



Republic of the Philippines  
**QUEZON CITY COUNCIL**  
Quezon City  
22<sup>nd</sup> City Council

PO22CC-069

89<sup>th</sup> Regular Session

ORDINANCE NO. SP-**3336**, S-2024

AN ORDINANCE DESIGNATING THE PUBLIC EMPLOYMENT SERVICE OFFICE-MIGRATION SERVICES DIVISION (PESO-MSD) TO FUNCTION AS THE "OFW HELP DESK" IN EVERY DISTRICT OF QUEZON CITY, AND PROVIDING GUIDELINES THEREFOR

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Introduced by Councilor DAVE C. VALMOCINA

Co-Introduced by Councilors Bernard R. Herrera, Tany Joe "TJ" L. Calalay, Dorothy A. Delarmente, M.D., Charm M. Ferrer, Candy A. Medina, Aly Medalla, Tatay Rannie Z. Ludovica, Godofredo T. Liban II, Kate Galang-Coseteng, Geleen "Dok G" G. Lumbad, Albert Alvin "Chuckie" L. Antonio III, Don S. De Leon, Wencerom Benedict C. Lagumbay, Atty. Anton L. Reyes, Edgar "Egay" G. Yap, Imee A. Rillo, Raquel S. Malañgen, Irene R. Belmonte, Nanette Castelo-Daza, Marra C. Suntay, Joseph Joe Visaya, Alfred Vargas, MPA, Ram V. Medalla, Shaira "Shay" L. Liban, Mutya Castelo, Maria Eleanor "Doc Ellie" R. Juan, O.D., Kristine Alexia R. Matias, Eric Z. Medina, Emmanuel Banjo A. Pilar, Vito Sotto Generoso, Victor "Vic" Bernardo, Jose Maria M. Rodriguez and Jhon Angelli "Sami" C. Neri

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WHEREAS, Quezon City is the home to many Overseas Filipino Workers (OFW) who are the Country's modern-day economic heroes as their Php 8 Billion remittances contribute largely in keeping the economy afloat;

WHEREAS, there are several agencies tasked to handle the various concerns of OFWs, including the newly created Department of Migrant Workers (DMW) established through Republic Act No. 11641, especially their labor-related concerns, but issues on accessibility, distance, geniality and consistency may well prove to be obstacles, so that OFWs may not well be truly accorded the assistance they need, while feeling ignored and confused;

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WHEREAS, the Public Employment Service Office (PESO) and the DMW have initiated discussions to forge an agreement to strengthen national and local migration government structures, program and project development and implementation and service delivery to OFWs and their families;

WHEREAS, Section 6 of Quezon City Ordinance No. SP-2500, S-2016 created the Migration and Development Council (MDC) which implements the migration and development initiatives of Quezon City;

WHEREAS, the PESO-Migration Services Division (MSD) personnel are already assigned at the district office and perform the functions in line with said Office's mandate, including those related to OFWs and their families;

WHEREAS, Republic Act No. 8042, otherwise known as The Migrant Workers Act of 1995, as amended by Republic Act No. 10022, recognizes the important role of Local Government Unit in providing further improvement of the standard of protection accorded to OFWs and promotion of the welfare of migrant workers, their families, displaced OFWs and OFWs in distress;

WHEREAS, Memorandum Circular No. 2020-075 of the Department of the Interior and Local Government mandates the establishment of Overseas Filipino Workers' (OFWs) Help Desk and the designation of an OFWs' Help Desk Officer in every region, province, highly urbanized city and independent component city;

WHEREAS, the Quezon City Government has entered into an Agreement with the Overseas Workers Welfare Administration (OWWA), whereby among others, OWWA shall assign a Family Welfare Officer that will regularly coordinate with the OFWs' Help Desk Officers and the local government unit; while the Quezon City Government, among others, shall provide 1 table within the PESO for the OFWs' Help Desk Office which will regularly coordinate with the OWWA;

WHEREAS, the District OFWs' Help Desks shall be responsible for the facilitation of the delivery of the concerns of OFWs in Quezon City to the OWWA Family Welfare Officer for the monitoring and resolution of these concerns;

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WHEREAS, consistent with the mandate of these laws and issuances, the Quezon City Government will endeavor to protect the rights and promote the welfare of OFWs residing in Quezon City, through the creation of an OFWs Help Desk to promptly and effectively address their concerns.

