

National Wages and Productivity Commission



**Citizen's
Charter**

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NWPC MANDATE

The National Wages and Productivity Commission (NWPC) was created on July 1, 1989 with the enactment by the Philippine Congress of Republic Act 6727, also known as the Wage Rationalization Act.

The NWPC has the following major mandates:

- a) Formulate policies/guidelines on wages, income and productivity improvement at the enterprise, industry and national levels;
- b) Prescribe rules and guidelines for the determination of appropriate minimum wage and productivity measure;
- c) Review regional minimum wage levels set by the Regional Tripartite Wages and Productivity Boards.

Under Republic Act 6971 or the Productivity Incentives Act of 1990, the NWPC is also mandated to provide the necessary studies and technical assistance to enable workers and employers design and implement productivity agreements.

VISION

To be the country's premier agency on wages, incomes and productivity policies towards a globally competitive and secure Filipino workforce.

MISSION

To ensure a decent standard of living for workers and their families by setting just and reasonable minimum wages and promoting productivity improvement and gain-sharing measures.

PERFORMANCE PLEDGE

TO OUR VALUED CLIENTS:

WE AIM TO PROVIDE YOU QUALITY SERVICE.

THUS, WE COMMIT:

WAGE AND PRODUCTIVITY INFORMATION SERVICES

To attend to your needs on wage and productivity related matters promptly, politely and adequately.

- | | |
|-------------------------------|---|
| For walk-in clients | - within thirty (30) minutes upon arrival |
| For phone-in clients | - within two (2) to five (5) rings |
| For written queries (letters) | - within ten (10) days upon receipt |
| For written queries (e-mails) | - initial acknowledgement within eight (8) hours and response within three (3) days |
| For website viewers | - updates every five (5) days |

PRODUCTIVITY TRAINING SERVICES

To give you feedback on the results of our initial evaluation of your written request for training within 3 days.

FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- ✓ Accomplish our Client Satisfaction Survey Form available at the Information and Publication Division and submit it to our information officer/staff
- ✓ Send your feedback through e-mail (webmaster@nwpc.dole.gov.ph) or call us at 527-5519
- ✓ Call us at 527-5519 or fax at 527-5139/527-5522

Your complaint shall be promptly attended to by the concerned division/staff.

Thank you for helping us continuously improve our services.

LIST OF FRONTLINE SERVICES

Type of Frontline Service	Forms	Processing Time (Under normal circumstance per transaction)	Person in Charge
1. Wage and Productivity Information Services			
a. Queries <ul style="list-style-type: none"> • Walk-in • Phone-in • Email/Mail/Fax 	Logbook Logbook Logbook	3-5 minutes 2-3 minutes Maximum of 10 days	Concerned Division/Officer Concerned Division/Officer Concerned Division/Officer
b. Documents /IEC materials dissemination	Registration Form CSM Logbook	3-5 minutes	Public Assistance Officer
c. Learning Sessions	Confirmation Sheet Registration Form Evaluation Form	2 minutes 5 minutes 2 minutes	Learning Sessions Secretariat Learning Sessions Secretariat Learning Sessions Secretariat
2. Productivity Training and Technical Services	Business Diagnosis Form	Half day	TCD/RTWPB Staff

WAGE AND PRODUCTIVITY INFORMATION SERVICES

Q U E R I E S

Schedule of Availability of Service:

Monday to Friday, 8:00 am to 5:00 pm

Who May Avail of the Service:

General Public

What are the Requirements:

For Phone-in queries	:	None
For Walk-in queries	:	Identification card Letter - request from the client indicating request.
For E-mail queries	:	Internet service

**Wage and Productivity Information Service
Q U E R I E S**

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
1.	Phone-in queries: 1. Call 527-8011 to 17	Admin. Div or IPD.: 1.a. Receive call 1.b Transfer to appropriate division	Speedy provision of services	RA 6727 RA 6713 RA 9485	Admin. Division/ Designated operator Appropriate Division to answer query	Answer within 2-5 rings Simple query within 2 minutes from statement of query (Simple query – Query can be answered by	N/A	N/A	Phone-in query logbook	8 th Flr. GE Antonino Bldg. Kalaw and Bocobo Sts. Ermita, Manila

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
						<p>concerned officer in IPD)</p> <p>Technical queries within 5 minutes from statement of queries</p> <p>(Technical queries – queries that would require legal answers or queries that only appropriate divisions can answer)</p>				

