

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

CITIZEN'S CHARTER

JobStart Philippines Program

JobStart enhances employability of youth by reducing their job-search period and increasing their employability through training (life skills and technical skills required by industries), paid internship and full-cycle employment facilitation services. The program is also designed to increase the capacity of Public Employment Service Office (PESOs) in providing full cycle employment facilitation services.

The JobStart trainees shall receive an allowance for the duration of life skills training and technical skills training and shall undertake internship with establishments for a maximum of three months with stipend not less than 75% of the prevailing minimum wage in the locality.

Office or Branch:	Public Employment Service Office (PESO)
Classification	Simple
Transaction type:	G2C – Citizen Agency
Who can take the service?	<ul style="list-style-type: none">(a) Filipino citizen, natural or dual citizen;(b) 18 to 24 years of age at the time of registration in the program. 17 year old can also register but they must turn 18 before the technical training phase;(c) Attended high school (minimum of the first year of high school level for the previous 10-year basic education curriculum and Grade 7 for the K to 12 basic education curriculum);(d) Not studying, not working or in training at the time of registration; and(e) No work experience or less than a total of (1) one year work experience. 0-12 months of total work experience includes part-time and full-time work in the formal sector.

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. Philippine Statistics Authority (PSA) birth certificate or any government issued identification card with the date of birth of applicant	Philippine Statistics Authority (PSA)

(ex., voter's identification, driver's license, PhilHealth, TIN card, or Philippine passport).	
2. Proof of having attended high school (for those who have not completed high school) (ex., certification, official receipt of enrollment, school identification).	School where studied.
3. Diploma and Form 138 (for those who completed high school) or Transcript of records (for those who completed and did not complete college).	School where studied.
4. Training certificates issued by Technical Vocational Institutions - TVIs and Certificate of Competency or National Certificate issued by TESDA (for those who have completed Technical and Vocational Education and Training -TVET).	School or Training Center where studied.
5. Former beneficiary of 4Ps and SPES must show certification or any other document to prove their participation in the program.	PESO – for SPES City Social Welfare and Development Office – for 4Ps

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Pre-register through Training and Employment Support Services Assistant (TESSA) Plan on Facebook app.	<p>Provide the TESSA plan link</p> <ul style="list-style-type: none"> ➤ The applicant information from TESSA will be forwarded to the PESO Employment Information System (PEIS). ➤ TESSA will provide an overview of the program and ask if you are interested in pre-registering with JobStart. 	None	30 minutes	Jonrell Kate De Leon

2	In the TESSA chat bot, select Public Employment Service Office (PESO) near you and proceed with registration.	Screen / assess applicants who register through, but not limited to, the following options: <ul style="list-style-type: none"> • Phone call • Email • Computer-aided test • One-on-one interview 	None	15 minutes	Jonrell Kate De Leon
3	Submit required documents as scheduled one day visit to PESO.	Review the submitted documents.	None	5 minutes	Jemarie Galope
4	Attend the JobStart Philippines Program final orientation.	Conduct a final orientation.	None	30 minutes	Jonrell Kate De Leon
5	Sign the Agreement with Participation and accept the internet allowance, JobStart ID, and hygiene kit.	Provide the Participation Agreement. (Internet allowance, JobStart ID, and hygiene kits are will be given by the Asian Development Bank Technical Assistance (ADB TA).	None	5 minutes	Jonrell Kate De Leon
TOTAL:			N/A	75 minutes	

Open Employment and Referral System

The PUBLIC EMPLOYMENT SERVICE OFFICE provides referrals for applicants seeking local and overseas employment. PESO screens applicants based on their abilities and skills and refers them to suitable jobs offered by various private employers.

Office or Branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction Type:	G2C – Citizen Agency
Who can take the service?	Applicants.

CHECKLIST OF REQUESTS	WHERE TO OBTAIN?
1. Updated Bio-data / Resume / Curriculum Vitae	Personal
2. National Skills Registration Program (NSRP) Form 1	PESO

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	View posted job vacancies from various private companies.	Post available jobs from various private companies	None	10 minutes	Jonrell Kate De Leon and Jan Michael Guevara
2	Register and complete the National Skills Registration Program (NSRP) form1. Write the position and company you wish to apply for.	Give NSRP form 1 to the applicant	None	5 minutes	Robina Rada, Ester Ong, Jemarie Galope or Delia Barreno

3	Submit the completed NSRP form 1 and the updated Bio-data / Resume.	2.1 Accept the applicant's submitted document and conduct an interview by phone call or one-on-one interview.	None	10 minutes	Robina Rada, Ester Ong or Jan Michael Guevara
		2.2 Encode the applicant's profile.			
		2.3 Give the applicant a referral letter to forward to the company.	None	5 minutes	Jhun Henrich Casupanan
		2.4 The applicant will be endorsed to the company.	None	2 minutes	Robina Rada, Jemarie Galope or Jan Michael Guevara
TOTAL:			None	34 minutes	Jonrell Kate De Leon

PESO Company Accreditation

Promotion of partnership and social dialogues on labor market information, DOLE policies and programs affecting labor management.

