

**PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)**



**CITY OF LAPU-LAPU  
CITIZEN'S CHARTER**



**A.) Employment Referral and Placement**

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.

<b>Office or Branch:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Transaction Type:</b>	G2C – Citizen Agency
<b>Who can take the service?</b>	Jobseekers Senior High Graduates College level College Graduates Displaced Workers Returning OFWs

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 or submitted job vacancies from various private companies.	Post available jobs from various private companies.	None	1 day	PESO Staff under Referral and Placement Services

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	PESO Staff under Referral and Placement Services
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3	Submit the completed NSRP form 1 and the updated Bio-data / Resume.	3.1 Accept the applicant's submitted document and conduct an interview.	None	15 minutes	PESO Staff under Referral and Placement Services
		3.2 Encode the applicant's profile.		5 minutes	
		3.3 Give the applicant a referral letter to forward to the company.	None	5 minutes	
		3.4 The applicant will be endorsed to the company.	None	2 minutes	
			None	2 minutes	
TOTAL:			None	1 day and 34 minutes	

### B.) PESO Company Accreditation

Promote partnerships and ensure they are conducting business legitimately; social dialogues on labor market information, DOLE policies and programs affecting labor management. Posting of Job Vacancies.

<b>Office or branch:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Transaction type:</b>	G2B – Government to Business
<b>Who can take the service?</b>	Establishment / Companies
<b>CHECKLIST OF REQUESTS</b>	<b>WHERE CAN IT BE OBTAINED?</b>
1. Letter request addressed to City Government Department Head II (PESO Manager), Mr. Kim R. Francisco, MPA	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	Securities and Exchange Commission / companies to be accredited
6. DOLE D.O. 174 Certificate (if local manpower 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. DMW License to Operate (if overseas recruitment agency)	Department of Migrant Workers
10. Certificate of no pending case (valid within 6 months from date of issue) for local manpower agencies	Department of Labor and Employment (DOLE)
11. List of Job Vacancies with number, qualification and job description	companies to be accredited
12. Recruitment process.	companies to be accredited
13. 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	15 minutes	PESO Staff under the Labor Market Information Services
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> <p>Deficiencies – Notify the client of any missing documents and consolidate them this.</p> <p>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.</p>	None	1 day	PESO Staff under the Labor Market Information Services
TOTAL:			None	1 day and 15 minutes	

### C.) Job Fair Employer Participation

This is the process on how can establishments or companies join or participate in job fairs organized by PESO as part of facilitating employment.

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<b>Who can take the service?</b>	Establishment / Companies	
<b>CHECKLIST OF REQUESTS</b>		<b>WHERE CAN IT BE OBTAINED?</b>
1. Letter request addressed to City Government Department Head II (PESO Manager), Mr. Kim R. Francisco, MPA	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	Securities and Exchange Commission / companies to be accredited	
6. DOLE D.O. 174 Certificate (if local manpower agency)	Department of Labor and Employment (DOLE)	
7. Philippine Contractors Accreditation Board (PCAB) license (if construction company)	Philippine Contractors Accreditation Board (PCAB) Office	
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9. DMW License to Operate (if overseas recruitment agency)	Department of Migrant Workers	
10. Certificate of no pending case (valid within 6 months from date of issue) for local manpower agencies	Department of Labor and Employment (DOLE)	
11. List of Job Vacancies with number, qualification and job description	companies to be accredited	
12. Recruitment process.	companies to be accredited	
13. National Skills Registration Program (NSRP) form 2.	PESO / DOLE official website.	

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Submit letter of intent	1.1.Respond and advise client to undergo simple accreditation process by submitting the requirements and filled out NSRP Form 2.	None	3 days	PESO Staff under Referral and Placement Services

2		<p>1.2. Check that the documents are complete:</p> <p>Deficiencies – Notify the client of any missing documents and consolidate them this.</p> <p>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.</p> <p>1.3. Confirm the job fair participation of establishment or employer if slots are still open; while decline when slots are already filled up.</p>	None	3 days	PESO Staff under Referral and Placement Services
TOTAL:			None	6 days	

#### D.) Summer Job For the Youth Program

This is the City's youth employment-bridging program that aims to provide temporary jobs for a period of three (3) days to poor but deserving students, out-of-school youth, and dependents of displaced or to be displaced workers every summer and/or any time of the year to ensure that the family's income is increased to help the beneficiary continue his/her education.