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
2.	E-mail queries: 2.a Send queries thru NWPC webmail address	IPD/PMISD 2.a Log-in 2.b Open mail washer 2.c Process mail 2.d Retrieve 2.e Read and Review 2.f Reply or refer to appropriate division			Concerned Officer Acknowledge receipt of email	Within 3 minutes from opening email Simple query – reply emailed within an hour from retrieval Technical / Complex query: reply to be sent/emailed to concerned/appropriate division within three	N/A	N/A	N/A	

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
		Concerned Division: 3.4 Prepare reply for review of supervisor 3.6 Submit to the Exec. Director for signature			Concerned Officer in Appropriate Division	Simple query: within 3 hours Technical query: Within 5 – 10 days of receipt	N/A	N/A	Reply to faxed/mailed queries	
		Admin. Division: 3.7 Mail/deliver			Administrative Division	Upon receipt from concerned division	Stamp fee	N/A	Rely to faxed/mailed queries	
4.	Walk-in queries: 4.1 Register with the guard 4.2 Proceed to the IPD	Security Guard: 4.1 Register client in the logbook 4.2 Refer to IPD (public assistance officer's desk)			Security Guard	Within 2 minutes from logging in	N/A	ID	Logbook	

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
		Information and Publication Division (IPD): 4.3 Provide the necessary information 4.4 If query requires technical assistance, refer to concerned officer in the appropriate division			Information and Publication Division (IPD)	Within 3-5 minutes from statement of query	N/A	N/A	N/A	
	4.5 Inquire	Appropriate Division: 4.5 Provide necessary information			Concerned officer	Within 3 – 5 minutes from statement of query	N/A	N/A		

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
	4.6 Fill-up Client Satisfaction Form	4.6 Give client feedback form 4.7 Evaluate CSM form			IPD	Every other two days			CSM CSM Evaluation form	
END OF TRANSACTION										

WAGE AND PRODUCTIVITY INFORMATION SERVICES

DOCUMENT/INFORMATION, EDUCATION AND COMMUNICATION (IEC) MATERIALS DISSEMINATION

Schedule of Availability of Service:

Monday to Friday, 8:00 am to 5:00 pm

Who May Avail of the Service:

General Public

What are the Requirements:

Letter request for IEC Materials

Wage and Productivity Information Service
DOCUMENT/IEC MATERIALS DISSEMINATION

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
1.	Documents Dissemination (posters, flyers, brochures, wage orders)		Speedy provision of services	RA 6727 RA 6713 RA 9485	Information and Publication Division (IPD)		N/A	N/A	N/A	8 th Flr. GE Antonino Bldg. Kalaw and Bocobo Sts. Ermita, Manila
	1.a Inquiry of availability of IEC materials (posters, flyers, brochures)/ documents	1.a IPD will check availability IPD will prepare/ package the necessary documents.			IPD IPD	Within three minutes	N/A	N/A	IEC Materials	
	1.b Pick up IEC materials from IPD	IEC materials for pick up by clients/stakeholders								

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
	1.c Leave ID with building security guard				Building Security Guard		N/A	ID		
	1.d Register with NWPC guard						N/A			
	1.e Proceed to IPD	Provide IEC materials/ needed documents			IPD			Letter request for IEC materials	Letter request for IEC materials	
	1.f Register with IPD logbook	Request client to register in logbook			IPD		N/A		Logbook	
		Provide CSM form			IPD				CSM	
	1.g Reply CSM	Evaluate CSM			IPD	Within 2 days		CSM	Evaluation form of CSM	

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
2.	Dissemination of Wage Orders and Implementing Rules									
	2.a Inquiry on Wage Orders/ Implementing Rules thru telephone/ walk-in	Provide information to client	IPD			Within 2 minutes of inquiry	N/A	N/A	Wage Order/Implementing Rules	
	2.b Register with building security guard				Building Security Guard			ID	N/A	
	2.c Proceed to IPD	Provide assistance to client			IPD	Within 2 minutes		Wage orders/ implementing Rules	N/A	
	2.d Register in NWPC Client's logbook	Provide copy of WO/IR							Logbook	
	2.e Receive document	Provide CSM			IPD					

