



Republic of the Philippines
Department of Migrant Workers

Blas F. Ople Building, Ortigas Avenue cor. EDSA, Mandaluyong City 1550

Website: www.dmw.gov.ph | Email: feedback@dmw.gov.ph | Hotlines: 8722 1152, 8722 1155, 8822 1159, 8724 3665



DEPARTMENT ORDER NO. 02
Series of 2025

**OMNIBUS GUIDELINES ON THE IMPLEMENTATION OF THE AGARANG KALINGA
AT SAKLOLO SA MGA OFW NA NANGANGAILANGAN (AKSYON FUND)**

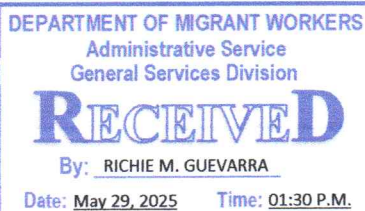
WHEREAS, pursuant to Section 2 (c) of Republic Act No. 11641, otherwise known as the Department of Migrant Workers Act, the duty of the State to protect the rights and promote the welfare of Overseas Filipino Workers (OFWs) and their families is affirmed by ensuring the provision of timely and responsive services to address their needs regardless of their legal status;

WHEREAS, Section 14 of the aforementioned Act established the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund to provide legal and other forms of assistance to OFWs;

WHEREAS, Section 8 (f) of the same Act grants the Secretary the powers and functions to administer and manage the AKSYON Fund and issue guidelines for the proper and efficient utilization thereof; and under sub-section (c), to issue orders, directives, rules, regulations, and other issuances, upon due consultation with stakeholders, to carry out policies, plans, programs, or projects pursuant to the provisions of this Act, and exercise such other powers as may be required to implement and realize the objectives of the Act;

WHEREAS, the following Department Orders have been issued as guidelines on the disbursement of the AKSYON Fund:

- (1) Department Order No. 04 s. 2023 entitled "Guidelines on the Implementation of the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund;"
- (2) Department Order No. 05 s. 2023 entitled "Enhanced Guidelines for the Provision of Humanitarian Assistance to Overseas Filipino Workers in Distressed Situations under the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund;"
- (3) Department Order No. 04 s. 2024 entitled "Guidelines for the Provision of Immediate Financial Assistance to Victims of Illegal Recruitment Through the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund;" and



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- (4) Department Order No. 05 s. 2024 entitled "Increasing the amount of Financial Assistance to Overseas Filipino Workers in Distressed Situations under the *Agarang Kalinga at Saklolo para sa mga OFWs na Nangangailangan* (AKSYON) Fund";

WHEREAS, the aforementioned issuances cover the grant of AKSYON Fund respectively as follows:

- (1) Provision of legal, medical, financial and other forms of assistance to OFWs, including repatriation, shipment of remains, evacuation, rescue and any other analogous intervention to protect the rights and promote the welfare of Filipino migrant workers;
- (2) Immediate financial assistance to alleviate the impact of economic displacement among OFWs who are victims of abuses, exploitations, serious illnesses, and in distressed situations, such as, but not limited to victims of war, political unrest, natural calamities and/or other extraordinary circumstances;
- (3) Immediate financial assistance to alleviate the impact of economic distressed among OFWs who are victims of illegal recruitment; and
- (4) Financial resources to ensure that OFWs and/or their next of kin are supported with financial resources to cope and recover from their distressful situation and help in their ability to return to normalcy.

WHEREFORE, this Omnibus Guidelines is issued to harmonize provisions in previous department orders, streamline procedures, improve service delivery in compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act.

ARTICLE I

COVERAGE AND FORMS OF ASSISTANCE

Section 1. Coverage. Section 14 of Republic Act No. 11641 provides the grant of legal and other forms of assistance to the OFWs in distress and their families.

The "other forms of assistance" not included herein shall be defined and determined by the Fund Administrator for the approval of the Secretary pursuant to the Secretary's authority to administer and manage the AKSYON Fund under Section 8(f) and Section 14 of RA 11641.

For the purpose of this Omnibus Guidelines and to facilitate the timely release of grant, the financial assistance which is drawn from public funds shall not be construed as part of the estate of the deceased OFW.

