



# CITIZEN'S CHARTER

As of December 1, 2021

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





**I. Mandate:**

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

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

**II. Vision:**

Justly remunerated and productive Filipino workforce in globally-competitive enterprises.

**III. Mission:**

Set minimum wage that protects workers' welfare. Promote enterprise and workers' productivity.

**IV. Service Pledge:**

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





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# **CENTRAL OFFICE**

## **EXTERNAL SERVICES**





**EXTERNAL SERVICES:** Walk-in Queries / IEC Materials

PLANNING AND INFORMATION DIVISION



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

<b>Office or Division:</b>	Planning and Information Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the clients' logbook	1. Register client in the logbook	None	Within 2 minutes from logging in	Security
2. Proceed to the office lobby to be assisted by concerned officer / staff	2. Attend to client	None	Within 1-2 minutes	<i>Administrative Officer V</i> Planning and Information Division
3. State query / request for IEC materials on wages and productivity	3. Provide the requested assistance	None	Within 2 minutes	<i>Administrative Officer V</i> Planning and Information Division
4. Fill-up online client satisfaction form	4. Give client online feedback form	None	Within 2-4 minutes	<i>Administrative Officer V</i> Planning and Information Division
	5. Process CSM form	None	Within 1 hour	<i>Administrative Officer V</i> Planning and Information Division

**EXTERNAL SERVICES: Learning Sessions**  
 PLANNING AND INFORMATION DIVISION



**INT-PID-02 Learning Sessions**

<b>Office or Division:</b>	Planning and Information Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry on the schedule of Learning Session	1. Provide information on Learning Session	None	Within 5 minutes	<i>Administrative Officer V</i> Planning and Information Division
2. Accomplish and send the online confirmation sheet (Google Forms) available at NWPC Website	2.1. Monitor details of participants in the generated MS Excel sheet	None	Within 1-2 minutes	<i>Administrative Officer V</i> Planning and Information Division
	2.2. Prepare the list of participants and all the other administrative arrangements for the conduct of LS	None	2 days to a week before the actual schedule	<i>Administrative Officer V</i> Planning and Information Division
	2.3. Inform confirmed participants, for changes in the schedules and arrangements, if any			<i>Administrative Officer V</i> Planning and Information Division
3. Proceed to the venue on the scheduled date;	3.1. Assist the participants and hand-in training	Registration Fee – PHP 500	Within 1-2 minutes	<i>Administrative Officer V</i> Planning and Information Division

register and pay session fee	materials/ LSEF to participants			
	3.2. Issue the official receipt for the payment		Within 5 minutes	Cashier; <i>Administrative Officer V</i> Planning and Information Division
4. Attend learning session	4.1. Conduct learning session	None	Half day	Speaker; <i>Administrative Officer V</i> Planning and Information Division
5. Fill up Learning Session Evaluation	5.1. Collect accomplished LS feedback form	None	Within 2-3 days upon completion of the LS	<i>Administrative Officer V</i> Planning and Information Division
	5.2. Process CSM form	None	Within 1 day	<i>Administrative Officer V</i> Planning and Information Division

**EXTERNAL SERVICES: Learning Sessions**  
**PLANNING AND INFORMATION DIVISION**



**INT-PID-02A Learning Sessions (Online Platform)**

<b>Office or Division:</b>	Planning and Information Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C- Government to Citizen, G2B - Government to Business & G2G - Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry on the schedule of Learning Session	Provide information on Learning Session on NWPC website and Social Media Platforms (FB Page, Twitter and Viber)	None	Within 5 minutes	Administrative Officer IV; Administrative Officer V  Planning and Information Division
2. Accomplish and send the online confirmation sheet (MS Forms) available at NWPC Website	Monitor registration of participants in the generated MS Excel sheet	None	Within 1-2 minutes	Administrative Assistant I  Planning and Information Division
	Prepare the list of participants and all the other administrative arrangements for the conduct of LS	None	Within 1-2 minutes	Administrative Assistant I  Planning and Information Division
	Collect Payment – registered participants should email their Deposit Slip or Any online banking payment (if LS has Registration fee)	Registration Fee – PHP 500	Within 3 days before the conduct of Learning Session	Administrative Assistant I  Planning and Information Division
	Inform confirmed participants, for changes in the schedules and arrangements, if any (thru email)	None	Within 5 minutes	Administrative Assistant I Administrative Officer IV; & Administrative Officer V  Planning and Information Division

