



MEMORANDUM
Series of 2025



TO : ALL HEADS OF OFFICES

- ADMINISTRATIVE DIVISION
- REGIONAL ARBITRATION BRANCHES
- SEVENTH AND EIGHTH DIVISIONS

SUBJECT : UPDATED NLRC CITIZEN'S CHARTER (2025, SECOND EDITION)

DATE : 01 October 2025

Pursuant to Republic Act No. 11032, otherwise known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," and Its Implementing Rules and Regulation (IRR), and to comply with the provisions of ARTA Memorandum Circulars, you are hereby instructed to adopt the attached *Updated NLRC Citizen's Charter (2025, Second Edition)*, covering the external and internal services of the Commission—Main Office, its Divisions, and Regional Arbitration Branches. The same shall take effect on **October 13, 2025**.

The updated Citizen's Charter (covering applicable services of your office) must be conspicuously displayed within the premises, particularly at the main entrance of your office as an information billboard through interactive information kiosks, electronic billboards, posters, tarpaulins standees, or any other readable materials which could be easily understood by the public.

The same should also be reproduced as manual and/or flyers for reference by the public.

Further, in line with the requirements set forth by the Anti Red Tape Authority (ARTA) all offices are enjoined to continue to comply with the submission of reports related to ARTA pursuant to Memorandum dated January 30, 2025.

For information and strict compliance.


GRACE E. MANQUIZ-TAN
 Chairperson

cc: attach.:a/s

Message from the Chairperson

This **Updated Charter** embodies our commitment to uphold integrity in public service by improving efficiency and transparency, eliminating redundant and bureaucratic procedures, streamlining operations to reduce unnecessary steps, and ensuring client-centered, measurable, and accessible services that prioritize the welfare of our stakeholders over administrative convenience.

It is also in pursuance with Section 6 of Republic Act No. 11032, otherwise known as the **Ease of Doing Business and Efficient Government Service Delivery Act of 2018**, mandating all government agencies to establish and maintain their most current and updated service standards, collectively referred to as the **Citizen's Charter**. Guided by this mandate, the NLRC has revisited and enhanced its processes to ensure that our services are efficient, transparent, and responsive to the needs of the people we serve.

Among the key improvements introduced are significant reductions in processing times, the elimination of unnecessary documentation, the adoption of uniform procedures across all NLRC offices, and the redesign of services to be more responsive to client needs. These reforms reflect a deliberate shift towards a more accessible, transparent, and citizen-focused delivery of external and internal services.

The Updated Citizen's Charter is not merely a compliance document—it is a reaffirmation of our duty as public servants to provide timely, equitable, and transparent labor justice. With this Charter, we move forward with renewed dedication to serve with excellence and integrity.


GRACE E. MANQUIZ-TAN
Chairperson



NATIONAL LABOR RELATIONS COMMISSION



.....
**2025
CITIZEN'S
CHARTER**
.....

**OCTOBER 2025
SECOND EDITION**

Contact Us

8740-7733 

nlrc.dole.gov.ph 



NATIONAL LABOR RELATIONS COMMISSION

CITIZEN'S CHARTER 2025 (2nd Edition)



I. Mandate:

The National Labor Relations Commission is a quasi-judicial body tasked to promote and maintain industrial peace by resolving labor and management disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution. It is attached to the Department of Labor and Employment for program and policy coordination.

II. Vision:

To deserve public trust as a quasi-judicial agency by way of a fair, speedy, equitable disposition of labor cases at lesser cost.

III. Mission:

To resolve labor disputes in the fairest, quickest, least expensive and most effective way possible.

IV. Service Pledge

We, the officials and employees of the National Labor Relations Commission (NLRC), commit ourselves to upholding the highest standards of integrity, efficiency, and professionalism in delivering labor justice and services to the public. With utmost courtesy and dedication, we shall diligently perform our duties to meet and exceed the expectations of our stakeholders. As part of our unwavering commitment, we pledge to:

- ✓ Provide prompt, fair, and quality labor dispute resolution services in accordance with established rules, procedures, and timeframes;
- ✓ Ensure accessibility of our services through multiple channels, including service facilities, hotlines, and online platforms, to effectively address public concerns and provide accurate information
- ✓ Listen to and respond to public complaints, inquiries, and suggestions through our Hotline, Help Desks, and Public Assistance and Complaints Units, ensuring client satisfaction and continuous institutional improvement;
- ✓ Attend to clients' needs promptly, courteously, and without bias, handling each transaction with professionalism and adherence to ethical standards; and



- ✓ Accommodate all applicants and requesting parties within NLRC premises before the end of official working hours, including during lunch breaks.

With this pledge, we reaffirm our dedication to upholding social justice and protecting the rights of workers and employers through transparent, impartial, and efficient labor adjudication.



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EXTERNAL SERVICES



**Issuance of NLRC Clearance / Certificate of Pending
or No Pending Case
(External Services)**



- 1. Issuance of NLRC Clearance / Certificate of Pending or No Pending Case –**
 This service refers to the issuance of an official NLRC Certificate indicating whether an individual or entity has a pending or no pending case before the Commission, commonly requires for employment, government transactions, bidding, appointments, and other legal or administrative purposes.

1.1A Personal Filing (Central Office, Quezon City)

Office or Division:	Office of the Executive Clerk of Court IV (Central Office) 1 st to 6 th Divisions
Classification:	<i>Simple</i>
Type of Transaction:	G2C
Who may avail:	Individuals or entities seeking an official NLRC Clearance/Certificate indicating whether they have a pending or no pending case before the Commission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly Accomplished Form</p>	<p>Requesting Party</p> <p>*Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or secured from the Public Assistance Desk or Records and Docket Unit (1st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)</p>
<p>2. Payment of fees amounting to ₱530.00 (₱500.00 for NLRC Clearance/Certificate and ₱30.00 for documentary stamp tax)</p>	<p>Requesting Party</p>
<p><u>ADDITIONAL REQUIREMENTS WHEN CLAIMING ON BEHALF OF ANOTHER:</u></p> <ul style="list-style-type: none"> • Authorization letter signed by the requesting individual; • One (1) valid government-issued ID of the authorized representative (original and photocopy); and, • One (1) photocopy of a valid government-issued ID of the requesting individual. 	<p>Requesting Party and Authorized Representative</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to Records and Docket Unit (1 st Floor, Ben-Lor Bldg., 1184 Quezon Ave., Quezon City)	1. Check completeness of required documents	None	1 minute	Receiving Officer
	2. Issue Assessment Form	None	1 minute	Administrative Officer
2. Present Assessment Form to Accounting Office to obtain Order of Payment (10 th Floor, Ben-Lor Bldg., 1184 Quezon Ave., Quezon City)	3. Issue Order of Payment	None	5 minutes	Accounting Staff
3. Present Order of Payment and pay ₱530.00 at Cashier's Office (10 th Floor, Ben-Lor Bldg., 1184, Quezon Ave., Quezon City)	4. Issue Receipt of Payment	₱30.00 for documentary stamp tax and ₱500 for certification	2 minutes	Cashier Staff
4. Present proof of payment to Administrative Officer (Records and Docket Unit personnel, 1 st Floor, Ben-Lor Bldg.)	5. Inform client schedule or time to pick up requested document	None	1 minute	Administrative Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Prepare requested document and route it for signature, including verification in the Divisions (1 st to 6 th) for any Decision with judgment awards	None	2 working days 7 hours and 49 minutes* <small>*Pursuant to the New Process Cycle Time for the Issuance of Certificate of Pending/ No Pending Case in the Arbitration and Commission Levels effective January 2, 2025.</small>	Administrative Officer Executive Clerk of Court IV <i>(Authorized Signatory)</i> Director II, Legal and Research Department <i>(Alternate Signatory)</i> Director II, Finance and Management Department <i>(Co-Alternate Signatory)</i>
5. Claim NLRC Certificate at Records and Docket Unit	7. Release NLRC Certificate	None	1 minute	Releasing Officer
	TOTAL	₱530.00	3 working days	



1.1B Personal Filing (NCR Arbitration Branch, Quezon City)

Office or Division:	NCR Arbitration Branch – Administrative Unit
Classification:	Complex
Type of Transaction:	G2C
Who may avail:	Individuals or entities seeking an official NLRC Clearance/Certificate indicating whether they have a pending or no pending case before the NCR Arbitration Branch

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly Accomplished Form</p>	<p>Requesting Party</p> <p>*Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or secured from the Public Assistance Desk or NCR Arbitration Branch – Administrative Division (1st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)</p>
<p>2. Payment of fees amounting to ₱530.00 (₱500.00 for NLRC Clearance/Certificate and ₱30.00 for documentary stamp tax)</p>	<p>Requesting Party</p>
<p><u>ADDITIONAL REQUIREMENTS WHEN CLAIMING ON BEHALF OF ANOTHER:</u></p> <ul style="list-style-type: none"> • Authorization letter signed by the requesting individual; • One (1) valid government-issued ID of the authorized representative (original and photocopy); and, • One (1) photocopy of a valid government-issued ID of the requesting individual. 	<p>Requesting Party and Authorized Representative</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to NCR Arbitration Branch – Administrative Division (1 st	1. Check completeness of required documents	None	1 minute	Receiving Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Floor, Ben-Lor Bldg., 1184 Quezon Ave., Quezon City)				
	2. Issue Assessment Form	None	1 minute	Administrative Officer
2. Present Assessment Form to Accounting Office to get Order of Payment (10 th Floor, Ben-Lor Bldg., 1184 Quezon Ave., Quezon City)	3. Issue Order of Payment	None	5 minutes	Accounting Staff
3. Present Order of Payment and pay ₱530.00 at Cashier's Office (10 th Floor, Ben-Lor Bldg., 1184, Quezon Ave., Quezon City)	4. Issue Receipt of Payment	₱30.00 for documentary stamp tax and ₱500 for Certification	2 minutes	Cashier Staff
4. Present proof of payment to Administrative Officer (Records and Docket Unit personnel, 1st Floor, Ben-Lor Bldg.)	5. Inform client schedule or time to pick up requested document	None	1 minute	Administrative Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. Prepare requested document and route it for signature, including verification in the Offices of Labor Arbiters for any case with pending execution of judgment awards	None	4 working days 7 hours and 49 minutes <small>*Pursuant to the New Process Cycle Time for the Issuance of Certificate of Pending/ No Pending Case in the Arbitration and Commission Levels effective January 2, 2025.</small>	Administrative Officer Executive Labor Arbiter <i>(Authorized Signatory)</i> Administrative Officer V <i>(Alternate Signatory)</i>
5. Claim NLRC Certificate at NCR Arbitration Branch – Administrative Unit)	7. Release NLRC Certificate	None	1 minute	Releasing Officer
	TOTAL	₱530.00	5 working days	