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
	2.f Reply to CSM form	Evaluate CSM			IPD			N/A	CSM	
					IPD			N/A	CSM Evaluation Form	
END OF TRANSACTION										

WAGE AND PRODUCTIVITY INFORMATION SERVICES LEARNING SESSIONS

Schedule of Availability of Service:

Every 3rd Wednesday of the month, 1:00 pm to 5:00 pm

Who May Avail of the Service:

General Public

What are the Requirements:

Invitation letter from IPD

Letter confirming the attendance of the participants

Payment

**Wage and Productivity Information Service
LEARNING SESSIONS**

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
1.	Learning session on Wages and Productivity		Speedy provision of services	RA 6727 RA 6713 RA 9485	IPD					8 th Flr. GE Antonino Bldg. Kalaw and Bocobo Sts. Ermita, Manila
		Post schedule and topics of Learning Session at website or newspaper			IPD	Within the day		Press release/Website release Registration Form	Press release/Website release Registration Form	
		Prepare letter of invitation to speaker/resource person			IPD	Within the Day		NA	Letter to speaker	
	1.a Inquiry on schedule of Learning Session	Provide information on Learning Session		IPD				Press release/Website Release/Pre-registration form	Accomplished registration form	

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
	1.b Request pre-registration/confirmation at IPD	IPD to fax/email pre-registration form to client(s)			IPD LS secretariat	Three minutes after request		Confirmation Sheet/Registration Form		
		IPD to prepare master list of participants				Three days before Learning session		N/A	Master list Attendance Sheet	
		IPD to coordinate with PMIS/ADMIN venue/equipment				Three days before Learning session		N/A	Request for equipment and venue	
	1.c Proceed to venue on the schedule date of Learning Session								Registration form	
	1.d Leave ID to building security guard				Building security guard	Scheduled date of Learning Session		ID	N/A	
	1.e Register and pay session fee	Provide materials/CSM to participants				Upon payment of LS fee	500.00	Official receipt Materials	Registration form, Copy of Official	

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
	1.g Attend Learning Session	Conduct Learning session						CSM Certificate of Attendance Training materials	Receipt	
	1.h Fill up CSM	Evaluate CSM for topic proposal and improvement of project				A day after the Learning Session		CSM N/A	CSM Evaluation Form	
END OF TRANSACTION										

CONDUCT OF PRODUCTIVITY TRAINING AND CONSULTING

(ISTIV, 5s, ISTIV-Bayanihan, TAV, LHP and Service Quality)

Schedule of Availability of Service:

Upon approval from the NWPC Executive Director or Regional (RB) Chairman

Who May Avail of the Service:

Micro, Small and Medium Enterprises

What are the Requirements:

Submit written request addressed to NWPC Executive Director or Regional Board (RB) indicating type of training/technical assistance needed, such as:

- ISTIV-PAP
- ISTIV-Bayanihan
- 5s
- Service Quality for KEGs (Hotel and Restaurant Industry)

CONDUCT OF PRODUCTIVITY TRAINING AND CONSULTING (ISTIV, 5s, ISTIV-Bayanihan, TAV, LHP and Service Quality)

Schedule of Availability of Service:

Training schedule is made upon approval from the NWPC Executive Director or Regional (RB) Chairman

Who May Avail of the Service:

Micro, Small and Medium Enterprises

What are the Requirements:

Submit written request addressed to NWPC Executive Director or Regional Board (RB) indicating type of training/technical assistance needed, such as:

- ISTIV-PAP
- ISTIV-Bayanihan
- 5s
- Service Quality for KEGs (Hotel and Restaurant Industry)

Qualifications:

For ISTIV, 5s, TAV, LHP and Service Quality:

Small and Medium Enterprises

P1.5 M to 100 M assets

10 to 199 workers

Filipino-owned

With basic systems in place, e.g., hiring/selection of employees, production, maintenance

Willingness to participate in the ISTIV Training Program/implement ISTIV Productivity Technology

For ISTIV-Bayanihan:

Barangay Micro Business Enterprises/Micro Enterprises

- ✓ Filipino-owned
- ✓ With not more than 10 workers
- ✓ With not more than P 3 million asset size
- ✓ Has started operations/improving on their business operations
- ✓ Willingness and commitment to undergo training