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Section 2. Forms. Generally, the assistance to be given to the OFWs in distress and their families within a specific time frame includes the following:

- 1) **Legal Assistance.** This covers payment for but not limited to the hiring or engagement of lawyers, payment of attorney's fees, appearance fees, filing fees, docket fees, court fees, notarial fees, litigation expenses, bail bonds, expenses necessary to secure and preserve documentary and testimonial evidence and to ensure the cooperation and the protection of witnesses, and other related fees, and penalties and fines as stated in the decisions/orders of the court and other appropriate agencies of the host country, and payment of other penalties and incidental expenses as imposed by the host country; and shall apply to cases arising from an employer-employee dispute, immigration case, police case, criminal case, civil indemnity or tort case, illegal recruitment case, trafficking in person case, immigration detention, other detention by foreign government authorities and other analogous cases, subject to the evaluation of the MWO, requiring legal proceedings necessary for the OFW in distress to enforce his or her right, protect his or her liberty, or seek redress for injury, as provided under the laws of the foreign host country, under international law or Philippine law. The assistance may also be in the form of referral or networking with lawyers, NGOs, and other legal and para-legal service providers. This shall likewise include travel expenses incurred by local legal retainers in the host country during case build up and when necessary, travel expenses to and from the Philippines, during official conferences/meetings with other legal retainers and with the DMW officials at the Central Office.

Assistance shall also cover expenses, in the case of OFW returnee-victims, relative to the return to his or her former jobsite (host country), for the purpose of filing/pursuing a legal case at the Police, Prosecutor's Office or Courts of Law if his/her physical presence is required by the concerned judicial authorities.

- 2) **Medical Assistance.** This covers expenses on physical and/or mental illness including payment of fees for the medical examination, treatment, ambulance, hospitalization, rehabilitation and the cost of drugs and medicines and/or those which are not provided by the employer nor covered by health insurance. The assistance is distinct and separate from the benefits under the compulsory/mandatory insurance pursuant to Section 23 of RA 10022 and the joint and several liability of employer/principal/PRA's and other persons primarily liable to the OFW whenever applicable.
- 3) **Medical Evacuation.** This covers expenses related to the emergency transport of an OFW and/or the family member/s living with him or her in life-threatening situations to the nearest health care facility, such as a hospital or a clinic.
- 4) **Medical Repatriation.** This covers expenses related to the urgent return, due to any medical, health or physical and/or mental condition, of the OFW and/or the family member/s.

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OFW family living with him or her in the host country including the OFW/OFW family's personal effects. Expenses covered includes land, sea or air transportation, including ambulance expenses; provision of oxygen, stretcher, medical escorts, and use of medical devices or equipment; exit visa expenses; airfare and airport fees and luggage charges; food during the repatriation process; basic personal hygiene items; temporary accommodation, if necessary, in the host country, during transit and/or upon arrival in the Philippines; any cost pertaining to medicine and laboratory fees and other related fees.

- 5) **Repatriation.** This covers expenses related to the urgent return, due to any non-medical reason, of the OFW in distress and/or OFW family living with him or her in the host country including personal effects which includes land, sea or air transportation, including provision security vehicle and/or security escorts if necessary; exit visa expenses; airfare and airport fees and luggage charges; food during the repatriation process; basic personal hygiene supplies; and temporary accommodation, if necessary, in the host country, during transit, and upon arrival in the Philippines up to their final destination or residence in the Philippines.
- 6) **Financial Assistance.** This includes immediate provision of financial aid to OFWs in distress and/or the OFW family as defined in this Guidelines to alleviate the impact of economic displacement and to cope with their distressful condition to be given onsite through the Migrant Workers Offices or upon arrival at a Philippine airport or at the DMW Central Office or its Regional Offices. The mode of disbursement of the financial assistance may be in cash or through bank transfer, money remittance or e-wallet, or any cost-effective mode that may be utilized in accordance to existing banking rules and regulations.
- 7) **Burial or Cremation and/or Shipment and Transport of Human Remains.** This includes payment for the burial or cremation in the host country and/or the shipment and transport to the Philippines of the remains/cremains and the personal effects of the deceased-OFW or the deceased-OFW family member formerly living with the OFW in the host country and for other incidental expenses.
- 8) **Rescue and evacuation.** This includes pre-rescue, actual rescue, and post-rescue and evacuation operations expenses including payments for the provision of food, clothing and personal hygiene supplies; temporary shelter; land, sea, or air transportation and fuel, and for any and all third-party service providers of intelligence information, security and the like.
- 9) **Emergency Shelter Assistance.** This includes temporary accommodation, food and transportation allowance to OFWs in distress in the host country and for repatriated OFWs needing emergency shelter including victims of illegal



recruitment or human trafficking schemes who are not eligible under the OWWA's shelter assistance program.

