

EA Directory User Guide - Web

Foreign Manpower Management Division

Employment Agencies & Personnel Search

Access EA & Personnel Search

Navigation: <https://services.mom.gov.sg/eadirectory/>

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MINISTRY OF MANPOWER Singapore Government Integrity · Service · Excellence

Employment Agencies & Personnel Search

What this service offers

- Find employment agencies that match your needs.
- Check Agency Service Quality & Performance
- Shortlist agencies and compare different agencies

2

Search Agencies Search Agency Personnel

Search for Agencies

Enter any of the search fields below to find your preferred employment agency.

Looking for Agencies to recruit

Foreign Domestic Workers (FDW) Foreign Workers (FW) All

Agency Name/Licence Number

Enter Agency Name/Licence Number

Location

Enter Street/Building Name or Locality

Agency Experience

Select Here

Agency Demerit Points(What's this?)

Do not show agencies with Demerit Points (272 Agencies)

Agency Retention Rate(What's this?)

Show agencies with Retention Rate better than Current Industry Average of 8.31% (1239 Agencies)

Agency Transfer Rate(What's this?)

Show agencies with Transfer Rate better than Current Industry Average of 0.39% (742 Agencies)

Agency Placement Volume(What's this?)

Show agencies with placement volume higher than Current Industry Average of 60 workpasses (1614 Agencies)

Search Agencies Reset

>> Check the list of agencies whose licences are revoked due to infringements (PDF)
>> List of agencies under MOM surveillance (PDF)

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- Find employment agencies that match your needs.
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Search Agencies Search Agency Personnel

Search Employment Agency Personnel

Personnel Name/Registration Number

Enter Personnel Name/Registration Number

Agency Name/Licence Number

Enter Agency Name/Licence Number

Search Personnel Reset

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- 1 Default tab *Search Agencies* is displayed
- 2 Click *Search Agency Personnel*
- 3 Tab *Search Agency Personnel* is displayed

Employment Agencies & Personnel Search

Search Agencies Page

- 1 Default *Looking for Agencies to recruit* is **All** (both FDW and FW)
- 2 Input having auto-complete search
- 3 *Agency Experience* dropdown list
- 4 *What's this?* tooltip
- 5 Open PDF on a new window
- 6 Click *Search Agencies* button to go the Search Results page

MINISTRY OF MANPOWER

Updated as at 13 January 2015

List of employment agencies (EA) whose licence had been revoked by MOM

These employment agencies' licences had been revoked by MOM. According to Section 12(2) of the Employment Agencies Act, the licensee is not allowed to perform any employment agency related work once their revocation is effective.

S/N	EA Licence No.	EA Name	Operating Address	EA License Name	Date of Revocation
1	13C6340	Perpetual International Human Resources Pte Ltd	Main Office 1 Sophia Road #07-30 Peace Centre Singapore 238149	Perpetual International Human Resources Pte Ltd	31-Dec-14
2	10C5382	Phoenix Employment Services LLP	Main Office 120 South Bridge Road #02-17 Fook Hai Building Singapore 058727	Phoenix Employment Services LLP	17-Dec-14
3	12C6267	Yue Liang Misd Agency Pte. Ltd.	Main Office 863 Mountbatten Road Katong Shopping Centre Singapore 437944	Yue Liang Misd Agency Pte. Ltd.	18-Nov-14

Employment Agencies & Personnel Search

Search Agencies Result Page

The screenshot shows the 'Search Agencies Result Page' with the following components and callouts:

- 1**: Refine Search Results section with sliders for Agency Experience, Agency Placement Volume, Agency Transfer Rate, and Agency Retention Rate.
- 2**: More Filters section with input fields for Agency Name/Licence Number, Location, Agency Experience, and Agency Demerit Points.
- 3**: Filter Result button in the More Filters section.
- 4**: Tab selection for ACADIA EMPLOYMENT AGENCY, highlighting the Scorecard(FW) tab.
- 5**: Tab selection for ACADIA EMPLOYMENT AGENCY, highlighting the Contact Info tab.
- 6**: Tab selection for ACADIA EMPLOYMENT AGENCY, highlighting the Personnel Info tab.
- 7**: Location pin icon in the ACADIA EMPLOYMENT AGENCY Personnel Info section, which opens a Google Map in a new window.