Productivity Training Services

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
1.	Submit letter request to NWPC/ concerned RTWPBs	Receive the letter for appropriate action	To initiate process	R.A. 6727	OED Staff/ RTWPB Staff	1 day	N/A	Letter of request (LOR)	LOR with Director's Note	8/F
2.	Once approved, follow-up schedule from the office	Discuss the requirements of the training program	To confirm request approval		TCD staff / RTWPBs staff	30 mins.				8/F
3.	Accomplish Business Diagnosis Form to be administered by the NWPC/RTWPBs	Evaluate the inputs in the accomplished Business Diagnosis Form	To form part of the training needs analysis		TCD staff / RTWPBs staff	½ day		BDF	Filled - up BDF	8/F
4.	Coordinate pre-training arrangements	Finalize arrangements	To finalize pre training preparation		TCD staff / RTWPBs staff	30 mins.				8/F
5.	Attend the training	Conduct the training	To promote productivity improvement		TCD staff / RTWPBs staff	See checklist of Productivity Training Programs			Evaluation sheets	Training venue

No.	Client Step	Agency Action	Purpose of Step	Policy Basis	Office/Person Responsible	Maximum Duration	Fee	Document(s) Required	Document Generated	Location of Office
6.	Apply learning inputs based on training action plan	Facilitate learning for effective implementation	To guide the pax in implementing the action plan		TCD staff / RTWPBs staff	15 min.			Action plans	Plant office
7.	Assist in the monitoring/evaluation of training action plans and documentation of productivity/quality improvements	Visit the firm for monitoring and evaluation			TCD staff / RTWPBs staff	3 months			Evaluation and monitoring sheets	Plant office
END OF TRANSACTION										

CHECKLIST OF PRODUCTIVITY TRAINING PROGRAMS

Title of the Program	Brief Description	Core Content	Components	Duration of the Training
<p>“ISTIV” Training for SMEs</p>	<p>A values-based management process of productivity improvement that is rooted on the five attributes of a productive person</p> <p style="text-align: center;">I - ndustrious S - ystematic T - ime-conscious I - nnovative V - alue for work</p>	<ul style="list-style-type: none"> - Globalization - Productivity - Characteristics and application of each ISTIV attributes - Workshop: Planning for Productivity Improvement Project (reflecting the use of ISTIV values) 	<p>Covers full program cycle:</p> <ul style="list-style-type: none"> - Business Diagnosis - Training - Monitoring and Evaluation - Documentation 	<p>½ day Executive Briefing</p> <p>2 days for Managers/ Supervisors</p> <p>1 day for workers</p>
<p>5S of Good Housekeeping</p>	<p>A step by step disciplined effort to practice good housekeeping whether at the workplace, at a factory, at home, or any other place.</p>	<ul style="list-style-type: none"> - Concept of 5S - Benefits from 5S - How to implement 5S - Action Planning 	<p>Covers training and monitoring</p>	<p>1 day</p>
<p>“ISTIV Bayanihan” Productivity Enhancement Training Program for Barangay Micro Business Enterprises and Micro Enterprises</p>	<p>Provides basics of business and application of the productivity ISTIV values in the work systems of a micro entrepreneur. A referral or networking system is built-in for other business concerns.</p>	<p>Work Systems:</p> <ul style="list-style-type: none"> - Marketing - Organization/Housekeeping - Financial Planning - Inventory Stock Control - Record-keeping 	<p>Covers full program cycle:</p> <ul style="list-style-type: none"> - Training - Pre and Post Training Performance Evaluation - Monitoring of Training Application/ Coaching - Documentation - Networking 	<p>2 ½ days for Owners</p> <p>1 day for Workers</p>

Title of the Program	Brief Description	Core Content	Components	Duration of the Training
Service Quality “Creating Error Free Service”	Enhances workforce knowledge and skills to create an “error free” service to clients. Deals with error hunting/ prevention and recovery as well as setting of quality work standards.	<ul style="list-style-type: none"> - Understanding “Error Free” Service - Identifying Customer Expectations - Setting Quality Standards - Communicating the Service - Learning the Art of Error Recovery - Enhancing Teamwork for “Error Free” Service 	<ul style="list-style-type: none"> - Company profiling on service quality - Conduct of training - Quality improvement program implementation - Showcasing of QIP results. 	2 days
Productivity Orientation	Provides basic understanding of Productivity	<ul style="list-style-type: none"> - Concept - Measurement - Tools - Techniques 	Lectures/Discussions Workshop	3 hours
END OF TRANSACTION				



