

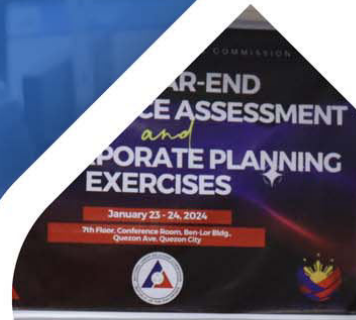


**NATIONAL LABOR
RELATIONS
COMMISSION**

2024

CITIZEN'S CHARTER

**A public guide to NLRC's
key external and internal services**



 8740-77-33

 nlrc.cartsecretariat@yahoo.com



Message from the Chairperson

On November 4, 2024, the National Labor Relations Commission (NLRC) will be celebrating its 50th year founding anniversary. The Commission will continue to uphold its mandate of promoting industrial peace by resolving labor and management disputes involving both local and overseas workers through compulsory arbitration and alternative modes of dispute resolution. At the same time, it will continue to improve and standardize its external and internal services, so as to effectively serve the best interest of both the transacting public and its officials and employees.

In coordination with the Department of Labor and Employment (DOLE), the NLRC joins in the promotion of the labor agenda of President Ferdinand “Bongbong” Romualdez Marcos, specifically on the preservation of integrity towards public service; and rationalized and modernized procedures to keep up with the new normal and reinforcement of the system of arbitration and adjudication.

The NLRC strongly encourages the preferential use of voluntary modes in settling labor disputes which include conciliation-mediation. It has introduced the “Mandatory Conciliation-Mediation Program,” where labor disputes may be amicably settled at the earliest opportunity through the Single Entry Approach (SEnA) or during the mandatory conciliation and mediation conferences under the compulsory arbitration proceedings before the Labor Arbiters.

When cases are referred for compulsory arbitration, the NLRC ensures that all local and OFW cases are resolved efficiently and timely. It will continue to strictly monitor the performance of Labor Arbiters and implement policies to achieve speedy and efficient delivery of labor justice.

The NLRC supports the digitalization program of the government by strengthening its electronic case tracking system (e-CTS), a computer-based program of monitoring of status of cases, from filing of request for



assistance (RFA) under SEnA, to the filing of complaint and eventual execution of judgment. The NLRC is gearing towards 100% utilization of the e-CTS in all RABs nationwide.

In achieving its core and non-core programs, the NLRC puts importance to the support and involvement of its work force. The Commission ensures that its manpower from the top, middle and rank-and-file, are fully equipped with relevant capacity building trainings as well as seminars on values and ethics. Individual performances are being supervised, with emphasis on efficient, honest and faithful delivery of public service.

Together with my fellow Commissioners, Labor Arbiters and the whole NLRC community, we will carry on in resolving labor disputes and building public trust by way of a fair, speedy, equitable disposition of labor cases at a lesser cost.

A handwritten signature in black ink, appearing to read "Grace E. Maniquiz-Tan", with a long, sweeping flourish extending upwards and to the right.

GRACE E. MANIQUIZ-TAN
Chairperson



Mandate, Vision, Mission and Value Statement

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. Value Statement:

The NLRC is committed to institutional integrity demonstrated by competence, personal commitment and deep sense of public service.



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EXTERNAL SERVICES

1. **ISSUANCE OF NLRC CLEARANCE/CERTIFICATE OF PENDING/NO PENDING CASE ON APPEAL** - NLRC Clearance is being requested by clients as pre-requisite for their interest to join in bidding of services/goods or for other legal purposes.

1.1A PERSONAL FILING (CENTRAL OFFICE, QUEZON CITY)

Office or Division	Office of the Executive Clerk of Court IV (Central Office)
Classification	Simple
Type of Transaction	G2C
Who may avail	Transacting Public who needs Clearance as Pre-requisite for their Interest to Join in Bidding of Services/Goods or for other legal purposes
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Requesting Party; Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or may be secured from the Public Assistance Desk, First Floor, Lobby, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or the Central Records and Docket Unit, 1 st Floor, Ben-Lor Bldg.)
2. One (1) copy of Affidavit of Undertaking of no Pending Case on Appeal or Self-Certification of No Pending Case	Requesting Party
3. Payment of fees in the total amount of P530.00 (P500.00 for NLRC Clearance and P30.00 documentary stamp tax)	Requesting Party
ADDITIONAL REQUIREMENTS IF REPRESENTATIVE WILL PICK UP THE CLEARANCE/CERTIFICATE	
One (1) copy of Authorization, giving authority to the person who will pick up the clearance/certificate with attached one (1) valid Government ID of authorized individual and one photocopy of (1) valid Government ID of the requesting individual.	Requesting Party
ADDITIONAL REQUIREMENT IF THERE IS A REQUEST TO SEND THE DOCUMENT TO THE REQUESTING PARTY	



Pre-paid return pouch attached to the Accomplished Form if party requests to send the Clearance/Certificate to his/her forwarding address		Requesting Party (Courier or Philippine Postal)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the Receiving Officer (NLRC Main Records and Docket Unit, 1st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)	1. Check the completeness of the form and documentary requirements	None	1 minute	Receiving Officer, Main Office Records and Docket Unit
	2. Issue Assessment Form.	None	1 minute	Administrative Officer III, Central Records and Docket Unit
Proceed to Accounting and present Assessment Form to secure Order of Payment (10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)	3. Issue Order of Payment	None	5 minutes	Accounting Staff/ Fiscal and Management Division
3. Proceed to Cashier and present Order of Payment and pay P530.00 (10 th Floor, Ben-Lor Bldg., 1184, Quezon Avenue, Quezon City)	4. Issue Receipt of Payment	P30.00 for documentary stamp tax and P500 for Certificate of Pending / No Pending Case on Appeal	2 minutes	Cashier Unit – Main Office
4. Present proof of payment to the Action Officer/Administrative Officer (Records and Docket Unit personnel, 1st Floor, Ben-Lor Bldg.)	5. Inform client schedule / time to pick up requested document	None	2 minutes	Administrative Officer III
	6. Prepare the	None	1 working day	Administrative



	requested document and route for signature.			Officer III, Central Records and Docket Unit
5. Present proof of payment and claim the NLRC Clearance (Records and Docket Unit personnel, 1 st Floor, Ben-Lor Bldg	7. Release the NLRC Clearance	None	1 minute	Requesting Party / RDU personnel
	TOTAL	P530.00	1 working day and 12 minutes	

1.1B PERSONAL FILING (NCR ARBITRATION BRANCH)

Office or Division	NCR Arbitration Branch, Administrative Unit, 1 st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City
Classification	Simple
Type of Transaction	G2C
Who may avail	Transacting Public who needs Clearance as Pre-requisite for their Interest to Join in Bidding of Services/Goods or for other legal purposes

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Form	Requesting Party; Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or may be secured from the Public Assistance Desk (NCR), Lobby, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or NCR Arbitration Branch or at the NCR Administrative Unit, First Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City
2. one (1) copy of Affidavit of Undertaking of no Pending Case on Appeal or Self-Certification of no pending case	Requesting Party
3. Payment of Fees in the total amount of P530.00 (P500.00 for the NLRC Clearance or Certificate of Pending / No Pending Case; P30.00 for documentary stamp tax)	Requesting Party
ADDITIONAL REQUIREMENTS IF REPRESENTATIVE WILL PICK UP THE CLEARANCE/CERTIFICATE	



One (1) copy of Authorization, giving authority to the person who will pick up the clearance/certificate with attached one (1) valid Government ID of authorized individual and one photocopy of (1) valid Government ID of the requesting individual.		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the requirements at the NCR Arbitration Branch Administrative Unit, 1 st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	1. Receive letter request and check completeness of required documents	None	1 minute	Receiving Officer, Admin Unit
	2. If requirements are complete, Issue Assessment Form	None	5 minutes	Administrative Staff, NCRAB Admin. Unit
2. Present assessment form at the Accounting Office, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City, for issuance of Order of Payment.	3. Issue Order of Payment	None	5 minutes	Accounting personnel/ officer or designated alternate, Accounting Office
3. Pay P530.00 at the NLRC Cashier, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	4. Issue Receipt of Payment	P500 for Certificate of Pending / No Pending Case and P30.00 for documentary stamp tax	2 minutes	Requesting Party/ Cashier or authorized representative, Main Office
4. Present payment slip / deposit slip to the	5. Inform applicant when to claim	None	5 minutes	Administrative Staff/ alternate, Office of NCR



Administrative Staff/ alternate NCRAB Admin. Unit Office, 1 st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	requested Certificate			Admin. Unit
	6. Check database of pending cases In the event that the party claims that there is no pending case and records show otherwise, the requesting party will be required to submit proof from the Office of the handling LA that the case has already been settled/ resolved.	None	1 working day	Administrative Officer V, NCR Administrative Section
	7. Prepare Certificate of Pending / No Pending Case	None	20 minutes	Administrative Officer V, NCR Administrative Section
	8. Affix signature on the Certificate of Pending / No Pending Case	None	3 hours	Executive Labor Arbiter (ELA) for Adjudication, NCR / Administrative Officer V (NCR)
	TOTAL	P530.00 (P500.00 for the NLRC Clearance)	1 working day, 3 hours, 38 minutes	



		and P30.00 for documentary stamp tax)		
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1.1.C PERSONAL FILING (OTHER REGIONAL ARBITRATION BRANCHES AND SEVENTH AND EIGHTH DIVISIONS)

Office or Division	<p>Regional Arbitration Branches (CAR to RAB XIII), Seventh and Eighth Divisions Please see list of Offices and respective address/es:</p> <p>7th Division, 5th Floor DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City</p> <p>8th Division, 3/F Cahulogan Square Xavier Estates Mastersons Avenue Upper Balulang, Cagayan de Oro City</p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City</p> <p>Regional Arbitration Branch No. I, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union</p> <p>Sub-Regional Arbitration Branch No. 1, 3/F Maradel Building, A-B Fernandez Avenue, Dagupan City</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga</p> <p>Regional Arbitration Branch No. IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City</p> <p>Sub-Regional Arbitration Branch No. IV, 3/F Old Capitol Bldg., City Hall Compound, A. Mabini Extension, San Pablo City</p> <p>Regional Arbitration Branch No. V, 3/F M. Dy Building, Rizal St., Legazpi City</p> <p>Sub-Regional Arbitration Branch No. V, DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod</p>
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	<p>City</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City</p> <p>Regional Arbitration Branch No. VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City</p> <p>Sub-Regional Arbitration Branch No. VII, Governor's Cottage, Capitol Site, Dumaguete City</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City</p> <p>Regional Arbitration Branch No. IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City</p> <p>Sub-Regional Arbitration Branch No. IX, 2/F Realiza Bldg., M.H. Del Pilar cor. Echavez Streets, Estaka, Dipolog City</p> <p>Regional Arbitration Branch No. X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City</p> <p>Sub-Regional Arbitration Branch No. X, 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City</p> <p>Regional Arbitration Branch No. XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal</p> <p>Sub-Regional Arbitration Branch No. XII, 3/F Insular Life Bldg., Pioneer Avenue, General Santos City</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City</p>
Classification	Simple
Type of Transaction	G2C
Who may avail	Transacting Public who needs Clearance as Pre-requisite for their Interest to Join in Bidding of Services/Goods or for other legal purposes
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Form	Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or may be secured from the Public Assistance Desk or Administrative Office (concerned RAB/Division)