- 10) **Compassionate Visit of OFW Family.** This includes expenses relative to the visit by the next of kin to an OFW hospitalized due to severe illness or injury or to an incarcerated OFW, and shall cover visa assistance expenses, airfare to and from the host country where the OFW is located, accommodation in the host country, food allowance and transportation expenses during the visit and return to the Philippines. Prior approval from the Fund Administrator and/or the Secretary or his/her authorized representative is required on the number of the OFW family members allowed to join the visit and the duration of the visit.
- 11) **Welfare Assistance to Senior OFW.** This refers to assistance in the form of either one-time cash subsidy or medical vouchers for medical check-up, laboratory examination and purchase of medicines to the OFWs who are at least sixty (60) years old and are returning to the Philippines for good or with final exit from the host country.
- 12) **Other analogous interventions.** These shall include all iterations and variants of the aforementioned types of assistance and all other similar forms of aid and support that addresses any threat, risk, condition or any matter inimical to the OFW as provided under the laws of the foreign host country, international laws and the Philippine law; and/or that adversely impact the OFW's and/or the OFW family's welfare.

Section 3. ATN Services Funding. Pursuant to Section 9(b)(5) of RA 11641, the Fund Administrator shall ensure effective coordination and cooperation with other government agencies and the Philippine Foreign Service Posts in the provision of legal assistance and other ATN services utilizing the AKSYON Fund.

ARTICLE II BENEFICIARIES OF THE AKSYON FUND

Section 1. Beneficiaries. Pursuant to Section 2 of Republic Act No. 11641 on the declaration of state policies and the provision of assistance to OFW in distress under Section 9 (b)(6), the Fund beneficiaries shall be OFWs in distress and/or his or her family. Furthermore, in consonance with the opinion of the DOJ Secretary dated 16 September 2024 marked with CN 0202409121, the Fund is accessible to all OFWs, in need of assistance, regardless of their location and that the provision of assistance comes without restriction or qualification.

An OFW-seafarer in distress shall also be considered as eligible for assistance under the AKSYON Fund pursuant to pertinent provisions of Republic Act No. 12021 or the "Magna Carta of Filipino Seafarers" and its Implementing Rules and Regulations.



Section 2. Eligibility Criteria. In the evaluation of an OFW's eligibility as the Fund beneficiary, the following provisions taken *verbatim* from the Act shall be used as the primary standard:

- (1) **OFW.** Pursuant to Section 3 (g) of RA No. 11641, an Overseas Filipino Worker shall refer to a Filipino who is to be engaged, is engaged, or has been engaged in remunerated activity in a country of which he or she is not an immigrant, citizen, or permanent resident or is not awaiting naturalization, recognition, or admission, whether land-based or sea-based; excluding a Filipino engaged under a government-recognized exchange visitor program for cultural and educational purposes. For purposes of this provision, a person engaged in remunerated activity covers a person who has been contracted for overseas employment but has yet to leave the Philippines, regardless of status, and includes "Overseas Contract Workers". The term "OFW" shall be considered synonymous to "Migrant Worker."
- (2) **OFW in distress.** Under Section 3 (c) of RA No. 11641, it is defined as an Overseas Filipino Worker, regardless of immigration status, who has a medical, psychosocial, or legal problem, or is experiencing abuse or exploitation, such as victims of illegal recruitment and/or trafficking in persons, or whose human rights are being violated, or is in a country in actual or potential war, civil unrest, pandemic or other analogous circumstances and situations, and requires medical treatment, hospitalization, counseling, legal representation, rescue, repatriation, or any other kind of analogous intervention, including the repatriation of human remains.

Access to and receipt of assistance under the AKSYON Fund shall be subject to the following eligibility criteria:

- a. The incident or circumstance giving rise to the request for assistance under the AKSYON Fund occurred on 30 December 2021 onwards. Sufficient documentation may be required to support the request; or
- b. The OFW in distress must have returned to the Philippines on or after 30 December 2021. Appropriate documentation may be required to verify the date of arrival such as:
 - b.1. Arrival stamp on Philippine passport or travel document; or
 - b.2. Boarding passes; or
 - b.3. Arrival or travel record from Bureau of Immigration; or
 - b.4. Other supporting documents indicating date of arrival of the OFW.

