



Public Employment Services

Mandate:

1. Provide a venue where people could explore simultaneously options and actually seek assistance they prefer.
2. Serve as referral and information center for the various services and programs of DOLE and other government agencies present in the area.
3. Provide clients with adequate information on employment and labor market situation in the area.
4. Network with other PESOs within the region on employment for job exchange purposes.
5. Ensure the delivery of basic services and the provision of adequate facilities as provided for under section 17 of the Local Government Code.
6. Register jobseekers for employment, take note of their occupational qualifications, experience and desires, interview them for employment, evaluate if necessary their physical and vocational training and retraining.
7. Obtain from employees precise information on vacancies notified by them and the requirements to be met by the workers whom they are seeking.

VISION:

To become a fully institutionalized multi-employment service facility that strengthens and expands various services and programs of DOLE.

MISSION:

To ensure a prompt, timely and efficient delivery of employment service to carry out all full employment and equality of employment opportunities among Kasibunians.

1. Processing of Registration of Workers' Association (RWA) Applications

Under PD 442 of the Labor Code of the Philippines, as amended, the DOLE is mandated to process the application for registration of labor organizations in order for them to acquire legal personality and to enjoy the rights given to legitimate labor organization.

Workers' Association Operating in more than one region and Federation/National Union registration refers to the process of determining whether the application for registration of a labor union organized for collective bargaining or application of workers' associations organized for mutual aid and protection except for collective bargaining, complies with the documentary requirements prescribed under Rule III and IV of DOLE Department Order No. 40-03 and the rules implementing Book V of the Labor Code, as amended.

a. Application

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Receive documents	2. Provide copy of guidelines, checklist of requirements and copy of pro forma forms (Name and address of elected officers , Minutes of the organizational meeting/s, List of Members)	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO

3. Undergo orientation	3. Conduct orientation procedures	None	20 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		None	26 minutes	

b. Continuation of RWA Application

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished, Name and address of elected officers (1 copy)		Applicant association Public Employment Service Office		
2. Duly accomplished, Minutes of the organizational meeting/s (1 copy)		Applicant association Public Employment Service Office		
3. Duly accomplished, List of members (1 copy)		Applicant association Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit the accomplished duly accomplished requirements	2. Receive the accomplished documents, check the entries and make supplementary entry if necessary	None	30 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Receive the encoded application documents and let it be signed by	3. Encode the accomplished documents including other attachments and return to the	None	2 hours	<i>Milagros B. Dugenia</i> MMO-PESO

concerned officers and members of the association	client for signature of the President, Secretary and the members of the association			
Total		None	2 hours, 31 minutes	

c. Continuation of RWA Application

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)		
Classification:	Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Encoded and signed Application of Registration (1 original)	Applicant association		
2. Encoded and signed Name and address of elected officers (1 original)	Applicant association		
3. Encoded and signed Minutes of the organizational meeting/s (1 original)	Applicant association		
4. Encoded and signed Attendance Sheet (1 original)	Applicant association		
5. Encoded and signed List of members (1 original)	Applicant association		
6. Encoded and signed Certification of No Collection (1 original)	Applicant association		
7. Encoded, Constitution and By-laws (CBL) (1 original)	Applicant association		
8. Encoded and signed Names of ratifying members/Article XII (1 original)	Applicant association		
9. Community Tax Certificate/Cedula of the president (3 Photocopies)	Applicant association		
10. Financial reports of the applicant organization if it has been in existence for one year or more years, unless it has not	Applicant association		

collected any amount from the members, in which case a statement to this effect shall be included in the application				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit the accomplished duly accomplished requirements	2. Receive and review the accomplished application documents if signatures are consistent in the attendance sheet and Article XII, make supplementary entry if necessary	None	30 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
	3. Scan the application documents and email to DOLE NVFO for final validation	None	30 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Wait for the printed generated application for registration documents	4. Wait for the generated application for registration documents from DOLE Online Union Registration System (OURS) after one (1) week	None	7 days	<i>Milagros B. Dugenia</i> MMO-PESO
	Total	None	7 days, 1 hour, 1 minute	

d. Continuation of RWA Application

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Print the generated application for registration documents from DOLE Online Union Registration System (OURS)	None	10 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
1. Confirm arrival date	2. Inform the President to come in the office and sign the generated application form, and bring documents for notarial services	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		None	15 minutes	

e. Registration of RWA Application

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Encoded, signed and notarized Application of Registration (1 original, 3 photocopies)		Applicant association	
2. Encoded and signed Name and address of elected officers (1 original, 3 photocopies)		Applicant association	
3. Encoded and signed Minutes of the organizational meeting/s (1 original, 3 photocopies)		Applicant association	
4. Encoded and signed Attendance Sheet (1 original, 3 photocopies)		Applicant association	