<p>3. Attend learning session - Proceed to the Zoom link provided in confirmation email on the scheduled date.</p>	<p>Conduct learning session (Zoom Meeting / Webinar Platform)</p>	<p>None</p>	<p>3 hours</p>	<p>Speaker; Administrative Assistant I; Administrative Officer IV &amp; Administrative Officer V  Planning and Information Division</p>
<p>4. Fill up Learning Session Evaluation</p>	<p>Collect accomplished LS feedback form</p>	<p>None</p>	<p>upon completion of the LS</p>	<p>Administrative Assistant I; Administrative Officer IV &amp; Administrative Officer V  Planning and Information Division</p>
<p>5. Sending of Certificates and other attachments</p>	<p>Creation of LS Certificate of Participation for the Attendees</p>	<p>None</p>	<p>Within a day</p>	<p>Administrative Assistant I  Planning and Information Division</p>
	<p>Issue the official receipt for the payment</p>	<p>None</p>	<p>Within 2 days</p>	<p>Administrative Assistant I; Cashier &amp; Administrative Officer V  Planning and Information Division</p>
	<p>Sending of e-Certificates together with the Resource Speaker's materials and Official Receipts (if LS has Registration fee)</p>	<p>None</p>	<p>Within 3 days</p>	<p>Administrative Assistant I  Planning and Information Division</p>

**EXTERNAL SERVICES: Trainings**

TRAINING AND TECHNICAL SERVICES DIVISION



**INT-PID-03 Trainings**

<b>Office or Division:</b>	Training and Technical Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to NWPC/ concerned RTWPBs or submit request thru the e-Apply for Productivity Toolbox in the NWPC website ( <a href="http://www.nwpc.dole.gov.ph">www.nwpc.dole.gov.ph</a> )	Receive the letter / online request for appropriate action	None	1 day	OED Staff / RTWPB Staff
2. Once approved, follow-up schedule from the office	Discuss the requirements of the training program	None	30 minutes	TTSD Staff / RTWPB Staff
3. Accomplish Business Diagnosis Form to be administered by the NWPC/ RTWPBs	Evaluate the inputs in the accomplished Business Diagnosis Form	None	½ day	TTSD Staff / RTWPB Staff
4. Coordinate pre-training arrangements	Finalize arrangements	None	30 minutes	TTSD Staff / RTWPB Staff
5. Attend the training	Conduct the training	None	At least 3-4 hours	TTSD Staff / RTWPB Staff

6.	Apply learning inputs based on training action plan	Facilitate learning for effective implementation	None	15 minutes	TTSD Staff / RTWPB Staff
7.	Assist in the monitoring or evaluation of training action plans and documentation of productivity/ quality improvements	Visit the firm for monitoring and evaluation	None	3 months	TTSD Staff / RTWPB Staff

**EXTERNAL SERVICES: Trainings**

TRAINING AND TECHNICAL SERVICES DIVISION



**INT-PID-03A Trainings (Online Platform)**

<b>Office or Division:</b>	Training and Technical Services Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C – Government to Citizen, G2B – Government to Business & G2G – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry on the schedule of training	Provide information on training in Social Media Platforms	None	Within 5 minutes	RTWPB Staff
2. Register / fill out Business Information Sheet (BIS) online	Screen the registration / BIS	None	Within 15 minutes	RTWPB Staff
	Generate report (list of qualified participants)	None	Within 10 minutes	RTWPB Staff
	Send information about the training – title of the training, date and time, meeting ID and passcode (confirmation email)	None	Within 10 minutes	RTWPB Staff
3. Attend the training – proceed to the Zoom link provided in the confirmation email on the scheduled date	Conduct the training (Zoom Meeting / Webinar Platform)	None	45 minutes – 2 hours	TTSD Staff / RTWPB Staff
4. Apply learning inputs based on training action plan	Facilitate learning for effective implementation	None	15 minutes	TTSD Staff / RTWPB Staff
5. Assist in the monitoring or evaluation of training action plans and documentation of productivity / quality improvements.	Monitor the firm through online / phone call / personal visit	None	3 months	TTSD Staff / RTWPB Staff



# **CENTRAL OFFICE**

## **INTERNAL SERVICES**



**INTERNAL SERVICES:** Request for the Conduct of Facility Evaluation and Time and Motion Study

WAGE POLICY AND RESEARCH DIVISION



**INT-WPRD-01 Request for the Conduct of Facility Evaluation and Time and Motion Study**

Facility Evaluation (FE) is the determination of the fair and reasonable monetary value of facilities furnished by an employer to his/her employees.

