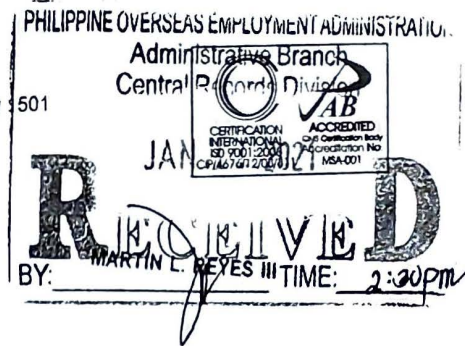




Philippine
Overseas
Employment
Administration

Republic of the Philippines
Department of Labor and Employment
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ADVISORY NO. 03
Series of 2021

TO : ALL LICENSED RECRUITMENT AGENCIES
ALL OVERSEAS FILIPINO WORKERS (OFWs) AND APPLICANTS

RE : REQUEST FOR EDITING OF E-REGISTRATION ACCOUNT

Request of a licensed recruitment agencies to edit/correct/amend an OFW's personal information in the existing e-Registration account shall only be coursed using the e-Registration Helpdesk that can be accessed at the POEA website (www.poea.gov.ph/online-services/e-Registration)

As such and to regulate the use of the e-Registration Helpdesk, all concern^{ed} are strictly advised of the following:

1. Follow-up:

POEA shall no longer accept personal follow-ups on request for editing/correction/amendment of OFW personal/contract information already submitted thru the e-Registration Helpdesk.

Due to voluminous request received on a day-to-day basis, expect action within three (3) working days upon receipt of the request submitted thru the Helpdesk.

2. Date/Time of filing request:

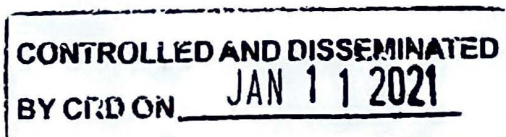
Licensed recruitment agencies shall avoid filing the request only on the same date that the OFW is scheduled to be deployed and then demand for expedited action. Request should be made at least three (3) working days prior to deployment.

3. Multiple request:

Licensed recruitment agencies shall refrain from filing multiple Helpdesk request/tickets for an OFW/applicant with exactly the same e-Registration account and with exactly the same editing request.

4. Multiple accounts:

Request for editing/correction of information for an OFW with multiple accounts shall be supported by a handwritten explanation letter of the OFW, addressed to the POEA - Manpower Registry Division, with a statement that he/she will not repeat to create multiple accounts in POEA E-services and will accept the consequences of possible disqualification from POEA Processing.



5. Contract Processing despite of incorrect data:

In case the worker has incorrect details in his/her existing E-contract, the licensed recruitment agency should submit a handwritten letter, addressed to the Director of Employment Branch and signed by their respective officer, explaining the reason why the Contract of the worker was still processed, despite the inconsistent data/information. Likewise, the concerned OFW must produce an Affidavit of Undertaking that he/she is one and the same person.

6. Responsibilities:

It is reiterated that the responsibility to ensure the correctness of any information in the e-Registration is a joint responsibility of the OFW, as the data owner, and the licensed recruitment agency who evaluated and submitted said information to the POEA through the e-Contracts Processing System.

Errors and subsequent request for editing/correction can be prevented if the licensed recruitment agencies have carefully pre-evaluated the worker's e-Registration information against the submitted documents.

7. Penalty:

Repeated errors/mistakes of such critical information may be construed as misrepresentation, and those OFWs/Recruitment Agencies who caused such errors/mistakes may be held liable for such matters, in accordance with the Terms of Use of the above-cited systems and applicable Rules and Regulations on Overseas Employment.

Relative thereto, POEA reserves the right to lock the Helpdesk Account of a recruitment agency if found not to be compliant with any of the above-cited directives.

However, a formal written request for consideration may be filed by the recruitment agency, subject to evaluation.

Repeated commission of the above infractions shall also subject the OFWs/recruitment agencies to filing of appropriate recruitment violation charges or disciplinary action cases as may be warranted under the POEA rules and regulations.

BERNARD P. OLALIA
Administrator

04 January 2021



CONTROLLED AND DISSEMINATED
BY CRD ON JAN 11 2021