Section 3. Documented & Undocumented OFW. This Order, with reference to the preceding definitions, affirms that an OFW in distress can be one who is a documented or an undocumented OFW as follows:



(1) Documented OFW refers to one:

- a) Who possesses a valid Philippine passport and appropriate visa or permit to stay and work in the host country;
- b) Whose contract of employment has been processed by the DMW or subsequently verified and registered by the MWO; or
- c) Who has an OEC or an OFW Pass or a work permit.

(2) Undocumented OFW refers to one:

- a) Who acquired a Philippine passport through fraud or misrepresentation;
- b) Who possesses expired visas or permits to stay;
- c) Who has no travel documents whatsoever;
- d) Who has a valid but inappropriate visa; or
- e) Who is not registered with the DMW or whose employment contract was not processed by the DMW nor subsequently verified and registered by the MWO;

Section 4. The Eligibility of the OFW Family. If the OFW is determined to be eligible, his or her family is automatically eligible to be a beneficiary of AKSYON Fund assistance. With regard to beneficiaries of financial assistance, the order of succession provisions of the Civil Code of the Philippines shall be observed.

In addition, the eligible OFW family shall include **solo parents** as defined under Section 4. Categories of Solo Parent of the Republic Act No. 11861, series of 2022, sub-section (b): "Spouse or any family member of an OFW, or the guardian of the child or children of an OFW: Provided, That the said OFW belongs to the low/semi-skilled worker category and is away from the Philippines for an uninterrupted period of twelve (12) months."

Section 5. AKSYON Fund Availment through a Request for Assistance (RFA). Availment of assistance from the AKSYON Fund Program shall be made by filing a Request for Assistance or RFA with any of the AKSYON Fund Implementing Offices enumerated under Article VI of this Omnibus Guidelines. The OFW or his/her next of kin may file the RFA at the MWO if in the host country, or at the DMW Central Office or the Regional Office which has jurisdiction over their place of residence in the Philippines.

A copy of the RFA form is attached herewith as Annex A. The RFA may only be revised upon approval of the Fund Administrator.

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ARTICLE III DOCUMENTARY REQUIREMENTS

Section 1. Requirements to Establish Eligibility as an OFW. To establish a beneficiary-applicant as an OFW pursuant to Article II of this Guidelines, the following documents shall be submitted with the RFA:

- a. Passport or travel document;
- b. If documented worker:
 - work visa; or
 - contract of employment; or
 - Overseas Employment Certificate / OFW Pass; or
 - work permit or equivalent document in the host country.
- c. If undocumented / irregular worker:
 - unverified contract of employment; or
 - pay slip; or
 - company identification card; or
 - any proof of work status abroad.
- d. Other supporting documents related to circumstances declared by the worker.

ARTICLE IV AMOUNT OF ASSISTANCE

Section 1. Amount. The amount of assistance shall be identified and listed in an AKSYON Fund Benefits Matrix (AFBM) which may be subject to change as recommended by the Fund Administrator and approved by the Secretary.

The approved amount of assistance may be released in full or in tranches based on the recommendations of the concerned AKSYON Fund Implementing Office and approval of the Fund Administrator in the case of financial assistance to distressed OFWs and/or their children/families in the Philippines.

Section 2. Authorization for a Higher Sum of Financial Assistance. In case the requested amount in the RFA for financial assistance is higher than what is listed in the current AFBM, an authorization from the Fund Administrator or the Secretary is mandatory.

Section 3. Authorization to provide Financial Assistance including requests for Analogous Intervention. The head of the implementing office shall have the full authority to approve any request for assistance for cases including those not listed in the AFBM but are analogous to the ones listed therein, and to exercise discretion and due diligence in disbursing the amount of financial assistance to be given provided that the grant shall not exceed the minimum amount indicated in the prevailing AFBM.

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ARTICLE V

THE AKSYON FUND IMPLEMENTING OFFICES

Section 1. DMW AKSYON Fund Implementing Office (AFIO). The AKSYON Fund program shall be implemented by the following DMW offices/bureaus:

- (1) All Migrant Workers Offices (MWO);
- (2) All Regional Offices (RO);
- (3) Migrant Workers Protection Bureau (MWPB);
- (4) Migrant Workers Offices Operations Support Bureau (MWOOSB);
- (5) Sea-based Accreditation Bureau (SBAB);
- (6) National Reintegration Center for OFWs (NRCO);
- (7) Office of the Assistant Secretary for Land-based OFW Concerns (OASLOC);
- (8) Office of the Assistant Secretary for Sea-based OFW Concerns (OASSOC);
- (9) OFW Hospital (OFWH); and
- (10) Other offices or units as may be authorized by the Secretary.