Time and Motion Study (TMS) is the systematic determination of work methods and time standards using various tools and technologies.

<b>Office or Division:</b>	Regional Tripartite Wages and Productivity Boards (RTWPBs)			
<b>Classification:</b>	Service (highly technical)			
<b>Type of Transaction:</b>	G2B			
<b>Who may avail:</b>	Workers of micro, small and medium enterprises  In the case of TMS: Large establishments with existing piece rates may apply for validation of the conducted TMS. Enterprises where no employer-employee exists are also excluded.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business permit for the current year		Appropriate government agency		
2. List of company's employees with their corresponding wages		For submission of applicant firm		
3. Job activities with their existing wage rates				
4. Method of payment of wages (e.g. pakyaw, takay, commission)				
5. Proof of notice of filing of application				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filing of application either personally or by registered mail using the prescribed form by the union, worker or owner/manager with the appropriate RTWPB having jurisdiction over the workplace.	1. Check completeness of submitted required document. Applications with incomplete documentary requirements shall not be accepted. For FE, determine if the facilities sought to be	Free of charge	30 days (Per DO 125-13 and DO 126-13)	<i>Designated RTWPB staff</i>

<p>In case the application is filed by the union or worker, mere application will suffice and the RTWPB shall immediately notify the owner/manager who shall be required to submit the documentary requirements.</p>	<p>valuated are among those included in guidelines.</p>			
	<p>2. Secure authority to conduct FE/TMS from the DOLE Regional Director, then set schedule and prepare agenda and conduct of initial conference with the RTWPB Board Secretary as Chair to discuss the nature of engagement. The secretariat shall prepare the minutes of meeting to be approved by the representatives present.</p>			<p><i>Designated RTWPB staff</i></p>
	<p>3. For the conduct of FE:          . Record relevant observations, e.g. working conditions, workers' benefits, labor relations and other concerns during the</p>			<p><i>Designated RTWPB staff</i></p>

	<p>actual evaluation of the facilities.</p> <ul style="list-style-type: none"> <li>. In case of doubt on reasonable value of meals and facilities, conduct an actual price/cost evaluation against the prevailing market price in the region.</li> </ul> <p>For the conduct of TMS:</p> <ul style="list-style-type: none"> <li>. Observe, obtain and record information about the job, operator, the operation, the surroundings and working conditions and other factors/ observations likely to affect the accomplishment of the work.</li> <li>. Study the activity/ies which will be the subject of a TMS.</li> <li>. Examine the detailed breakdown of the job operation/ activity.</li> <li>. Measure and record the</li> </ul>			
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	<p>time taken to perform each "element" of the operation, i.e. average, normal, basic and standard time using a stop watch, video or any similar device.</p> <ul style="list-style-type: none"> <li>. After gathering the necessary information, re-convene the participants in the initial conference to discuss the process conducted and succeeding activities to be undertaken.</li> <li>. Compute and analyze the information gathered from the establishment</li> </ul>			
	<p>4. Conduct post-closing meeting to discuss the result of the FE and TMS conducted.</p>			<p><i>RTWPB Board Secretary</i></p>
	<p>5. Submit to the DOLE Regional Director for his/her consideration and approval, the post evaluation report.</p>			<p><i>RTWPB</i></p>

	6. Approve and issue Facility Evaluation Order or Piece Rate Order		5 days (Per DO 125-13 and DO 126-13)	<i>DOLE Regional Director</i>
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**INTERNAL SERVICES:** Approval of Part-Fixed, Part Performance-Based Compensation Scheme in the Public Bus Transport Industry

WAGE POLICY AND RESEARCH DIVISION



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

The adoption of a mutually-agreed upon part-fixed, part performance-based compensation scheme among public bus transport is a requirement under DOLE Department Order No. 118, Series of 2012 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry. An approved compensation scheme is one of the requisites of the DOLE Regional Office for the issuance of Certificate of No Pending Case to bus companies.