1.1C Personal Filing (Other Regional Arbitration Branches and 7th and 8th Divisions)

Office or Division:	<u>Regional Arbitration Branches (CAR to RAB XIII)</u> <u>7th and 8th Divisions</u>
Classification:	Simple – Complex
Type of Transaction:	G2C
Who may avail:	Individuals or entities seeking an official NLRC Clearance/Certificate indicating whether they have a pending or no pending case before the Regional Arbitration Branches and 7 th and 8 th Divisions

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly Accomplished Form</p> <p>2. Payment of fees amounting to ₱530.00 (₱500.00 for NLRC Clearance/Certificate and ₱30.00 for documentary stamp tax)</p> <p><u>ADDITIONAL REQUIREMENTS WHEN CLAIMING ON BEHALF OF ANOTHER:</u></p> <ul style="list-style-type: none"> • Authorization letter signed by the requesting individual; • One (1) valid government-issued ID of the authorized representative (original and photocopy); and, • One (1) photocopy of a valid government-issued ID of the requesting individual. 	<p>Requesting Party</p> <p>*Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or secured from the Public Assistance Desk or Administrative Office of the concerned Regional Arbitration Branch or Division</p> <p>Requesting Party</p> <p>Requesting Party and Authorized Representative</p>

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to concerned Regional Arbitration	1. Check completeness of required documents	None	1 minute	Receiving Officer



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Branch, 7 th or 8 th Divisions <i>See: List of Office Addresses</i>				
	2. Issue Assessment Form	None	1 minute	Administrative Officer
2. Present Assessment Form to Accounting Office to get Order of Payment	3. Issue Order of Payment	None	5 minutes	Accounting Staff
3. Present Order of Payment and pay ₱530.00 at Cashier's Office	4. Issue Receipt of Payment	₱30.00 for documentary stamp tax and ₱500 for Certification	2 minutes	Cashier's Staff
4. Present proof of payment to Administrative Officer	5. Inform client schedule or time to pick up requested document	None	1 minute	Administrative Officer
	6. Prepare requested document and route it for signature, including verification in the database and records of pending execution of judgment awards for	None	1 working day, 7 hours and 24 minutes for single sala 4 working days, 7 hours and 24 minutes for multiple sala 2 working days, 7 hours	Designated Staff Executive Labor Arbiter for RABs (Authorized Signatory) Executive Clerk of Court II for Divisions (Authorized Signatory)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the RABs		and 24 minutes for 7 th and 8 th Divisions <small>*Pursuant to the New Process Cycle Time for the Issuance of Certificate of Pending/ No Pending Case in the Arbitration and Commission Levels effective January 2, 2025</small>	Administrative Officer V and Labor Arbitration Associate for RABs and Divisions (<i>Alternate Signatory</i>)
5. Claim NLRC Certificate at concerned RABs/ Division's Releasing Unit	6. Release NLRC Clearance/ Certificate	None	1 minute	Releasing Officer
	TOTAL	₱530.00	1 working day, 7 hours and 30 minutes for single sala 4 working days, 7 hours and 30 minutes for multiple sala 2 working days, 7 hours and 30 minutes for 7th and 8th Divisions	



1.2A Filing Thru Electronic Mail (Central Office)

Office or Division:	Central Records and Docket Unit
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Individuals or entities seeking an official NLRC Clearance/Certificate indicating whether they have a pending or no pending case before the Commission

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly Accomplished Form to be sent to recordsmain@nlrc.dole.gov.ph.</p> <p>2. Payment of fees amounting to ₱530.00 (₱500.00 for NLRC Clearance/Certificate and ₱30.00 for documentary stamp tax)</p> <p><u>ADDITIONAL REQUIREMENTS WHEN CLAIMING ON BEHALF OF ANOTHER:</u></p> <ul style="list-style-type: none"> • Authorization letter signed by the requesting individual; • One (1) valid government-issued ID of the authorized representative (original and photocopy); and, • One (1) photocopy of a valid government-issued ID of the requesting individual. 	<p>Requesting Party</p> <p>*Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph</p> <p>Requesting Party</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents via email to recordsmain.@nlrc.dole.gov.ph	1. Check completeness of required documents and send a reply email acknowledging receipt and providing scheduled date for claiming	None	2 minutes	Receiving Officer
	2. Prepare requested document and route it for signature, including verification in the Divisions (1 st to 6 th) for any Decision with judgment awards	None	1 working day, 7 hours and 20 minutes* <small>*Pursuant to the New Process Cycle Time for the Issuance of Certificate of Pending/ No Pending Case in the Arbitration and Commission Levels effective January 2, 2025</small>	Administrative Officer Executive Clerk of Court (<i>Authorized Signatory</i>) Director II, Legal and Research Department (<i>Alternate Signatory</i>) Director II, Finance and Management Department (<i>Co-Alternate Signatory</i>)
2. Proceed to Records and Docket Unit, 1 st Floor, Ben-Lor Bldg., 1184 Quezon Avenue,	3. Issue Assessment Form	None	1 minute	Administrative Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Quezon City as scheduled, and get Assessment Form				
3. Present Assessment Form to Accounting Office to obtain Order of Payment (10th Floor, Ben-Lor Bldg., 1184 Quezon Ave., Quezon City)	4. Issue Order of Payment	None	5 minutes	Accounting Staff
4. Present Order of Payment and pay ₱530.00 at Cashier's Office (10 th Floor, Ben-Lor Bldg., 1184, Quezon Ave., Quezon City)	5. Issue Receipt of Payment.	₱30.00 for documentary stamp tax and ₱500 for Certification	2 minutes	Cashier's Staff
5. Present proof of payment and claim the NLRC Clearance/ Certificate at Records and Docket Unit	6. Release NLRC Clearance/ Certificate	None	2 minutes	Releasing Officer
	TOTAL	₱530.00	2 working days, 7 hours and 30 minutes	



1.2B Filing Thru Electronic Mail (Regional Arbitration Branches CAR, I to XIII, 7th and 8th Divisions)

Office or Division	Regional Arbitration Branches (NCR , CAR to RAB XIII) 7th and 8th Divisions Please see list of Offices and respective email address/es.	
Classification:	Simple – Complex	
Type of Transaction:	G2C	
Who may avail:	Individuals or entities seeking an official NLRC Clearance/Certificate indicating whether they have a pending or no pending case before the Regional Arbitration Branches, 7 th and 8 th Divisions	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Duly Accomplished Form to be sent to official email address of concerned office</p> <p>See: <u>List of Email Addresses of Offices</u></p>		<p>Requesting Party</p> <p>*Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph</p> <p>See: List of Email Addresses of Offices</p>
<p>3. 2. Payment of fees amounting to ₱530.00 (₱500.00 for NLRC Clearance/Certificate and ₱30.00 for documentary stamp tax)</p>		<p>Requesting Party</p>
<p><u>ADDITIONAL REQUIREMENTS WHEN CLAIMING ON BEHALF OF ANOTHER:</u></p>		
<ul style="list-style-type: none"> • <u>Authorization letter signed by the requesting individual;</u> • <u>One (1) valid government-issued ID of the authorized representative (original and photocopy); and,</u> • <u>One (1) photocopy of a valid government-issued ID of the requesting individual.</u> 		<p>Requesting Party</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents via email to official email address of concerned office See: List of Email Addresses of Offices	1. Check completeness of required documents and send a reply email acknowledging receipt and providing scheduled date for claiming	None	2 minutes	Receiving Officer
	2. Prepare requested document and route it for signature, including verification in the database and records of pending execution of judgment awards for the RABs	None	1 working day, 7 hours and 20 minutes for single sala 4 working days, 7 hours and 20 minutes for multiple sala 2 working days, 7 hours and 20 minutes for 7 th and 8 th Divisions <small>*Pursuant to the New Process Cycle Time for the Issuance of Certificate of Pending/ No Pending Case in the Arbitration and Commission Levels effective January 2, 2025</small>	Designated Staff Executive Labor Arbiter for RABs (<i>Authorized Signatory</i>) Executive Clerk of Court II for Divisions (<i>Authorized Signatory</i>) Administrative Officer V and Labor Arbitration Associate for RABs and Divisions (<i>Alternate Signatory</i>)
2. Proceed to NLRC office as scheduled, and get	3. Issue Assessment Form	None	1 minute	Administrative Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Assessment Form				
3. Present Assessment Form and/or Order of Payment and pay ₱530.00 at concerned RAB/Division's Cashier's Office	4. Issue Receipt of Payment	₱30.00 for documentary stamp tax and ₱500 for Certification	2 minutes	Cashier's Staff
4. Present proof of payment and claim the NLRC Clearance/ Certificate at Concerned RAB/ Division's Releasing Unit	5. Release NLRC Clearance	None	1 minute	Releasing Officer
4 steps	5 steps	₱530.00	1 working day, 7 hours and 26 minutes for single sala 4 working days, 7 hours and 26 minutes for multiple sala 2 working days, 7 hours and 26 minutes for 7th and 8th Divisions	



Processing and Release of Judgment Award and Cash Bond External Services



2. Processing and Release of Judgment Award and Cash Bond

This process involves the preparation, verification, certification, and approval of the Disbursement Voucher (DV) and check for the monetary judgment award or refund of a cash bond. The release is made to the party or claimant of a case with a deposited cash bond at the NLRC, in accordance with the Order of Release issued by the Executive/Labor Arbiter of the Regional Arbitration Branch (RAB).

A. Issuance of Order of Release – Labor Arbiter’s Office

The first step in releasing the judgment award and cash bond to the party is the issuance of an Order of Release by the Labor Arbiter. This authorizes the release of the judgment award and cash bond and includes details such the official receipt (OR) number, date and amount to be released, name of the party, and computation of the amount for multi-party cases.