Section 2. Functions of the AFIO. The AFIOs shall serve as the frontline implementing units of the AKSYON Fund Program where it is located and shall receive and evaluate the RFAs. They shall be responsible and held accountable for the disbursement from the standby AKSYON Fund at its disposal ensuring compliance with existing guidelines, and all budgeting, accounting and auditing rules and regulations.

Section 3. Responsibilities and Authority of the AFIO. The AFIOs shall be responsible for the following:

- (1) Process all RFAs for legal, financial, medical, repatriation, and other forms of assistance to facilitate the disbursement of assistance;
- (2) Maintain a database of beneficiary OFWs/OFW families with the amount and form assistance provided, and the date of availment;
- (3) Ensure that multiple or repetitive availment is prevented unless authorized by the Fund Administrator and/or the Secretary;
- (4) Submit a monthly accomplishment report with executive summary to the Secretary through the Fund Administrator, copy furnished the MWOOSB; and
- (5) Ensure that the AKSYON Fund will not be used to fund or finance any partisan political activities.

The respective heads of the AFIOs shall have the full authority to approve request for assistance and to disburse from the standby AKSYON fund to immediately address the RFA within the parameters of this Omnibus Guidelines.

Section 4. Collaboration with the OFW Hospital. The AFIOs shall collaborate with the OFW Hospital in implementing AKSYON-funded programs focused on addressing the urgent and emergency health cases of the OFWs and their families. The

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OFWH shall handle all medical assistance and/or medical repatriation cases referred to it by the AFIOs and shall charge all related expenses to the AKSYON Fund.

ARTICLE VI FUND ADMINISTRATION

Section 1. Fund Administrator. The Fund shall be administered by the Undersecretary for Foreign Employment and Welfare Services pursuant to Section 9 (b) (4) of the Act. As Fund Administrator, the Undersecretary shall authorize allocation and releases of the Fund upon instructions of the Secretary.

Section 2. Administrative Expenses. Authorized disbursements from the Fund shall also cover the administrative expenses pertinent to the AKSYON Fund-related projects and activities and other modes of implementation, to include the following:

- (1) Professional fees of local hires contracted by the MWOs and contractual employees/job order hired by MWOOSB assigned to conduct the evaluation of AKSYON Fund-related requests for assistance;
- (2) Professional fees, travel-related expenses and incidental and administrative costs of lawyer, legal retainer or legal counsel who shall be engaged to provide legal services, including but not limited to case build-up, legal representation, and advisory services;
- (3) Travel and representation expenses (domestic and international) of DMW officials and personnel, including those in the Regional Offices and MWOs, to conduct case management conferences/meetings, Assessment activities, consultations, participation as members of Rapid Response/Assessment Teams, and conduct of welfare-related activities;
- (4) Expenses for training materials, travel and accommodation relative to the training of personnel including the local hires of the MWOs on the management and implementation of the AKSYON Fund program;
- (5) Expenses to be incurred in the conduct of public information campaign on the AKSYON Fund which includes the operationalization of AKSYON Fund Help Desks;
- (6) Food expenses to be incurred to assist distressed OFWs and/or their next of kin;
- (7) Bank charges and fees in the management of AKSYON Fund accounts;
- (8) Bank charges and fees in the disbursement of End of Service Benefits (ESB) of OFWs;



- (9) Losses on foreign exchange, net of the gains, resulting from the conversion of AKSYON Fund peso value to local currency in the host country where the MWO is located;
- (10) Expenses on the maintenance of wellness center at the MWO where such is available; and
- (11) Such other expenses directly attributable to the management of the AKSYON Fund and the implementation of the pertinent AKSYON program.