<p>2, One (1) copy of Affidavit of Undertaking of no Pending Case on Appeal or Self-Certification of No Pending Case</p> <p>3. Payment of fees in the total amount of P530.00 (P500.00 for NLRC Clearance and P30.00 documentary stamp tax)</p> <p>ADDITIONAL REQUIREMENTS IF REPRESENTATIVE WILL PICK UP THE CLEARANCE/CERTIFICATE</p> <p>One (1) copy of Authorization, giving authority to the person who will pick up the clearance/certificate with attached one (1) valid Government ID of authorized individual and one photocopy of (1) valid Government ID of the requesting individual.</p> <p>ADDITIONAL REQUIREMENT IF THERE IS A REQUEST TO SEND THE DOCUMENT TO THE REQUESTING PARTY</p> <p>Pre-paid return pouch attached to the Accomplished Form if party requests to send the Clearance/Certificate to his/her forwarding address</p>	<p>Please see list of Offices above</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party, and IDs issued by SSS, LTO, PRC or other government agencies</p> <p>Requesting Party (Courier or Philippine Postal)</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete required documents to the Receiving Officer See List of Offices	1. Check the completeness of the form and documentary requirements	None	1 minute	Receiving Officer
	2. Issue Assessment Form	None	5 minutes	Administrative Officer III
2. Present assessment form and pay corresponding fee at the Cashier	3. Issue Official Receipt	P500 for Certificate of Pending / No Pending Case on Appeal and P30.00 for documentary stamp tax and	5 minutes	Cashier
3. Present Official	4. Inform client	None	10 minutes	Administrative



Receipt to the Action Officer/Administrative Officer	schedule / time to pick up requested document			Officer III
	5. Prepare the requested document and route the document to all concerned for checking on database and records and affixing signature/s	None	1 working day	Assigned Staff, 7 th and 8 th Divisions, RABs CAR, I to XIII ELA/LAA/AO V
4. Present Official Receipt and claim the NLRC Clearance (Releasing Unit)	6. Release the NLRC Clearance	None	1 minute	Requesting Party / Administrative Office Personnel
	TOTAL	P530.00	One (1) working day and 22 minutes	

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	Transacting Public who needs Clearance as Pre-requisite for their Interest to Join in Bidding of Services/Goods or for other legal purposes	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Fully accomplished Form and send to recordsmain.nlrc@gmail.com		Requesting Party; Form may be downloaded from the NLRC Website at https://nlrc.dole.gov.ph/ or may be secured from the Public Assistance Desk, First Floor, Lobby, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or the Central Records and Docket Unit, 1 st Floor, Ben-Lor Bldg.
2. Affidavit of Undertaking of No Pending Case on Appeal or Self-certification of No Pending Case		Requesting Party
3. Payment of fees in the total amount of P530.00 (P500.00 for NLRC Clearance and		Requesting Party



3. Proceed to Accounting and present Assessment Form to get Order of Payment (10 th Floor, Ben-Lor Bldg. 1184 Quezon Avenue, Quezon City)	5. Issue Order of Payment	none	5 minutes	Accounting Staff/Fiscal and Management Division
4. Proceed to Cashier and present Order of Payment and pay P530.00 (10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)	6. Issue Receipt of Payment	P500.00 for Certificate of Pending/No Pending Case on Appeal and P30.00 for documentary stamp tax	2 minutes	Cashier Unit– Main Office
5. Present proof of payment and claim the NLRC Clearance (Records and Docket Unit personnel, 1 st Floor, Ben-Lor Bldg.)	7. Release NLRC Clearance	none	1 minute	Requesting Party/RDU Personnel, Central Records and Docket Unit
	Total	P530.00	1 working day, 4 hours and 9 minutes	

1.2B FILING THRU ELECTRONIC MAIL (NCR ARBITRATION BRANCH, REGIONAL ARBITRATION BRANCHES CAR 1 TO XIII, 7TH AND 8TH DIVISIONS)

Office or Division	<p>Regional Arbitration Branches (NCR , CAR to RAB XIII), Seventh and Eighth Divisions Please see list of Offices and respective email address/es:</p> <p>7th Division, 5th Floor DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City 7thdivqr@gmail.com</p> <p>8th Division, 3/F Cahulogan Square Xavier Estates Mastersons Avenue Upper Balulang, Cagayan de Oro City nlrc_8thdiv@yahoo.com.ph</p> <p>NCR Arbitration Branch (NCR), Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p>
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	<p>nlrcncr.admunit@gmail.com / adminncr@nlrc.dole.gov.ph</p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City nlrc_car@yahoo.com / car@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. I, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union nlrc_rab1@yahoo.com / rab1@nlrc.dole.gov.ph</p> <p>Sub-Regional Arbitration Branch No. 1, 3/F Maradel Building, A-B Fernandez Avenue, Dagupan City nlrc_srab1@gmail.com; nlrcsrab1@gmail.com</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City nlrc_rab2@yahoo.com</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga nlrcrabiii@yahoo.com</p> <p>Regional Arbitration Branch No. IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City nlrc_admrab4@yahoo.com</p> <p>Sub-Regional Arbitration Branch No. IV, 3/F Old Capitol Bldg., City Hall Compound, A. Mabini Extension, San Pablo City srabnoiv@gmail.com</p> <p>Regional Arbitration Branch No. V, 3/F M. Dy Building, Rizal St., Legazpi City nlrc_rab5leg@yahoo.com.ph</p> <p>Sub-Regional Arbitration Branch No. V, DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City srab5ofclasarmiento@gmail.com; subrab5query@gmail.com</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City nlrcrab6@yahoo.com / rab6query@gmail.com</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City srab6@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City nlrc.rabvii.cebue@gmail.com</p>
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	<p>Sub-Regional Arbitration Branch No. VII, Governor's Cottage, Capitol Site, Dumaguete City nlrcsrab7@gmail.com</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City rab8nlrc@yahoo.com / rab8.admin@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City rab9.adm@gmail.com/rab9.admin@nlrc.dole.gov.ph</p> <p>Sub-Regional Arbitration Branch No. IX, 2/F Realiza Bldg., M.H. Del Pilar cor. Echavez Streets, Estaka, Dipolog City srab9query@gmail.com</p> <p>Regional Arbitration Branch No. X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City rab10_nlrc@yahoo.com/rab10_admin@nlrc.dole.gov.ph</p> <p>Sub-Regional Arbitration Branch No. X, 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City nlrcsrabx@gmail.com</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City nlrcrabxi@gmail.com</p> <p>Regional Arbitration Branch No. XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal nlrcxii@gmail.com</p> <p>Sub-Regional Arbitration Branch No. XII, 3/F Insular Life Bldg., Pioneer Avenue, General Santos City nlrcsrab12gensan@gmail.com</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City nlrcbutuan@yahoo.com</p>
Classification	Simple
Type of Transaction	G2C
Who may avail	Transacting Public who needs Clearance as Pre-requisite for their Interest to Join in Bidding of Services/Goods or for other legal purposes



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>1. Fully accomplished Form and send to official email address of concerned office</p> <p>See List of email addresses of offices</p> <p>2. Affidavit of Undertaking of No Pending Case on Appeal or Self-certification of No Pending Case</p> <p>3. Payment of fees in the total amount of P530.00 (P500.00 for NLRC Clearance and P30.00 for documentary stamp tax)</p> <p>ADDITIONAL REQUIREMENTS IF REPRESENTATIVE WILL PICK UP THE CLEARANCE/CERTIFICATE</p> <p>One (1) copy of Authorization, giving authority to the person who will pick up the clearance/certificate with attached one (1) valid Government ID of authorized individual and one photocopy of (1) valid Government ID of the requesting individual.</p> <p>ADDITIONAL REQUIREMENT IF THERE IS A REQUEST TO SEND THE DOCUMENT TO THE REQUESTING PARTY</p> <p>Pre-paid return pouch attached to the Accomplished Form if party requests to send the Clearance/Certificate to his/her forwarding address</p>		<p>Requesting Party; Form may be downloaded from NLRC Website at https://nlrc.dole.gov.ph/ or may be secured from the Administrative Office of concerned RAB/Division See List of email addresses of offices</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party, and IDs issued by SSS, LTO, PRC or other government agencies</p> <p>Requesting Party (Courier or Philippine Postal)</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the fully accomplished Form and Affidavit of Undertaking of No Pending Case on Appeal or Self-certification of No Pending Case to email address of concerned office.	1. Send reply to email acknowledging receipt and providing scheduled date of claiming the Certificate / Clearance	None	1 working day	Receiving Officer/ Board Secretary
	2. Search and check database	none	1 working day	Assigned Staff/ECC II, 7 th and 8 th Divisions,
	3. Prepare the	none		



	requested document and route for signature			NCR, RABs CAR 1 to XIII, Administrative Office ELA/LAA/AO V
2. Go to concerned NLRC office as scheduled, get Assessment Form	4. Issue Assessment Form	none	1 minute	Requesting Party/Assigned Staff/ECC II, 7 th and 8 th Divisions, NCR, RABs CAR 1 to XIII, Administrative Office
3. Proceed to Accounting Office and present Assessment Form to get Order of Payment	5. Issue Order of Payment	none	5 minutes	Requesting Party/Accounting Staff
4. Proceed to Cashier and present Order of Payment and pay P530.00	6. Issue Receipt of Payment	P500.00 for Certificate of Pending/No Pending Case on Appeal and P30.00 for documentary stamp tax	2 minutes	Requesting Party / Cashier Unit
5. Present proof of payment and claim the NLRC Clearance	7. Release NLRC Clearance	none	1 minute	Requesting Party/ Assigned Staff/ECC II, 7 th and 8 th Divisions, NCR, RABs CAR 1 to XIII, Administrative Office
	Total	P530.00	TWO (2) WORKING DAYS AND 9 MINUTES	

2. PROCESSING AND RELEASE OF JUDGMENT AWARD AND CASH BOND –

preparation, verification, certification, and approval of Disbursement Voucher (DV) and Check for monetary judgment award or refund of cash bond payable to a winning party



or claimant of a case with deposited cash bond at the NLRC, per Order of Release issued by the Executive/Labor Arbiter of Regional Arbitration Branch (RAB).

A. ISSUANCE OF ORDER TO RELEASE – LABOR ARBITER’S OFFICE

The first step to release the judgment award to the winning party is the Order to Release to be issued by the Labor Arbiter. The Order to release is a document authorizing the release of the judgment award stating the OR number, date and amount of award, name of party and computation of amount for multi-party.