Office or Division:	NLRC REGIONAL ARBITRATION BRANCHES (RABs NCR, CAR, 1 to XIII) – Office of Executive / Labor Arbiter			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Party to the case with monetary judgment award and cash bond deposited to the NLRC; or party to the case with deposited Cash Bond at the NLRC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original copy of Motion for Issuance of Order of Release		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Motion for Issuance of Order of Release with the Office of the Labor Arbiter handling the case Note: See: Compromise Agreement <u>Please see List of Office and respective address</u>	1. Receive Motion for Issuance of Order of Release	None	Process Cycle Time for Steps 1 to 6 is seven (7) working days	Labor Arbitration Associate/ Stenographic Reporter



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Evaluate documents and verify from case records: <ul style="list-style-type: none"> • If decision is already final and executory • Amount posted and the Order of payment reference number • Computation of Awards • No previous Order of Release has been issued • No pending incidents 	None	TEN WORKING DAYS (10)	Labor Arbitration Associate
	3. Draft Order of Release	None		Labor Arbitration Associate
	4. Review / approval of the Draft	None		Labor Arbiter
	5. Final Issuance of Order of Release judgment awards/ cash bonds	None		Labor Arbiter
	6. Transmittal of the Order to Release to the Accounting Office,	None		Labor Arbitration Associate / Stenographic Reporter



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	supported with the Certification that the Decision/ Resolution / Order has become final and executory and no Injunction or TRO has been issued			
	Total	None		

B.1 Processing of Disbursement Voucher and Release of Check – (Central Office & NCR Arbitration Branch)

Release of monetary judgment award or cash bond deposited with the Regional Arbitration Branch (RAB) to the party in the case, as authorized by the Order of Release issued by the Executive/Labor Arbiter.

Office or Division:	<ul style="list-style-type: none"> • Management and Fiscal Division (MFD) – Accounting Unit, Central Office • Management and Administrative Department (MAD) Office of the Director • Office of the Executive Labor Arbiter (ELA)/ Office of the Executive Clerk of Court IV (ECC IV) • NLRC Central Office Cashier • NCRAB-Cashier
Classification	Simple for 1 to 50 individual claims; complex for more than 50 individual claims
Type of Transaction	G2C
Who may avail	Party of a case with monetary judgment award or cash bond deposited with the NLRC Central Office or NCR Arbitration Branch

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Requirements for the processing of Disbursement Voucher (DV): 1. One (1) original copy of the Order to Release duly issued by the Executive/Labor Arbiter	Office of the handling Executive/Labor Arbiter, NCR Arbitration Branch, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>2. One (1) original copy of the Certificate of Finality issued by the Executive/Labor Arbiter</p> <p>The Office of the Executive/Labor Arbiter will prepare and submit the above documents to the Accounting Unit. Requirements for the release of the Check:</p> <p>A. For Judgment Monetary Award</p> <p>a) If the claimant is the PAYEE, he/she must present/submit</p> <ul style="list-style-type: none"> • Three (3) copies of two (2) valid government-issued identification cards <p>b) If the claimant is an AUTHORIZED REPRESENTATIVE, he/she must present/submit three (3) copies of the following :</p> <ul style="list-style-type: none"> • Special Power of Attorney (SPA) <ul style="list-style-type: none"> - Duly approved by the handling Labor Arbiter • Two (2) valid government-issued identification cards of the payee • Two (2) valid government-issued identification cards of the representative <p>B. For Release of Cash Bond</p> <p>a. If the payee is a company or private respondent</p> <ul style="list-style-type: none"> • One (1) original copy of Special Power of Attorney (SPA) executed by the private respondent • Three (3) photocopies of two (2) valid government-issued 	<p>Office of the handling Executive/ Labor Arbiter</p> <p>From the payee through the issuing government agency (e.g.SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the payee, with assistance from a lawyer</p> <p>From the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the representative through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the payee company or private respondent (to be assisted by a lawyer)</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>identification cards of the executing party</p> <ul style="list-style-type: none"> • Three (3) photocopies of two (2) valid government-issued identification cards of the attorney-in-fact <p>b. If the payee is a corporation, three (3) copies of the following:</p> <ul style="list-style-type: none"> • Secretary's Certificate • Two (2) valid government-issued identification cards of the signing party • Two (2) valid government-issued identification cards of the authorized representative <p><i>NOTE: The Cashier shall check if the authority to receive the check from the NLRC is specified in the SPA/Secretary's Certificate.</i></p> <p><i>If the SPA is executed abroad, the said SPA or Apostille, together with the photocopy of 2 valid ID cards, should be authenticated by the Philippine Embassy based thereat.</i></p>	<p>From the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the attorney-in-fact of the company or private respondent through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the signing party of the Corporation through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the authorized representative of the Corporation through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None for the initial step. The Order of Release and Certificate of Finality will originate from the Office of the Executive/Labor Arbiter.	1. Receive from the Office of the Executive/Labor Arbiter signed Order of Release and Certificate of Finality.	None	5 minutes	Assigned Receiving Personnel (Management and Fiscal Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)
	2. Process Disbursement Voucher (DV)	None	<p>Three (3) working days – for an Order of Release involving up to 50 claimants</p> <p>Five (5) working days – for an Order of Release involving up to 51 to 500 claimants</p> <p>Seven (7) working days – for Order of Release involving more than 500 claimants</p>	<p>Preparation: Accounting Staff</p> <p>Verification, certification and review: 1. Accountant; 2. Chief Administrative Officer, MFD 3. Director II, Management and Administrative Department (MAD)</p>
	3. Approve Disbursement Voucher	None	5 minutes per claimant/payee	Executive Labor Arbiter (ELA) / Executive Clerk of Court IV (ECC IV)
	4. Prepare Check	None		Cashier, Cashier Unit, NCR, Ground Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City



	5. Approve Check	None		ELA / ECC IV
1. Claim Check Cashier Unit, NCR, Ground Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	6. Release Check	None		Cashier; Claimant / Payee

B.2. Processing of Disbursement Voucher and Release Of Check – (Other Regional Arbitration Branches Car, I To XIII)

Release of monetary judgment award or cash bond deposited with the Regional Arbitration Branch (RAB) to the party of the case per Order of Release issued by the Executive/Labor Arbiter.

Office or Division:	Regional Arbitration Branches CAR, I To XIII <u>Please see list of Offices</u> <ul style="list-style-type: none"> • Accounting Unit • Cashier
Classification:	Simple - Complex
Type of Transaction:	G2C
Who may avail:	Party of a case with monetary judgment award or cash bond deposited at the NLRC; or party to the case with deposited Cash Bond at the NLRC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) original copy of Order to Release duly issued by the Executive/Labor Arbiter	Office of the handling Executive/Labor Arbiter
2. One (1) original copy of the Certificate of Finality issued by the Executive/Labor Arbiter	Office of the handling Executive/Labor Arbiter
The Office of the Executive/Labor Arbiter will prepare and submit the above documents to the Accounting Unit.	
Requirements for the release of the Check:	
A. For Judgment Monetary Award	
a. If the claimant is the PAYEE , he/she must present/submit	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Three (3) copies of two (2) valid government-issued identification cards <p>b. If the claimant is an AUTHORIZED REPRESENTATIVE, he/she must present/submit three (3) copies of the following:</p> <ul style="list-style-type: none"> • Special Power of Attorney (SPA) • Two (2) valid government-issued identification cards of the payee • Two (2) valid government-issued identification cards of the representative 	<p>From the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the payee, with assistance from a lawyer</p> <p>From the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the authorized representative of the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p>
<p>B. For Release of Cash Bond</p> <p>a. If the payee is a company or private respondent</p> <ul style="list-style-type: none"> • One (1) original copy of Special Power of Attorney (SPA) executed by the private respondent • Three (3) photocopies of two (2) valid government-issued identification cards of the executing party • Three (3) photocopies of two (2) valid government-issued identification cards of the attorney-in-fact <p>b. If the payee is a corporation, three (3) copies of the following:</p> <ul style="list-style-type: none"> • Secretary's Certificate • Two (2) valid government-issued identification cards of signing party • Two (2) valid government-issued identification cards of the authorized representative 	<p>From the payee company or private respondent, with assistance from a lawyer</p> <p>From the payee through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the attorney-in-fact of the company or private respondent through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the Corporation</p> <p>From the signing party of the Corporation through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP, PhilPost, PhilHealth, and other government agencies)</p> <p>From the authorized representative of the Corporation through the issuing government agency (e.g. SSS, GSIS, LTO, PRC, IBP,</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p><i>NOTE: The Cashier shall check if the authority to receive the check from the NLRC is specified in the SPA/Secretary's Certificate.</i></p> <p><i>If the SPA is executed abroad, the said SPA, together with the photocopy of 2 valid ID cards, should be authenticated by the Philippine Embassy based thereat.</i></p>		PhilPost, PhilHealth, and other government agencies)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None for the initial step. The Order of Release and supporting documents will originate from the Office of the Executive/Labor Arbiter.	1. Receive from the Office of the Executive/Labor Arbiter signed Order of Release and Certificate of Finality.	None	5 minutes	Assigned Receiving Personnel, Accounting Unit of concerned RAB <u>Please see List of Offices and Address/es</u>
	2. Prepare, verify, and certify Disbursement Voucher	None	Three (3) working days – for Order of Release involving up to 50 claimants	Accounting Staff; Accountant; Executive Labor Arbiter
	3. Approve Disbursement Voucher	None		Executive Labor Arbiter
	4. Prepare Check	None	Five (5) working days – for Order of Release involving up to 51 to 500 claimants	Cashier
	5. Approve Check	None		Executive Labor Arbiter
1. Claim Check	6. Release Check	None	Seven (7) working days – for Order of Release involving more than 500 claimants 5 minutes per claimant/payee	Cashier; Claimant / Payee



**Request for Certified True Copy/Photocopy of Documents of
Cases on Appeal
(External Services)**



3. Request for Certified True Copy/Photocopy of Documents of Cases on Appeal

This process covers the request for issuance of certified true copies or photocopies of pleadings, decisions, orders, or other documents related to a case on appeal before the Commission.