5. Encoded and signed List of members (1 original, 3 photocopies)		Applicant association		
6. Encoded and signed Certification of No Collection (1 original, 3 photocopies)		Applicant association		
7. Encoded, Constitution and By-laws (CBL) (1 original, 3 photocopies)		Applicant association		
8. Encoded and signed Names of ratifying members/Article XII (1 original, 3 photocopies)		Applicant association		
9. Community Tax Certificate/Cedula of the president (1 original, 3 photocopies)		Applicant association		
10. Financial reports of the applicant organization if it has been in existence for one year or more years, unless it has not collected any amount from the members, in which case a statement to this effect shall be included in the application		Applicant association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Sign the application form and have it notarized	2. Give 5 copies of generated application for registration documents for client signature and instruct client to bring documents for notarial services and return it back to the office	None	10 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Submit the signed and notarized documents	3. Receive and check completeness of the notarized documents	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Remit the payment	4. Get the order of payment and attached it to the application documents	PHP 70 registration fee	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO

	5. Photocopy all document attachments	None	1 hour	<i>Milagros B. Dugenia</i> MMO-PESO
	6. Submit application documents to DOLE NVFO and get the Certificate of Registration	None	1 day	<i>Milagros B. Dugenia</i> MMO-PESO
5. Confirm arrival date	7. Inform any of the association's representative to come in the office for the release of Certificate of Registration	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		PHP 70	1 day, 1 hour, 26 minutes	

f. Issuance of Certificate of Registration

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May avail:	Farmers, Federations, Workers' Association operating in the municipality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Receive the Certificate of Registration and original receipt	2. Release the Certificate of Registration and the original copy of receipt	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		None	6 minutes	

2. Processing of No Objection Certificate (NOC) for Special Recruitment Authority

Refers to the authority granted to an agency to conduct recruitment outside its registered business address approved by the Administration.

Office or Division:	Municipal Mayor's Office - Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May avail:	Overseas Recruitment Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request from the recruitment agency which indicates the date and venue of the special recruitment activity and the names of agency representative/s who will participate in the activity, addressed to the Mayor thru the PESO Manager (2 copies)		Client		
2. POEA License (1 photocopy)		Public Employment Service Office		
3. Certificate of Renewal (1 photocopy)		Department of Labor and Employment Philippine Overseas and Employment Administration		
4. Certificate of No Pending Case (1 photocopy)		Public Employment Service Office		
5. Special Recruitment Authority from POEA (1 photocopy)		http://www.poea.gov.ph		
6. Updated Job Balance (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit requirements	2. Receive and review completeness of requirements based on the checklist	None	20 minutes	<i>Joan P. Duhalngon</i> MMO-PESO
3. Proceed to the PESO Manager desk	3. Bring the client and request letter to the Peso Manager desk	None	3 minutes	<i>Joan P. Duhalngon</i> MMO-PESO

4. Undergo interview	4. Conduct information dialogue to the agency representative	None	3 minutes	<i>Leonardo D. Cabbigat</i> MMO-PESO
5. Pay at the Treasury Office, attach receipt to the documents and submit at the Mayor's Office to receive the NOC and Mayor's Permit	5. Instruct the client to pay at the Treasury Office, attach receipt to the documents and submit at the Mayor's office for the issuance of Mayor's Permit and NOC and come back at the PESO	PhP 100	2 minutes	<i>Joan P. Duhalngon</i> MMO-PESO
6. Submit documents at the PES office	6. Receive and verify completeness of the documents	None	3 minutes	<i>Joan P. Duhalngon</i> MMO-PESO
7. Receive the document, leave the office and come back on the scheduled date to conduct SRA	7. Reproduce copy for office file and give back the owner's copy. 7.1 Instruct client to conduct SRA on the date/s, and venue specified in the NOC only	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		Php 100	37 minutes	

3. Provision of Special Recruitment Activity (SRA)

Activity organized by the Public Employment Service Office which aims to help overseas recruitment agencies who have urgent needs of workers find suitable applicants to work abroad.