Office or Division	<p>NLRC REGIONAL ARBITRATION BRANCHES (RABs NCR, CAR, 1 to XIII) – Office of Executive / Labor Arbiter</p> <p>NCR Arbitration Branch (NCR), Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City</p> <p>Regional Arbitration Branch No. I, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union</p> <p>Sub-Regional Arbitration Branch No. 1, 3/F Maradel Building, A-B Fernandez Avenue, Dagupan City</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga</p> <p>Regional Arbitration Branch No. IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City</p> <p>Sub-Regional Arbitration Branch No. IV, 3/F Old Capitol Bldg., City Hall Compound, A. Mabini Extension, San Pablo City</p> <p>Regional Arbitration Branch No. V, 3/F M. Dy Building, Rizal St., Legazpi City</p> <p>Sub-Regional Arbitration Branch No. V, DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City</p>
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	<p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City</p> <p>Regional Arbitration Branch No. VII, 2/F Lim’s Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City</p> <p>Sub-Regional Arbitration Branch No. VII, Governor’s Cottage, Capitol Site, Dumaguete City</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City</p> <p>Regional Arbitration Branch No. IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City</p> <p>Sub-Regional Arbitration Branch No. IX, 2/F Realiza Bldg., M.H. Del Pilar cor. Echavez Streets, Estaka, Dipolog City</p> <p>Regional Arbitration Branch No. X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City</p> <p>Sub-Regional Arbitration Branch No. X, 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City</p> <p>Regional Arbitration Branch No. XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal</p> <p>Sub-Regional Arbitration Branch No. XII, 3/F Insular Life Bldg., Pioneer Avenue, General Santos City</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City</p>
Classification	Highly Technical
Type of Transaction	G2C
Who may avail	Winning party to the case with monetary judgment award deposited to the NLRC; or party to the case with deposited Cash Bond at the NLRC



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of Motion for Issuance of Order to Release		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Motion for Issuance of Order to Release with the Office of the Labor Arbiter handling the case Please see List of Office and respective address	1. Receive Motion for Issuance of Order to Release	None	Process Cycle Time for Steps 1 to 6 is ten (10) working days	Office of the Labor Arbiter
	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		Labor Arbitration Associate (LAA)
	3. Draft Order of Release	None		LAA
	4. Review / approval of the Draft	None		Labor Arbiter
	5. Final issuance of Order to Release judgment awards/ cash bonds	None		Labor Arbiter
	6. Transmittal of the Order to Release to the Accounting Office, supported	None		LAA/SR



	with the Certification that the Decision/ Resolution / Order has become final and executory and no Injunction or TRO has been issued			
	Total	NONE	TEN (10) WORKING DAYS	

B.1 PROCESSING OF DISBURSEMENT VOUCHER AND RELEASE OF CHECK – (CENTRAL OFFICE & NCR ARBITRATION BRANCH)

Release of the monetary judgment award or cash bond deposited with the NLRC Central Office or NCR Arbitration Branch (NCRAB) to the party of the case per Order of Release issued by the Executive/Labor Arbiter.

Office or Division	<ul style="list-style-type: none"> ▪ Management and Fiscal Division – 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) ▪ 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	
<p>Requirements for the processing of Disbursement Voucher (DV):</p> <p>1. One (1) original copy of the Order to Release duly issued by the Executive/Labor Arbiter</p> <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.</p>	<p>Office of the handling Executive/Labor Arbiter, NCR Arbitration Branch, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p> <p>Office of the handling Executive/ Labor Arbiter</p>



<p>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) • 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 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 the signing party • two (2) valid government-issued identification cards of the authorized representative 	<p>From the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the payee (to be assisted by a lawyer)</p> <p>From the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the authorized representative of the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the payee company or private respondent</p> <p>From the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the attorney-in-fact of the company or private respondent (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the Corporation</p> <p>From the signing party of the Corporation (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the authorized representative of the Corporation (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p>
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<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> <p><i>In case of doubt about the claimant's identity based on the credentials or documents presented, the Cashier shall secure a Clearance for the Release of Check from the handling Executive/Labor Arbiter.</i></p>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>None for the initial step.</p> <p>The Order of Release and Certificate of Finality will originate from the Office of the Executive/Labor Arbiter.</p>	<p>1. Receive from the Office of the Executive/Labor Arbiter signed Order of Release and Certificate of Finality.</p>	<p>None</p>	<p>5 minutes</p>	<p>Assigned Receiving Personnel (Management and Fiscal Division, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City)</p>
	<p>2. Process Disbursement Voucher (DV)</p>	<p>None</p>	<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</p>	<p>Preparation: Accounting Staff Verification, certification and review: 1. Accountant; 2. Chief Administrative Officer, MFD 3. Director II, Management and Administrative Department (MAD)</p>
	<p>3. Approve Disbursement Voucher</p>	<p>None</p>		<p>Executive Labor Arbiter (ELA) / Executive Clerk of Court IV (ECC IV)</p>
	<p>4. Prepare</p>	<p>None</p>		<p>Cashier, Cashier</p>



	Check		claimants	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	5 minutes per claimant/payee	Cashier; Claimant / Payee

Exception: In the event of mobility restriction and other measures which require limited workplace occupancy, the Process Cycle Time (PCT) shall be adjusted in proportion to the percentage of workforce required to physically report for work, as follows:

Percentage of Workplace Occupancy	Processing and Release of Payment		
	Up to 50 claimants	51 to 500 claimants	More than 500 claimants
51% to 90%	Four (4) working days	Six (6) working days	Eight (8) working days
50% and below	Six (6) working days	Eight (8) working days	Ten (10) working days

B.2. PREPARATION OF DISBURSEMENT VOUCHER AND RELEASE OF CHECK – (OTHER REGIONAL ARBITRATION BRANCHES CAR, 1 TO XIII)

Release of monetary judgment award to the winning party to the case or party to the case with deposited cash bond at the NLRC per Order to Release issued by the Executive/Labor Arbitrer.

Office or Division	<p><u>Please see list of Offices</u></p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City</p> <p>Regional Arbitration Branch No. I, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union</p> <p>Sub-Regional Arbitration Branch No. 1, 3/F Maradel Building, A-B Fernandez Avenue, Dagupan City</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo,</p>
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<p>Regional Government Center, Carig Sur, Tuguegarao City</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga</p> <p>Regional Arbitration Branch No. IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City</p> <p>Sub-Regional Arbitration Branch No. IV, 3/F Old Capitol Bldg., City Hall Compound, A. Mabini Extension, San Pablo City</p> <p>Regional Arbitration Branch No. V, 3/F M. Dy Building, Rizal St., Legazpi City</p> <p>Sub-Regional Arbitration Branch No. V, DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City</p> <p>Regional Arbitration Branch No. VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City</p> <p>Sub-Regional Arbitration Branch No. VII, Governor's Cottage, Capitol Site, Dumaguete City</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City</p> <p>Regional Arbitration Branch No. IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City</p> <p>Sub-Regional Arbitration Branch No. IX, 2/F Realiza Bldg., M.H. Del Pilar cor. Echavez Streets, Estaka, Dipolog City</p> <p>Regional Arbitration Branch No. X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City</p> <p>Sub-Regional Arbitration Branch No. X, 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City</p>



	<p>Regional Arbitration Branch No. XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal</p> <p>Sub-Regional Arbitration Branch No. XII, 3/F Insular Life Bldg., Pioneer Avenue, General Santos City</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City</p> <ul style="list-style-type: none"> ▪ Accounting Unit ▪ 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 deposited at the NLRC; or party to the case with deposited Cash Bond at the NLRC
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>1. One (1) original copy of Order to Release issued by the Executive/Labor Arbiter</p> <p>2. One original copy of the Certificate of Finality issued by the Executive/Labor Arbiter</p> <p>Requirements in Claiming the Check:</p> <p>A. For Judgment Monetary Award</p> <p>a) If the claimant is the PAYEE, he must present/submit</p> <p style="padding-left: 40px;">Three (3) copies of two (2) valid government-issued identification cards</p> <p>b) If the claimant is an AUTHORIZED REPRESENTATIVE, he must present/submit the following documents:</p> <p>c)</p> <ul style="list-style-type: none"> • Three (3) copies of 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>B. For Release of Cash Bond</p> <p>b. If the payee is a company or private</p>	<p>From the Office of the handling Labor Arbiter</p> <p>From the Office of the handling Labor Arbiter</p> <p>From the claimant/payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the payee (with the assistance of a lawyer)</p> <p>From the payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the authorized representative of the claimant/payee (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p>



<p>respondent</p> <ul style="list-style-type: none"> • One (1) 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><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> <p><i>In case of doubts as to the claimant's identity based on the credentials or documents presented, the Cashier shall secure a Clearance for the Release of Check from the handling Labor Arbiter.</i></p>	<p>From the company or private respondent/ claimant (with the assistance of a lawyer)</p> <p>From the claimant (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the attorney-in-fact of the company or private respondent or claimant (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the Corporation</p> <p>From the signing party of the Corporation (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p> <p>From the authorized representative of the Corporation (issued by SSS, LTO, PRC, PHILPOST, or other government agencies)</p>
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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 Labor Arbiter.	1. Receive from the Office of the Labor Arbiter signed Order of Release with supporting documents	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 Five (5) working days – for Order of Release involving up to 51 to 500 claimants Seven (7) working days – for Order of Release involving more than 500 claimants	Accounting Staff; Accountant; Executive Labor Arbiter
	3. Approve Disbursement Voucher	None		Executive Labor Arbiter
	4. Prepare Check	None		Cashier
	5. Approve Check	None		Executive Labor Arbiter
1. Claim Check	6. Release Check	None	5 minutes per claimant/payee	Claimant / Payee; Cashier

Exception: In cases of mobility restriction, and other measures which require limited workplace occupancy, the Process Cycle Time (PCT) shall be adjusted in proportion to the percentage of workforce required to physically report for work, as follows:

Percentage of Workplace Occupancy	Processing and Release of Payment		
	Up to 50 claimants	51 to 500 claimants	More than 500 claimants
51% to 90%	4 working days	6 working days	8 working days
50% and below	6 working days	8 working days	10 working days



3. REQUEST FOR CERTIFIED TRUE COPY OF DOCUMENTS OF CASE/S ON APPEAL - Concerned parties may request for certified true copies / photocopies of document of cases on appeal at the 1st to 8th Divisions to be used in any proceedings before the Labor Arbiter, the Commission Proper or any Court and/or other legal purpose/s.