<b>Office or Division:</b>	Regional Tripartite Wages and Productivity Boards (RTWPBs)			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	All public utility bus owners and/or operators employing drivers and conductors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Annex B (Form) – Proposed Compensation Scheme (1 original)		RTWPB		
2. Employment Contract (2 photocopies)		From the applicant		
3. CBA containing the relevant provisions (1 photocopy) (for bus companies with existing Collective Bargaining Agreement)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the Client Log Book in the office lobby	1. Give the Log Book to the client	None		
2. Submit the required documents for initial assessment and verification	2. Receive the required documents and check for completeness  2.1 Evaluate if the proposed compensation scheme is compliant with NWPC Guidelines No. 1 S. 2019.	None	30 Minutes  10 Days	<i>Designated Personnel RTWPB</i>



	<p>2.2 If compliant, endorse the proposed compensation scheme together with the finding that it is compliant to the DOLE Regional Director for approval.</p> <p>If not compliant, the RTWPB Secretariat shall prepare comments on the proposed compensation scheme with a directive to the applicant to revise the same. (Annex B)</p> <p>2.3 The DOLE Regional Director of DOLE RO approves the proposed compensation scheme.</p>		(Guidelines does not prescribe PCT)	<i>Regional Director DOLE Regional Office</i>
<p>3. Return to the RTWPB to receive signed Order indicating the approved compensation scheme, or the comments of the RTWPB Secretariat to revise the proposed compensation scheme, if the</p>	<p>3. Issue the signed Order indicating the approved compensation scheme.</p> <p>If not compliant, return the proposed compensation scheme with a directive to applicant to</p>	None	30 Minutes	<i>Designated Personnel RTWPB</i>

same is not compliant with the Guidelines. (Annex B)	revise the same based on the comments of the RTWPB Secretariat.			
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**INTERNAL SERVICES: Application for Exemption**  
 REVIEW, APPEALS AND LEGAL DIVISION



**INT-RALD-01 Application for Exemption**

<b>Office or Division:</b>	Regional Tripartite Wages and Productivity Boards (RTWPBs)	
<b>Classification:</b>	Complex	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Exemptible Private Enterprises	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<p><b><u>For all categories:</u></b></p> <ul style="list-style-type: none"> <li>➤ Proof of Notice of Filing of the application to the President of the union or copy of Circular giving general notice of the filing of application to all the workers in the establishment; or</li> </ul>		Applicant-Establishment
<p><b><u>For Distressed Establishments:</u></b></p> <ol style="list-style-type: none"> <li>1. <i>For corporations, cooperatives, single proprietorship, partnership, non-stock, non-profit organization</i> – Audited financial statements for the last 2 full accounting periods preceding the effectivity of the Wage Order; or</li> <li>2. <i>For Banks and Quasi-Banks</i> – Certification from BSP that it is under receivership/liquidation.</li> <li>3. <i>For Establishments under Corporate Rehabilitation</i> – Order from a court of competent jurisdiction that the establishment is under rehabilitation; or</li> <li>4.</li> </ol>		<p>Independent auditor</p> <p>Bangko Sentral ng Pilipinas (BSP)</p> <p>Court of competent jurisdiction</p>
<p><b><u>For New Business Enterprises:</u></b></p> <ol style="list-style-type: none"> <li>1. Affidavit from employer regarding the following: (a) principal economic activity; (b) date of registration with appropriate government agency; and (c) amount of total assets; or</li> <li>2. Certificate of registration from the appropriate government agency; or</li> </ol>		<p>Applicant-Establishment</p> <p>DTI/SEC</p>
<p><b><u>For Retail/Service Establishments Employing Not More Than Ten (10) Workers:</u></b></p> <ol style="list-style-type: none"> <li>1. Affidavit from employer stating the following: (a) it is a retail/service establishment; (b) it is regularly employing not more than 10 for at least 6 months in any calendar year</li> <li>2. Business permit for the current year from the appropriate government agency</li> </ol>		<p>Applicant-Establishment</p> <p>Appropriate government agency</p>