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2B – Government to Business
Who can take the service?	Establishment / Companies

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. Letter request addressed to PESO Manager, Ms. Jelene L. Sison, LLb, MSHR, RPm	companies to be accredited
2. Brief company profile.	companies to be accredited
3. Valid Business Permit (current year)	companies to be accredited
4. BIR 2303	Bureau of Internal Revenue (BIR)
5. SEC Registration	
6. DOLE D.O. 18A or 174 / PEA license (if agency)	Department of Labor and Employment (DOLE)
7. Philippine Contractors Accreditation Board (PCAB) license (if construction company)	Philippine Contractors Accreditation Board (PCAB) Office
8. Screenshot of PhilJobNet registration	PhilJobNet website (online free registration)
9. Certificate of no pending case (valid within 6 months from date of issue)	Department of Labor and Employment (DOLE)
10. List of Job Vacancies with number, qualification and job description	companies to be accredited
11. Recruitment process.	companies to be accredited
12. National Skills Registration Program (NSRP) form 2.	PESO / DOLE official website.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Complete the National Skills Registration Program (NSRP) form 2.	Provide the NSRP form 2.	None	5 minutes	Jonrell Kate De Leon

2	Submit by email the completed NSRP form 2 along with the required documents.	<p>2.1 Get the documents forwarded by the company forwarded by email.</p> <p>2.2 Check that the documents are complete.</p> <ul style="list-style-type: none"> ➤ Deficiencies – Notify the client of any missing documents and consolidate them this. ➤ Complete – Inform that the received documents are complete, including the name and designation of the responsible officer/staff, date and time when it was received. 	None	10 minutes	Jonrell Kate De Leon
TOTAL:			None	15 minutes	

Special Program for Employment of Students

Department of Labor and Employment (DOLE) youth employment-bridging program that aims to provide temporary jobs to poor but deserving students, out-of-school youth, and dependents of displaced or to be displaced workers every summer and/or Christmas vacation at any time of the year to ensure that the family's income is increased to help the beneficiary continue his education.

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple

Transaction type:	G2C – Citizen Agency
Who can take the service?	<p>(a) Students or out-of-school youth (OSY) who are not less than 15 years old but not more than 30 years old;</p> <p>(b) Combined net income tax of the parents, including his own income, if any, does not exceed the regional poverty threshold</p> <p>(c) Students have a passing general weighted average (GWA)</p> <p>(d) Those who do not study or out-of-school youth (OSY) must be certified by their respective Barangay as OSY.</p>

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. SPES Application Form	PESO
2. Birth Certificate	Philippine Statistics Authority (PSA)
3. Previous and current grades	School where studied or studying.
4. Income Tax Return	Bureau of Internal Revenue (BIR)
5. Certificate of Indigency	Barangay where the applicant lives
6. Certification of Out-of-School Youth, (for OSY only)	Barangay where the applicant lives

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Register online.	<p>Provide the link for online registration.</p> <p>Assess the registered applicant.</p>	None	<p>1 minute</p> <p>5 minutes (per applicant)</p>	Delia Barreno and Jemarie Galope

2	Fill out the SPES application form.	Give the applicant an application form.	None	1 minute	Delia Barreno and Jemarie Galope
3	Submit the required documents and the completed SPES application form.	<p>Accept and assess whether the documents submitted by the applicant are correct and complete.</p> <ul style="list-style-type: none"> ➤ Deficiencies – Inform the applicant of any deficiencies and list them. ➤ Complete – Provide a schedule for orientation. 	None	5 minutes	Delia Barreno and Jemarie Galope
4	Attend SPES orientation.	<p>3.1 Conduct orientation and discuss reminders / dos and don'ts.</p> <p>3.2 Distribute uniforms and IDs to SPES beneficiaries.</p> <p>3.3 Submit the masterlist to DOLE 5 days before the date of implementation or start of the program.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 hour</p> <p>1 hour</p> <p>3 minutes</p>	<p>Ester Ong</p> <p>Delia Barreno and Ester Ong</p> <p>Delia Barreno and Ester Ong</p>
TOTAL:			None	2 hours and 15 minutes	

Government Internship Program (GIP)

A component of KABATAAN 2000 under Executive Order (EO) no. 139 s. 1993, and DOLE Administrative Order No. 260-15, which aims to provide opportunities and engage young workers to serve general public in government agencies/entities projects and programs at the national and local level.