Office or Division:	Municipal Mayor's Office - Public Employment Service Office (MMO - PESO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May avail:	Overseas Recruitment Agencies
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Mayor's Permit (1 original)		Municipal Mayor's Office		
2. No Objection Certificate (NOC)		Municipal Mayor's Office		
3. Updated Job Balance (1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the registration logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit requirements	2. Receive and review completeness of requirements based on the checklist 2. 1 Check the PEIS system, if the agency has an existing data, update details when necessary 2. 2 A registration form will be required if the agency is not registered in the PEIS	None	20 minutes	<i>Joan P. Duhalingon</i> MMO-PESO
3. Fills-out and submit the NSRP Form 2	3. Give the NSRP Form 2 3.1 Receive, review and check the accomplished NSRP form 2 and make supplementary entry if necessary	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Conduct Special Recruitment Activity	4. Supervise the recruitment activity	None	7 hours	<i>Leonardo D. Cabbigat</i> <i>Joan P. Duhalingon</i> MMO-PESO

5. Submit the accomplished terminal report	5. Receive and review terminal report and hand to the PESO Manager for signature	None	15 Minutes	Joan P. Duhalngon MMO-PESO
6. Receive the approved owner's copy	6. Give the approved owner's copy	None	2 minutes	Joan P. Duhalngon MMO-PESO
7. Undergo post orientation	7. Conduct post orientation	None	15 minutes	Joan P. Duhalngon MMO-PESO
Total		None	7 hours, 58 minutes	

4. Provision of Career Guidance and Advocacy Program (CGAP) Orientation Services

The Career Guidance Orientation aims to provide students with relevant labor market information and career guidance to assist them in choosing their career path.

a. Request for Career Guidance Orientation

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO- PESO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May avail:	Secondary Schools			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request addressed to the Municipal Mayor thru the PESO Manager. (At least a week before the requested date)			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and	1. Provide logbook to the client	None	1 minute	Milagros B. Dugenia MMO-PESO

2. Submit letter request	2. Receive the request letter	None	2 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Proceed to PESO Manager's desk	3. Bring client and request to the PESO Manager	None	3 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Participate in the information dialogue	4. Conduct information dialogue	None	20 minutes	<i>Leonardo D. Cabbigat</i> MMO-PESO
5. Wait for update on the schedule of orientation activity	5. Email request letter to DOLE- NVFO and wait for the confirmation of schedule. Make phone call when necessary	None	1 hour	<i>Joan P. Duhalngon</i> MMO-PESO
6. Give confirmation on the set schedule	6. Inform the client on the orientation schedule	None	10 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		None	1 hour, 36 minutes	

b. Conduct of Career Guidance Orientation

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO- PESO)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C – Government to Citizen			
Who May avail:	Students, Teachers and Parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the Career Guidance orientation proper, and facilitate	1. Assist DOLE personnel in the conduct of career guidance and employment counseling to graduating	None	3 hours (per school)	<i>Leonardo D. Cabbigat</i> <i>Joan P. Duhalngon</i> MMO-PESO

the filling-up of attendance sheets	students of secondary, senior and technical/vocational schools 2.1 Document the activity			
2.Submit attendance sheets	2. Receive attendance sheets	None	25 minutes	<i>Joan P. Duhalgon MMO-PESO</i>
Total		None	3 hours, 25 minutes	

5. Provision of Special Program on Employment of Students (SPES)

DOLEs youth employment bridging program which aims to provide temporary employment to poor but deserving students in the tertiary, technical or vocational level, out-of-school-youth, and dependents of displaced or would be displaced workers during summer and or Christmas vacations or any time of the year to augment the family's income to help ensure that beneficiaries are able to pursue their education.