<p><b><u>For Establishments Adversely Affected by Natural and/or Human-Induced Disasters:</u></b></p> <ol style="list-style-type: none"> <li>1. Affidavit from the General Manager or CEO of the establishment regarding the following: (a) date and type of calamity; (b) amount of losses/damages suffered as a direct result of the calamity; (c) list of properties damaged/lost together with estimated valuation; (d) for properties that are not insured, a statement that the same are not covered by insurance</li> <li>2. Copies of insurance policy contracts covering the properties damaged, if any</li> <li>3. Adjuster's report for insured properties</li> <li>4. AFS for the last full accounting period preceding the effectivity of the Order stamped received by the appropriate government agency</li> </ol>		<p>General Manager or Chief Executive Officer of the applicant-establishment</p> <p>Insurance Company</p> <p>Insurance Company/Agent/Adjuster Independent Auditor</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>a. File application for exemption with complete documentary requirements within 75 days from publication of the IRR of subject Wage Order.</p>	1. Receive and docket application	None	30 mins	Labor and Employment Officer (LEO)
	2. Assign for processing	None	30 mins	Board Secretary (BS)
	3. Process application and prepare case summary	None	10 days	LEO/Atty. IV
	4. Review case summary	None	1 day	BS
	5. Present case summary with recommendation to the Board	None	15 days	BS/Atty. IV
	6. Decision of the Board	None	1 day	Board Members (BM)
	7. Prepare/finalize decision	None	5 days	BS/Atty. IV
	8. Route decision for signature of Board Members	None	30 mins.	LEO/AA
	9. Prepare/send notice and copy of decision to concerned parties through registered mail	None	1 hr.	A A

b. File Motion for Reconsideration within 10 days from receipt of Decision	1. Receive MR and forward to BS/Atty. IV	None	30 mins	LEO/AA
	2. Evaluate the MR and prepare/update case summary and draft decision	None	5 days	BS/Atty. IV
	3. Present case summary and draft decision for appreciation of the Board		15 days	BS/Atty. IV
	4. Decision/action of the Board	None	1 day	BM
	5. Finalize Decision	None	1 day	BS/Atty. IV
	6. Route decision for signature of Board Members	None	30 mins.	LEO/AA
	7. Prepare/send notice and copy of decision to concerned parties through registered mail	None	1 hr.	AA

**INTERNAL SERVICES:** Issuance of Wage Order

REVIEW, APPEALS AND LEGAL DIVISION



**INT-RALD-02 Issuance of Wage Order**

<b>Office or Division:</b>	Regional Tripartite Wages and Productivity Boards (RTWPBs)
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	Any party or legitimate labor organization

<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"><li>1. Verified petition containing the following:<ol style="list-style-type: none"><li>a. name/s and address/es of petitioner/s and signature/s of authorized officials;</li><li>b. grounds relied upon to justify the increase being sought;</li><li>c. amount of wage increase being sought;</li><li>d. area and industry covered.</li></ol></li><li>2. Standards/Criteria for Minimum Wage Determination<ol style="list-style-type: none"><li>a. Needs of workers and their families;<ul style="list-style-type: none"><li>• Demand for living wages</li><li>• Wage adjustment vis-à-vis the consumer price index</li><li>• Cost of living and changes therein</li><li>• Needs of workers and their families</li><li>• Improvements in standards of living</li></ul></li><li>b. Capacity to pay<ul style="list-style-type: none"><li>• Fair return on capital invested and capacity to pay of employers</li><li>• Productivity</li></ul></li><li>c. Comparative wages and income;<ul style="list-style-type: none"><li>• Prevailing wage levels</li></ul></li><li>d. Requirements of economic and social development<ul style="list-style-type: none"><li>• Need to induce industries to invest in the countryside</li><li>• Effects on employment generation and family income</li><li>• Equitable distribution of income and wealth along the imperatives of economic and social development</li></ul></li></ol></li></ol>	<p>Petitioner</p> <p>Regional Tripartite Wages and Productivity Board</p>

