

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

CITIZEN'S CHARTER

Special Program for Employment of Students (SPES)

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

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2C – Government to Citizen
Who can take the service?	(a) Students or out-of-school youth (OSY) who are not less than 15 years old but not more than 30 years old; * Those who do not study or out-of-school youth (OSY) must be certified by their respective Barangay as OSY. (b) Combined net income tax of the parents, including his own income, if any, which shall not exceed the regional poverty threshold; and (c) Students have a passing general weighted average (GWA).

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. After registration, wait for PESO's advise for schedule of interview.	Provide the link to Public Information Office (PIO) for online registration. Schedule the applicant for interview.	None None	1 minute 1 minute	Delia Barreno
2	Fill out the SPES application form.	Provide the application form to the applicant and conduct assessment.	None	1 minute	Delia Barreno
3	Submit the required documents and the accomplished SPES application form.	Accept the requirements and assess whether the documents submitted by the applicant are correct and complete. <ul style="list-style-type: none"> ➤ In case complete – Provide a schedule for orientation. ➤ In case of deficiencies – Inform the applicant of any deficiencies. 	None	5 minutes	Delia Barreno
4	Attend SPES orientation.	3.1 Conduct orientation and discuss reminders / dos and don'ts. 3.2 Distribute uniforms and IDs to SPES beneficiaries. 3.3 Submit the masterlist to DOLE 5 days before the date of implementation or start of the program. 3.4 Deployment of SPES beneficiaries to different departments.	None None None None	1 hour 1 hour 3 minutes 5 minutes	Delia Barreno Delia Barreno Delia Barreno Delia Barreno

TOTAL:	None	2 hours and 16 minutes	
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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 – Government to Citizen
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 Form 137 / Form 138; or Diploma or Certificate of Graduation; or Certification from school /	School where studied.

institution or any document / evidence.	
4. Certificate of Indigency	Barangay where the applicant lives.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	STAFF RESPONSIBLE
1	Register online. After registration, wait for PESO's advise for schedule of interview.	Provide the link to Public Information Office (PIO) for online registration. Schedule the applicant for interview.	None	1 minute 1 minute	Ester Ong
2	Fill out the SPES application form.	Provide the application form to the applicant and conduct assessment.	None	1 minute	Ester Ong
3	Submit the required documents and accomplished GIP application form.	Accept and assess whether the documents submitted by the applicant are correct and complete. ➤ In case complete – Provide a schedule for orientation. ➤ In case of deficiencies – Inform the applicant of any deficiencies.	None	5 minutes	Ester Ong

[4	Attend GIP orientation.	3.1 Conduct orientation and discuss reminders / dos and don'ts.	None	1 hour	Ester Ong
		3.2 Distribute GIP uniforms and IDs.	None	1 hour	Ester Ong
		3.3. Deployment of GIP beneficiaries to different departments.	None	5 minutes	Ester Ong

TOTAL:	N/A	2 hours and 13 minutes	
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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 photograph of the bearer	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.	Provide the KAAGAPAY application form to the applicant.	None	5 minutes	Robina Rada
2	Submit the accomplished 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"> ➤ In case complete – Provide a schedule for orientation. ➤ In case of deficiencies – Inform the applicant of any deficiencies. 	None	10 minutes	Robina Rada
3	Attend orientation.	3.1 Conduct KAAGAPAY orientation.	None	1 hours	Robina Rada
		3.2 Distribute TUPAD uniforms and IDs.	None	1 hours	Robina Rada
		3.3 Deploy to respective offices / departments	None	1 hours	Robina Rada
TOTAL:			None	2 hours and 15 minutes	

Job Fair

An employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers. Several agencies are invited to provide self-employed and training assistance.

A. PESO to Conduct the Job Fair

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2C – Government to Business
Who can take the service?	All private companies who wish to be part of the job fair to fill-in job vacancies within their company.

