

Quezon City Public Employment Service Office

CITIZENS CHARTER

I - LEGAL MANDATE:

1. Republic Act No. 8759 - PESO Act of 1999 & Implementing Rules & Regulations;
2. Republic Act No.10691 s-2015 amending R.A. No. 8759;
3. Republic Act No. 7323 – Special Program for the Employment of Students;
4. Republic Act No. 108691 – JobStart Philippines Program;
5. Republic Act No. 11261 – An Act waiving government fees and charges in issuance of documents required in the application for employment of first time job seekers;
6. Republic Act No. 10361 – Domestic Workers Act;
7. Republic Act No. 9208 – Anti-Trafficking in Persons Act;
8. Republic Act No. 10022 – amending R.A. 8042 or the Migrant Workers and Overseas Filipinos;
9. Republic Act No. 9231 – amending R.A. 7610 or the Special Protection of Children Against Child Abuse , Exploitation and Discrimination;
10. Republic Act No. 7277 – Magna Carta for Persons with Disabilities;
11. Executive Order No. 139 – Government Internship Program;
12. Executive Order No. 139 s-1993 – Kabataan 2000;
13. Executive Order No. 2 s-2012 – Quezon City Council for the Protection of Children;
14. Executive Order No. 13 s-2015 – Quezon City Migration and Development Council;
15. City Ordinance No. 2576 – Providing pre-employment and services to Quezon City labor force and job seekers;
16. City Ordinance No. 2154 s-2012 – Tripartite Industrial Peace Council;
17. City Ordinance No. 1721 s-2006 – City Child Labor Law;
18. City Ordinance No. 1472 s-2004 – Massive Registration of Kasambahay;
19. City Ordinance No. 2500 s- 2016 – City Migrants Resource Center;
20. City Ordinance No. 9208 s- 2012 – Overseas Filipino Reintegration Section;
21. City Ordinance No. 1853 s-2008 – Quezon City Outstanding Overseas Filipinos;
22. Resolution No. 4266 s-2008 – Urging Business Sector to be member of QCTIPC.

II. MISSION / VISION

A. Vision

Creating Quezon City as a city that provides reliable and sustainable employment facilitation services that contributes to the City's poverty alleviation, and for economic development.

B. Mission

To facilitate equal employment opportunities to the city's constituents thru Job Matching and Coaching, employability enhancement and referrals for livelihood or training, and promotion of industrial peace thru tripartism.

III. CORE PROGRAMS / SERVICES

A. EMPLOYMENT FACILITATION (LOCAL)

Schedule of Availability of Service:

Days : Monday – Friday
Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Quezon City Residents and Non – Quezon City Residents

Documentary Requirements : Resume / Bio Data
PESO ID (for Old Applicants)

Processing Period : 17 minutes (New Applicant)
8 minutes (Old Applicants)

How to Avail of the Service :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
A. 1.	(NEW APPLICANT) Present Resume & secure PESO/SRS Form at Window 1.	Check resume and provide PESO/SRS Form.	2 minutes	Client Assistance Officer	None	SRS-F01- Nov.2012
2.	Fill-out PESO/SRS Form and submit to window 1	Receive and verify filled-out PESO/SRS Form and resume.	10 minutes	Client Assistance Officer	None	SRS-F01- Nov.2012
3.	Secure PESO I.D. at Window 2	Encode PESO/SRS Form and release PESO ID.		Client Assistance Officer	None	SRS-F01- Nov.2012
4.		Forward Resume to Window 3 for job-matching.		Client Assistance Officer	None	
5.	Wait for the call from Window 3 for job matching.	Job match.		Client Assistance Officer	None	QCG-PESO-SOI-F04-V01
6.	Secure Referral Letter.	Issue referral letter. <i>*Immediately refer to the in-house company if the client matches the required criteria.</i>	5 minutes	Client Assistance Officer	None	QCG-PESO-SOI-F04-V01
B. 1.	(OLD APPLICANT) Present PESO ID and Resume at Window 2.	Update and validate records.	3 Minutes	Client Assistance Officer	None	QCG-PESO-SOI-F12-V01
2.		Forward Resume to		Client Assistance Officer	None	