<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
a. Petition for wage increase	1. Receive and record petition	None	30 mins	Admin Assitant (AA)/Labor Employment Officer (LEO)
	2. Evaluate petition	None	Immediately upon receipt of a petition	Board Secretary (BS)/Atty. IV
	3. Communicate to the petitioner any non-compliance with the requirements under this Rules	None	3 days from receipt of petition	BS/Atty. IV
	4. Proceed with the publication and posting of the notice of petition if the petition conforms to the requirements	None	15 days before the initial hearing	BS/Atty. IV
	5. Public consultations /hearings	None	45 days	Board en banc or duly authorized committee
	6. Issuance of Wage Order	None	15 days after conclusion of last hearing	Board
	7. Review/Affirmation of Wage Order	None	Within 1 day upon presentation to the Commission	Commission Proper
	8. Publication of Wage Order	None	15 days	Board Secretariat

**INTERNAL SERVICES:** Availment of Productivity

Training Programs

TRAINING AND TECHNICAL SERVICES DIVISION



**INT-TTSD-01 Availment of Productivity Training Programs**

<b>Office or Division:</b>	Training and Technical Services Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen; G2B – Government to Business			
<b>Who may avail:</b>	Micro, Small and Medium Enterprises			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request training directly to RTWPB office or thru e-Productivity Toolbox Link in the NWPC Website.	1.1. Acknowledged training request	None	1.1. Within 3 minutes upon receipt of request	RTWPB focal person
	1.2. Invite client to training based on available schedule. Send invitation with the Business Information Sheet (BIS) and participants profile		1.2. Reply within the day upon receipt of request	RTWPB focal person
2. Register to training thru e-Productivity Toolbox Link upon RTWPB invitation; submit BIS and participants profile	Acknowledge registration of client	None	Within 3 minutes upon receipt of documents	RTWPB focal person
3. Attend training Register attendance	RTWPB provide Certificate of Attendance	None	On the day of training	Assigned RTWPB Training Staff
4. Complete Training Program	RTWPB provide Certificate of Completion	None	For company level training – within 1 week after the training	Assigned RTWPB Training Staff



**INTERNAL SERVICES: Authority to Travel Abroad for Personal Purpose**  
**ADMINISTRATIVE DIVISION**



**INT-AD-01 Authority to Travel Abroad on Personal Capacity**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO and RO level			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request Letter addressed to the Executive Director		Personnel Unit, Administrative Division		
2) Fully accomplished/signed Leave Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. Checking of available leave credits in the Leave Journal	None	1 hour	LEO I
	3. Draft Authority to Travel Abroad	None	1 hour	AO V / LEO I
	4. Submission to AD Chief for review	None	1 hour	AD Chief
	5. For revision/ finalization	None	1 hour	AO V / LEO I
	6. For notation of Dir. II for MSS	None	1 hour	Director II, MSS
	7. For notation of Dir. II for MSS	None	1 hour	DED for MSS
	8. Approval of Memorandum	None	4 hours*	Agency Head
	9. Registration of approved Memorandum	None	1 hour	Records Officer
Receive original copy of document	10. Release Memorandum to client	None	1 hour	AO V / LEO I

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

**INTERNAL SERVICES: Certificate of Duties and Responsibilities**  
**ADMINISTRATIVE DIVISION**



**INT-AD-02 Certificate of Duties and Responsibilities**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO-level			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request form	1. Affix date receipt on RFC	None	1 hour	Admin. Asst. III
	2. Review of reference materials* and drafting of Certificate of Duties and Responsibilities	None	1 hour	Admin. Asst. III
	3. Drafting of the certificate	None	1 hour	Admin. Asst. III
	4. Approval and finalization	None	1 hour	AO V
Receive original copy of document	5. Release certificate to client	None	1 hour	Admin. Asst. III

**INTERNAL SERVICES: Certificate of Available Leave Credits**  
**ADMINISTRATIVE DIVISION**



**INT-AD-03 Certificate of Available Leave Credits (ALC)**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO-level			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of request form	1. Affix date receipt on RFC	None	1 hour	Admin. Asst. III
	2. Checking of available leave credits on the leave journal	None	2 hours	LEO I
	3. Drafting of Certificate of ALC with breakdown of used and available leave credits	None	1 hour	LEO I
	4. Approval and finalization	None	2 hours	AD Chief
Receive original copy of document	5. Release Memorandum to client	None	1 hour	Admin. Asst. III / LEO I