Section 3. AKSYON Fund Special Disbursing Officers. To ensure a short processing cycle time on the release of assistance, the following sub-AKSYON Funds shall be established:

- (1) Standby AKSYON Fund in all MWOs and ROs with designated special disbursing officers;
- (2) Standby AKSYON Fund at the MWOOSB for walk-in/online requests for assistance from distressed OFWs and/or their next-of-kin, to be managed by the MWOOSB Director;
- (3) Standby AKSYON Fund at the SBAB for all sea-based OFWs in distress and/or their next-of-kin, to be managed by the SBAB Director;
- (4) Standby AKSYON Fund at the NRCO for distressed OFW returnees, to be managed by the NRCO Director;
- (5) Standby AKSYON Fund at the MWPB for the victims of illegal recruitment and human trafficking, to be managed by the MWPB Director;
- (6) Standby AKSYON Fund at the OFW Hospital for OFWs with medical concerns, to be managed by the OFW Hospital Medical Center Chief;
- (7) Standby AKSYON Fund to be managed by the Office of the Assistant Secretary for Sea-based OFW Concerns for sea-based OFWs availing benefits stipulated in the Magna Carta of Seafarers; and
- (8) Standby AKSYON Fund to be managed by the Office of the Assistant Secretary for Land-based OFW Concerns as a special disbursing officer for Quick AKSYON disbursements and Welfare Assistance to Senior OFW Returnees.

As deemed necessary, the Fund Administrator may recommend to the Secretary for approval the designation of additional special disbursing officers and/or the creation of additional standby / quick AKSYON funds.

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By: DMW General Services Division on May 29, 2025



Section 4. Liquidation Level. The SDOs shall ensure submission of liquidation documents to the Finance Office when the level of disbursement of the released standby AKSYON Fund reaches at least 50%.

ARTICLE VII

REPORTING, MONITORING & EVALUATION REQUIREMENT

Section 1. AKSYON Fund Information System (AFIS). Pursuant to Section 18 of the Act on Management Information System, the MITS shall develop and manage an appropriate and user-friendly information system to facilitate the recording, management and generation of all the relevant AKSYON Fund information such as the personal information of the recipients of the Fund, the forms and peso value of assistance provided, the date the assistance was provided and the AFIOs that processed the assistance.

The system should generate in report formats the data by name, sex disaggregation, time period and by forms of assistance with the actual peso value to facilitate evaluation, analysis and monitoring; specifically, to validate multiple or repetitive availment of assistance, it shall also generate a summary of disbursement to facilitate submission of liquidation reports by the concerned AKSYON Fund disbursing officers.

Section 2. Real-time Recording. An AFIO directly disbursing from its standby AKSYON Fund shall record on a real-time basis in the AFIS or any manual database system the data on the approved and paid RFAs with the name of the OFW or OFW family member-recipient and the amount received.

Section 3. Evaluation. All reports on assistance provided shall be consolidated and evaluated by the MWOOSB and submitted to the Secretary through the Fund Administrator with an executive summary before the 15th day of the following month, a copy of which shall be furnished to the Strategic Planning and Management Service (SPMS) and the Internal Audit Service (IAS).

Section 4. Audit. The IAS shall conduct post-implementation audit of AKSYON Fund transactions and shall be granted viewing and printing rights of all transactions using the AFIS or any manual database system. The audit shall cover management and operations audits to assess the effectivity internal controls and the results of the program implementation on a regular basis.

Section 5. Continuous System and Process Improvement. The IAS shall recommend improvement in the system and process to shorten the process cycle time and to further strengthen internal controls in the implementation of the AKSYON Fund program.



ARTICLE VIII PUBLIC INFORMATION & FEEDBACK

Section 1. Information Campaign. The Department and its AFIOs shall actively and regularly inform the public through print, mainstream media and social media platforms about the AKSYON Fund program specifically the mechanics and kinds of assistance that are available to OFWs in distress and their families.

Section 2. Help Desks. All AFIOs shall establish help desks to provide information and guidance to the public about available assistance for OFWs in distress and their families through AKSYON Fund Program. In the case of ROs, they shall ensure that such function shall be included in the services provided in the OFW Help Desks established.

Section 3. Feedback Mechanism. A client satisfaction measurement survey form shall be provided to every client served by the AFIOs for evaluation of the service rendered to ensure gaps will be addressed and continuous improvement will be implemented.

ARTICLE IX FUND SOURCE

Section 1. Source. The AKSYON Fund shall be sourced from the General Appropriations Act subject to the budgeting, accounting and auditing rules and regulations.

Section 2. Allocation. If an increase in the standby AKSYON fund for any AFIO is deemed necessary, a request for additional funding shall be made by the same through the Fund Administrator for approval of the Secretary.

