



# **PUBLIC EMPLOYMENT SERVICE OFFICE**



## Employment Facilitation - Jobseekers

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Jobseekers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Resume</li> <li>NSRP FORM 1</li> </ul>		Hand Carry by the applicants		
		PESO's Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submission of Resumes, viewing of available job vacancies and job referral request.	Registration and Issuance of National Skills Registration Program Form (NSRP Form 1)	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Accept Resumes and get the Accomplished NSRP Form 1	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Documents will be assessed and evaluated as to the completeness of data required in the form.	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	If the client is only requesting for the list of available Job Vacancies, present PESO Job Vacancies Catalog	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	For Job Matching/Referral, Interview qualified applicant and suggest Job Vacancies of Partner Employers and/or Technical Vocational Institutions.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant
	Issues Referral Slip	None	3 minutes	PESO Manager



				Labor and Employment Officer II/Assistant
		Total	24 mins.	

### Employment Facilitation – Employers (Local and Overseas)

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Employers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>PESO Checklist of requirements (Local and Overseas Employers)</li> </ul>		PESO's Front Desk		
<ul style="list-style-type: none"> <li>NSRP FORM 2</li> </ul>		PESO's Front Desk		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for accreditation for New Agencies/ Employers to access PESO Legazpi Services	Registration and Issuance of National Skills Registration Program Form 2 (NSRP Form 2)	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Get the Accomplished NSRP Form 2	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Issuance of Requirements	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
Submission of requirements for accreditation for New Agencies/ Employers to access PESO Legazpi Services	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	Documents will be assessed and evaluated as to the completeness of requirements.	None	5 minutes	Labor and Employment Assistant Admin Aide I/IV
	Assist the client based on their request	None	5 minutes	Labor and Employment Assistant



				Admin Aide I/IV
Employer's Request for Resume Browsing, Job posting, Scheduling of Local/Overseas Recruitment Activity	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Get the Letter of Intent and evaluate the client's request.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
	Verify if the client had already submitted their complete requirements.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
	If client has no requirements yet or submitted documents are already expired, give the list of needed documents	None	3 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
	Assist the client based on their request	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV Job Order
		Total	43 mins.	

### OFW Help Desk

<b>Office or Division:</b>	Public Employment Service Office
<b>Classification:</b>	Simple Transaction
<b>Type of Transaction:</b>	Government to Client
<b>Who may avail:</b>	Returning Overseas Filipino Workers (OFWs) Displaced Workers
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>Official documents related to the clients' concern</li> </ul>	Hand Carry by the client
<ul style="list-style-type: none"> <li>Any documents pertaining to the clients' concern</li> </ul>	Hand Carry by the client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing/Information Re: OFWs and OFs Concerns and Programs.	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Assist the client based on their request	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant Contract Of Service
	Issues Referral/Assist to Proper Agency/ Programs	None	3 minutes	PESO Manager Labor and Employment Officer II/Assistant
		Total	16 mins	

### SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Students Out of School Youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Photocopy of Birth Certificate</li> <li>• ITR of Parents or BIR Tax Exemption (if the parents are employed) or Barangay Indigency (if the parents are unemployed)</li> <li>• Certificate of Grades</li> <li>• 2 pieces of 2x2 picture</li> <li>• Certification from the Barangay or CSWD if OSY</li> </ul>		Hand Carry by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Availing of SPES Program	Registration	None	3 minutes	Labor and Employment Assistant
	Documents will be assessed and evaluated as to the	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant



	completeness of requirements.			Admin Aide I/IV
	If qualified and with complete documents, application will be processed and will be included to list of qualified beneficiaries to be submitted to DOLE for final approval.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV
	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	3 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	21 mins.	

## JOBSTART PHILIPPINES PROGRAM

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Students Out of School Youth			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Photocopy of Birth Certificate</li> <li>• Barangay Certificate</li> <li>• Certificate of Grades</li> <li>• Atleast High School Graduate</li> </ul>		Hand Carry by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Availing of JobStart Philippines Program	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV Job Order
	Documents will be assessed and evaluated as to the completeness of requirements.	None	10 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV Contract of Service



	If qualified and with complete documents, application will be processed and will be included to list of qualified beneficiaries to be submitted to DOLE for final approval.	None	5 minutes	PESO Manager Labor and Employment Officer II/Assistant Admin Aide I/IV Contract of Service
	If not qualified or incomplete documents, notify the applicant for appropriate actions.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	23 mins.	

### OTHER DOLE (Grant Based) PROGRAMS

<b>Office or Division:</b>	Public Employment Service Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Qualified Beneficiaries depending on the Program (TUPAD, GIP, DILEEP, etc...)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>At least 1 Valid ID or Barangay Certification</li> <li>Other requirements to follow depending on the availability of program/s</li> </ul>		Hand Carry by the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Availing of Other DOLE (Grant Based) Program	Registration	None	3 minutes	Labor and Employment Assistant Admin Aide I/IV
	For initial interview and assessment regarding their qualifications.	None	15 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
	If qualified, will be given Form and Lists of Requirements to be	None	5 minutes	Labor and Employment Officer II/Assistant



	submitted the following day, else slot will be given to the next qualified applicant.			Admin Aide I/IV
	If not qualified, notify the applicant for appropriate actions.	None	5 minutes	Labor and Employment Officer II/Assistant Admin Aide I/IV
		Total	28 mins.	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback form available at the receiving desk and drop it at the designated drop box in the same area.</p> <p>or</p> <p>Contact info: 052-820-7621 pesolegazpi@gmail.com</p>
How feedback is processed?	<p>Every Friday, the Administrative Section opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant officers or personnel and are required to answer within three (3) working days from the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen or institution.</p> <p>For inquiries and follow-ups, clients may contact the following landline and mobile numbers:</p> <p>052-820-7621 0927 532 3801</p>
How to file complaint?	To file a complaint against the PESO, provide the following details through writing on the Complaint Form (CSC Form #3), or via e-mail:





	<ul style="list-style-type: none"><li>- Full name, address and contact information of the Complainant</li><li>- Narrative of the Complaint</li><li>- Evidences</li><li>- Name of the Person being Complained</li></ul> <p>Send all complaints against the PESO, through writing on the COMPLAINT FORM (CSC Form #3) or to <a href="mailto:pesolegazpi@gmail.com">pesolegazpi@gmail.com</a></p> <p>For follow-ups or inquiries, the contact information are as follows:</p> <p>052-820-7621 0927 532 3801</p>
<p>How complaint is processed?</p>	<p>The Administrative Section opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the administrative officer shall relay the information to the department head. The department head starts the investigation and calls the attention of the personnel concerned.</p>
<p>Contact Information of PUBLIC EMPLOYMENT SERVICE O(PESO)</p>	<p><b>MR. DIOSDADO R. RAÑESES</b></p> <p>CGDH I/ PESO Manager</p> <p><b>Office Number: (052) 820-7621</b></p> <p><b>Cellphone Number: 0927 532 3801</b></p> <p><b>Email Address: <a href="mailto:pesolegazpi@gmail.com">pesolegazpi@gmail.com</a></b></p>