**INTERNAL SERVICES: Certificate of Employment and Compensation**  
**ADMINISTRATIVE DIVISION**



**INT-AD-04 Certificate of Employment and Compensation**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. Review of 201 file and latest issuance of NOSI	None	1 hour	Admin. Asst. III
	3. Draft Certificate of Employment and Compensation with breakdown of other benefits being received	None	1 hour	Admin. Asst. III
	4. Submission to AO V for review and notation	None	1 hour	AO V
	5. Submission to Chief AO for approval and signature	None	1 hour	Chief AO
Receive original copy of document	6. Release certificate to client	None	1 hour	Admin. Asst. III

**INTERNAL SERVICES: Certificate of Last Day of Service**

ADMINISTRATIVE DIVISION



**INT-AD-05 Certificate of Last Day of Service**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. EARLY RETIREMENT <ul style="list-style-type: none"> <li>Review letter of applicant indicating his/her desired last day of service.</li> </ul> MANDATORY RETIREMENT <ul style="list-style-type: none"> <li>Review 201 file for validation of birthdate</li> </ul> Review memorandum issued by the Head of the Agency accepting the applicant's retirement	None	1 hour	Admin. Asst. III
	3. Draft Certificate of last day of service	None	1 hour	Admin. Asst. III
	4. Submission to AO V for review and notation	None	1 hour	AO V

	5. Submission to Chief AO for approval and signature	None	1 hour	Chief AO
Receive original copy of document	6. Release certificate to client	None	1 hour	Admin. Asst. III

**INTERNAL SERVICES: Certificate of No Pending Case**  
**ADMINISTRATIVE DIVISION**



**INT-AD-06 Certificate of No Pending Case**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. Review 201 file retirement	None	1 hour	Admin. Asst. III
	3. Draft Certificate of no pending case	None	1 hour	Admin. Asst. III
	4. Submission to AO V for review and notation	None	1 hour	AO V
	5. Submission to Chief AO for approval and signature	None	1 hour	Chief AO
Receive original copy of document	6. Release certificate to client	None	1 hour	Admin. Asst. III

**INTERNAL SERVICES: Service Record**  
**ADMINISTRATIVE DIVISION**



**INT-AD-07-1 Service Record**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Government (G2G)			
<b>Who may avail:</b>	Current NWPC employees at the CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. Review 201 file retirement	None	1 hour	Admin. Asst. III
	3. Draft Service Record	None	1 hour	Admin. Asst. III
	4. Submission to AO V for review and notation	None	1 hour	AO V
	5. Submission to Chief AO for approval and signature	None	1 hour	Chief AO
Receive original copy of document	6. Release certificate to client	None	1 hour	Admin. Asst. III



**INTERNAL SERVICES: Service Record**  
**ADMINISTRATIVE DIVISION**



**INT-AD-07-2 Service Record**

<b>Office or Division:</b>	Administrative Division			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	Government to Citizen (G2C)			
<b>Who may avail:</b>	Previous NWPC employees at the CO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Accomplished Request for Certification (RFC)		Personnel Unit, Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of required documents	1. Affix date receipt on all documents	None	1 hour	Admin. Asst. III
	2. Request 201 file to Records Center of National Archives of the Philippines.	None	3 days	AO V (HRMO) / AO V (Records Officer)
	3. Review 201 file	None	1 hour	Admin. Asst. III
	4. Draft Service Record	None	4 hours	
	5. Submission to AO V for review and notation	None	2 hours	AO V
	6. Submission to Chief AO for approval and signature	None	1 hour	Chief AO
Receive original copy of document	7. Release certificate to client	None	1 hour	Admin. Asst. III

**INTERNAL SERVICES: Certification of Last Salary**  
**FINANCE MANAGEMENT DIVISION**



**INT-FMD-01** Certification of Last Salary

<b>Office or Division:</b>		Finance Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		NWPC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure and accomplish request form	<ol style="list-style-type: none"> <li>1. Receive request form</li> <li>2. Retrieve voucher of last salary</li> <li>3. Prepare certification</li> <li>4. Verify the certification</li> <li>5. Sign the certification</li> <li>6. Inform the employee concerned that the certificate is ready for pick-up</li> </ol>		2 days	Administrative Asst. III  Internal Auditor Chief-FMD
Receive the certification	Release the certification			Administrative Asst. III

