

News Release
Department of Labor and Employment
Bureau of Working Conditions
28 January 2022

Ask BWC as a medium in assisting the general public during the COVID-19 pandemic

For CY 2021, the Bureau of Working Conditions reported 2,656 inquiries acted upon through its e-mail platform Ask BWC.

Ask BWC was created in 2014 as a solution to the rising number of inquiries being received and referred to the Bureau concerning working conditions.

Today, the platform serves as a medium in assisting the general public on their concerns regarding general labor standards (GLS), occupational safety and health (OSH), and other related matters.

For the period of January to December 2021, the top five subject of queries received by the Bureau pertains to the submission of OSH reports, last pay, application for Permit to Operate and Certificate of Electrical Installation related concerns, termination of employment, and maternity benefit.

Taken as a whole, 40.78% of the queries acted upon pertain to GLS, 13.00% on OSH, and 46.22 on other related matters.

Through Ask BWC, the Bureau was able to be of continuous assistance to the general public despite the existence of the COVID-19 pandemic.

The general public are advised to contact the DOLE's 24/7 hotline at 1349 for labor and employment queries or keep in touch with the DOLE Regional, Provincial, Field or Satellite Office having jurisdiction over its workplace.

Contact information of the offices of the DOLE may be accessed at <https://www.dole.gov.ph/key-officials/>

For queries on working conditions, the same may be sent to the Bureau's e-mail platform at askbwc@gmail.com

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