3.1 PERSONAL FILING

Office or Division	NLRC First to Eighth Divisions For 1st Division to 6 th Division c/o Public Assistance Desk, 1st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City 7th Division, 5th 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
Classification	Simple
Type of Transaction	G2C
Who may avail	Parties who intend to file or use the document in any proceedings before the Labor Arbiter, this Commission or any Court and/or for other legal purpose/s

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished NLRC form for walk-in requests	NLRC Form for walk-in requests at Public Assistance Desk: 1st to 6th Divisions , 1 st Floor, Ben-Lor Bldg. 7th Division - 5th 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 Government Issued ID of the requesting party who must be a party to the case as provided under Sec. 8, Rule XIII of the 2011 NLRC Rules of Procedure authorized representative.	Requesting party (issued by SSS, LTO, PRC, PHILPOST or other government agencies)



<p>3. One (1) copy of Authorization letter if the parties to the case cannot personally appear to request a copy of the documents</p>		Requesting Party		
<p>4. List of pleadings, including number of copies to be certified</p>		Requesting Party		
<p>5. Payment of fees in the amount of P5.00 per page (for CTC) and P30.00 for documentary stamp tax</p>		Requesting Party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the duly accomplished form with complete requirements for Request for Certified True Copy of Records at the Public Assistance Desk Main Office, 1st Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or Public Assistance Desk (7th/8th Division- please see address/es)</p>	<p>1. Receive the request form</p>	None	1 minute	Public Assistance Desk Personnel
	<p>2. Accomplish in the system the following:</p> <ul style="list-style-type: none"> • Date of Request • Payor • Address • Case Number and Caption/ Title, if available/ 	None	5 minutes	Public Assistance Desk Personnel



	<p>applicable</p> <ul style="list-style-type: none"> Notify the concerned Office 			
	<p>3. Upon notification, the staff of the concerned Office shall access the system and complete the following: (IF RECORDS ARE IN THE CUSTODY OF THE DIVISION)</p> <ul style="list-style-type: none"> Retrieve the document requested Count the number of pages requested Encode in the system the number of pages and copies to be certified Issue Assessment Form Notify the Accounting Unit of the completion of the assessment through the system 	None	10 MINUTES	<p>Records Officer / Receiving Officer in the Division</p> <p>Please see list of Divisions and their respective addresses</p>
	<p>4. Issue Order of Payment; assign OP</p>	None	5 minutes	Accounting Unit Personnel



	series number and save in the system			
2.Proced to the Accounting Division/ Accounting Office (for 7 th and 8 th Division)	5. Print the OP and give the printed copy to the requestor/ payor and provide instruction to pay to the Cashier the corresponding fees indicated in the OP	None	5 minutes	PAC personnel
3. Present the printed OP to the Cashier and tender exact payment of fees	6. Validate the money received from the payor and issue origina Official Receipt (OR) to the payor / requestor. And, thereafter, direct the requestor to present the OR to the PAC	P5.00 per page and P30.00 documentary stamp tax	5 minutes	Requesting Party / Cashier
	7. Scan the OR and transmit the same to the concerned Office/records custodian	None	5 minutes	PAC Personnel
	8. Bring the records to the designated photocopying center for reproduction. (For Central Office – the photocopying center is at the 7 th Floor Lobby). Stamp	None	1 page up to 30 pages - 10 minutes 31 to 50 pages – 20 minutes more than 50	Records Officer/ Records custodian, Division



	<p>on the face of the documents as Certified True Copy/ Certified Xerox Copy / Certified Machine Copy, and indicate the OR and date in the document.</p> <p>Transmit the signed copy to the PAC</p>		<p>pages up to 100 pages - 1 hour</p> <p>more than 100 pages or entire records – 2 hours</p>	
4. Claim the certified true copies of documents.	9. Log in the official record book the certified documents and release the Certified Copies of Documents to the requestor after acknowledging receipt in the official logbook	None	2 minutes	PAC Personnel/ Requesting Party
	TOTAL	*P5.00 per page plus P30.00 for documentary stamp tax	<p>1 to 30 pages - 48 minutes</p> <p>31 to 50 pages – 58 minutes</p> <p>51 to 100 pages – 1 hour and 38 minutes</p> <p>more than 100 pages or entire records – 2 hours and 38 minutes</p>	



3.2 FILING THRU ELECTRONIC MAIL

Office or Division	<p>1st Division, 9th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City; Email Add: 1stdivnlrc@gmail.com</p> <p>2nd Division, 7th Floor, Ben-Lor Bldg.; Email Add: nlrcseconddivision@gmail.com</p> <p>3rd Division, 9th Floor, Ben-Lor Bldg., Email Add: thirddivision.dec@nlrc.dole.gov.ph</p> <p>4th Division, 7th Floor, Ben-Lor Bldg.; Email Add: nlrc4thdivision@gmail.com</p> <p>5th Division, 8th Floor, Ben-Lor Bldg.; Email Add: nlrc.5thdivision@gmail.com</p> <p>6th Division, 8th Floor, Ben-Lor Bldg.; Email Add: sixthdivision@nlrc.dole.gov.ph</p> <p>7th Division, 5th Floor DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City; Email Add: 7thdivqr@gmail.com</p> <p>8th Division, 3/F Cahulogan Square Xavier Estates Mastersons Avenue Upper Balulang, Cagayan de Oro City Email Add: nlrc_8thdiv@yahoo.com.ph</p>
Classification	Simple
Type of Transaction	G2C
Who may avail	Parties who intend to file or use the document in any proceedings before the Labor Arbiter, this Commission or any Court and/or for other legal purpose/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Letter-Request sent to the official email address of the concerned Division/Office.</p> <p>NOTE: Only requests duly signed by the parties to the case, their counsel or authorized representatives shall</p>	Requesting Party



<p>be entertained and processed. (Pursuant to Sec.8, Rule XIII of the 2011 NLRC Rules of Procedure, as amended)</p> <p>2. Scanned copy of one government issued ID;</p> <p>3. List of pleadings, including number of copies, to be certified</p> <p>4. Upon claiming of documents: Payment of P5.00 per page and P30.00 documentary stamp tax</p> <p>ADDITIONAL REQUIREMENT, IF APPLICABLE:</p> <p>Authorization Letter if representative will claim the certified true copies of documents</p>	<p>Requesting Party (issued by SSS, LTO, PRC, PHILPOST or other government agencies)</p> <p>Requesting Party</p> <p>Requesting Party</p> <p>Requesting Party</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send the request to the official email address of the Division / Unit concerned</p> <p><u>Please see email addresses of offices</u></p>	<p>1. Verify the identity of requesting party</p> <p>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</p>	<p>None</p>	<p>1 working day</p>	<p>Records Officer / assigned Staff of the concerned Division</p>



	b. date of processing which includes photocopying of documents and certification			
2. The Requesting party must appear on the date set for the processing of the documents	<p>3. The staff of the concerned Office shall complete the following: (IF RECORDS ARE IN THE CUSTODY OF THE DIVISION)</p> <ul style="list-style-type: none"> • Retrieve the document requested • Count the number of pages requested • Encode in the system the number of pages and copies to be certified • Issue Assessment Form • Notify the Accounting Unit of the completion of the assessment through the system 	None	10 minutes	<p>Records Officer / Receiving Officer in the Division</p> <p>Please see list of Divisions and their respective addresses</p>



	4. Issue Order of Payment; assign OP series number and save in the system	None	5 minutes	Accounting Unit Personnel
2.Proced to the Accounting Division/ Accounting Office (for 7 th and 8 th Division)	5. Print the OP and give the printed copy to the requestor/ payor and provide instruction to pay to the Cashier the corresponding fees indicated in the OP	None	5 minutes	PAC personnel
3. Present the printed OP to the Cashier and tender exact payment of fees	6. Validate the money received from the payor and issue original Official Receipt (OR) to the payor / requestor. And, thereafter, direct the requestor to present the OR to the PAC	P5.00 per page and P30.00 documentary stamp tax	5 minutes	Requesting Party / Cashier
	7. Scan the OR and transmit the same to the concerned Office/records custodian	None	5 minutes	PAC Personnel



	<p>8. Bring the records to the designated photocopying center for reproduction. (For Central Office – the photocopying center is at the 7th Floor Lobby). Stamp on the face of the documents as Certified True Copy/ Certified Xerox Copy / Certified Machine Copy, and indicate the OR and date in the document.</p> <p>Transmit the signed copy to the PAC</p>	<p>None</p>	<p>1 page up to 30 pages - 10 minutes</p> <p>31 to 50 pages – 20 minutes</p> <p>more than 50 pages up to 100 pages - 1 hour</p> <p>more than 100 pages or entire records – 2 hours</p>	<p>Records Officer/ Records custodian, Division</p>
<p>4. Claim the certified true copies of documents.</p>	<p>9. Log in the official record book the certified documents and release the Certified Copies of Documents to the requestor after acknowledging receipt in the official logbook</p>	<p>None</p>	<p>2 minutes</p>	<p>PAC Personnel/ Requesting Party</p>



	TOTAL	*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>	
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4. WORKERS' ASSISTANCE PROCESS

REQUEST FOR ASSISTANCE PRIOR TO COMPULSORY ARBITRATION -

Request for Assistance is filed thru the Single Entry Approach (SenA), an administrative approach to provide impartial, inexpensive and accessible settlement procedure of all labor issues or conflicts to prevent them from ripening into full-blown disputes or actual labor cases. It was first introduced through DOLE Order No. 107-10, and later institutionalized through the enactment of RA 10396 in 2013 providing for a 30-day mandatory conciliation-mediation for issues arising from labor and employment.

4.1 PERSONAL FILING

Office or Division	NLRC Regional Arbitration Branches Please see list of Offices		
Classification	Simple		
Type of Transaction	G2C		
Who may avail	Any private worker/employee or employer who files a request for assistance		
<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; text-align: center;">CHECKLIST OF REQUIREMENTS</td> <td style="width: 50%; text-align: center;">WHERE TO SECURE</td> </tr> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		



<p>1. One (1) copy of duly accomplished Request for Assistance (RFA) Form</p> <p>2. Personal Appearance</p> <p>Additional requirement if the requesting party is a representative :</p> <p>1. One (1) copy of Special Power of Attorney for representatives of requesting party who is working abroad or heirs for deceased requesting party</p>	<p>Request Assistance Form will be provided at the NLRC Office (Please see list of offices)</p> <p>From Requesting Party</p> <p>From Requesting Party (assisted by a lawyer)</p>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished Request for Assistance form	1. Check completeness of the information provided in the RFA Form.	None	5 minutes	Frontline Officer Please see list of offices and addresses
2. If incomplete, provide lacking information and once completed, resubmit the RFA Form. If complete, wait for the name to be called	2. Arrange submitted form and assign number for queueing. (the RFA form of requesting party who provided complete information will be encoded first)	None	5 minutes	Requesting Party / SE nA Encoder
3. Check the correctness of the information being encoded in the eCTS	3. Encode in the eCTS the duly accomplished form and thereafter raffle it to designated SE nA Conciliator-Mediator with the assigned	None	15 minutes	SE nA Encoder/ Requesting Party



	reference number			
4. Receive copy of RFA and instructions from the SEnA Encoder	4. Print RFA Form and give a copy to the requesting party/ies with the name of the Conciliator-Mediator to whom it was raffled.	None	5 minutes	SEnA Encoder
	Total	None	THIRTY (30) MINUTES	