CLIENT SATISFACTION MEASUREMENT
National Wages & Productivity Commission

FM-NWPC IPD-01
 Revision Code:0
 Effectivity Date: Sept. 1, 2007

Pinahalagahan namin ang inyong pananaw sa mga ibinibigay naming serbisyo. Upang lalo pang mapabuti ang aming paglilingkod, maaaring sagutan lamang ang mga sumusunod:

Lagyan ng tsek () ang mga serbisyong ipinagkaloob sa inyo ng aming tanggapan:

Materyales	Katanungan sa	Data/Statistika	Iba pang Serbisyo (Tukuyin)
_____ Wage Order/Implementing Rules	_____ Pasahod	_____ Wages	_____
_____ Poster	_____ Productivity	_____ Productivity	_____
_____ Brochure	_____ Iba pa		_____

Ayon sa serbisyong nakuha, bilugan ang kaukulang marka ayon sa antas 1-5.

1	-	HINDI KASIYA-SIYA	4	-	LUBOS NA KASIYA-SIYA
2	-	KAILANGANG PAG-BUTIHIN	5	-	NAPAKAHUSAY
3	-	KASIYA-SIYA			

		MARKA				
		Hindi kasiya-siya				Napakahusay
1.	Courtesy					
a.	Ang mga empleyadong nag-asikaso sa akin ay kalugod-lugod, magalang at madaling lapitan	1	2	3	4	5
b.	Parehas at walang pagkiling ang pagkaloob ng serbisyo sa mga kliyente.	1	2	3	4	5
2.	Responsiveness					
a.	Agad akong inasikaso pagpasok pa lang ng tanggapan	1	2	3	4	5
b.	Agad akong isinangguni sa tamang empleyado o dibisyon	1	2	3	4	5
c.	Ang kailangan kong impormasyon ay agad na natugunan	1	2	3	4	5
3.	Availability					
a.	Ang mga impormasyong kailangan ay naka handa para ipamigay	1	2	3	4	5
b.	Ang mga empleyadong nag-asikaso ay may sapat na kakayahan o kaalaman sa aking mga kailangan	1	2	3	4	5
4.	Overall Rating (Pangkalahatang Marka)	1	2	3	4	5

Mungkahi/Komentaryo/Puna

Personal na Impormasyon:

Petsa: _____

Pangalan ng Kliyente: (Opsyonal)

Hanapbuhay :

Kasarian: _____

Kumpanya/Ahensya :

Sektor na Kinabibilangan : 1 - Industriya 4 - Organisasyon ng mga Manggagawa
(Bilugan ang numero) 2 - Sibiko/NGO 5 - Gobyerno
 3 - Akademiya 6 - Iba pa _____

NWPC LEARNING SESSION ON WAGES AND PRODUCTIVITY

Session Evaluation Form

LS No.:

DATE:

A. Your Information:

1. Name of participant	
2. Company/Organization	
3. Telephone Number:	4. Fax Number:

Please indicate your impression of the items listed below to enable us to continuously improve the Learning Sessions according to your needs and requirements.

	Strongly Disagree	Disagree	Agree	Strongly Agree
B. The topic...				
Addressed the issues I wanted to know about				
Taught me useful techniques/skills				
C. The resource person...				
Was knowledgeable about the topic				
Was clear and organized				
Provided answers to my questions				
Established rapport with the participants				
D. The handouts ...				
Were distributed on time				
Are readable and easy to understand				
Are informative and relevant to the topic				
E. The visual aids ...				
Were clear and readable				
Were informative and relevant to the topic				
Contributed to making the session interesting				
F. The secretariat ...				
Addressed the needs of the participants				

	Strongly Disagree	Disagree	Agree	Strongly Agree
G. The venue had the right ...				
Size for the number of participants				
Room temperature				
Illumination				
H. The sound/audio system...				
Was clear and audible				
I. The food...				
Was delicious				
Had enough serving				

H. /our company/organization learned about the Learning Session from ...	
NWPC website	Other companies/organizations
Others, please specify:	

I. What specific topics were you expecting to hear but were not presented?

J. Other topics of interest/importance to you and your company/organization:

J. Other comments:

Thank you. We look forward to seeing you in our next **Learning Session**.

Do not fill. For NWPC use only.	
Reviewed by: _____	Date: _____