3.1 Personal Filing

Office or Division:	NLRC First to Eighth Divisions
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parties to the case on appeal, or their duly authorized representatives, who intend to file or use the document in any proceedings before the Labor Arbiter, Commission, or any court, and/or for other legal purposes.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Form	Request Form available at Public Assistance Desks: 1st to 6th Divisions – 1 st Floor, Ben-Lor Bldg., Quezon Ave., Quezon City 7th Division – 5 th Floor, DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City 8th Division – 3/F, Cahulogan Square, Xavier Estates, Mastersons Avenue, Upper Balulang, Cagayan de Oro City
2. Original and one (1) photocopy of valid government-issued ID of the party to the case	Requesting Party
3. Payment of fees in the amount of ₱5.00 per page (for CTC) and ₱30.00 for documentary stamp tax *and/or ₱3.00 per page (for PTC)	Requesting Party
<u>ADDITIONAL REQUIREMENTS WHEN REQUESTING ON BEHALF OF PARTY TO THE CASE:</u> • Authorization letter; and	Requesting Party / Authorized Representative



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> One (1) valid government-issued ID of the authorized representative (original and photocopy). 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the concerned Public Assistance Desk	1. Check completeness of required documents	None	1 minute	Public Assistance Desk Staff
	2. Encode request details and notify the concerned office	None	5 minutes	Public Assistance Desk Staff
	3. Process the request by retrieving the document (if records available), encoding details, issuing the Assessment Form, and notifying Accounting	None	10 Minutes	Receiving Officer/ Records Officer of the Division
	4. Generate the OP	None	2 minutes	Accounting Staff
2. Proceed to Accounting Office (for 7 th and 8 th Division)	5. Print and issue the OP with	None	5 minutes	Public Assistance Desk Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	payment instructions			
3. Present the OP to Cashier and pay exact amount	6. Issue the Official Receipt (OR) and direct the requestor to present it to the PAC	P5.00 or P3.00 per page (PTC) and P30.00 documentary stamp tax	5 minutes	Cashier Staff
		None	5 minutes	Public Assistance Desk Staff
	8. Reproduce and stamp the documents as certified, indicate the OR and date, then transmit the signed copy to the PAC	None	1 page up to 30 pages - 10 minutes 31 to 50 pages – 20 minutes more than 50 pages up to 100 pages - 1 hour more than 100 pages or entire records – 2 hours 1 – 2 days for voluminous records	Records Officer/ Custodian of the Division
4. Claim the certified copies of the documents	9. Log and release the certified documents upon acknowledg	None	2 minutes	Public Assistance Center Staff



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	ment of receipt			
4 steps	9 steps	*P5.00 (for CTC) per page plus P30.00 for documentary stamp tax P3.00 for PTC	1 to 30 pages - 48 minutes 31 to 50 pages - 58 minutes 51 to 100 pages - 1 hour and 38 minutes more than 100 pages or entire records - 2 hours and 38 minutes	

3.2 Filing Thru Electronic Mail

Office or Division:	NLRC First to Eighth Divisions
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Parties to the case on appeal, or their duly authorized representatives, who intend to file or use the document in any proceedings before the Labor Arbiter, Commission, or any court, and/or for other legal purposes.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter-Request to be sent to the official email address of concerned Division <u>See: List of email addresses</u>	Requesting Party
2. Scanned copy of one (1) valid government- issued ID of the party to the case;	Requesting Party
3. Payment of fees in the amount of ₱5.00 per page (for CTC) or ₱3.00 per page (for	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PTC) and ₱30.00 for documentary stamp tax <u>ADDITIONAL REQUIREMENTS WHEN REQUESTING ON BEHALF OF PARTY TO THE CASE:</u> <ul style="list-style-type: none"> • Authorization letter; and • One (1) valid government-issued ID of the authorized representative (original and photocopy). 	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send the request to the official email address of the Division / Unit concerned <u>Please see email addresses of offices</u> *Requesting party must appear on the date set for the processing of the documents	1. Verify the identity of requesting party 2. If requesting party is a party to the case, notify him/her of the following: a. if records are still in custody of the Division b. date of processing which includes photocopying of documents and certification	None	1 working day	Records Officer / Receiving Officer of the Division



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Encode request details and notify the concerned office	None	10 minutes	Records Officer / Receiving Officer of the Division
	3. Generate and save the OP series number in the system	None	5 minutes	Accounting Staff
2. Proceed to Accounting Office (for 7 th and 8 th Divisions)	4. Print and issue the OP with payment instructions	None	5 minutes	Public Assistance Center Staff
3. Present the OP to Cashier and pay exact amount	5. Issue the Official Receipt (OR) and direct the requestor to present it to the PAC	P5.00 per page and P30.00 documentary stamp tax	5 minutes	Cashier Staff
	6. Scan and transmit the OR to the concerned office or records custodian	None	5 minutes	Public Assistance Center Staff
	7. Reproduce and stamp the documents as certified, indicate the OR and date, then	None	1 page up to 30 pages - 10 minutes 31 to 50 pages - 20 minutes	Records Officer/ Custodian of the Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transmit the signed copy to the PAC		<p>more than 50 pages up to 100 pages - 1 hour</p> <p>more than 100 pages or entire records – 2 hours</p>	
4. Claim the certified copies of the documents	8. Log and release the certified documents upon acknowledgment of receipt	None	2 minutes	Public Assistance Center Staff
		*P5.00 per page plus P30.00 for documentary stamp tax	<p>1 to 30 pages - 1 working day and 42 minutes</p> <p>31 to 50 pages – 1 working day and 52 minutes</p> <p>more than 50 pages up to 100 pages - 1 working day, 1 hour and 32 minutes</p> <p>more than 100 pages or entire records – 1 working day, 2 hours and 32 minutes</p>	



Filing of Request for Assistance External Services



4. Filing of Request for Assistance

An aggrieved party may seek assistance by filing a Request for Assistance (RFA) with the NLRC through the Single-Entry Approach (SEnA) mechanism, pursuant to Republic Act No. 10396, as implemented by Department Order No. 151-16, Series of 2016, and further amended by Department Order No. 249, Series of 2025.

The request must be submitted using the prescribed form, detailing the concern or dispute, for proper processing and scheduling of the mandatory conciliation-mediation conference.

4.1 Personal Filing – Requesting party may personally file a SEnA Request for Assistance (RFA) at the NLRC offices.

Office or Division:	NLRC Regional Arbitration Branches
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any worker including those who have worked overseas and domestic household workers, a group of workers, a union, and a federation workers' association on behalf of their members or affiliates.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) copy of duly accomplished SEnA Request for Assistance (RFA) Form</p> <p>*Personal appearance of the requesting party is required in filing a Request for Assistance (RFA)</p> <p><i>Additional Requirements, if applicable:</i></p> <ul style="list-style-type: none"> • If requesting party is absent or incapacitated, the following document must be presented: <ul style="list-style-type: none"> i. One (1) copy of Special Power of Attorney (SPA). • If requesting party is a corporation or juridical entity, any of the following documents must be presented: <ul style="list-style-type: none"> i. One (1) copy of Special Power of Attorney (SPA); or ii. One (1) copy of Board Resolution; or iii. One (1) copy of Secretary's Certificate. 	<p>RFA Form available at NLRC Offices</p> <p>*Please see list of NLRC offices</p> <p>Requesting Party</p>



- If requesting party is deceased, the following documents must be presented:
 - i. One (1) copy of Original or Philippine Statistics Authority-authenticated copy of death certificate; and
 - ii. One (1) copy of Proof of relationship through original or Philippine Statistics Authority-authenticated copy of marriage contract or birth certificate.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished RFA Form	1. Check completeness of information provided in RFA Form	None	5 minutes	<i>Frontline Officer Please see list of offices and addresses</i>
2. Check correctness of information encoded in DOLE ARMS	2. Encode duly accomplished form in DOLE ARMS, and thereafter assign it to designated SEnA Conciliator Mediator with assigned reference number	None	15 minutes	<i>SEnA Encoder</i>
3. Receive copy of RFA and instructions from the SEnA Encoder	4. Print RFA Form and provide a copy to requesting party/ies, indicating the name of the Conciliator-Mediator to	None	5 minutes	<i>SEnA Encoder</i>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	whom it was assigned			
		None	25 Minutes	

CONDUCT OF SENA CONCILIATION-MEDIATION

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend SEnA Conference as scheduled	<p>1. Conduct conciliation-mediation and in doing so:</p> <p>a. Prepare minutes of the conference and/or agreement of the parties if there is settlement; and</p> <p>b. Accomplish SEnA referral form for the proper office having jurisdiction of the complaint, if there is no settlement</p>	None	Within 30 days from initial conference pursuant to the SEnA Guidelines in compliance with RA 10396	SEnA Conciliator-Mediator
	<p>2. Process every movement of the RFA and report the result through the DOLE ARMS</p> <ul style="list-style-type: none"> If RFA is pre-terminated, records the date and 	None		SEnA Conciliator-Mediator



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	cause of pre-termination <ul style="list-style-type: none"> If settled, prepare the Agreement of the parties using SEnA Form signed by both parties and/or Quitclaim and Release signed by the requesting party and attest the same If not settled, inform the requesting party/ies of other options to file the appropriate complaint before the office having jurisdiction over such complaint 			
1 step	2 steps	None	30 days	

4.2. Online Filing – Requesting party may file a SEnA Request for Assistance (RFA) through the SEnA Online Filing System under the DOLE Assistance for Request Management System of the Department of Labor and Employment (DOLE).

Office or Division:	NLRC NCR Arbitration Branch, Sixth Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any worker including those who have worked overseas and domestic household workers, a group of workers, a union, and



		a federation workers' association on behalf of their members or affiliates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Duly accomplished Online Request from DOLE ARMS</p> <p>NOTE: NLRC action begins upon receipt of an email from the National Conciliation and Mediation Board (NCMB) containing the RFA filed online.</p> <p>The conduct of SEnA conciliation mediation proceedings for online filings follows the same procedures as those for personal filings.</p>		DOLEARMS – arms.dole.gov.ph		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Please refer to DOLE ARMS process at arms.dole.gov.ph				



Filing of Complaint External Services



5. Filing of Complaint – An aggrieved party may file a labor case by submitting a duly accomplished and sworn complaint form specifying the cause(s) of action. The complaint must include the names of all complainants and respondents and must be verified under oath at the time of filing.