a. Registration of SPES Applicants

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May avail:	<ul style="list-style-type: none"> - 15 to 30 years of age at the time of application - High School, Colledge students and Out of School Youth (OSY) - Garnered a general average of 75% during the last school year/term attended - Combined net income of parents including his/her own must not exceed the annual regional poverty threshold level for a family of six as determined (Php, 9,562.50/mo.)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. National Skills Registration Program (NSRP) Form 1		Client/Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and SPES pre-listing sheet	1. Provide logbook and SPES pre-listing sheet to the client	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
2. Wait for the confirmation if registered in the PEIS 2.1 Fills-out the NSRP Form 1 2.2 Submit accomplished NSRP Form 1	2. Check the PEIS system, if client has an existing data, update details when necessary 2.1 If client has no existing record in the PEIS system give the NSRP Form 1 2.2 Once properly accomplished, review the accomplished form, check the entries and make supplementary entry if necessary		15 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Undergo interview	3. Conduct interview and note details for consideration purposes.	None	3 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Wait for further advice if selected as beneficiary	3. Inform the students that they will be notified thru text blast on the result of their application once choosing of beneficiaries was finalized by the LCE	None	2 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
	Total	None	25 minutes	

b. Screening of SPES Applicants

Office or Division:	Municipal Mayor’s Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorse qualified students to the Mayor for selection of beneficiaries	None	1 hour	<i>Leonardo D. Cabbigat Milagros B. Dugenia MMO-PESO</i>
1. Receive result of application 1. 1 Comply to the requirements	2. Inform the students on the result of their SPES applications thru text blast or phone call 2.1 Inform the chosen beneficiaries to complete the requirements (Birth certificate or Baptisimal, School card/Certification of grades, Certificate of Indigency, 2x2 I.D picture, and Photocopy of School I.D) and submit to the PES office	None	10 minutes (1 client)	<i>Milagros B. Dugenia MMO-PESO</i>
Total		None	1 hour, 10 minutes	

c. Hiring of SPES Applicants

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) selected beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-requirements: (for chosen beneficiaries only)				
1. Duly accomplished application form (3 copies)		Client/Public Employment Service Office		
2. Duly accomplished employment contract (3 copies)		Client/Public Employment Service Office		
3. Duly accomplished oath of undertaking (3 copies)		Client/Public Employment Service Office		
4. Birth certificate or Baptismal (3 copies)		Municipal Civil Registry Office (MCRO) Philippine Statistics Authority (PSA)		
5. Proof of grades, School card/Certification of grades (3 copies)		School last attended		
6. Certificate of Indigency from Brgy. Captain (3 copies)		Barangay Local Government Unit (BLGU)		
7. 2x2 I.D picture (2 pcs.)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit requirements	2. Receive and review completeness of submitted requirements	None	10 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Fills-out and submit the pro forma forms	3. Provide pro forma forms (Application form, Employment contract, Oath of undertaking) for completion	None	15 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3.1 Submit accomplished	3.1 Receive, review and make supplementary entries when			

pro forma forms	necessary			
4. Wait for the update on the orientation and briefing schedule	4. Inform the students to wait for the update on the orientation and briefing schedule once finalized by DOLE-NVFO after 1 to 3 weeks (uncontrollable)	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
	5. Prepare and submit GSIS insurance coverage report and placement report to DOLE NVFO	None	1 day	<i>Leonardo D. Cabbigat</i> <i>Joan P. Duhalingon</i> <i>Milagros B. Dugenia</i> MMO-PESO
Total		None	1 day, 31 minutes	

d. Implementation of SPES

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) selected beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Attend the orientation and briefing proper	2. Conduct orientation and briefing	None	3 hours	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO

3. Receive the deployment letter, SPES I.D and blank DTRs	3. Prepare deployment letter, distribute SPES IDs and blank DTRs to the beneficiaries	None	4 hours	<i>Joan P. Duhalngon</i> MMO-PESO
4. Work for twenty (20) days	4. Visit, monitor and document students in their area of deployment	None	1 day (1 client)	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO
Total		None	1 day, 7 hours 1 minute	

e. Processing of SPES stipend

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) selected beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished DTR		Client/Public Employment Service Office		
2. Documentation report (soft copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit accomplishment report and DTR	2. Collect and check accomplishment reports and DTRs	None	20 minutes (1 client)	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO
3. Wait for further advice on the distribution of stipends	3. Advise the students to wait for update on the distribution schedule of	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO

	their 60% LGU counterpart stipend after 1 or 2 weeks			
	4. Prepare and submit OBR and terminal/payroll report to the Mayor's Office	None	30 minutes	<i>Joan P. Duhalingon Milagros B. Dugenia MMO-PESO</i>
Total		None	56 minutes	

f. Distribution of (60%) SPES stipend

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) selected beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia MMO-PESO</i>
2. Present the school I.D and receive the stipend (60% LGU counterpart)	2. Assist and document the distribution of stipend (60% LGU share).	None	3 hours	<i>Leonardo D. Cabbigat Milagros B. Dugenia MMO-PESO</i>
3. Wait for the schedule of 40% stipend distribution	3. Inform the beneficiaries to wait on the schedule of 40% stipend distribution after 2- 3 months	None	10 minutes	<i>Milagros B. Dugenia MMO-PESO</i>

	4. Transmit signed terminal/payroll report to DOLE NVFO	None	1 day	<i>Leonardo D. Cabbigat Joan P. Duhalngon Milagros B. Dugenia MMO-PESO</i>
Total		None	1 day, 3 hours, 11 minutes	

6. Provision of Government Internship Program (GIP)

A 3-6 month internship opportunity for youth aged 18-30, who are in high school or technical-vocational institutes, college graduates and out-of-school youth to pursue work in the public service sector, both local and national government units, GIP serves as a training ground for future government employees.

a. Registration of GIP Applicants

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who May avail:	<ul style="list-style-type: none"> - High School or Tech Voc or College graduate - Individuals aged 18-30 years old - College Graduate Retain No Work Experience except those identified under section 2 of D.O 204 	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Application Letter (2 copies)		Client
2. Resume with picture (2 copies)		Client
3. Transcript of Records (TOR) (2 copies) or Diploma or Certificate of graduation		School last attended
4. Form 137/Form 138 (2 copies)		School last attended
5. Duly accomplished National Skills Registry Program (NSRP) Form 1		Client/Public Employment Service Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook and GIP pre-listing sheet	1. Provide logbook and GIP pre-listing sheet to the client	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
2. Wait for the confirmation if registered in the PEIS 2.1 Fills-out the NSRP Form 1 2.2 Submit accomplished NSRP Form 1	2. Check the PEIS system, if client has an existing data, update details when necessary 2.1 If client has no existing record in the PEIS system give the NSRP Form 1 2.2 Once properly accomplished, review the accomplished form, check the entries and make supplementary entry if necessary		15 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Undergo interview	3. Conduct interview and note details for consideration purposes.	None	3 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Wait for further advice if selected as beneficiary	3. Inform the applicants that they will be notified thru text blast on the result of their application once choosing of beneficiaries was finalized by the LCE	None	2 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
Total		None	25 minutes	

b. Screening of GIP Applicants

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Government Internship Program (GIP) applicants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Endorse qualified students to the Mayor for selection of beneficiaries	None	1 hour	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO
1. Receive result of application 1. 1 Comply to the requirements	2. Inform the applicants on the result of their SPES applications thru text blast or phone call 2.1 Inform the chosen beneficiaries to complete the requirements (Certificate of Indigency, 2x2 ID picture, Birth Certificate) and submit to the PES office	None	10 minutes (1 client)	<i>Milagros B. Dugenia</i> MMO-PESO
	Total	None	1 hour, 10 minutes	

c. Hiring of GIP Applicants

Office or Division:	Municipal Mayor’s Office- Public Employment Service Office (MMO-PESO)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who May avail:	Government Internship Program (GIP) selected beneficiaries		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished DOLE coded application form (3 copies)		Client/ Public Employment Service Office	