4.2. ONLINE FILING

Office or Division	NLRC NCR Arbitration Branch, Ground Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City	
Classification	Simple	
Type of Transaction	G2C	
Who may avail	Any private worker/employee or employer who files a request for assistance	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<p>1. Duly online accomplished Request for Assistance (RFA) Form with the following requirements:</p> <ul style="list-style-type: none"> • Complete name of Company/Employer • Complete address of Company/Employer • Complete name of Owner/Employer/Representative of Company • Email address of Company/Employer • Alternate contact details for Company/Employer 		<p>NLRC website, nlrc.dole.gov.ph</p> <p>Information to be gathered from the requesting party</p>



<ul style="list-style-type: none"> Email address of Requesting Party/ies Alternate contact details for Requesting Party/ies 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to NLRC website, nlrc.dole.gov.ph	None	None	1 minute c/o requesting party	Requesting party
2. Enter SENA- e Request for Assistance under e-services	None	None	1 minute	Requesting party
3. Accomplish the Form	None	None	10 minutes	Requesting party
4. Request for verification code	None	None	2 minutes	Requesting party
	Total	None	15 minutes (c/o requesting party)	
CONDUCT OF SINGLE ENTRY APPROACH CONCILIATION-MEDIATION				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Attend SEnA Conference as scheduled</p>	<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>	<p>None</p> <p>None</p> <p>None</p>	<p>Within 30 days from initial conference pursuant to the SEnA Guidelines in compliance with RA 10396</p>	<p>SEnA Conciliator-Mediator</p> <p>SEnA Conciliator-Mediator</p> <p>SEnA Conciliator-Mediator</p>
	<p>2. Process every movement of the RFA and report the result through the eCTS.</p> <ul style="list-style-type: none"> • If RFA is pre-terminated, records the date and cause of pre-termination • If settled, prepare the Agreement of the parties using SEnA Form signed by 	<p>None</p> <p>None</p> <p>None</p>		<p>SEnA Conciliator-Mediator</p> <p>SEnA Conciliator-Mediator</p> <p>SEnA Conciliator-Mediator</p>



	<p>both parties and/or Quitclaim and Release signed by the requesting party and attest the same</p> <ul style="list-style-type: none"> If not settled, inform the requesting party/ies of other options to file the appropriate complaint before the office having jurisdiction over such complaint 	None		SEnA Conciliator-Mediator
	TOTAL	NONE	Within 30 days pursuant to RA 10396 and SENA Guidelines or extended upon request of parties for possible settlement	



4.3. FILING THRU APPOINTMENT SCHEDULE (NLRC RAB VII)

Office or Division	NLRC Regional Arbitration Branch VII			
Classification	Simple			
Type of Transaction	G2C			
Who may avail	Any private worker/employee or employer who files a request for assistance			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Confirmed appointment schedule 2. Duly accomplished Request for Assistance (RFA) Form in two (2) copies 3. Valid government issued ID ADDITIONAL REQUIREMENT FOR REPRESENTATIVES: Special Power of Attorney for representatives of requesting party who is working abroad or heirs for deceased requesting party			www.picktime.com/nlrcrab7cebu Request Form may be secured from the Single Entry Approach (SEnA) Unit Requesting Party (issued by SSS, Pagibig, COMELEC, NBI, DFA, LTO, Philhealth, DSWD, OSCA) From PAO or private lawyer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Obtain an Appointment Schedule a. Go to www.picktime.com/nlrcrab7cebu b. Select Request for Assistance (SEnA) for one complainant or 2 or more complainants	None	None	5 minutes	Requesting Party



<p>c. Choose an available Date and Time for your appointment d. Enter Name of Person requiring Assistance and Contact Information e. Click 'Book Appointment' to receive Confirmation on your Appointment f. Go to NLRC RAB VII, Cebu on the day of your appointment schedule</p>				
<p>2. On the day of the Appointment Schedule, Approach Frontline Desk Officer</p>	<p>1. If first time to file RFA, provide RFA Form. Interview the client. (If not the first time, client will be requested to secure referral form from SEADO (DOLE office where SEnA was conducted) as client will be directed to proceed directly to the Complaint Section (per SEnA</p>	<p>None</p>	<p>5 minutes</p>	<p>Frontline Desk Officer/SEADO</p>



	Guidelines))			
3. Accomplish Request for Assistance Form provided by the assigned Single Entry Approach Desk Officer (SEADO). Thereafter, return the accomplished form to the Frontline Desk Officer	2. Evaluate the request and assist the requesting party in accomplishing the RFA Form	None	5 minutes	Frontline Desk Officer/SEADO
	3. Assign a reference number in the duly accomplished RFA Form and raffle the RFAs among the designated Conciliator-Mediators	None	1 minute	SEADO
	4. Prepare the Notice of Conference. Have a copy of the Notice signed by the Unit Head and received by the requesting party, while copy for the responding party/ies may be sent by personal service, fax, or registered mail.	None	5 minutes	SEADO/ SEnA Designated staff
	5. Encode the RFA with all the required indicators and deliver the		10 minutes	SEADO / SEnA Designated Staff



	copy of the RFA and Notice of Conference to the designated Conciliator-Mediator			
	Total	None	23 minutes and additional 20 minutes waiting time	

5. FILING OF COMPLAINT (LABOR CASE)

– To file a case with the NLRC, the aggrieved party must accomplish a complaint form stating his/her cause/s of action. The complaint should bear all the names of the complainants and respondents, and the same must be subscribed under oath.

5A FILING OF COMPLAINT (LABOR CASE) – NCR ARBITRATION BRANCH

Office or Division	NCR Arbitration Branch		
Classification	Simple		
Type of Transaction	G2C		
Who may avail	Any aggrieved private worker/employee or employer		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p>1. One (1) copy of duly accomplished Complaint Form</p> <p>2. One valid government-issued Identification Card</p> <p>3. one copy of Referral Form from SEADO (NLRC or other DOLE office/s)</p> <p>Note: Personal appearance of the requesting party required in filing complaint.</p> <p>Additional Requirement:</p>		<p>Complaint Form is provided by the PAC Officer at the Ground Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p> <p>From the Complainant (issued by SSS, LTO, PRC, PHILPOST or other government agencies)</p> <ul style="list-style-type: none"> • From NLRC if the RFA was handled by NLRC SENa Conciliator Mediator • From the Requesting Party, if SENA was handled by DOLE Office 	



	complainant/s to proceed to the Officer of the Day or the Public Attorney on duty after the Complaint Form was accomplished.		case there are multiple complainants under one case)	
3. Complainant will be called to proceed to the vacant Computer window for encoding of the accomplished Form	3. Check the completeness of the information provided in the Local or OFW Complaint form	None	2 minutes	Complaint Officer / Administering Officer
4. View via computer monitor the information in the Complaint form while being encoded by the Complaint officer	4. Encode the information in the Complaint Form and raffle it to the Labor Arbiter	None	15 minutes	Complaint Officer / Administering Officer
	5. Generate a printed copy of the raffled Complaint Form to be given to the Complainant. Administer oath on the handwritten complaint form and transmit the same to the encoder.	None	2 minutes	Complaint Officer / Administering Officer
	6. Allow the Complainant to read and sign the generated Complaint Form; in case there are multiple	None	3 minutes (if 1 complainant) 20 mins. (in case there are multiple complainants)	Complainant



	complainants in a case, he / she will bring the Complaint Form out of the building and allow his / her co-complainants to affix their signatures on the form. ²			
	TOTAL	None	38 minutes (if 1 complainant) 1 hour and 5 minutes (if multiple complainants)	

5B FILING OF COMPLAINT (LABOR CASE) OTHER REGIONAL ARBITRATION BRANCHES

Office or Division	<p><u>OTHER NLRC REGIONAL ARBITRATION BRANCHES (RABs CAR, 1 to XIII):</u></p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City</p> <p>Regional Arbitration Branch No. I, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union</p> <p>Sub-Regional Arbitration Branch No. 1, 3/F Maradel Building, A-B Fernandez Avenue, Dagupan City</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga</p> <p>Regional Arbitration Branch No. IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City</p>
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² The number of minutes in signing the Complaint Form depends on how many complainants are there in a single case.



<p>Sub-Regional Arbitration Branch No. IV, 3/F Old Capitol Bldg., City Hall Compound, A. Mabini Extension, San Pablo City</p> <p>Regional Arbitration Branch No. V, 3/F M. Dy Building, Rizal St., Legazpi City</p> <p>Sub-Regional Arbitration Branch No. V, DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City</p> <p>Regional Arbitration Branch No. VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City</p> <p>Sub-Regional Arbitration Branch No. VII, Governor's Cottage, Capitol Site, Dumaguete City</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City</p> <p>Regional Arbitration Branch No. IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City</p> <p>Sub-Regional Arbitration Branch No. IX, 2/F Realiza Bldg., M.H. Del Pilar cor. Echavez Streets, Estaka, Dipolog City</p> <p>Regional Arbitration Branch No. X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City</p> <p>Sub-Regional Arbitration Branch No. X, 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City</p> <p>Regional Arbitration Branch No. XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal</p> <p>Sub-Regional Arbitration Branch No. XII, 3/F Insular Life Bldg., Pioneer Avenue, General Santos City</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City</p>
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Classification	Simple
Type of Transaction	G2C
Who may avail	Any aggrieved private worker/employee or employer

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>1. Duly accomplished Complaint Form in four (4) copies, plus additional copy for every responding party/ies</p> <p>2. one valid government-issued Identification Card</p> <p>3. One copy of Referral form from SEADOs (NLRC or other DOLE offices)</p> <p>NOTE: Personal appearance of the requesting party is required in filing complaint.</p> <p>ADDITIONAL REQUIREMENT IF REPRESENTATIVE WILL FILE:</p> <p>One (1) copy of Special Power of Attorney for representatives of requesting party who is working abroad or heirs for deceased requesting party / or Union Officer who will file complaint for union members. Per Memo dated 6 Aug 2012, if complaint is filed thru SPA, additional documents should be presented: if complainant is sick, Med Cert issued by government physician; if out of the country, any valid document evidencing his departure i.e. photocopies of plane tickets, certification issued by DFA, BID &/or POEA</p> <p>ADDITIONAL REQUIREMENT IF COMPLAINANT IS OFW:</p> <p>One (1) copy of Verification Sheet from POEA/print out from the official website of POEA whose agency license is revoked, cancelled, expired or otherwise delisted (to</p>	<p>Complaint Form may be secured from the Complaint Unit of the RAB</p> <p>From the Complainant (issued by SSS, LTO, PRC, PHILPOST or other government agencies)</p> <p>*From NLRC if the RFA was handled by NLRC SENa Conciliator Mediator</p> <p>*From the Requesting Party, if SENA was handled by DOLE Office/SEADO</p> <p>From the Complainant</p> <p>From the Complainant (to be secured from POEA)</p>



determine if there is no need to undergo SEnA if no referral form can be presented)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present to the Complaint Officer / designated Staff the Referral Form at the concerned RAB's Complaint Office/ Admin Office <u>Please see list of offices and address</u>	1. Receive Referral from the NLRC SEADOs or other offices of the Department of Labor and Employment	None	1 minute	Complaint Officer/ Designated Staff
	2. Issue Complaint Form to the Complaining Party	None	1 minute	Complaint Officer / Staff
2. Fill out the Complaint Form		None	10 minutes	Complainant
	3. Validate/ Verify the entries in the Complaint Form and administer oath to the complainant	None	5 minutes	Administering Officer
3. Subscribe under oath to the Complaint		None	3 minutes	Administering Officer
	4. Encode and raffle the case to the Executive/ Labor Arbiter	None	5 minutes	Complaint Officer
	TOTAL	NONE	25 minutes plus 30 minutes waiting time	