5A. Filing of Complaint – NCR Arbitration Branch

Office or Division:	NCR Arbitration Branch
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any complainant who is an aggrieved worker or employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) copy of SEnA Referral Slip	Referring Single-Entry Approach Desk Officers (SEADOs) of NLRC, NCMB or DOLE
2. One (1) valid government - issued Identification card (ID) (original and photocopy)	Complainant
3. One (1) copy of duly accomplished Complaint Form, which will be provided upon submission of Requirement No. 1 (SEnA Referral Slip)	NLRC-RAB Complaint Unit
<p>ADDITIONAL REQUIREMENTS WHEN PERSONAL APPEARANCE IS NOT POSSIBLE:</p> <p>If complainant cannot personally file the complaint due to:</p> <ul style="list-style-type: none"> • Death, • Illness or medical condition, or • Out of the country, <p>the following must be submitted:</p> <ol style="list-style-type: none"> 1. Special Power of Attorney (SPA), 2. Supporting Document (as applicable): <ul style="list-style-type: none"> • For death: Death certificate or other proof of death • For medical reasons: Medical certificate from a government physician 	Complainant



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> For complainants abroad: Copy of travel documents (e.g., plane ticket, or certification from Department of Foreign Affairs (DFA), Bureau of Immigration (BI), or Department of Migrant Workers (DMW) (NLRC Memorandum dated 06 August 2012) 	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present SEnA Referral Slip to designated personnel of Complaint Unit	1. Issue Complaint Form upon submission of SEnA Referral Slip	None	1 minute	<i>Designated Personnel</i>
2. Fill out Complaint Form and present completed form to Officer of the Day	2. Validate and verify the information in the completed form.	None	15 minutes	<i>Officer of the Day</i>
3. Proceed to the Complaint Officer for case docketing, assignment, and administration of oath	3. Encode complaint details, assign the case through e-raffle, generate a printed copy of the complaint, and administer the oath. In case there are multiple complainants, the designated representative will be allowed to take the Complaint Form outside the building to obtain the signatures of their co-complainants.	None	15 minutes	Complaint Officer



	x	None	31 minutes	
CONDUCT OF COMPULSORY ARBITRATION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to assigned Labor Arbiter's Office for schedule of mandatory conciliation-mediation conferences	1. Issue notice of conferences and summons	None	2 days	Labor Arbitration Associate
2. Attend scheduled mandatory conciliation-mediation conferences	2. Conduct mandatory conciliation-mediation and clarificatory conferences	None	90 days	Labor Arbiter
3. Submit position paper and reply	3. Prepare and release decision	None	178 days	Labor Arbiter
			270 days or 9 months pursuant to the 2011 NLRC Rules of Procedure, as amended	



5B Filing of Complaint – Other Regional Arbitration Branches

Office or Division:	Other NLRC Regional Arbitration Branches (RABs CAR, 1 to XIII):
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any aggrieved worker/employee

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) copy of the SEnA Request for Assistance (RFA) Referral from the Single Entry Assistance Desk Officers (SEADOs) of the NLRC Regional Arbitration Branches (RABs), NCMB Regional Conciliation and Mediation Branches (RCMBs), and DOLE Regional Offices (ROs).</p> <p>2. One (1) valid government - issued Identification card (ID).</p> <p>3. One (1) copy of the duly accomplished Complaint Form, which will be provided upon submission of Requirement No. 1 (SEnA RFA Referral).</p> <p>Note: Personal appearance of the complainant worker/employee is required when filing a complaint.</p> <p><i>Additional Requirements, if applicable:</i></p> <ul style="list-style-type: none"> If the physical presence of the complainant worker/employee is not possible for filing the complaint due to the following conditions: (a) the complainant is sick or has a medical condition; or (b) the complainant is out of the country. <p>The following documents must also be presented:</p>	<p>From the NLRC SEADO, NCMB SEADO, or DOLE SEADO that handled the RFA.</p> <p>From the complainant worker/ employee through the issuing government agency (e.g., SSS, GSIS, LTO, PRC, IBP, PHILPOST, PHILHEALTH, and other government agencies).</p> <ul style="list-style-type: none"> From the designated personnel of the NLRC Complaint Unit. From the complainant worker/ employee. From the complainant worker/ employee through a government physician for medical certificates, or from the DFA, BI, and/or the DMW for travel-related certifications.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. A Special Power of Attorney (SPA); and 2. Additional documents, as applicable: a. For medical reasons: A medical certificate issued by a government physician. b. For complainants abroad: Any valid document proving their departure, such as photocopies of plane tickets or certifications issued by the Department of Foreign Affairs (DFA), Bureau of Immigration (BI), and/or the Department of Migrant Workers (DMW). <i>(Memorandum dated 06 August 2012)</i>		<ul style="list-style-type: none"> From the complainant worker/ employee through the POEA (now DMW). 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the SEnA RFA Referral to the designated personnel of the Complaint/ Administrative Office to obtain a Complaint Form. <u>Please see list of offices and address</u>	1. Issue a Complaint Form (Local or OFW) upon submission of the SEnA RFA Referral.	None	1 minute	Complaint Officer/ Designated Personnel
2. Fill out the Complaint Form and present the completed form to the Administering Officer.	2. Validate and verify the information in the completed form and administer the oath.	None	15 minutes (for one complainant)	Administering Officer
3. Proceed to the Complaint	3. Encode the complaint	None	15 minutes	Complaint Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Officer for case docketing and assignment.</p>	<p>details, assign the case through e-affle, generate a printed copy of the complaint.</p> <p>In case there are multiple complainants, the designated representative will be allowed to take the Complaint Form outside the building to obtain the signatures of their co-complainants.</p>		<p>(for one complainant)</p>	
	<p>TOTAL</p>	<p>NONE</p>	<p>31 minutes (for one complainant)</p>	



INTERNAL SERVICES



Issuance of Service Record Internal Services



1. Issuance of Service Record

Service Record is a record of accredited government service of officials / employees. Copies of service record may be requested as it is usually required for GSIS, BIR, SSS Membership, loans, retirement and terminal leave purposes, employment in other government agencies or private sectors, and for other legal purposes.

1.A. Issuance of Service Record Administrative Division/Office - Nationwide)

Office or Division:	NLRC Main Office, 7th and 8th Divisions Regional Arbitration Branches (NCR, CAR, I to XIII)
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Former and Incumbent NLRC Employees assigned at Main Office / Commission Proper; Retired / Separated / Transferred / Dismissed NLRC Officials and Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>FOR INCUMBENT OFFICIALS/EMPLOYEES One (1) copy of fully accomplished Request Form or letter-request for Service Record sent personally OR thru mail OR Request sent thru email</p> <p>ADDITIONAL REQUIREMENT FOR RETIRED OFFICIALS/EMPLOYEES One (1) copy of Commission Clearance from Money and Property Accountabilities (for Retired / Resigned / Transferred / Dismissed NLRC Officials / employees</p> <p>ADDITIONAL REQUIREMENT IF REQUESTING PARTY IS NOT THE EMPLOYEE 1. FOI FORM 2. VALID ID</p>	<p>Requesting Party; Request form may be secured from the Administrative Office of concerned Office or downloaded thru the NLRC website nlrc.dole.gov.ph (Please see list of offices and email address/es</p> <p>From Requesting Party; If none yet, Commission Clearance Form available at the Administrative Division/Office and may also be downloaded from the NLRC Website, nlrc.dole.gov.ph ; Retired/separated officials and employees from RABs shall also secure Clearance from Money and Property Accountabilities from the RAB where previously assigned</p> <p>From Requesting Party, FOI Form available at the Administrative Division. FOI Form may also be downloaded from the NLRC Website, nlrc.dole.gov.ph</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form which can be secured from the Administrative Division - Main Office, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City OR submit letter requesting for an updated Service Record personally or thru mail or electronic mail (email). Please see list of offices and email address	1.a Receive Request Form or letter-request and check completeness of required details (i.e., complete name, purpose, number of copies needed) and refer to in charge 1.b If received thru email, reply to the letter-sender acknowledging receipt of complete requirements	None	10 MINUTES (PERSONAL FILING) 4 hours for Email	Receiving Officer, Administrative Division/Office (for personal requests) HRMO/AO V or alternate (requests thru email)
	2. Prepare the Service Record based on the 201 file of the official / employee	None	2 hours	HRMO/AO V or alternate
	3. Review, approve and affix signature on the Service Record	None	2 hours	Chief Administrative Officer/Executive Labor Arbiter/AO V
2. Claim the Service Record	4. Release the requested Service Record to the official / employee or authorized representative	None	15 minutes	Receiving/ Releasing Officer
	For retired / separated / resigned / transferred / dismissed employees who wish to have their Service Record	None	1 hour	Receiving Officer or alternate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	mailed to their forwarding address - Prepare mailing envelopes and transmit to the Central Receiving and Mailing Unit or mail thru courier upon request of official / employee			
	TOTAL:	None	<p style="text-align: center;">Personal Filing - 4 Hours And 25 Minutes</p> <p style="text-align: center;">Request Thru Email- 1 Working Day, And 15 Minutes <u>If To Be Mailed Upon Request</u></p> <p style="text-align: center;">Personal Filing - 5 Hours And 25 Minutes Thru Email - 1 Working Day, 1 Hour And 15 Minutes</p>	



Issuance of Authority To Travel Abroad Internal Services



2. Issuance of Authority To Travel Abroad To Officials (Presiding/Commissioners, Executive/Labor Arbiters) and Rank-And-File Employees

A travel authority is a document issued to government officials/employees authorizing the travel abroad that will not hamper office operations and is subject to submission of all requirements.