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<b>Classification:</b>	Simple
<b>Transaction type:</b>	G2C – Citizen Agency

<b>Who can take the service?</b>	<p>(a) Students or out-of-school youth (OSY) who are not less than 15 years old but not more than 25 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> <p>(e) Those who are children of displaced workers.</p>
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CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. NSRP Form 1	PESO/ Barangay Chairman
2. Birth Certificate	Philippine Statistics Authority (PSA)
3. Previous and current grades	School where he/she studied or studying.
4. Notice of Termination or Retrenchment	Company of displaced or terminated parents
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 with the Barangay	In coordination with the Barangay Officials/Staff, assess the registered applicant.	None	3 days	PESO Staff under the Referral and Placement Services

2	Fill out the NSRP Form 1.	Give the applicant an application form.	None	3 days	PESO Staff under the Referral and Placement Services
3	Submit the required documents and the completed NSRP Form 1.	<p>Accept and assess whether the documents submitted by the applicant are correct and complete.</p> <ul style="list-style-type: none"> <li>➤ Deficiencies – Inform the applicant of any deficiencies and list them.</li> <li>➤ Complete – Provide a schedule for orientation.</li> </ul>	None	3 days	PESO Staff under the Referral and Placement Services
4	Attend Summer Job for the Youth Program orientation.	<p>4.1 Conduct orientation and discuss reminders / dos and don'ts.</p> <p>4.2 Facilitate capturing the attendance of beneficiaries</p> <p>4.3 Announce the schedule of implementation or start of the program.</p>	<p>None</p> <p>None</p> <p>None</p>	<p>1 day</p> <p>15 minutes</p> <p>15 minutes</p>	<p>PESO Manager / PESO Staff under the Referral and Placement Services</p> <p>PESO Staff under the Referral and Placement Services</p> <p>PESO Staff under the Referral and Placement Services</p>
5	Perform work for three (3) days	<p>5.1 In coordination with Barangay Officials, document the activity with summarized report with photos.</p> <p>5.2 Keep the documentations</p>	none	3 days	PESO Staff under Referral and Placement Services
6	Receive salaries/honorarium	<p>6.1 Prepare payroll and process its approvals.</p> <p>6.2 Inform the Barangay Officials once salaries are ready for disbursement.</p> <p>6.3 In coordination with City Treasurer's Office, salaries are released and disbursed to beneficiaries</p>	none	20 days	PESO Staff under Referral and Placement Services

TOTAL:	None	33 days and 30 minutes	
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## E.) 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.

<b>Office or branch:</b>	Public Employment Service Office (PESO)
<b>Classification:</b>	Simple
<b>Transaction type:</b>	G2C – Citizen agency
<b>Who can take the service?</b>	<ul style="list-style-type: none"> <li>(a) Individuals aged 18 to 30 years;</li> <li>(b) Completed at least High School or Senior High School, or its equivalent level under the Alternative Learning System, or completed Technical-Vocational;</li> <li>(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.</li> </ul>

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

7. Certificate of Indigency	Barangay where the GIP applicant lives.
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#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	STAFF RESPONSIBLE
1	Apply through Letter of Intent	Assess the registered applicants.	None	1 day	PESO Staff under the Referral and Placement Services
2	Fill out the GIP application form	Give the applicant an application form and provide list of requirements.	None	1 day	PESO Staff under the Referral and Placement Services
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	3 days	PESO Staff under the Referral and Placement Services
		➤ Complete – Provide a schedule for orientation.			

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	STAFF RESPONSIBLE
4	Attend GIP orientation.	4.1 Conduct orientation and discuss reminders / dos and don'ts.	None	1 hour	DOLE RO7 / PESO Staff under the Referral and Placement Services
		4.2 Distribute GIP uniforms and IDs.	None	30 minutes	
TOTAL:			N/A	5 days and 1 hour and 30 minutes	

#### F.) CAREER GUIDANCE /CAREER DEVELOPMENT AND SUPPORT PROGRAM

CDSP is an employment facilitation intermediation service with the primary goal of providing career development support services, by integrating and strengthening all employment facilitation services, in order to address the gaps in employability dimensions (i.e. personal and environmental factors, job objectives and skills and requirements to perform the job, able to identify emerging jobs and industries).

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<b>Classification:</b>	Simple
<b>Transaction type:</b>	G2C – Citizen agency
<b>Who can take the service?</b>	(a) Grade 10, Grade 12 and Graduating College students

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CHECKLIST OF REQUESTS	WHERE CAN IT BE OBTAINED?
1. Letter request from School addressed to CGDH II (PESO Manager) Mr. Kim R. Francisco, MPA	School
2. Program Flow	School

#	CLIENT STEPS	AGENCY ACTION	VALUE OF PAYMENT	PROCESS DURATION	RESPONSIBLE STAFF
1	Submit letter request for PESO to conduct Career Guidance/CDSP	Acknowledge receipt of the request then schedule the activity	None	3 days	PESO Staff under the Employment Coaching and Career Counselling Services
2	Provide Certificate of Appreciation that PESO has conducted the activity.	Accept and keep it for documentation.	None	30 minutes	PESO Staff under the Employment Coaching and Career Counselling Services
3	Organize and gather students for the Career Talk and CDSP orientation.	3.1 Conduct Career Talk and Discuss CDSP Orientation.  3.2 Distribute and gather NSRP Form 1 and have the students fill it out.	None	1 hour	PESO Staff under the Employment Coaching and Career Counselling Services

		3.3 Distribute and gather attendance sheets of participating students and teachers	None	30 minutes	
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TOTAL:	None	3 days and 2 hours	
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## 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: (032) 492 3249 Email address: <a href="mailto:peso@lapulapucity.gov.ph">peso@lapulapucity.gov.ph</a>