

CITIZEN'S CHARTER



DEPARTMENT OF LABOR
AND EMPLOYMENT



***Hawak Kamay
Laban sa Red Tape***



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila

MESSAGE

The Citizen's Charter of the Department of Labor and Employment spells out its accountability to serve the Filipino workers with utmost integrity and efficiency. It provides the transacting public with complete information on the requirements including schedule of fees, timelines and procedures involved in accessing to key frontline services with the objective of improving service delivery and promoting client satisfaction.

The DOLE Citizen's Charter is crafted in compliance with Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007" and its Implementing Rules and Regulations. The Charter elevates the DOLE key frontline services to higher level of transparency as it adheres to the elimination of bureaucratic red tape. Feedback system and grievance mechanism are established to allow the transacting public to bring up their concerns or complaints involving key processes, inquiries, and suggestions.

Along with the DOLE Citizen's Charter comes the greater challenge for all the officials and staff of the Department to deliver key frontline services in the best interest of the public we serve – the Filipino workers!

MARIANITO D. ROQUE
Secretary

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