NOW, THEREFORE,

BE IT ORDAINED BY THE CITY COUNCIL OF QUEZON CITY IN REGULAR SESSION ASSEMBLED:

SECTION 1. TITLE AND CONSTRUCTION. – This Ordinance shall be known as the “District OFWs’ Help Desk Ordinance.” In line with the policy of Quezon City to grant every assistance possible to Overseas Filipino Workers (OFWs) and their families residing in the City, the provisions of this Ordinance shall be construed liberally to promote its goal and objectives.

SECTION 2. ESTABLISHMENT AND COMPOSITION OF OFWs’ HELP DESK. – The City Government, through this Ordinance, hereby establishes an OFWs’ Help Desk in every district in Quezon City, which shall be designated as “District OFWs’ Help Desk.” There shall be assigned qualified personnel whose primary functions include facilitation and coordination of assistance and services to the OFWs.

SECTION 3. OBJECTIVES. – To provide necessary and adequate assistance to OFWs residing in Quezon City as well as their families, including displaced OFWs and OFWs in-distress including those in foreign countries, by facilitating and channeling their concerns with proper government agencies such as the Department of Migrant Workers (DMW) so that the same may be addressed promptly and for the effective solutions of these concerns.

SECTION 4. LOCATION AND MANAGEMENT OF THE OFWs’ HELP DESK. – The OFWs’ Help Desk shall be given and allowed a space at the District Center of each district in Quezon City, which is accessible to the public, to serve as its center for operations, administration and management.

SECTION 5. DEFINITION OF TERMS. – As used in this Ordinance, the following terms shall mean:

- a. OFWs – Overseas Filipino Workers who are employed either through recruitment agencies or government direct hiring;

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- b. *Displaced OFWs – are Overseas Filipino Workers whose contracts have either expired or terminated and have not been renewed, or pre-terminated for whatever cause and have no source of income or employment for their basic support and sustenance. These include those who have lost their jobs or even if they did not lose their job, could not earn a living because they were prevented from reporting to work or cannot report to work because of COVID-19 and other incidents beyond their control such as fortuitous events and force majeure;*
- c. *Distressed OFWs – are Overseas Filipino Workers who are suffering from various forms of abuse from their foreign employers and agencies and who are in need of urgent assistance so as not to endanger their lives, health, safety and sanity. They include those who have valid legal assistance problems requiring legal representation or any kind of intervention with the authorities in the country where they are found, those who were: (i) Displaced by hostilities or war/political conflicts, policy reforms or changes by host governments, (ii) Victims of illegal recruitment or human trafficking or other distressful situations, (iii) Distressed wards at the Migrants Workers and Overseas Filipino Resource Centers who are due for repatriation, (iv) Repatriated OWWA members who were employed by foreign employers which are beset with financial difficulties due to the economic conditions;*
- d. *OFWs’ Help Desk – is the help desk and assistance center functioning in every district center whose personnel from Public Employment Service Office-Migration Services Division (PESO-MSD) shall preliminarily assess the concerns of OFWs residing thereat, and facilitate the airing of these concerns to the proper government agencies so that these can be promptly addressed and coordinate with said government agencies for the speedy solutions thereof;*
- e. *Counselling – is the therapy accorded to concerned OFWs to deal with their emotional and psychological issues, traumas and mental state;*
- f. *Economically Handicapped Parents – are parents of displaced and distressed OFWs who are senior citizens and have no employment or means of income; and*

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- g. Minor Children of OFWs – are children below 18 years of age of displaced and distressed OFWs.*

*SECTION 6. POLICIES AND GUIDELINES. – The following shall constitute the policies and guidelines to carry out and achieve the goal of this Ordinance:*