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)

<p>Office or Division:</p>	<p><u>NLRC MAIN OFFICE, 7th and 8th DIVISIONS</u> <u>REGIONAL ARBITRATION BRANCHES</u> <u>(RABs NCR, CAR, 1 to XIII):</u></p> <p>Main Office Administrative Division, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City admindiv@nlrc.dole.gov.ph</p> <p>7th Division, 5th Floor DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City nlrc_7th_division@yahoo.com</p> <p>8th Division, 3/F Cahulogan Square Xavier Estates Mastersons Avenue Upper Balulang, Cagayan de Oro City nlrc_8thdiv@yahoo.com.ph</p> <p>NCR Arbitration Branch (NCR), Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City nlrcncr.admunit@gmail.com/ adminncr@nlrc.dole.gov.ph</p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City nlrc_car@yahoo.com/car@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. I and Sub-Regional Arbitration Branch No. 1, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union nlrc_rab1@yahoo.com/rab1@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na</p>
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	<p>Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City nlrc_rab2@yahoo.com</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga nlrcrabiii@yahoo.com</p> <p>Regional Arbitration Branch No. IV and SRAB IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City nlrc_admrab4@yahoo.com</p> <p>Regional Arbitration Branch No. V and SRAB V, 3/F M. Dy Building, Rizal St., Legazpi City nlrc_rab5leg@yahoo.com.ph</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City nlrcrab6@yahoo.com/rab6query@gmail.com</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City srab6@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. VII and SRAB VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City nlrc.rabvii.ceb@gmail.com</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City rab8nlrc@yahoo.com / rab8.admin@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. IX and SRAB IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City rab9.adm@gmail.com/rab9.admin@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. X and SRAB X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City rab10_nlrc@yahoo.com/rab10_admin@nlrc.dole.gov.ph</p>
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	<p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City nlrcrabxi@gmail.com</p> <p>Regional Arbitration Branch No. XII and SRAB XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal nlrcxii@gmail.com</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City nlrcbutuan@yahoo.com</p>
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</p> <p>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</p> <p>One (1) copy of Commission Clearance from Money and Property Accountabilities (for Retired / Resigned / Transferred / Dismissed NLRC Officials / employees</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>ADDITIONAL REQUIREMENT IF REQUESTING PARTY IS NOT THE EMPLOYEE</p> <p>1. FOI FORM 2. VALID ID</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>		
<p>ADDITIONAL REQUIREMENT FOR REQUEST TO MAIL SERVICE RECORD</p> <p>Pre-paid return pouch attached to letter-request Request Form</p>		<p>Requesting Party</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 - Main Office, 10th 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</p>	<p>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</p> <p>1.b If received thru email, reply to the letter-sender acknowledging receipt of complete requirements</p>	<p>None</p>	<p>10 MINUTES (PERSONAL FILING)</p> <p>4 HOURS FOR EMAIL</p>	<p>Receiving Officer, Administrative Division/Office (for personal requests)</p> <p>HRMO/AO V or alternate (requests thru email)</p>



	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 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	None	1 HOUR	Receiving Officer or alternate
	TOTAL:	None	PERSONAL FILING - 4 HOURS AND	



			<p>25 MINUTES</p> <p>REQUEST THRU EMAIL-</p> <p>1 WORKING DAY, AND 15 MINUTES</p> <p><u>IF TO BE MAILED UPON REQUEST</u></p> <p>PERSONAL FILING - 5 HOURS AND 25 MINUTES</p> <p>THRU EMAIL - 1 WORKING DAY, 1 HOUR AND 15 MINUTES</p>	
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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	



<p>1. one (1) copy of Letter-Request stating the purpose of travel, inclusive dates of travel and the place or places of destinations</p> <p>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</p> <p>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</p> <p>4. one (1) original copy of Fully accomplished and approved Application for Leave of Absence</p>	<p>From the Requesting Official / Employee</p> <p>From the Requesting Official / Employee (Template form available at the Administrative Division)</p> <p>From the Requesting Official / Employee (Template Form available at the Administrative Division)</p> <p>From the Requesting Official / Employee (Leave Form available at the Administrative Division)</p>
<p>ADDITIONAL REQUIREMENTS, IF APPLICABLE</p>	
<p>*one copy of Invitation from the host country, sponsoring agency or organizer (if any)</p>	<p>From the Requesting Official/Employee</p>
<p>*one (1) original copy of Clearance from Money and Property Accountabilities (for absences for 30 calendar days or more)</p>	<p>From the Requesting Official / Employee (Commission Clearance Form available at the Administrative Division; Clearance from Money and Property Accountabilities from the RAB/Division)</p>
<p>*Pre-paid return pouch attached to letter-request if requesting party is stationed outside of Quezon City and the latter requests that the Authority to Travel be sent back to his/her address.</p>	<p>From the Requesting Official/ Employee</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>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</p>	<p>1. Receive letter-request and refer to the personnel in charge</p>	<p>NONE</p>	<p>1 HOUR</p>	<p>Receiving Officer</p>
	<p>2. In case of lacking requirements, inform the requesting official/ employee or the Administrative Officer V (for 7th and 8th Divisions and RABs)</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Administrative Officer IV</p>
	<p>3. If documents are complete, prepare the Authority to Travel Abroad</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Administrative Officer IV (for rank-and-file employees) Administrative Officer V (for Officials)</p>
	<p>4. Review Authority to Travel Abroad.</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Chief Administrative Officer</p>
	<p>5. Review and affix signature on the Authority to Travel</p>	<p>NONE</p>	<p>1 WORKING DAY</p>	<p>Chairperson/staff of Chairperson, 7th Floor Ben-Lor Bldg.</p>



	Abroad and send back 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 NCR EMPLOYEES- 1 WORKING DAY, 7 HOURS AND 30 MINUTES	



			REGIONAL OFFICES- 2 WORKING DAYS, 1 HOUR AND 30 MINUTES	
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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:	<p><u>NLRC MAIN OFFICE, 7th and 8th DIVISIONS REGIONAL ARBITRATION BRANCHES (RABs NCR, CAR, 1 to XIII):</u></p> <p>Main Office Administrative Division, 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City admindiv@nlrc.dole.gov.ph</p> <p>7th Division, 5th Floor DOLE Bldg., Gen. Maxilom & Gorordo Avenue, Cebu City nlrc_7th_division@yahoo.com</p> <p>8th Division, 3/F Cahulogan Square Xavier Estates Mastersons Avenue Upper Balulang, Cagayan de Oro City nlrc_8thdiv@yahoo.com.ph</p> <p>NCR Arbitration Branch (NCR), Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City nlrcncr.admunit@gmail.com/ adminncr@nlrc.dole.gov.ph</p> <p>Cordillera Administrative Region (CAR), #17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City nlrc_car@yahoo.com/car@nlrc.dole.gov.ph</p>
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	<p>Regional Arbitration Branch No. I and Sub-Regional Arbitration Branch No. 1, 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union nlrc_rab1@yahoo.com/rab1@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. II, No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City nlrc_rab2@yahoo.com</p> <p>Regional Arbitration Branch No. III, 4th Floor, ASCORP Building, McArthur Highway, Dolores, City of San Fernando, Pampanga nlrcrabiii@yahoo.com</p> <p>Regional Arbitration Branch No. IV and SRAB IV, 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City nlrc_admrab4@yahoo.com</p> <p>Regional Arbitration Branch No. V and SRAB V, 3/F M. Dy Building, Rizal St., Legazpi City nlrc_rab5leg@yahoo.com.ph</p> <p>Regional Arbitration Branch No. VI, Level 2, East Two, Corporate Center Circumferential, corner Diola Street, Villamonte, Bacolod City nlrcrab6@yahoo.com/rab6query@gmail.com</p> <p>Sub-Regional Arbitration Branch No. VI, 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City srab6@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. VII and SRAB VII, 2/F Lim's Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City nlrc.rabvii.ceb@gmail.com</p> <p>Regional Arbitration Branch No. VIII, DOLE Compound Trece Martires St., Tacloban City rab8nlrc@yahoo.com / rab8.admin@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. IX and SRAB IX, EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City rab9.adm@gmail.com/rab9.admin@nlrc.dole.gov.ph</p>
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	<p>Regional Arbitration Branch No. X and SRAB X, Cham Giam REalty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City rab10_nlrc@yahoo.com/rab10_admin@nlrc.dole.gov.ph</p> <p>Regional Arbitration Branch No. XI, 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City nlrcrabxi@gmail.com</p> <p>Regional Arbitration Branch No. XII and SRAB XII, Room 200 JYC Building corner Arellano & Aldeguer Sts., Zone 3, Koronadal nlrcxii@gmail.com</p> <p>Regional Arbitration Branch No. XIII, 2/F Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City nlrcbutuan@yahoo.com</p>
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</p> <p>Requesting party (From LTO, SSS, GSIS, PRC or other government agencies)</p>
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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	1.a Receive Request Form and check completeness of required details (i.e., complete name,	NONE	10 MINUTES (FOR PERSONAL FILING)	Receiving Officer/Records Officer



<p>address/es.</p>	<p>purpose, number of copies needed) and forward to concerned personnel</p> <p>1.b If request was sent thru email, send reply and acknowledge receipt of request with complete requirements</p>	<p>NONE</p>	<p>1 WORKING DAY (FOR EMAIL)</p>	<p>Receiving Officer/Records Officer</p>
	<p>2. Prepare Certificate of Employment based on the latest Service Record and 201 file of the employee</p>	<p>NONE</p>	<p>4 HOURS</p>	<p>Administrative Aide VI/Administrative Officer V /alternate</p>
	<p>3. Review, approve and affix signature on the Certificate of Employment</p>	<p>None</p>	<p>2 HOURS</p>	<p>Chief Administrative Officer / AO V / alternate signatory</p>
<p>2. Claim the Certificate of Employment</p>	<p>4. Release the requested Certificate to the official / employee or authorized representative</p>	<p>None</p>	<p>10 MINUTES</p>	<p>Receiving/ Releasing Officer / Administrative Aide VI / alternate</p>