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. Letter request addressed to PESO Manager, Ms. Jelene L. Sison, LLb, MSHR, Rpm	companies applying
2. Brief company profile.	companies applying
3. Valid Business Permit (current year)	LGU where the main office of the company is situated
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 no. of vacancies per position, qualification and job description	companies applying
11. Recruitment process.	companies applying
12. National Skills Registration Program (NSRP) form 2.	PESO / DOLE official website.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Client to inform PESO of their intention to join the job fair through email.	Provide the applicant list of requirements	None	2 minutes	Jonrell Kate De Leon
2	Submit the required documents	<p>Accept the requirements and assess whether the documents submitted by the applicant are correct and complete.</p> <ul style="list-style-type: none"> ➤ In case complete – PESO to issue clearance or permit confirming that government agency or company can conduct the Job Fair. ➤ In case of deficiencies – Inform the applicant of any deficiencies. 	None	10 minutes	Jonrell Kate De Leon
TOTAL:			None	12 minutes	

B. Government Agency or Private Company to Conduct Job Fair

Office or branch:	Public Employment Service Office (PESO)
Classification:	Simple
Transaction type:	G2C – Government to Government or Business
Who can take the service?	All government agencies or private companies who intend to partner with PESO to conduct their job fair or conduct their own.

CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. Letter request addressed to PESO Manager, Ms. Jelene L. Sison, LLb, MSHR, Rpm	companies applying
2. Brief company profile.	companies applying
3. Valid Business Permit (current year)	LGU where the main office of the company is situated
4. BIR 2303	Bureau of Internal Revenue (BIR)
5. SEC Registration	Securities and Exchange Commission
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 no. of vacancies per position, qualification and job description	companies applying
11. Recruitment process.	companies applying
12. National Skills Registration Program (NSRP) form 2.	PESO / DOLE official website.

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Client to inform PESO of their intention to join the job fair through email.	Provide the applicant list of requirements	None	2 minutes	Jonrell Kate De Leon
2	Submit the required documents	<p>Accept the requirements and assess whether the documents submitted by the applicant are correct and complete.</p> <ul style="list-style-type: none"> ➤ In case complete – PESO to submit all the requirements to DOLE for clearance or permit. Once approved by DOLE, PESO to inform the requesting party to proceed with the request. ➤ In case of deficiencies - Inform the applicant of 	None	10 minutes	Jonrell Kate De Leon

		any deficiencies.			
TOTAL:			None	12 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 – Government to Citizen
Who can take the service?	Job 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 in PESO Facebook page and bulletin board	None	10 minutes	Jonrell Kate De Leon
2	Register and complete the National Skills	Give NSRP form 1 to the applicant	None	5 minutes	Jonrelle Kate De Leon

	Registration Program (NSRP) form1. Write the position and company you wish to apply for.				
3	Submit the completed NSRP form 1 and the updated Bio-data / Resume.	<p>2.1 Accept the applicant's submitted document and conduct an interview by phone call or one-on-one interview.</p> <p>2.2 Encode the applicant's profile.</p> <p>2.3 Give the applicant a referral letter to forward to the company.</p> <p>2.4 The applicant will be endorsed to the company.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>10 minutes</p> <p>5 minutes</p> <p>2 minutes</p>	<p>Jonrelle Kate De Leon</p> <p>Jonrelle Kate De Leon</p> <p>Jonrelle Kate De Leon</p> <p>Jonrelle Kate De Leon</p>
TOTAL:			None	32 minutes	

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)	LGU where the main office of the company is situated
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 PAYMEN	PROCESS DURATIO N	RESPONSIBLE STAFF
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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 Accept the documents submitted by the company through email.</p> <p>2.2 Check whether or not the documents are complete.</p> <ul style="list-style-type: none"> ➤ Complete – Inform that the documents received are complete. Include in the email the name and designation of the responsible officer/staff, and the timestamp. ➤ In case of deficiencies – Notify the client of any missing documents. 	None	10 minutes	Jonrell Kate De Leon
TOTAL:			None	15 minutes	

**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