**INTERNAL SERVICES: Certification of Remittance**  
**FINANCE MANAGEMENT DIVISION**



**INT-FMD-02 Certification of Remittance**

<b>Office or Division:</b>		Finance Management Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		Government to Government		
<b>Who may avail:</b>		NWPC Employees		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1) Request form		Administrative Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure request form	1) Receive request form 2) Retrieve vouchers of remittances 3) Prepare certification 4) Photocopy official receipts and remittance list 5) Verify the certification 6) Sign the certification 7) Inform the concerned employee that the certificate is available for release		5 days	Administrative Asst. III  Internal Auditor Chief-FMD
Receive the certification	Release the certification			Administrative Asst. III

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
<b>How to send feedback?</b>	Accomplish our online Client Satisfaction Measurement Form available at the Planning and Information Division or send through e-mail (ipd.nwpc@gmail.com). You can also call us at 8527-8014 or 8527-8011.
<b>How are feedbacks processed?</b>	The assigned officer / staff consolidates all feedback, records all feedback submitted and addresses those that require an answer.
<b>How to file a complaint?</b>	Send your complaint through e-mail (ipd.nwpc@gmail.com). You can also call us at 8527-8014 or 8527-8011.
<b>How are complaints processed?</b>	The assigned officer/staff would evaluate the complaint and address it accordingly.
<b>Contact Information of NWPC</b>	8527-8014 or 8527-8011

<b>DIRECTORY</b>		
<b>Office</b>	<b>Address</b>	<b>Contact</b>
<b>National Wages &amp; Productivity Commission</b>	2 & 3F DY International Building, Gen. Malvar corner San Marcelino Sts., Malate, Manila	85278014 or 85278011
<b>Regional Tripartite Wage and Productivity Boards (RTWPBs)</b>		
<b>NCR</b>	2/F, Dy International Building, #1011 Gen. Malvar cor. San Marcelino Sts., Malate, 1004 Manila	8400-6765 / 827-5155
<b>CAR</b>	3/F DOLE Building, #1 Cabinet Hills, Baguio City 26001	(074) 3003452 / (074) 4243416
<b>Region I</b>	Rm. 202-203 Juanita Commercial Building, Quezon Avenue, San Fernando 2500, La Union	(072) 2424396 / (072) 6078914
<b>Region II</b>	3/F Andrew's Building corner Luna and Blumentritt Sts., Tuguegarao City, Cagayan	(078) 8440956 / (078) 8441553
<b>Region III</b>	2/F Kingspire Business Center, Km 71 McArthur Highway, Brgy. San Isidro, City of San Fernando, Pampanga	(045) 6491048 / (045) 4555312
<b>Region IVA</b>	3/F Milan Prestige Bldg. Nat'l Highway Brgy. Halang, Calamba 4027, Laguna	(049) 5455511 / (049) 8344030
<b>Region MIMAROPA</b>	No. 007 Aboboto Street, San Vicente East, Calapan City, Oriental Mindoro	(043) 2881425
<b>Region V</b>	ANST Bldg., Washington Drive, Legazpi City 4500, Albay	(052) 7424172
<b>Region VI</b>	Rm. 30, 3/F Dona Maria Bldg., La Castilla cor. EL 98 Sts., Jaro 5000, Iloilo City	(033) 3205864 / (033) 3290880
<b>Region VII</b>	6/F DOLE VII Bldg., Gorordo Ave., Kamputhaw, Cebu City 6000, Cebu	(032) 2668068 / (032) 4129072
<b>Region VIII</b>	DOLE Compound, Trece Martires St., Tacloban City 6500, Leyte	(053) 8322978
<b>Region IX</b>	Compartment #2F H.C. Marketing Bldg. Camins Ave. 7000, Zamboanga City	(062) 9912672
<b>Region X</b>	2 <sup>nd</sup> Floor Trinidad Bldg., Corrales-Yacapin Streets, Cagayan De Oro City	(088) 8803920
<b>Region XI</b>	2nd Floor R & T Yap Building cor. Bangoy and Monteverde Sts., Davao City	(082) 2224652 / (082) 3051877
<b>Region XII</b>	#102 ACEPAL Bldg., Mabini Ext., Koronadal City, South Cotabato	(083) 5200129
<b>Region CARAGA</b>	Nimfa Tiu Bldg. J.P. Rosalez Ave. Butuan City 8600, Agusan del Norte	(085) 3429987/ (085) 8172038



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