ARTICLE X MISCELLANEOUS PROVISIONS

Section 1. Separability Clause. Should any provision herein be subsequently declared as unconstitutional, the same shall not affect the validity or legality of the other provisions.

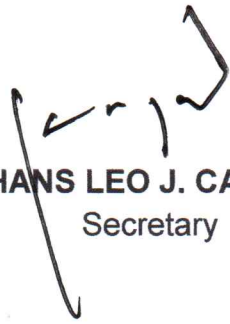
Section 2. Repealing Clause. This Omnibus Guidelines supersedes Department Order Nos. 04 & 05, Series of 2023 and Nos. 04 & 05, Series of 2024.

Section 3. Effectivity. This Omnibus Guidelines with the attached Annexes on AKSYON Fund availment requirements, procedures and the amount per form of



assistance shall take effect fifteen (15) days after its publication in a newspaper of general circulation.

Approved this 28th day of MAY 2025.


HANS LEO J. CACDAC
Secretary

CONTROLLED AND DISSEMINATED

By: DMW General Services Division on May 29, 2025



REQUEST FOR ASSISTANCE (RFA) FORM

☐ Online ☐ Walk-in ☐ Referral by: _____

A. IMPORMASYON NG OFW:

Pangalan ng OFW :	<i>Last name</i>	<i>First Name</i>	<i>Middle Name</i>
Birthdate:			
Sex (Kasarian):	_____ Male/Lalaki	_____ Female/Babae	
Civil Status:	☐ Single / Walang Asawa ☐ Married / May Asawa ☐ Widow/Widower (Balo) ☐ Separated/ Hiwalay ☐ Solo Parent		
Passport / Travel Document No:			
Address sa abroad:			
Address sa Pilipinas			
Contact No/s. Mobile/Phone No.:			
Email / Facebook Account:			

B. IMPORMASYON NG KAMAG-ANAK NG OFW NA HUMIHINGI NG TULONG:

Pangalan :	<i>Last name</i>	<i>First Name</i>	<i>Middle Name</i>
Birthdate:			
Relationship to OFW:	☐ Spouse / Asawa ☐ Child / Anak ☐ Sibling / Kapatid ☐ Others _____		
ID No:			
Address sa Pilipinas			
Mobile/Phone No.:			
Email / Facebook Account:			

C. URI NG TULONG NA HINIHINGI (Please check):

- ☐ LEGAL ASSISTANCE ☐ MEDICAL ASSISTANCE ☐ REPATRIATION
- ☐ RESCUE / EVACUATION ☐ WELFARE ASSISTANCE FOR SENIOR OFW RETURNEES
- ☐ COMPASSIONATE VISIT ☐ SHIPMENT OF HUMAN REMAINS / CREMAINS
- ☐ FOOD ASSISTANCE ☐ TRANSPORTATION ASSISTANCE ☐ TEMPORARY SHELTER
- ☐ OTHERS

D. MAIKLING SALAYSAY TUNGKOL SA HINIHINGING TULONG:

[illegible]

E. ACCOUNT KUNG SAAN IDEDEPOSITO ANG PINANSYAL NA TULONG:

In the event of the approval of my application for financial assistance, I hereby authorize the Department of Migrant Workers to credit the assistance through the account/s I have indicated on the right portion:	SIGNATURE OF APPLICANT:	☐ Bank Account No: _____ Bank: _____ Branch: _____ Account Name: _____
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CERTIFICATION

I hereby certify that the information given, and all statements made herein are true and correct. Likewise, I hereby authorize DMW to collect, record, organize, update/modify, consult, use, consolidate, block, erase or destruct my personal data as part of my information. I hereby affirm my right to: (a) be informed; (b) object to processing, (c) access, (d) rectify, suspend or withdraw my personal data; (e) damages; and (f) data portability pursuant to the provision of R.A. No. 10173 (Data Privacy Act of 2012).

Signature over Printed Name

Date Signed _____

ACKNOWLEDGEMENT RECEIPT FOR FINANCIAL ASSISTANCE

DATE: _____

I hereby certify that I received financial assistance from the Department of Migrant Workers (DMW) in the amount of _____ (Php _____) on _____.