The main search results list includes:

- ACADIA EMPLOYMENT AGENCY** (Licence # 94C3496): Performance for April 2014 to April 2015. Metrics: Experience 20 Yrs, EP Placement Volume 0 (Below Industry Avg 1.74), SP Placement Volume 4 (Below Industry Avg 6.09), WP Placement Volume 0 (Below Industry Avg 43.62).
- FRIENDSHIP EMPLOYMENT AGENCY PTE. LTD.** (Licence # 93C3659): Performance for April 2014 to April 2015. Metrics: Experience 22 Yrs, Placement Volume 0 (Below Industry Avg 38.1), Transfer Rate N.A., Retention Rate N.A.
- ONTEL PACIFIC MARKETING** (Licence # 92C4032): Performance for April 2014 to April 2015. Metrics: Experience 23 Yrs, Placement Volume 2 (Below Industry Avg 38.1), Transfer Rate 0% (Better than Industry Avg 0.26%), Retention Rate 100% (Better than Industry Avg 5.80%).

- 1 Refine the search result by rating criteria and click *Filter Result*
- 2 Refine the search result with *More Filters* and click *Filter Result*
- 3 Default tab is *Scorecard(FDW)*
- 4 Tab *Scorecard(FW)*
- 5 Tab *Contact Info*
- 6 Tab *Personnel Info*
- 7 Click the icon to have Google Map displayed in new window

Employment Agencies & Personnel Search

Shortlist Agencies

Search Agencies | Search Agency Personnel

< Back to Main Page

1 Agencies found

Refine Search Results
How Important are the following criteria?

Agency Experience
Not Important | Very Important

Agency Placement Volume
(What's this?)
Not Important | Very Important

Agency Transfer Rate
(What's this?)
Not Important | Very Important

Agency Retention Rate

ACADIA EMPLOYMENT AGENCY
Licence # 94C3496

Scorecard(FDW) | Scorecard(FW) | Contact Info | Personnel Info

Performance for April 2014 to April 2015

Experience 20 Yrs	Placement Volume 17 Below Industry Avg 64.42	Transfer Rate 0 % Better than Industry Avg 0.42%	Retention Rate 39.06 % Better than Industry Avg 9.20%
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1 Shortlist

Page 1

Search Agencies | Search Agency Personnel | Shortlisted Agencies(2)

< Back to Main Page

2190 Agencies found

Refine Search Results
How Important are the following criteria?

Agency Experience
Not Important | Very Important

Agency Placement Volume
(What's this?)
Not Important | Very Important

Agency Transfer Rate
(What's this?)
Not Important | Very Important

Agency Retention Rate
(What's this?)
Not Important | Very Important

Filter Result

More Filters
Reset Filters

EDH EMPLOYMENT AGENCY
Licence # 13C6694

Scorecard(FDW) | Scorecard(FW) | Contact Info | Personnel Info

Performance for April 2014 to April 2015

Experience 1 Yrs	Placement Volume 13 Below Industry Avg 64.42	Transfer Rate 0 % Better than Industry Avg 0.42%	Retention Rate 100 % Better than Industry Avg 9.20%
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3 Shortlisted

TIMES RECRUIT AGENCY
Licence # 09C2928

Scorecard(FDW) | Scorecard(FW) | Contact Info | Personnel Info

Performance for April 2014 to April 2015

Experience 6 Yrs	Placement Volume 0 Below Industry Avg 64.42	Transfer Rate N.A.	Retention Rate N.A.
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Shortlisted

Search Agencies | Search Agency Personnel | Shortlisted Agencies(2)

2 Shortlisted Agencies

Download Shortlist | Email Shortlist

Name of the Agency	Agency Experience In Years	Placement Volume (What's this?)	Transfer Rate (What's this?)	Retention Rate (What's this?)
Compare with Industry Average Values		66	0.42%	9.20%
EDH EMPLOYMENT AGENCY Licence # 13C6694 Contact Info	1 Yrs	13	0 %	100 %
TIMES RECRUIT AGENCY Licence # 09C2928 Contact Info	6 Yrs	78	N.A.	N.A.

Download Shortlist | Email Shortlist

- 1 Click the button *Shortlist* to add to the list
- 2 Click *Shortlisted Agencies* tab to view details
- 3 Click the button *Shortlisted* to remove from the list

Employment Agencies & Personnel Search

Shortlisted Agencies Page

2 Shortlisted Agencies

Name of the Agency	Agency Experience In Years	Placement Volume (What's this?)	Transfer Rate (What's this?)	Retention Rate (What's this?)
Compare with Industry Average Values				
		66	0.42%	9.20%
EDH EMPLOYMENT AGENCY ✕				
Licence # 13C6694	1 Yrs	13	0 %	100 %
Contact Info				
ACADIA EMPLOYMENT AGENCY ✕				
Licence # 09C2928	6 Yrs	78	N.A.	N.A.
Contact Info				

Confirmation Close

⚠ Remove **ACADIA EMPLOYMENT AGENCY** from your shortlist?