	<p>5. Prepare envelopes and transmit to the Central Receiving and Mailing Unit for requests coming from parties outside of Quezon City</p>	<p>None</p>	<p>2 HOURS</p>	<p>Receiving Officer</p>
	<p>TOTAL:</p>	<p>NONE</p>	<p>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</p>	



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: amindiv@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</p> <p>*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</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>OFFICIAL/EMPLOYEE</p> <p>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>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>
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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 send letter-request thru mail addressed to Ms. Amalia L. Celino, Administrative Division, Main Office, 10 th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City or send thru email at admindiv@nlrc.dole.gov.ph	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	Receiving Officer
	1.b if received thru email, reply to the letter-send confirming receipt of email with information as	NONE	ONE WORKING DAY	Admin. Aide VI/ Records Officer



	to completeness of required details or lacking requirements, if any			
	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	NONE	4 HOURS	Administrative Aide VI/ Alternate
	3. Review, approve and sign the Certificate Employment if in order	NONE	2 HOURS	Ms. Amalia L. Celino
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



	<p>5. Prepare envelope and transmit to the Central Receiving and Mailing Unit requests coming from requesting parties outside of Quezon City</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Receiving Officer</p>
	<p>TOTAL:</p>	<p>None</p>	<p>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</p>	



**4.B. ISSUANCE OF CERTIFICATE OF EMPLOYMENT (WITH COMPENSATION)
(REGIONAL ARBITRATION BRANCHES AND SEVENTH AND EIGHTH DIVISIONS)**

<p>Office or Division:</p>	<p><u>NLRC 7th and 8th DIVISIONS REGIONAL ARBITRATION BRANCHES (RABs NCR, CAR, 1 to XIII):</u> Please see list of offices</p>
<p>Classification:</p>	<p>Simple</p>
<p>Type of Transaction:</p>	<p>G2G</p>
<p>Who May Avail:</p>	<p>Incumbent NLRC Employees assigned at the concerned Division / RAB</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>
<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</p> <p>*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</p> <p>One copy of Authorization to allow filing / claiming of</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>



Certificate of Employment in case requesting party is not the concerned NLRC official / employee OR FOI FORM VALID ID		Requesting Party (LTO, SSS, GSIS, PRC, DSWD or other government agencies)		
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 other benefits received)	NONE	2 HOURS	Administrative Officer V / alternate of the Administrative Office
	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	NONE	2 HOURS	Administrative Officer V / alternate of the Administrative Office



	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 authorized representative only.	NONE	10 minutes	Administrative Officer V / alternate of the Administrative Office
	TOTAL:	NONE	Personal filing - 1 WORKING DAY, 2 HOURS AND 20 MINUTES Thru email – 2 working days, 2 hours and 10 minutes	

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.,
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		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		
<p>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)</p> <p>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)</p>		<p>Template Form available at the Administrative Division; may be downloaded from the NLRC website, nlrc.dole.gov.ph</p> <p>Research, Information and Publications Division (RIPD), 10th Floor, Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



	Administrative Division for release			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), transmit to the Central Receiving and Mailing Unit or mail thru courier upon request of official	NONE	1 HOUR	Receiving Officer
	TOTAL:	NONE	Personal filing – 1 WORKING DAY, 7 HOURS, 20 MINUTES Thru email – 2 WORKING DAYS, 7 HOURS, 10 MINUTES Requests to be sent thru mail –3	



			WORKING DAYS	
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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</p> <p>*One photocopy of Commission Clearance from money and property accountabilities for transferred officials/employees</p> <p>ADDITIONAL REQUIREMENT FOR</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>REPRESENTATIVE</p> <p>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>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
<p>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</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</p>	<p>NONE</p>	<p>10 MINUTES (personal filing)</p>	<p>Administrative Officer V (for officials)</p> <p>Administrative Officer IV (for rank-and-file employees)</p>
	<p>1.b If sent thru email, reply acknowledging receipt of email and advise requesting personnel if there are lacking requirements</p>	<p>NONE</p>	<p>1 DAY (email)</p>	<p>Records Officer, Administrative Division</p>
	<p>2. Refer to the personnel in charge of Leave Credits (for officials or rank-and-file</p>	<p>NONE</p>	<p>2 HOURS</p>	<p>Records Officer, Administrative Division</p>



	employees)			
	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
	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	



			<p>THRU EMAIL - 2 WORKING DAYS, 2 HOURS AND 10 MINUTES</p> <p>FOR RETIRED OFFICIALS/ EMPLOYEES (FOR MAILING)</p> <p>2 WORKING DAYS AND 4 HOURS</p>	
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6.B. ISSUANCE OF CERTIFICATION OF LEAVE CREDITS (REGIONAL ARBITRATION BRANCHES AND SEVENTH AND EIGHTH DIVISIONS)

Office or Division:	<p><u>NLRC 7th and 8th DIVISIONS REGIONAL ARBITRATION BRANCHES (RABs NCR, CAR, 1 to XIII):</u> Please see list of offices</p>	
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 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 mail or thru mail to the concerned Division / RAB.</p> <p>Please see address/email address of the</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.</p> <p>1.b. If request was received thru email, reply to the letter-sender to confirm receipt of email and</p>	NONE	<p>10 MINUTES (for personal filing)</p> <p>1 WORKING DAY (for email)</p>	<p>Receiving Officer / alternate of the Administrative Office of the concerned RAB / Division</p>



Office/RAB	advise if request is complete or has lacking requirements.			
	2. Refer to the Administrative Officer V / personnel in Charge	NONE	2 HOURS	Receiving Officer / alternate of the Administrative Office of the concerned RAB / Division
	3. Refer to leave cards and review records and prepare the Certification	NONE	4 HOURS	Administrative Officer V / Personnel in charge of Leave of the Administrative Office of the concerned RAB / Division
	4. Review, approve and affix signature on the Certification of Leave Credits	NONE	6 HOURS	Head of Office / Administrative Officer V / Personnel in Charge of the Administrative 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	<p>FOR INCUMBENT OFFICIALS/ EMPLOYEES</p> <p>Personal Filing –</p> <p>1 WORKING DAY, 4 HOURS AND 20 MINUTES</p> <p>Email -</p> <p>2 WORKING DAYS, 4 HOURS AND 10 MINUTES</p> <p>RETIRED/ SEPARATED OFFICIALS/ EMPLOYEES</p> <p>-</p> <p>2 WORKING DAYS AND 6 HOURS</p>	



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	NONE	1 WORKING DAY	Administrative Officer V Administrative



	and the request was endorsed by the Head of Office, prepare the Authority to Transfer and thereafter refer to the Chief Administrative Officer for review.			Division, 10 th Floor, Ben-Lor Bldg.
	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	NONE	2 HOURS	Designated Staff / Administrative Aide, Administrative Division



	<p>to XIII), prepare mailing envelopes and transmit to the Central Receiving and Mailing Unit or mail thru courier upon request of official</p>			
	<p>TOTAL:</p>	<p>NONE</p>	<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.</p> <p>Contact info: nlrc.cartsecretariat@yahoo.com (Central Office)</p> <p>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.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days upon receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>In case, no forwarding address is provided by the client, the Office will make a reply to the answer of the NLRC official/employee</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers: (02) 878740733 (Central Office)</p> <p>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.</p> <p>Complaints may also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> Name of person being complained Incident Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 87407733 (Central</p>



	Office)
How complaints are processed?	<p>The CART Secretariat / Complaints Officer opens the Complaints Drop box daily and evaluates each complaint.</p> <p>Upon evaluation, the CART Secretariat/Complaints Officer shall forward the complaint to the concerned office/personnel for their explanation.</p> <p>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.</p> <p>CART Secretariat shall furnish copy of reply of the personnel to the complaining party.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (02) 87407733 (Central Office) or to the concerned Division (7th/8th Division) or RAB/s</p>
Contact Information of NLRC ARTA Committee, NLRC Administrative Division, CCB, ARTA	<p>NLRC Central Office CART Secretariat</p> <p>Admin. Division: (02) 87407733; admindiv@nlrc.dole.gov.ph</p> <p>NLRC Central Office CART Secretariat</p> <p>nlrc.cartsecretariat@yahoo.com</p> <p>CCB: 09088816565 (SMS)</p> <p>ARTA: complaints@arta.gov.ph</p> <p>PCC: pcc@malacanang.gov.ph</p>



LIST OF OFFICES

DETAILS	KEY OFFICIALS
<p>MAIN OFFICE / COMMISSION PROPER Ben-Lor Bldg., 1184 Quezon Avenue, Quezon City</p>	
<p>OFFICE OF THE CHAIRPERSON 7th Floor, Ben-Lor Bldg. (02) 8711-1557</p>	<p>Chairperson Grace E. Maniquiz-Tan</p>
<p>1st DIVISION 9th Floor, Ben-Lor Bldg. 09669822551 / 09608191033 Email Add: 1stdivnlrc@gmail.com</p>	<p>Comm. Gina F. Cenit-Escoto Comm. Ma. Minerva S. Paez-Collantes</p> <p>Ms. Maria Carolina N. Cervantes Board Secretary IV</p>
<p>2nd DIVISION 7th Floor, Ben-Lor Bldg. (02) 8740-7734 Email Add: nlrcseconddivision@gmail.com</p>	<p>Pres. Comm. Julia Cecily Coching-Sosito Comm. Nicolas B. Nicolas Comm. Chamalou D. Aldevera</p> <p>Atty. Sheryl E. Paquidao Executive Clerk of Court II</p>
<p>3rd DIVISION 9th Floor, Ben-Lor Bldg. (02) 8740-7735 Email Add: thirddivision.dec@nlrc.dole.gov.ph</p>	<p>Pres. Comm. Victor C. Avecilla Comm. Cecilio Alejandro C. Villanueva Comm. Jose C. Del Valle, Jr.</p> <p>Atty. Joseph Anthony F. Tolentino Executive Clerk of Court II</p>
<p>4th DIVISION 7th Floor, Ben-Lor Bldg. (02) 8749-0668 Email Add: nlrc4thdivision@gmail.com</p>	<p>Pres. Comm. Grace M. Venus Comm. Leonard Vinz O. Ignacio Comm. Mary Ann F. Plata-Daytia</p> <p>Atty. Purdey P. Perez Executive Clerk of Court II</p>
<p>5th DIVISION 8th Floor, Ben-Lor Bldg. 09669822557/09608191028 Email Add: nlrc.5thdivision@gmail.com</p>	<p>Vacant Comm. Dolores M. Peralta-Beley Comm. Hernan G. Nicdao</p> <p>Atty. Divina L. Bautista Executive Clerk of Court II</p>



