFORMATION
<b>RTWPB – NCR</b>	2nd Floor DY International Building, San Marcelino cor. Gen. Malvar Streets. Malate, Manila (Office transfer effective 01 March 2025) 11 <sup>th</sup> Floor, Trium Square, Sen. Gil Puyat Avenue cor. Leveriza St., Pasay City	Tel. No.: 8-527-5155 Email: rb.ncr@nwpc.dole.gov.ph
<b>RTWPB – CAR</b>	Rm 411, Extension Building, Lyman Ogilby Centrum 358 Magsaysay Avenue, Baguio City 2600	Tel. No.: (074) 4243416 Email: rbcar@nwpc.dole.gov.ph
<b>RTWPB - I</b>	Rm 202-203, Juanita Commercial Building, Quezon Avenue, San Fernando City, La Union	Tel. No.: (072) 619-7549 Mobile No.: 09765617754 Email: rb1@nwpc.dole.gov.ph
<b>RTWPB - II</b>	1F & 2F JC Lasam Villrose Bldg., 10A Arellano Extension, Ugac Sur, Tuguegarao City, Cagayan 3500	Tel. No.: (078) 8441553 Telefax: (078) 8440956 Email: rb2@nwpc.dole.gov.ph
<b>RTWPB - III</b>	2nd Floor Kingspire Business Center, Km 71 McArthur Highway, Brgy. San Isidro, City of San Fernando, Pampanga	Tel./Fax (045) 649 1048 Mobile No.: 0918-253-7930 Email: rb3@nwpc.dole.gov.ph
<b>RTWPB - CALABARZON</b>	3rd Flr. Milan Prestige Bldg. National Highway, Brgy. Halang, Calamba City, Laguna	Telefax: (049) 5455511; (049) 8344030 Email: rb4a@nwpc.dole.gov.ph
<b>RTWPB - MIMAROPA</b>	4th Floor ETVR Building Roxas Drive., Brgy. Santo Niño., Calapan City. Oriental Mindoro. 5200	Tel. No.: (043) 288-6325 Email: rb4b@nwpc.dole.gov.ph
<b>RTWPB - V</b>	ANST Bldg., Washington Drive, Legaspi City	Tel. No.: (052) 742-4172 Email: rb5@nwpc.dole.gov.ph

## NWPC CITIZEN'S CHARTER



OFFICE	ADDRESS	CONTACT INFORMATION
<b>RTWPB - VI</b>	Rm. 30, 3/F Doña Maria Bldg. La Castilla, cor. EL 98 Sts. Jaro, Iloilo City	Telefax: (033) 320-5864/329-0880 Email: rb6@nwpc.dole.gov.ph
<b>RTWPB - VII</b>	6/F DOLE VII Bldg., Gorordo Avenue, Kamputhaw Cebu City, 6000	Tel No.: (032) 266 8068 Mobile No.: 0992 855 4581 Email: rb7@nwpc.dole.gov.ph
<b>RTWPB - VIII</b>	Old Admin Building of Province of Leyte, Jones St, Brgy. 1 & 4 Libertad, Tacloban City	Tel. No.: (053) 888-2637 Email: rb8@nwpc.dole.gov.ph
<b>RTWPB - IX</b>	Compartment 2-F, H.C. Marketing Bldg., Gov. Camins Avenue, Zamboanga City	Tel. No.: (062) 991-2672 Email: rb9@nwpc.dole.gov.ph
<b>RTWPB - X</b>	2nd Floor, Trinidad Building, Corrales-Yacapin Streets, Cagayan de Oro City	Tel. No.: (088) 856-4517 Mobile No.: 0917 793 6825 Email: rb10@nwpc.dole.gov.ph
<b>RTWPB - XI</b>	Upper Ground Floor, Parking Building, Bormaheco Compound, J.P. Laurel Avenue, Bajada, Davao City	Tel. No.: (082) 2224652 Telefax: (082) 2242027 Email: rb11@nwpc.dole.gov.ph
<b>RTWPB - XII</b>	Marjoses Building II, Jesse M. Robredo Avenue, Purok Pag-ibig, Brgy. Zone III, Koronadal City	Tel. No.: (083) 520-0129 Email: rb12@nwpc.dole.gov.ph
<b>RTWPB - CARAGA</b>	Nimfa Tiu Bldg. No.4 J.P. Rosales Ave. Butuan City, Agusan del Norte	Tel/Fax. No.: (085) 815-6405 Email: rb13@nwpc.dole.gov.ph



ANNEX "A"

 <b>Customer Complaint Form</b>		FM-NWPC-QMS-07 Revision: 0 17 August 2015
<b>COMPLAINANT DETAILS</b>		
Name of the person lodging complaint:		Date:
Address:	Contact Details:	
	Telephone No.:	
	Cell phone No.:	
	Email Address:	
<b>COMPLAINT DETAILS</b>		
Date and Time of the incident (if relevant):		
Location of the incident:		
Who/what is the subject of complaint:		
Summary of complaint/issue:		
Suggested corrective action, if any:		
Received/documentated by:	Endorsed and received by:	
Date & Time:	Concerned Program Manager Date & Time:	



**- END -**