- a. Canvass and identify OFWs residing in the barangays and their families;*
- b. Keep abreast of the status of these OFWs, including displaced OFWs and OFWs in-distress who may opt to return to the Country but are encountering difficulties, especially those whose lives are endangered, through the promotion of awareness in the Help Desk and its services;*
- c. Provide assistance for the employment/continuous employment of the OFWs while providing them with protection and ensuring their welfare and well-being, through coordination and consultation with government agencies such as the Department of Labor and Employment (DOLE), Philippine Overseas Employment Administration (POEA), and Overseas Workers Welfare Administration (OWWA) recruitment agencies and foreign employers;*
- d. Properly educate the personnel assigned to each OFWs' Help Desk through pertinent seminars and lectures so that they will be equipped to preliminarily assess the OFWs concerns;*
- e. Provide counselling to emotionally and psychologically distressed OFWs through consultation with private and public entities;*
- f. Provide employment assistance to economically displaced OFWs, through coordination with the proper government agencies;*
- g. Provide assistance to families of distressed and displaced OFWs, particularly their parents who are economically handicapped and minor children;*
- h. Provide assistance to OFWs and their families who would like to become economically productive through the facilitation of investment or enterprise development initiatives with relevant Quezon City offices;*

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- i. *The District OFWs' Help Desk can function as an entry point for Quezon City services for OFWs and their families. Initial assessment of OFW needs brought to the attention of the District OFWs' Help Desk can be undertaken at this level by PESO-MSD; and*
- j. *District OFWs' Help Desk may also undertake information drive on migration in their respective areas. This proactive measure will help address illegal recruitment and human trafficking activities perpetrated by unscrupulous individuals or syndicates on the ground.*

**SECTION 7. DUTIES AND RESPONSIBILITIES OF THE OFWs' HELP DESK DISTRICT OFFICER. –**

- a. *Provide information dissemination regarding the establishment/ existence of an OFWs' Help Desk in every district of Quezon City with the assistance of the barangays so that OFWs will be aware thereof and will have notice that they have recourse with regard to their concerns;*
- b. *Identify the concerns of the OFWs and gather their data and deliver the same to the OWWA Family Welfare Officer in Quezon City;*
- c. *Coordinate with the OWWA Family Welfare Officer so that these OFW concerns will be meaningfully and specially addressed and action thereon duly taken;*
- d. *Regularly monitor and follow up the status of the OFWs' concerns to ensure that they will be resolved with expedience and efficacy; and*
- e. *Render like services to promote the objectives of this Ordinance.*

**SECTION 8. FUNDING FOR THE OFWs' HELP DESK. –** *The initial fund amounting to Php5,000,000.00 shall be sourced out from the annual fund of Quezon City Public Employment Services Office (PESO).*

**SECTION 9. IMPLEMENTING RULES AND REGULATIONS. –** *The PESO and members of the Migration and Development Council (MDC) shall formulate and draft the implementing guidelines of this Ordinance.*

**SECTION 10. REPEALING CLAUSE. –** *All ordinances, resolutions, executive orders, memorandum circulars and administrative orders or parts thereof which are inconsistent with any of the provisions of this Ordinance are hereby repealed or modified accordingly.*

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*SECTION 11. SEPARABILITY CLAUSE. – If any part or provision of this Ordinance shall be held unconstitutional or invalid, other parts or provisions not affected thereby shall remain valid and in full force and effect.*

*SECTION 12. EFFECTIVITY CLAUSE. – This Ordinance shall take effect immediately upon its approval.*

ENACTED: October 7, 2024.

  
GIAN G. SOTTO  
City Vice Mayor  
Presiding Officer

ATTESTED:


  
ATTY. JOHN THOMAS S. ALFEROS, III  
City Government Department Head III  
(City Council Secretary)

APPROVED: NOV 18 2024

  
MA. JOSEFINA G. BELMONTE  
City Mayor

CERTIFICATION

*This is to certify that this Ordinance was APPROVED by the City Council on Second Reading on October 7, 2024 and was PASSED on Third/Final Reading on October 14, 2024.*

  
ATTY. JOHN THOMAS S. ALFEROS, III  
City Government Department Head III  
(City Council Secretary)