Received by:

Name and Signature of Beneficiary/Representative

Funds released by:

Witnessed by:

Name and Signature DMW Disbursing Officer

Name and Signature DMW Representative

ANNEX B
AKSYON FUND BENEFIT MATRIX (AFBM)

NO.	FORM OF ASSISTANCE & ELIGIBLE BENEFICIARY	FREQUENCY OF AVAILMENT	AMOUNT
A. FINANCIAL ASSISTANCE TO DISTRESSED OFWs and/or THEIR NEXT OF KIN			
1.	a. Displacement due to economic downturn, including recession and/or massive lay-offs in the host country, bankruptcy of the company/employer, policy shift, involuntary separation from employment due to retrenchment or downsizing, closure or cessation of operation and redundancy b. Displacement due to natural calamities or impacts of climate change such as extreme weather conditions, severe storms and increased drought or human-induced emergencies, disasters, epidemics and pandemics c. Termination of employment contract initiated by the employer or the OFW provided it is not for the purpose of transferring to other employers nor for taking other job opportunities d. Expiration of work permit and in danger of being jailed or deported or ejected from the host country e. Cases of forced labor, contract violation, illegal recruitment and/or trafficking in persons and/or fraud f. Pending labor, criminal, civil, immigration and other cases before judicial, quasi-judicial bodies, tribunals, or offices at the host country, including but not limited to labor disputes or any problem arising from employer-employee relationship, immigration problems, cases of exploitation and other crimes g. OFWs afflicted with medical illness / injury (non-severe), including OFW returnees who suffer from a disease/injury/disability within one (1) year from return to the Philippines h. Next of kin of incarcerated OFWs in the host country for whatever cause	One-Time	Fifty Thousand Pesos (P 50,000.00)

NO.	FORM OF ASSISTANCE & ELIGIBLE BENEFICIARY	FREQUENCY OF AVAILMENT	AMOUNT
2.	a. Displacement due to war, armed conflict, political unrest, extreme racial discrimination, and/or breakdown in peace and order in the host countries or other extraordinary circumstances b. Next of kin of OFWs in death row c. OFWs with severe/serious illness, injury or mental health condition, including OFW returnees who suffer from a serious disease/injury/disability within one (1) year from return to the Philippines d. Cases of all forms of abuse, maltreatment and exploitation including rape, kidnapping or other crimes	One-Time	Seventy-Five Thousand Pesos (P 75,000.00)
3.	a. Next of kin of an OFW who died while in the host country, whatever the cause of death b. Next of kin of an OFW-returnee who died within one year after return to the Philippines	One-Time	One Hundred Thousand Pesos (P100,000.00)
4.	The OFW-seafarer in distress pursuant to pertinent provisions of Republic Act No. 12021 series of 2024 or the "Magna Carta of Filipino Seafarers" and its IRR	One-Time	Subject to approved guidelines
5.	OFW victims of Balikbayan Box scam, subject to approved guidelines	One-Time	Thirty Thousand Pesos (P30,000.00)
6.	Other analogous circumstances	One-Time	Subject to approval of the Fund Administrator and/or the Secretary
B. WELFARE ASSISTANCE TO SENIOR OFW RETURNEES			
1.	Senior OFW returning to the Philippines for good or with final exit from the host country	One-Time	Ten Thousand Pesos (P10,000.00) or medical voucher

NO.	FORM OF ASSISTANCE & ELIGIBLE BENEFICIARY	FREQUENCY OF AVAILMENT	AMOUNT
C. QUICK AKSYON FUND			
1.	OFW in distress or his/her next of kin with official business at the DMW (including ROs in extreme cases) or at OWWA in urgent need of food, transportation fare, medicine or temporary accommodation subsidy.	One-Time	Maximum of Five Thousand Pesos (P5,000.00)
2.	a. OFW in distress seeking assistance from the Migrant Workers Office (MWO) in urgent need of food, medicine or transportation assistance. b. OFW under the custody of the MWO and scheduled for repatriation to the Philippines	One-Time	Maximum of Two Hundred US Dollars (US\$200.00) or its equivalent in the local currency
3.	OFWs or their next-of-kin displaced or severely affected by natural calamities, emergencies, disasters or epidemics / pandemics in the Philippines <i>(Note: Quick AKSYON to be disbursed by DMW Regional Office/s concerned)</i>	One-Time	Maximum of Five Thousand Pesos (P5,000.00)
D. FINANCIAL ASSISTANCE THROUGH THE OFW HOSPITAL			
1.	OFW requesting assistance for additional medicine, medical device, food expense, transportation expense, etc. after availing the services of the OFW Hospital	Once a year or as the need arises	Maximum of Five Thousand Pesos (P5,000.00)