<p>6th DIVISION 8th Floor, Ben-Lor Bldg. (02) 87128329 Email Add: sixthdivision@nlrc.dole.gov.ph</p>	<p>Pres. Comm. Joseph Gerard E. Mabilog Comm. Agnes Alexis Lucero De Grano Comm. Donna C. Ramos Atty. Felicidad B. Ico Executive Clerk of Court II</p>
<p>7th DIVISION 5th Flr. DOLE Building, Gorordo Ave., Cebu City (032) 2314401 / 2336537 Email Add: nlrc_7th_division@yahoo.com</p>	<p>Vacant Comm. Nendell Hanz Lo Abella Comm. Maria Joyce L. Seno-Kho Atty. Juve Ann N. Peque Executive Clerk of Court II</p>
<p>8th DIVISION 3rd Floor, Cahulogan Square, Xavier Estates, Mastersons Avenue, Upper Balulang, 9000 Cagayan de Oro City (088) 8574627; 09171843678 nlrc_8thdiv@yahoo.com.ph</p>	<p>Pres. Comm. Elbert C. Restauro Vacant Comm. Sittie Phamy G. Cader- Conding Atty. Maria Liora O. Alonso-Williams Executive Clerk of Court II</p>
<p>OFFICE OF THE EXECUTIVE CLERK OF COURT IV 7th Floor, Ben-Lor Bldg. (02) 8781-7877; (02) 8740-7757 (telefax) nlrc.OEC@gmail.com; ofclavargas@gmail.com</p>	<p>Labor Arbiter Mona Lisa M. Vargas Acting Executive Clerk of Court IV</p>
<p>MANAGEMENT AND ADMINISTRATIVE DEPARTMENT 10th Floor, Ben-Lor Bldg. (02) 87817870 fmddirectorsoffice@yahoo.com</p>	<p>Director Elvira F. Cruz Director II</p>
<p>HUMAN RESOURCE DEVELOPMENT GROUP/ADMINISTRATIVE DIVISION 10th Floor, Ben-Lor Bldg. (02) 8740-7733; (02) 8781-7871 (telefax) admindiv@nlrc.dole.gov.ph</p>	<p>Ms. Amalia L. Celino Chief Administrative Officer</p>



<p>GENERAL ADMINISTRATIVE SERVICE 10th Floor, Ben-Lor Bldg. (02) 8740-7733; 8781-7871 (telefax) admgenad@gmail.com</p>	<p>Ms. Mary Ann S. Jastia Acting Property Officer</p>
<p>FINANCE AND MANAGEMENT SERVICES 10th Floor, Ben-Lor Bldg. (02) 8743-3423; 87817870 fmd@nlrc.dole.gov.ph; nlrcfmdacctg@yahoo.com</p>	<p>Mr. Harold M. Carbo Chief Administrative Officer</p>
<p>LEGAL AND RESEARCH DEPARTMENT 9th Floor, Ben-Lor Bldg. (02) 87407732 nlrc.od.rld@gmail.com</p>	<p>Atty. Maria Ricasion B. Tugadi Director II</p>
<p>LEGAL AND ENFORCEMENT DIVISION 10th Floor, Ben-Lor Bldg (02) 87407733 legal.nlrc@gmail.com; legal.div@nlrc.dole.gov.ph</p>	<p>Atty. Olive B. Sanchez Attorney V</p>
<p>RESEARCH, INFORMATION AND PUBLICATIONS DIVISION 10th Floor, Ben-Lor Bldg (02) 8781-7881; 8740-7730 ripd@nlrc.dole.gov.ph</p>	<p>Atty. Neeneelyne C. Paguila Attorney V</p>
<p>NATIONAL CAPITAL REGION ARBITRATION BRANCH 4th Floor, Ben-Lor Bldg., 09608417553; 09060821771 ofcladysangco@gmail.com</p> <p>3rd Floor, Ben-Lor Bldg. 09604817607; 09060821666 ofclasamar@gmail.com</p> <p>NCR Admin. Office - 09696275095 nlrcncr.admunit@gmail.com</p>	<p>Atty. Paz Eugenia Neri-Dysangco Executive Labor Arbiter for Administration</p> <p>Atty. Laudimer I. Samar Executive Labor Arbiter for Adjudication/Execution</p>



<p>CORDILLERA ADMINISTRATIVE REGION (CAR) 17 2/F Manongdo Bldg., Private Road, Magsaysay Avenue, Baguio City (074) 445-8380 ; 09176858854 nlrc_car@yahoo.com; car@nlrc.dole.gov.ph</p>	<p>Atty. Raymund M. Celino Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. I 2/F GSMA Building, Gov. Ortega-Gen. Luna Sts., San Fernando, La Union (072) 607-8362 nlrc_rab1@yahoo.com</p>	<p>Atty. Roy Alfert M. Carasig Executive Labor Arbiter</p>
<p>Sub-Regional Arbitration Branch No. 1 3/F Maradel Building A-B Fernandez Ave., Dagupan City (075) 522-5502 nlrcsrab1@gmail.com</p>	<p>Atty. Roy Alfert M. Carasig Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. II No. 19 Dalan na Pappabalo, Regional Government Center, Carig Sur, Tuguegarao City (078)377-3379 nlrc_rab2@yahoo.com</p>	<p>Atty. Clarissa G. Beltran-Lerios Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. III 4/F ASCORP Bldg., McArthur Highway Dolores, City of San Fernando, Pampanga (045) 961-2431; (045) 402-2814; 0929-698-8430 nlrcrabiii@yahoo.com</p>	<p>Atty. Roderick Q. Almeyda Executive Labor Arbiter</p>



<p>REGIONAL ARBITRATION BRANCH NO. IV 3/F and 4F Hectan Penthouse, Chipeco Ave., Brgy Halang, Calamba City (049) 5459718; 09051658332; 09608481140 nlrc_admrab4@yahoo.com</p>	<p>Atty. Melchisedek A. Guan Executive Labor Arbiter</p>
<p>SUB-REGIONAL ARBITRATION BRANCH NO. IV 3rd Flr., Old Capitol Bldg., City Hall Compound, A. Mabini Ext. San Pablo City (049) 5620359 srabnoiv@gmail.com</p>	<p>Atty. Melchisedek A. Guan Executive Labor Arbiter (concurrent capacity)</p>
<p>REGIONAL ARBITRATION BRANCH NO. V 3/F M. Dy Building, Rizal St., Legazpi City (052) 742-4874 nlrc_rab5leg@yahoo.com.ph</p>	<p>Atty. Cherry P. Sarmiento Executive Labor Arbiter</p>
<p>SUB-REGIONAL ARBITRATION BRANCH NO. V DOLE Building, City Hall Compound, JQ Miranda Ave., Concepcion Pequeña, Naga City (054) 8818719 srab5query@gmail.com srab5ofclasarmiento@gmail.com</p>	<p>Atty. Cherry P. Sarmiento Executive Labor Arbiter (concurrent capacity)</p>
<p>REGIONAL ARBITRATION BRANCH NO. VI Level 2, East Two, Corporate Center Circumferential cor. Diola St. Villamonte, Bacolod City (034)707-1380/ (034)4699069 nlrcrab6@yahoo.com / rab6query@gmail.com</p>	<p>Atty. Ma. Teresa L. Dadula Executive Labor Arbiter</p>
<p>SUB-REGIONAL ARBITRATION BRANCH NO. VI 2/F S.C. Divinagracia Building, Quezon-Delgado Streets, Iloilo City (033)5004794</p>	<p>Atty. Perpetuo G. Nafarrete III Executive Labor Arbiter</p>



<p>srab6@nlrc.dole.gov.ph</p>	
<p>REGIONAL ARBITRATION BRANCH NO. VII 2/F Lim’s Brotherhood Foundation, Inc., Osmena Boulevard, and J. Llorento Street, Capitol Site, Cebu City (032)253-5529 nlrc.rabvii.cebuh@gmail.com</p>	<p>Atty. Milagros B. Cabatingan Executive Labor Arbiter</p>
<p>SUB-REGIONAL ARBITRATION BRANCH NO. VII Governor’s Cottage, Capitol Site, Dumaguete City (035)2253735 nlrc.rabvii.cebuh@gmail.com nlrcsrab7@gmail.com</p>	<p>Atty. Milagros B. Cabatingan Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. VIII #22 DOLE Compound Trece Martires Street, Tacloban City (053) 8320116 ; 09499969883 rab8nlrc@yahoo.com; rab8.admin@nlrc.dole.gov.ph</p>	<p>Amelia B. Docena Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. IX EFT Realty Bldg., Bulahan Drive, San Jose Road, Baliwasan, Zamboanga City (062)9914698/ 9935349 nlrcrab_ix@yahoo.com ivanlester_24@yahoo.com</p>	<p>Atty. Lizanilla J. Amarga Executive Labor Arbiter</p>



<p>SUB-REGIONAL ARBITRATION BRANCH NO. IX 2/F Realiza Bldg., M.H. Del Pilar, cor. Echavez Sts., Estaka, Dipolog City (065)2123577 srab9query@gmail.com</p>	<p>Atty. Lizanilla J. Amarga Executive Labor Arbiter (concurrent capacity)</p>
<p>REGIONAL ARBITRATION BRANCH NO. X Cham Giam Realty Bldg., Blk. 1, Lot 18, Mastersons Mile South, Upper Carmen, 9000 Cagayan de Oro City (088)8572672/ (088) 8577600/ (08822)727-193 rab10_nlrc@yahoo.com</p>	<p>Atty. Abdul-Azis U. Metmug Executive Labor Arbiter</p>
<p>SUB-REGIONAL ARBITRATION BRANCH NO. X 4/F Diocesan Centrum Bldg., Salvador T. Lluch St., Iligan City (063)2215055/2231535 nlrcsrabx@gmail.com</p>	<p>Atty. Abdul-Azis U. Metmug Executive Labor Arbiter (concurrent capacity)</p>
<p>REGIONAL ARBITRATION BRANCH NO. XI 3/F JLF Parkway Building, Magallanes corner Quirino Streets, Davao City (082) 2933490/ 09514535611 / 09354824942 nlrcrabxi@gmail.com</p>	<p>Atty. Nelia Q. Tancio-Sedillo Executive Labor Arbiter</p>
<p>REGIONAL ARBITRATION BRANCH NO. XII Room 200 JYC Building cor. Arellano and Aldeguer Sts., Zone 3, Koronadal City (083)8234542 / 09333334053 / 09175025564 nlrcxii@gmail.com</p>	<p>Atty. Jocelyn A. Vasallo Executive Labor Arbiter</p>



<p>SUB-REGIONAL ARBITRATION BRANCH NO. XII Unit 1 Flaviano Building, Albano Street Brgy. Dadiangas North, General Santos City (083) 5546465 nlrcsrab12gensan@gmail.com</p>	<p>Atty. Jocelyn A. Vasallo Executive Labor Arbiter (concurrent capacity)</p>
<p>REGIONAL ARBITRATION BRANCH NO. XIII 2nd Flr., Veterans Bank Bldg., J.C. Aquino Avenue, Butuan City (085) 8170146 / 09100309263 nlrcbutuan@yahoo.com</p>	<p>Atty. Arnold G. Larena Executive Labor Arbiter</p>