5 Remove Cancel

Main Branch Close 64654926

📍 400, ORCHARD ROAD, #05-18A, Singapore - 238875

<http://www.onemap.gov.sg/View3D.htm>

Excel Export:

Licence	EA Name	EA	Demerit	Licence	SPas	FWW	FDW	FDW Retention Success	FDW Transfer
94C3496	ACADIA EMPLOYMENT	Live	0	25-05-14	0	4	0	17	39.05

Email Dialog:

Email Address:

3 Send Cancel

- 1 Click *Download Shortlist* to export the list to Excel
- 2 Click *Email Shortlist*
- 3 Enter email address and click *Send*
- 4 Click the cross icon to remove an EA from the list
- 5 Click *Remove* to confirm the action
- 6 Click *Address Contact Info* link
- 7 Click the icon to have Google Map displayed in new window

Employment Agencies & Personnel Search

Search Agency Personnel

The screenshot shows the 'Employment Agencies & Personnel Search' page. At the top left is the 'MINISTRY OF MANPOWER' logo, and at the top right is the 'Singapore Government' logo with the tagline 'Integrity · Service · Excellence'. Below the header, there's a section titled 'What this service offers' with three steps: 'Find employment agencies that match your needs.', 'Check Agency Service Quality & Performance', and 'Shortlist agencies and compare different agencies'. There are two tabs: 'Search Agencies' and 'Search Agency Personnel'. The 'Search Agency Personnel' tab is active. Below the tabs, there's a search form with three numbered callouts: 1. 'Personnel Name/Registration Number' with a text input field containing 'tan'. 2. 'Agency Name/Licence Number' with a text input field containing 'aca'. 3. A 'Search Personnel' button. To the right of the search form, there are two callout boxes showing search results. The first callout box, titled 'Personnel Name/Registration Number', shows a list of names: 'ADELINE TAN', 'AIREN MARAMARA CATANDEJAN', 'ALICE TAN (ALICE CHEN)', 'ALLAN TRISTAN COURTENAY', 'ALSTON JOHN TAN CHOON HEE', 'ALVIN TAN EE KWAN', and 'ANDREA JOYCE ANG TAN LEE'. The second callout box, titled 'Agency Name/Licence Number', shows a list of agency names: 'ACACIA EMPLOYMENT AGENCY', 'ACADIA EMPLOYMENT AGENCY', 'BERACAH HUMAN RESOURCES CONSULTANCY SERVICES', 'RESOURCE ACADEMY PTE. LTD.', 'SEACARE MANPOWER SERVICES PTE LTD', and 'THE ACADEMIC INTERNSHIP COUNCIL, INC. (SINGAPORE BRANCH)'. At the bottom of the page, there's a footer with 'Copyright © 2015 Government of Singapore', 'Contact us', 'Terms of use', 'Privacy policy', and a 'Rate this eService' link.

- 1 Search *Personnel Name/Registration Number* auto-complete
- 2 Search *Agency Name/Licence Number* auto-complete
- 3 Click *Search Personnel*

Employment Agencies & Personnel Search

Search Agency Personnel

Employment Agencies & Personnel Search

1 **Search Agency Personnel** Shortlisted Agencies(1)

< Back to Main Page

Search Employment Agency Personnel

2 Refine your search by Agency Name/Licence Number **Q Search**

3 **Show** All

Export to Spreadsheet

Page 1

ADELINE TAN
BLACK LIGHT PTE. LTD.
Reg. No. - R1105018
Key Appointment Holder
Exempted from CEI

4 **Export to Spreadsheet**

Page 1

Show All

All

Key Appointment Holder

Other EA Personnel

Personnel140415083050805.xls [Protected View] - Microsoft Excel

Protected View This file originated from an Internet location and might be unsafe. Click for more details. Enable Editing

Personnel	Registration	Certification	Personnel	Licence	EA Name	EA					
1	A	B	C	D	E	F	G	H	I	J	K
2	ADELINE TAN	R1105018	Exempted from	KAH	11C2843	BLACK LIGHT PTE.	Live				
3											
4											
5											
6											
7											
8											
9											
10											
11											

Personnel

- 1 Tab *Search Agency Personnel*
- 2 Enter EA name or Licence No. input and click *Search*
- 3 Search dropdown list
- 4 Click *Download Shortlist* to export the list to Excel