Office or Division:	Administrative Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City Email address: admindiv@nlrc.dole.gov.ph
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Incumbent NLRC Officials (Executive / Labor Arbiters and Employees Commission Proper, Main Office and Regional Arbitration Branches)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. one (1) copy of Letter-Request stating the purpose of travel, inclusive dates of travel and the place or places of destinations	From the Requesting Official / Employee
2. one (1) original copy of Self-Certification of no pending administrative / criminal case before the RTC or Sandiganbayan and No Hold Departure Order was issued against the requesting official / employee	From the Requesting Official / Employee (Template form available at the Administrative Division)
3. one (1) original copy of Certification issued by the Head of Office / Supervisor that office operations will not be hampered by the leave of absence of the requesting official / employee	From the Requesting Official / Employee (Template Form available at the Administrative Division)
4. one (1) original copy of Fully accomplished and approved Application for Leave of Absence	From the Requesting Official / Employee (Leave Form available at the Administrative Division)
ADDITIONAL REQUIREMENTS, IF APPLICABLE	
*one copy of Invitation from the host country, sponsoring agency or organizer (if any)	From the Requesting Official/Employee
*one (1) original copy of Clearance from Money and Property Accountabilities (for absences for 30 calendar days or more)	From the Requesting Official / Employee (Commission Clearance Form available at the Administrative Division; Clearance from Money and



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Property Accountabilities from the RAB/Division)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request to travel, together with the supporting documents, to the Administrative Division-Main Office, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	1. Receive letter-request and refer to the personnel in charge	NONE	1 HOUR	Receiving Officer
	2. In case of lacking requirements, inform the requesting official/ employee or the Administrative Officer V (for 7 th and 8 th Divisions and RABs)	none	2 hours	Administrative Officer IV
	3. If documents are complete, prepare the Authority to Travel Abroad	none	2 hours	Administrative Officer IV (for rank-and-file employees) Administrative Officer V (for Officials)
	4. Review Authority to Travel Abroad.	none	2 hours	Chief Administrative Officer
	5. Review and affix signature on the Authority to Travel Abroad and send back	none	1 working day	Chairperson/staff of Chairperson, 7 th Floor Ben-Lor Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the Authority to Travel to the Administrative Division			
2. Receive the Authority to Travel Abroad	6. Release the requested Authority to Travel Abroad or email to concerned personnel (if requested)	none	30 minutes	Receiving Officer
	For requests coming from the Provinces (7 th and 8 th Divisions and RABs CAR, 1 to XIII), prepare mailing envelopes and transmit to the Central Receiving and Mailing Unit and send copy thru email to the requesting employee/RAB/ Division	none	2 hours	Receiving Officer
	TOTAL:	NONE	For Main Office And NCRAB Employees- 1 Working Day, 7 Hours And 30 Minutes Regional Offices- 2 Working Days, 1 Hour And 30 Minutes	



Issuance of Certificate of Employment Internal Services



3. Issuance of Certificate Of Employment

Certificate of Employment is a statement of fact of the employment of the employee. It is being requested for purposes of loan requirements, travel abroad, and for other legal purposes.

(NATIONWIDE - CENTRAL OFFICE (Administrative Division), 7th and 8th Division, RABs NCR, CAR 1 to XIII)

Office or Division:	NLRC Main Office, 7th and 8th Divisions, Regional Arbitration Branches (NCR, CAR, 1 to XIII)
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Former and Incumbent NLRC Employees assigned at Main Office / Commission Proper

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One copy of Fully accomplished Request Form or letter-request for issuance of Certificate of Employment sent personally or by mail or email</p> <p>ADDITIONAL REQUIREMENT IF REQUESTING PARTY IS RETIRED / SEPARATED OFFICIAL/EMPLOYEE</p> <p>*One (1) photocopy of Commission Clearance from Money and Property Accountabilities (for Retired / Resigned / Transferred / Dismissed NLRC Officials / employees</p> <p>ADDITIONAL REQUIREMENTS IF REQUESTING PARTY NOT THE NLRC OFFICIAL/EMPLOYEE</p> <p>1. Accomplished FOI Form or Authorization from the Requesting Official/Employee</p> <p>2. Valid ID</p>	<p>Request form may be secured from the Administrative Division/Office of RABs/7th and 8th Division (Please see list of offices); may also be downloaded from NLRC website, nlrc.dole.gov.ph</p> <p>From Requesting Party (Commission Clearance Form available at the Administrative Division; Form may be downloaded from NLRC website, nlrc.dole.gov.ph) Regional Office Clearance from Regions (Please see list of Offices)</p> <p>From Requesting Party, FOI Form from the Administrative Division; may also be downloaded from the NLRC website, nlrc.dole.gov.ph Requesting party (From LTO, SSS, GSIS, PRC or other government agencies)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form which can be secured from the Administrative Division or downloaded from the NLRC website OR send letter-request to the Administrative Division/Office: Please see list of office/s and email address/es.	1.a Receive Request Form and check completeness of required details (i.e., complete name, purpose, number of copies needed) and forward to concerned personnel	none	10 minutes (for personal filing)	Receiving Officer/Records Officer
	1.b If request was sent thru email, send reply and acknowledge receipt of request with complete requirements	none	1 working day (for email)	Receiving Officer/Records Officer
	2. Prepare Certificate of Employment based on the latest Service Record and 201 file of the employee	none	4 hours	Administrative Aide VI/Administrative Officer V /alternate
	3. Review, approve and affix signature on the Certificate of Employment	none	2 hours	Chief Administrative Officer / AO V / alternate signatory
2. Claim the Certificate of Employment	4. Release the requested Certificate to the official / employee or	none	10 minutes	Receiving/ Releasing Officer / Administrative Aide VI / alternate



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	authorized representative			
	5. Prepare envelopes and transmit to the Central Receiving and Mailing Unit for requests coming from parties outside of Quezon City	None	2 hours	Receiving Officer
	TOTAL:	NONE	Incumbent Employees (Personal Filing) – 6 hours and 20 minutes Incumbent and Retired or Separated Employees (thru email) – 1 working day, 6 hours and 10 minutes Requests from other regions (to be mailed) - 2 working days	



**Issuance of Certificate of Employment
(With Compensation)
Internal Services**



4. Issuance of Certificate of Employment (With Compensation)

Certificate of Employment with Compensation is a statement of fact of the employment and compensation and other allowances, benefits being received by the employee. It is being requested for purposes of loan requirements, travel abroad, and for other legal purposes.

4.A. Issuance of Certificate of Employment (With Compensation) (Central Office, Administrative Division)

Office or Division:	Administrative Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City Email Address: admindiv@nlrc.dole.gov.ph
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Former and Incumbent NLRC Employees assigned at Main Office / Commission Proper
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One copy of Fully accomplished Request Form (one for personal file and one copy for Administrative Division) to be sent personally or thru mail or letter-request sent thru email</p> <p>ADDITIONAL REQUIREMENT FOR RETIRED OFFICIAL/EMPLOYEE *One photocopy of Commission Clearance from Money and Property Accountabilities (for Retired NLRC Officials / employees only)</p> <p>ADDITIONAL REQUIREMENT IF REQUESTING PARTY IS NOT THE OFFICIAL/EMPLOYEE One (1) original copy of Authorization to allow claiming of Certificate of Employment in case requesting party is not the concerned NLRC official / employee OR FOI FORM</p> <p>2. VALID ID</p>	<p>Request Form may be secured from Administrative Division; may be downloaded from NLRC website, nlrc.dole.gov.ph</p> <p>From Requesting Party (Commission Clearance Form available at the Administrative Division; may be downloaded from NLRC website)</p> <p>Requesting Party, FOI form available at the Administrative Division; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party (LTO, SSS, GSIS, PRC, DSWD or other government agencies)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish Request Form which can be secured from the Administrative Division or send letter-request thru mail addressed to Ms. Amalia L. Celino, Administrative Division, Main Office, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or send thru email at admindiv@nlrc.dole.gov.ph</p>	<p>1.a Receive Request Form and check completeness of required details (i.e., complete name, purpose, number of copies needed), then forward to concerned personnel</p> <p>1.b if received thru email, reply to the letter-sende confirming receipt of email with information as to completeness of required details or lacking requirements, if any</p>	<p>none</p> <p>none</p>	<p>10 minutes</p> <p>one working day</p>	<p>Receiving Officer</p> <p>Admin. Aide VI/ Records Officer</p>
	<p>2. Prepare the Certificate of Employment with Compensation based on the Service Record and 201 file of the concerned official / employee; and data from the Accounting Division</p>	<p>none</p>	<p>4 hours</p>	<p>Administrative Aide VI/ Alternate</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Review, approve and sign the Certificate of Employment if in order	none	2 hours	Chief Administrative Officer
2. Claim the Certificate of Employment with Compensation	4. Issue the Certificate of Employment with Compensation to the requesting party or authorized representative only.	none	10 minutes	Admin. Aide VI
	5. Prepare envelope and transmit to the Central Receiving and Mailing Unit requests coming from requesting parties outside of Quezon City	none	2 hours	Receiving Officer
	TOTAL:	None	Personal filing – 6 hours and 20 minutes Thru email – 1 working day and 6 hours and 10 minutes For requests from parties outside Quezon City – 2 working days	



**4.B. Issuance of Certificate of Employment (With Compensation)
(Regional Arbitration Branches And Seventh And Eighth Divisions)**

Office or Division:	NLRC Main Office, 7 th and 8 th Divisions, Regional Arbitration Branches (NCR, CAR, 1 to XIII) Please see list of offices
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Incumbent NLRC Employees assigned at the concerned Division / RAB
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One (1) copy of Fully accomplished Request Form or Letter- Request for Issuance of Certificate of Employment with Compensation sent personally or thru mail or letter-request sent thru email</p> <p><u>Please see email address of offices</u></p> <p>ADDITIONAL REQUIREMENT FOR RETIRED OFFICIAL/EMPLOYEE *One photocopy of Clearance from Money and Property Accountabilities (for Retired / Separated NLRC Officials / employees</p> <p>ADDITIONAL REQUIREMENT IF REQUESTOR IS NOT THE OFFICIAL/EMPLOYEE One copy of Authorization to allow filing / claiming of Certificate of Employment in case requesting party is not the concerned NLRC official / employee OR FOI FORM</p> <p>VALID ID</p>	<p>Request Form may be secured from Administrative Office; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>From Requesting Party (Clearance Form available at the Administrative Office; may be downloaded from NLRC website, nlrc.dole.gov.ph)</p> <p>Requesting Party, FOI form available at the Admin. Office; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party (LTO, SSS, GSIS, PRC, DSWD or other government agencies)</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form which can be secured from the Administrative Office or send letter-request personally or mail or thru email Please see email address of Offices	1.a Receive Request Form and check completeness of required details (i.e., complete name, purpose, number of copies needed) then forward to concerned personnel.	none	10 minutes (personal filing or received thru mail)	Receiving Officer /alternate of the Administrative Office
	1.b If sent thru email, reply to the letter-sender thru email confirming receipt of email with information as to completeness of required details or lacking requirements, if any	none	1 day (email)	Administrative Officer V / alternate of the Administrative Office
	2. Refer to the Accounting Office / Cashier the information needed (i.e., basic salary, PERA, allowances, bonuses and	none	2 hours	Administrative Officer V / alternate of the Administrative Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	other benefits received)			
	3. Verify from the Accounting Records the requested data /compensation received by the requesting party and thereafter return to the Administrative Office the requested data	NONE	4 HOURS	Accounting Staff / Cashier / Receiving Officer of the Accounting Unit
	4. Prepare the Certificate of Employment with Compensation based on the Service Record and 201 file of the concerned official / employee; and data received from the Accounting Office	NONE	2 HOURS	Administrative Officer V / alternate of the Administrative Office
	5. Review / affix signature on the Certificate	NONE	2 HOURS	Head of office / Administrative Officer V / alternate of the Administrative Office
2. Claim the Certificate of Employment with Compensation	6. Issue the Certificate of Employment with Compensation to the requesting party or	NONE	10 minutes	Administrative Officer V / alternate of the Administrative Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
	authorized representative only.			
	TOTAL:	NONE	Personal filing - 1 WORKING DAY, 2 HOURS AND 20 MINUTES Thru email – 2 working days, 2 hours and 10 minutes	