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2C – Citizen agency
Who can take the service?	<ul style="list-style-type: none"> (a) Individuals aged 18 to 30 years; except those hit by disasters or affected by armed conflict, and areas where government regulations that caused displacements are implemented (D.O. No. 204 s.2019, Section 2 (d) and (e) as may be determined by DOLE Regional Offices); (b) Completed High School or Senior High School, or its equivalent level under the Alternative Learning System, or completed Technical-Vocational; (c) No work experience, except for those hit by disasters or affected by armed conflict, and areas where government regulations that caused displacements have been implemented (D.O. No. 204 s.2019, Section 2 (d) and (e) as may be determined by DOLE Regional Offices.

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. GIP Application Form	Public Employment Service Office (PESO)
2. Birth Certification	Philippine Statistics Authority (PSA)
3. Transcript of Records (TOR); or	School where studied.
4. Form 137 / Form 138; or	School where studied.
5. Diploma or Certificate of Graduation; or	School where studied.

6. Certification from school / institution or any document / evidence.	School where studied.
7. Certificate of Indigency	Barangay where the applicant lives.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	STAFF RESPONSIBLE
1	Register online.	Provide link for registration. Assess the registered applicants.	None	1 minutes 5 minutes (per applicant)	Ester Ong
2	Fill out the GIP application form.	Give the applicant an application form.	None	1 minutes	Ester Ong
3	Submit the required documents and completed GIP application form.	Accept and assess whether the documents submitted by the applicant are correct and complete. ➤ Deficiencies – Inform the applicant of any deficiencies and summarize them.	None	5 minutes	Ester Ong
		➤ Complete – Provide a schedule for orientation.			

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	STAFF RESPONSIBLE
4	Attend GIP orientation.	3.1 Conduct orientation and discuss reminders / dos and don'ts.	None	1 hours	Ester Ong
		3.2 Distribute GIP uniforms and IDs.	None	1 hours	
TOTAL:			N/A	2 hours and 12 minutes	

KAAGAPAY PROGRAM

KAAGAPAY or Katuwang sa Agarang Hanapbuhay Program is a community-based package of assistance that provides emergency employment and Skills Training for Displaced workers, underemployed, and unemployed, for a minimum period of Ten days, but not to exceed a maximum of 30 days, depending on the nature of work to be performed.

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2C – Citizen agency
Who can take the service?	(a) Unemployed or underemployed Pasigueños

- (b) 18 to 70 years old.
- (c) Indigent residents of Pasig.

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. TUPAD Application Form	Public Employment Service Office (PESO)
2. Bio-data with photograph	Applicant
3. Copy of I.D. with a photo	Applicant
4. Certificate of Indigency	Barangay where the applicant lives.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Register and fill out the KAAGAPAY application form.	Give the KAAGAPAY application form to the applicant.	None	5 minutes	Jonrell Kate De Leon, Robina Rada at Jemarie Galope
2	Submit the completed application form and other required documents.	<p>Accept and assess whether the documents submitted by the applicant are correct and complete.</p> <ul style="list-style-type: none"> ➤ Deficiencies – Inform the applicant of any deficiencies and list them. ➤ Complete – Provide a schedule for orientation. 	None	10 minutes	Jonrell Kate De Leon, Robina Rada and Jemarie Galope
3	Attend orientation.	<p>3.1 Conduct KAAGAPAY orientation.</p> <p>3.2 Distribute TUPAD uniforms and IDs.</p>	None	2 hours	Jonrell Kate De Leon, Robina Rada, Jemarie Galope and Jhun Casupanan

		3.3 Deploy to respective offices / departments..			
TOTAL:			None	2 hours and 15 minutes	

Feedback and Complaint

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	All clients are encouraged to accomplish feedback survey and drop the forms to the PESO drop box.
How feedback is processed	All feedback forms are compiled and discussed among the PESO personnel for assessment and appropriate action plan.
How to file a complaint	Write a complaint letter addressed to the PESO Manager and/or request for a schedule of dialogue with forms.
How complaints are processed	All verbal or written complaints received, will be responded accordingly by PESO Manager.
PESO contact	Telephone: 8643-1111 loc 1451 / 8640-0318 Email address: peso@pasigcity.gov.ph