REVISING MOI NO. 121, SERIES OF 1991 PROVIDING GUIDELINES FOR THE AIRPORT ASSISTANCE PROGRAM

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For the purpose of the implementation of the Airport Assistance Program as one of the Overseas Workers Welfare administration's programs and services, and whereas the OWWA Airport Assistance Office is now in place at the Ninoy Aquino International Airport to better serve the needs of OCWs upon arrival in Manila, MOI No. 121, Series of 1991 is hereby revised as follows:

Nature of the Program

The Airport Assistance Program is a service package which caters to the needs of repatriated OCWs, landbased and seabased, upon arrival in Manila as well as the means to monitor the return of OCWs to the country. The program also includes assistance extended to seafarers repatriated by sea.

Objectives of the Program

The program is envisioned to:

- Assist OCWs and their families in the processing of documents relative to mortuary obligations, quarantine inspections, transcript translations, and similar routine undertakings at the Ninoy Aquino International Airport;

- Provide arrangements for temporary lodging facilities for stranded/distressed repatriates (1) stranded in Manila, and/or (2) who have no relatives to stay within Manila, food assistance for those who are billeted at the OWWA Hostel until domestic travel arrangements are made, transportation assistance by boat or by land for meritorious cases except for those who are medically repatriated and air evacuated with escort if deemed necessary.

- Monitor arrival of returning overseas contract workers through the information system that will be established by the Secretariat at the NAIA for this purpose and with the cooperation of the Bureau of Immigration and the NAIA Administration.

Program Administration

- The program shall be institutionalized and implemented as one of the regular programs of the Field Services Office through the Workers Assistance Division.

- In times of emergencies and unfortuitous events necessitating extraordinary expenses for food, transportation, medical and other related emergency expenses in the implementation of the program, a special disbursing officer shall be designated by the Director of the Field Services Office.

- At least one (1) Airport Assistance Officer shall be assigned to assist in the release of remains of a deceased contract worker.

- At least two (2) Airport Assistance Officers shall be designated to attend to repatriates who are physically and/or mentally ill.

- At least one (1) Airport Assistance Officer shall be assigned to attend to repatriates who need transportation

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assistance.

- At least one (1) Airport Assistance Officer shall stay at the Workers Assistance Division to monitor arrivals and incoming communication from ports abroad from 6:00 p.m. until 12:00 a.m.

- At least one (1) officer shall be the back-up Airport Assistance Officer to fetch repatriates who will be housed at the OWWA Hostel for temporary shelter. He will also conduct OCWs to the domestic airport/bus terminals/north harbor for their final destination.

- At least one vehicle shall be on stand by at the NAIA for 24 hours.

In cases when official vehicle is not available for the use of the program, the implementing unit may lease or rent vehicles for program use.

- The OWWA Assistance Office at the NAIA shall be manned by designated OWWA Officers on two shifts i.e., from 6:00 a.m. to 2:00 p.m. and from 2:00 p.m. to 10:00 p.m. from Mondays to Sundays including holidays. The officers of the second shift shall stay till the last flight to ensure that the client requests for airport assistance can be attended to. OWWA officers manning the second shift operations of the NAIA office will be entitled to airport allowance.

- At least (2) officers shall act as House Parents to attend to the needs of workers temporarily housed at the OWWA Hostel. They will see to it that house rules are strictly followed, coordinate with caterer for their food provisions and came arrangements for onward travel to their home provinces.

- Considering the peculiarities/hardship of the situations being attended to, concerned personnel shall be given just compensation and incentive. Relative to this, all OWWA officers including the official drivers, designated house parents and back-up officer who have rendered airport assistance shall be provided with an allowance of P 150.00 for every airport assistance extended beyond the regular office hours from Mondays to Fridays and P 200.00 for services rendered during Saturdays, Sundays and holidays.

If duly authorized or approved, overtime pay can be claimed in lieu of the airport assistance allowance. The overtime pay shall be computed in accordance with MOI No. 112, Series of 1991 prescribing the policies guidelines governing the rendition and payment of overtime services.

- Personnel designations/assignments for airport assistance activities shall be on a rotation arrangement.

- The Field Services Office through the Workers Assistance Divisions shall coordinate with other OWWA units concerned for the effective implementation of the Airport Assistance Program.

- The foregoing guidelines shall also be observed when serving the needs of seamen repatriated by sea.

Effectivity

This MOI shall take effect retroactively on 01 January 1995.

Adopted: 15 February 1995

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