Issuance of Authority To Teach Internal Services



5. Issuance of Authority To Teach (Central Office, Administrative Division)

Authority to Teach is a written permission from the head of agency to engage in practice of profession. Unless the authority to teach is secured and/or renewed, no NLRC officer or employee, whether in a permanent or regular capacity, temporary, casual or hold-over, shall engage directly or indirectly in any private business or practice of profession. (RA 6713; Sec. 136, CSC Omnibus OHRA-ORA)

Office or Division:	Administrative Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City Email Address: admindiv@nlrc.dole.gov.ph			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Incumbent NLRC Officials /Employees assigned at Main Office / Commission Proper; Regional Arbitration Branches (RABs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) copy of Letter-Request for Authority to Teach using the Template Form, with recommending approval of Supervisor or Presiding Commissioner (for Commissioners)		Template Form available at the Administrative Division; may be downloaded from the NLRC website, nlrc.dole.gov.ph		
2. One copy of Certification from Research, Information and Publications Division (RIPD) that docket is current and no warning was received at the time of Request for Authority to Teach (for requesting Presiding / Commissioners; Executive / Labor Arbiters)		Research, Information and Publications Division (RIPD), 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter-Request for Authority to Teach using the template form to the Administrative Division- Main Office, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or send letter request by mail or send thru email at admindiv@nlrc.dole.gov.ph	1.a Receive Request Form, and forward to the in charge personnel	none	10 minutes	Receiving Officer
	1.b If request was received thru email, acknowledge receipt and advise requesting personnel if there are lacking requirements	none	1 working day	Receiving Officer, Administrative Division, 10 th Floor, Ben-Lor Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2. Check completeness of requirements with approval / signatures of requesting party and Supervisor, and if complete, prepare Authority to Teach.	none	5 hours	Labor Arbitration Associate/ alternate
	3. Review Authority to Teach and forward to the Office of the Chairperson (7 th Floor, Ben-Lor Bldg. for review)	none	2 hours	Chief Administrative Officer/ RECEIVING OFFICER
	4. Review and affix signature on the Authority to Teach and return to the Administrative Division for release	none	1 working day	Chairperson Receiving Officer, 7 th Floor, Ben-Lor Bldg.
2. Receive the Authority to Teach	5. Release the Authority to Teach to the requesting party or authorized representative; Email to the concerned official/employee for advance copy	none	10 minutes	Receiving officer
	6. For requests coming from the Provinces (7 th and 8 th Divisions and RABs CAR, 1 to XIII),	none	1 hour	Receiving Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	transmit to the Central Receiving and Mailing Unit or mail thru courier upon request of official			
	TOTAL:	NONE	Personal Filing – 1 Working Day, 7 Hours and 20 minutes Thru Email – 2 Working Days, 7 Hours, 10 minutes Requests To Be Sent Thru Mail –3 working days	



Issuance of Certification of Leave Credits Internal Services



6. Issuance of Certification of Leave Credits

Certification of Leave Credits is an official document attesting to the number of available leave credits (vacation, sick and special leave credits) of officials / employees. It is being requested for purposes of terminal leave, requirement in case of transfer to another government agency, for loans or for other purposes.

6.A. Issuance Of Certification Of Leave Credits (Central Office, Administrative Division)

Office or Division:	Administrative Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City Email Address: admindiv@nlrc.dole.gov.ph
Classification:	Simple
Type of Transaction:	G2G
Who May Avail:	Former and Incumbent NLRC Employees assigned at Main Office / Commission Proper
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. One copy of Fully accomplished Request Form or Letter-Request for Certification of Leave Credits or send letter-request thru mail or email</p> <p>ADDITIONAL REQUIREMENT FOR TRANSFERRED/SEPARATED EMPLOYEES *One photocopy of Commission Clearance from money and property accountabilities for transferred officials/employees</p> <p>ADDITIONAL REQUIREMENT FOR REPRESENTATIVE 1. One copy of Authorization to allow claiming of Certificate of Leave Credits in case requesting party is not the concerned NLRC official/employee OR FOI FORM</p> <p>2. VALID ID</p>	<p>Template Form available at the Administrative Division, 10th Floor, Ben-Lor Bldg.; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party, Commission Clearance Form available at the Administrative Division; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party, FOI Form is available at the Administrative Division; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting party (LTO, SSS, GSIS, PRC, DSWD or other government agencies)</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Request Form which may be secured from the Administrative Division-Main Office, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or Submit Letter-Request for Certification of Leave Credits personally or by mail or letter-request sent thru email at admindiv@nlrc.dole.gov.ph	1.a Receive Request Form or letter request for Certification and check completeness of required details, i.e., name and number of copies needed	none	10 minutes (personal filing)	Administrative Officer V (for officials) Administrative Officer IV (for rank-and-file employees)
	1.b If sent thru email, reply acknowledging receipt of email and advise requesting personnel if there are lacking requirements	none	1 day (email)	Records Officer, Administrative Division
	2. Refer to the personnel in charge of Leave Credits (for officials or rank-and-file employees)	none	2 hours	Records Officer, Administrative Division
	3. Refer to leave cards and review records and prepare the Certification	none	4 hours	AO V/ AO IV
	4. Review, approve and affix signature on the Certification of Leave Credits	none	4 hours	Chief Administrative Officer
2. Receive the Certification of Leave Credits	5. Release the Certification of Leave Credits	none	10 minutes	Receiving / Releasing Officer



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6. For retired / separated / resigned / transferred / dismissed employees, mail the Certification / transmit the certification to the CRMU	none	2 hours	Receiving/ Releasing Officer
	TOTAL:	none	For incumbent officials/ employees Personal filing- 1 working day, 2 hours and 20 minutes thru email – 2 working days, 2 hours and 10 minutes For retired officials/ employees (for mailing) 2 working days and 4 hours	



6.B. Issuance of Certification of Leave Credits (Regional Arbitration Branches and Seventh And Eighth Divisions)

Office or Division:	NLRC 7th and 8th Divisions Regional Arbitration Branches (NCR, CAR, I to XIII) Please see list of offices	
Classification:	Simple	
Type of Transaction:	G2G	
Who May Avail:	Former and Incumbent NLRC Employees assigned at the concerned Division / RAB	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>1. One (1) copy of Fully accomplished Request Form or Letter-Request for Certification of Leave Credits; or letter-request thru mail or email</p> <p>2. one copy of Clearance from money and property accountabilities for transferred officials/employees</p> <p>ADDITIONAL REQUIREMENTS IF THE REQUESTOR IS NOT THE OFFICIAL/EMPLOYEE</p> <p>1. one copy of Authorization to allow filing/claiming of Certificate of Leave Credits OR FOI FORM</p> <p>2. VALID ID</p>	<p>Request Form available at the Administrative Office – Please see addresses / email addresses of the concerned Office</p> <p>Clearance Form available at the Administrative Office; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party, FOI Form available at the Administrative Office; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Requesting Party (from SSS, GSIS, PRC, LTO, DSWD or other government agencies)</p>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Accomplish Request Form which may be secured from the Administrative Office or submit Letter-Request for Certification of Leave Credits personally or thru email or thru mail to the concerned Division / RAB. Please see address/email address of the Office/RAB</p>	<p>1.a. Receive Request Form or letter request for Certification and check completeness of required details, i.e., name and number of copies needed. 1.b. If request was received thru email, reply to the letter-sender to confirm receipt of email and advise if request is complete or has lacking requirements.</p>	<p>none</p>	<p>10 minutes (for personal filing) 1 working day (for email)</p>	<p>Receiving Officer / alternate of the Administrative Office of the concerned RAB / Division</p>
	<p>2. Refer to the Administrative Officer V / personnel in Charge</p>	<p>none</p>	<p>2 hours</p>	<p>Receiving Officer / alternate of the Administrative Office of the concerned RAB / Division</p>
	<p>3. Refer to leave cards and review records and prepare the Certification</p>	<p>none</p>	<p>4 hours</p>	<p>Administrative Officer V / Personnel in charge of Leave of the Administrative Office of the concerned RAB / Division</p>
	<p>4. Review, approve and affix signature on the Certification of Leave Credits</p>	<p>none</p>	<p>6 hours</p>	<p>Head of Office / Administrative Officer V / Personnel in Charge of the Administrative</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Office of the concerned RAB / Division
2. Receive the Certification of Leave Credits	5. Release the Certification of Leave Credits	none	10 minutes	Administrative Officer V / Personnel in charge of the Administrative Office of the concerned RAB/Division
	6. For retired / separated / resigned / transferred / dismissed employees, mail the Certification.	none	2 hours	Administrative Officer V / Personnel in charge of the Administrative Office of the concerned RAB / Division
	TOTAL:	none	For incumbent officials/ employees Personal filing – 1 working day, 4 hours and 20 minutes email - 2 working days, 4 hours and 10 minutes For Retired/ Separated officials/ employees – 2 working days and 6 hours	



**Issuance of Authority to Transfer to
Another Government Service
Internal Services**



7. Issuance Of Authority To Transfer To Another Government Office (Central Office, Administrative Division)

Authority to Transfer is a written permission from the Head of Agency to transfer to another government office but subject to submission of required clearances from money and property accountabilities and reporting requirements.