2. Certificate of Indigency (3 copies)		Barangay Local Government Unit (BLGU)		
3. 2x2 ID picture (2 pcs)		Client		
4. Birth Certificate (3 copies)		Municipal Civil Registry Office (MCRO) Philippine Statistics Administration (PSA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit requirements	2. Receive and review completeness of submitted requirements	None	10 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
3. Fills-out and submit the pro forma forms 3.1 Submit accomplished pro forma forms	3. Provide pro forma forms (DOLE coded application form, Internship Agreement) to the applicant for completion 3.1 Receive, review and make supplementary entries when necessary	None	15 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
4. Wait for the update on the orientation and briefing schedule	4. Inform the applicants to wait for the update on the orientation and briefing schedule once finalized by DOLE-NVFO after 1 to 3 weeks (uncontrollable)	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
	5. Prepare and bring the Memorandum of Understanding (MOU) and Internship Agreement to the Mayor for signature	None	1 hour	<i>Joan P. Duhalong</i> <i>Milagros B. Dugenia</i> MMO-PESO

	Total	None	1 hour, 36 minutes	
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d. Implementation of GIP

Office or Division:	Municipal Mayor's Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Government Internship Program (GIP) selected beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor's logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Attend the orientation and briefing proper	2. Conduct orientation and briefing	None	3 hours	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO
3. Receive the deployment letter, GIP I.D and blank DTRs	3. Prepare deployment letter, distribute GIP IDs and blank DTRs to the beneficiaries	None	4 hours	<i>Joan P. Duhalngon</i> MMO-PESO
4. Render internship service for minimum of three months and maximum of one year	4. Visit, monitor and document students in their area of deployment	None	1 day (1 client)	<i>Leonardo D. Cabbigat</i> <i>Milagros B. Dugenia</i> MMO-PESO
	Total	None	1 day, 7 hours 1 minute	

e. Processing of GIP Salaries

Office or Division:	Municipal Mayor’s Office- Public Employment Service Office (MMO-PESO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May avail:	Special Program on Employment of Students (SPES) beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished DTR		Client/Public Employment Service Office		
2. Certificate of Apperance		Client/Public Employment Service Office		
3. Travel Order		Client/Public Employment Service Office		
4. Documentation report (soft copy)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the visitor’s logbook	1. Provide logbook to the client	None	1 minute	<i>Milagros B. Dugenia</i> MMO-PESO
2. Submit accomplishment report and DTR	2. Collect and check accomplishment reports and DTRs	None	20 minutes (1 client)	<i>Milagros B. Dugenia</i> MMO-PESO
3. Wait for further advice when stipend was deposited in your ATM	3. Inform the interns to wait for the update on their salaries from DOLE-NVFO after 1 to 2 weeks (uncontrollable)	None	5 minutes	<i>Milagros B. Dugenia</i> MMO-PESO
	4. Transmit post requirements to DOLE NVFO for the processing of GIP stipend	None	1 day	<i>Leonardo D. Cabbigat</i> <i>Joan P. Duhalgon</i> MMO-PESO
	Total	None	1 day, 26 minutes	

FEEDBACK AND COMPLAINTS MECHANISM

<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Contact info: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the Designated Personnel manning the Public Assistance and Complaint Desk opens the dropbox and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How to complain?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in front of the lobby of Municipal Building 2.</p> <p>Complaints can be also filed via telephone. Make sure to provide the following information: Name of person being complained</p>

	<p>Incident Evidence</p> <p>For inquiries and follow-ups client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>How complaints are processed</p>	<p>The Designated Personnel manning the Public Assistance and Complaint Desk opens the complaint drop box on the daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Designated Personnel manning the public Assistance and Complaint Desk will give feedback to the client.</p> <p>For inquiries and follow-ups, the client may contact the following: Public Assistance and Complaints Desk: 0975-565-8265 HRMO: 0915-251-3852 Administrative Officer: 0997-325-8807 Email: mlgukasibu@gmail.com</p>
<p>Contact Information: Public Assistance and Complaints Desk: Human Resource Management Office:</p>	<p>0975-565-8265 0916-831-4804</p>

Office of the Municipal Mayor:
Anti-Red Tape Authority (ARTA):
Presidential Complaints Center (PCC):
CSC Contact Center ng Bayan:

0997-325-8807
(02) 8478-5091 / (02) 8478-5093 / (02) 8478-5099
8-2498310 / 8-736-8645 / 8-736-8603 / 8-736-8606 / 8-736-8629 / 8-736-8621
09088816565 / 1-6565*