Office or Division:	Administrative Division, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City Email Address: admindiv@nlrc.dole.gov.ph			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	Incumbent NLRC Officials / Employees who seek authority to transfer to another government office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One copy of Letter-Request for Authority to Transfer indicating name of government agency and effective date of transfer and endorsed by the Head of Office; or Letter-Request may be sent thru mail at admindiv@nlrc.dole.gov.ph		From Requesting Official / Employee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting authority to transfer to the Administrative Division, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or thru email at admindiv@nlrc.dole.gov.ph	1. Receive letter-request and refer to the concerned personnel for preparation of Authority to Transfer	none	10 minutes	Receiving Officer
	2. If all required details are complete and the request was endorsed by the Head of Office, prepare the Authority to Transfer and thereafter refer to the Chief	none	1 working day	Administrative Officer V Administrative Division, 10 th Floor, Ben-Lor Bldg.



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Administrative Officer for review.			
	3. Review the Authority to Transfer and if in order, transmit the document to the Office of the Chairperson	none	2 hours	Chief Administrative Officer / Receiving Officer, Administrative Division
	4. Review and if in order, sign the Authority to Transfer Office	none	1 working day	Chairperson, 7th Floor, Ben-Lor Bldg.
2. Receive the Authority to Transfer Office	5. Release the Authority to Transfer Office or email the document to the RAB/Division or concerned personnel in the provided email address	none	2 hours	Receiving / Releasing Officer, Administrative Division, 10 th Floor, Ben-Lor Bldg.
	6. For requests coming from the Provinces (7 th and 8 th Divisions and RABs CAR, 1 to XIII), prepare mailing envelopes and transmit to the Central	none	2 hours	Designated Staff / Administrative Aide, Administrative Division



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receiving and Mailing Unit or mail thru courier upon request of official			
	TOTAL:	none	<p>For main/ NCR officials and employees- 2 working days, 4 hours and 10 minutes</p> <p>For officials and employees in regions (to be mailed) – 2 working days, 6 hours</p>	



FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send a feedback?</p>	<p>Fill out the client feedback form and drop it at the designated drop box of the Central Office, Divisions and Regional Arbitration Branches. Contact info: nlrc.cartsecretariat@yahoo.com (Central Office) For Regional Branches, see list of Offices/Addresses and Email Addresses.</p>
<p>How is feedback processed?</p>	<p>Every Friday, the CART Secretariat/ Complaint Officer (Central Office/Divisions/RABs/SRABs) opens the drop box and compiles and records all feedback submitted at the concerned Office. Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the citizen. In case, no forwarding address is provided by the client, the Office will make a reply to the answer of the NLRC official/employee For inquiries and follow-ups, clients may contact the following telephone numbers: (02) 878740733 (Central Office) COMPLETE DIRECTORY OF CART MEMBERS ARE POSTED ON THE NLRC WEBSITE, nlrc.dole.gov.ph</p>
<p>How to file complaints?</p>	<p>Accomplish the Client Complaint Form and drop it at the designated drop box of the Central Office, Divisions and Regional Arbitration Branches. Complaints may also be filed via telephone. Make sure to provide the following information: Name of person being complained Incident Evidence For inquiries and follow-ups, clients may contact the following telephone number: (02) 87407733 (Central Office)</p>
<p>How complaints are processed?</p>	<p>The CART Secretariat / Complaints Officer opens the Complaints Drop box daily and evaluates each complaint. Upon evaluation, the CART Secretariat/Complaints Officer shall forward the complaint to the concerned office/personnel for their explanation. The CART Secretariat/Complaints Officer will furnish the CART Head with copy of reply of concerned personnel. If insufficient, the CART Head may require further investigation. CART Secretariat shall furnish copy of reply of the personnel to the complaining party.</p>



	For inquiries and follow-ups, clients may contact the following telephone number: (02) 87407733 (Central Office) or to the concerned Division (7 th /8 th Division) or RAB/s
Contact Information of NLRC ARTA Committee, NLRC Administrative Division, CCB, ARTA	NLRC Central Office CART Secretariat Admin. Division: (02) 87407733; admindiv@nlrc.dole.gov.ph NLRC Central Office CART Secretariat nlrc.cartsecretariat@yahoo.com CCB: 09088816565 (SMS) ARTA: complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph



LIST OF OFFICES

Office	Address	Contact Information
NLRC Main Office / Commission Proper	Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City 1103	(02) 8711-1557 nlrc.dole.gov.ph ; nlrcmis@yahoo.com ; admindiv@nlrc.dole.gov.ph
NCR Arbitration Branch	Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City 1103	09696275095 ofclasamar@gmail.com ofcladysangco@gmail.com adminnrc@nlrc.dole.gov.ph
Regional Arbitration Branch - CAR	3rd Floor Easter Weaving Inc. Building, #2 Guisad Central, Baguio City	(074) 445-8380 / 09176858854 car@nlrc.dole.gov.ph rabcarquery@gmail.com
Regional Arbitration Branch No. 1	2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union	(072) 607-8362 rab1@nlrc.dole.gov.ph nlrc_rab1@yahoo.com
Sub-Regional Arbitration Branch No. 1	3/F Maradel Building A- B Fernandez Avenue, Dagupan City	(075) 522-55-02 nlrcsrab1@gmail.com
Regional Arbitration Branch No. 2	No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City	(078) 377-3379 / 09952032749 rab2tuguegarao@nlrc.dole.gov.ph nlrc_rab2@yahoo.com
Regional Arbitration Branch No. 3	4/F ASCORP Building Mc Arthur Highway Dolores, City of San Fernando Pampanga	(045) 961-2431; (045) 402-2814; 09296988430 / 09985308431 rab3@nlrc.dole.gov.ph nlrcrabiii@yahoo.com
Regional Arbitration Branch No. 4	3/F & 4/F Hectan Penthouse Chipeco Avenue, Brgy. Halang, Calamba City , Laguna 4027	0962-668-9811 nlrc_admrab4@yahoo.com



Office	Address	Contact Information
Sub-Regional Arbitration Branch No. 4	3/F Old Capitol Building, City Hall Compound, A. Mabini Extension, San Pablo City	(049) 562-0359 srabnoiv@gmail.com
Regional Arbitration Branch No. 5	3/F Tyler Building, Rizal St., Legazpi City	(052) 742-4874; 201-1279 / 09686250774 nlrc_rab5leg@yahoo.com.ph
Sub-Regional Arbitration Branch No. 5	G/F DOLE Building, City Hall Compound, J. Q. Miranda Ave., Concepcion Pequeña, 4400 Naga City	(054) 881-8719 / 0947-1830591 nlrc_rab5leg@yahoo.com.ph
Regional Arbitration Branch No. 6	Level 2, East Two, Corporate Center Circumferential corner Diola Street, Villamonte, Bacolod City, Negros Occidental 6100	(034) 707-1380 nlrcrab6@yahoo.com
Sub-Regional Arbitration Branch No. 6	2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City	(033) 500-4794 srab6@nlrc.dole.gov.ph
Regional Arbitration Branch No. 7	2/F Lim's Brotherhood Foundation, Inc., Osmeña Boulevard and J. Llorento Street Capitol Site, Cebu City	(032) 253-5529 ;255-7404 rab7@nlrc.dole.gov.ph nlrc.rabvii.cebui@gmail.com
Sub-Regional Arbitration Branch No. 7	Governor's Cottage, Capitol Site, Dumaguete City	(035) 225- 37-35; nlrcsrab7@gmail.com
Regional Arbitration Branch No. 8	DOLE Compound Trece Martires Street, Tacloban City	(053) 832-0116 / 0961-1487081 rab8.admin@nlrc.dole.gov.ph rab8nlrc@yahoo.com
Regional Arbitration Branch No. 9	EFT Realty Bldg., Bulahan Drive San Jose Road, Baliwasan, Zamboanga City 7000	(062) 991-4698/ (062) 993-5349 rab9.admin@nlrc.dole.gov.ph



Office	Address	Contact Information
Sub-Regional Arbitration Branch No. 9	2/F Realiza Building, M.H. del Pilar cor. Echavez Streets, Estaka, Dipolog City	(065) 212-35-77 subrab9query@gmail.com
Regional Arbitration Branch No. 10	Cham Giam Realty Bldg., Blk. 1, Lot 18, Mastersons Mile South Upper Carmen, 9000 Cagayan de Oro City	(088) 857-2672 / 09173059554 rab10_admin@nlrc.dole.gov.ph rab10_nlrc@yahoo.com
Sub-Regional Arbitration Branch No. 10	4/F Diocesan Centrum Bldg. Salvador T. Lluch St., Iligan City	(063) 221-50-55 nlrcsrabx@gmail.com
Regional Arbitration Branch No. 11	3/F JLF Parkway Building, Magallanes corner Quirino Streets 8000 Davao City	(082) 293-3490; 308-0788 / 09514535611 rab11.admin@nlrc.dole.gov.ph nlrcrabxi@gmail.com
Regional Arbitration Branch No. 12	2/F JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal City	(083) 823-45-42; 305-2637 / 09333334053 / 09175025564 nlrcxii@gmail.com
Sub-Regional Arbitration Branch No. 12	Albano St., Former Tieza St., Unit 1, Flaviano Building, Dadiangas North, General Santos City	0970-092-2207 rab12@nlrc.dole.gov.ph nlrcxii@gmail.com nlrcsrab12gensan@gmail.com
Regional Arbitration Branch No. 13	2/F Veterans Bank Bldg., J.C. Aquino Ave. Butuan City	(085) 817-0146 / 09161473926 / 09095246373 rabxiii@nlrc.dole.gov.ph nlrcbutuan@yahoo.com
NLRC Seventh Division	5/F DOLE VII Building corner Gen. Maxilom and Gorodo Avenue, Cebu City	(032) 233 6537 and (032) 231 4401 7thdivquery@nlrc.dole.gov.ph 7thdivquery@gmail.com 7thdivqr@gmail.com nlrc_7th_division@yahoo.com
NLRC Eighth Division	3/F Cahulogan Square Xavier Estates	09171843678 8thdiv@nlrc.dole.gov.ph



Office	Address	Contact Information
	Mastersons Avenue Upper Balulang, Cagayan de Oro City (after Camella Homes and Shell Gas Station)	<u>8thdivquery@gmail.com</u> <u>nlrc_8thdiv@yahoo.com.ph</u>