		Window 3 for job-matching.				
3.	Wait for the call from Window 3 for job matching. Present PESO ID.	Job match.	5 minutes	Client Assistance Officer	None	QCG-PESO-SOI-F04-V01
4.	Secure Referral Letter.	Issue referral letter. <i>*Immediately refer to the in-house company if the client matches the required criteria.</i>		Client Assistance Officer	None	QCG-PESO-SOI-F04-V01
END of TRANSACTION						

B. EMPLOYER ACCREDITATION AND RENEWAL

Schedule of Availability of Service:

Days : Monday – Friday
Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Direct Companies & Manpower Agencies Local & Abroad

Documentary Requirements :

Accreditation (Original and Photocopy)

1. Business Permit
2. BIR Certificate
3. SEC/DTI Registration
4. Company Profile
5. Job Vacancies with qualification (for local employment)
6. Job Order (for Overseas Employment)
7. DOLE License (for local manpower agencies)
8. POEA License (for overseas recruitment agencies)
9. List of Clients (for local manpower agencies)
10. PhilJobnet Registration
11. Letter of Intent addressed to PESO Head

Renewal (Original and Photocopy)

1. Business Permit
2. Job Vacancies with qualification (for local employment)
3. Job Order (for Overseas Employment)
4. DOLE License (for local manpower agencies)
5. POEA License (for overseas recruitment agencies)
6. List of Clients (for local manpower agencies)
7. Letter of Intent addressed to PESO Head
8. Placement Report

Processing Period : 10 working days

How to Avail of the Service :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	(Window 4) Secure and fill-out Accreditation Form. Prepare requirements.	Provide Accreditation Form/ checklist of requirements.	3 minutes	Client Assistance Officer	None	QCG-PESO-SOI-F06-V01; QCG-PESO-SOI-F05-V01
2	Submit complete requirements and filled-out Accreditation form.	Receive and validate documents.	5 minutes	Client Assistance Staff	None	QCG-PESO-SOI-F06-V01; QCG-PESO-SOI-F05-V01
3		Evaluation and verification.	5 working days	Client Assistance Staff	None	
4		Approval of Accreditation.	3 working days	PESO Head	None	
5	Secure Certificate of Accreditation and sign the logbook.	Issuance of Certificate of Accreditation.	5 minutes	Client Assistance Staff	None	QCG-PESO-SOI-F07-V01
END of TRANSACTION						

C. EXTENDED SERVICES

Schedule of Availability of Service:

Days : Monday – Friday
Hours : 8:00 am – 5:00 pm

Who May Avail of the Service : Quezon City Residents

Documentary Requirements : Proof of Residency

Processing Period : 21 minutes

How to Avail of the Service :

Step	Applicant /Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
1	<p>NEW APPLICANT</p> <ul style="list-style-type: none"> (Window 1) Present ID's & secure PESO/SRS Form <p>OLD APPLICANT</p> <ul style="list-style-type: none"> (Window 1) Present ID'S and PESO ID 	- Provide PESO/SRS Form	3 minutes	Client Assistance Staff	None	QCG-PESO-SOI-F12-V01; SRS-F01-Nov.2012
2	Fill –out PESO/SRS Form & submit to window 2	- encode PESO/SRS Form	5 minutes	Client Assistance Staff	None	SRS-F01-Nov.2012
3	Wait for the call from window 6	- Assist applicants and endorse to focal person	3 minutes	Client Assistance Staff	None	
4	Orient applicants	Orient applicants on the programs/services	10 minutes	Project Officer	None	PESO and other Forms
END OF TRANSACTION						

Name of Extended Services	Form
<ul style="list-style-type: none"> Job Fairs JobStart Phils Program Kasambahay Program Special Program for the Employment of Students and Out-of-School Youth (SPES) Against Child Labor Program Migrant / Overseas Filipino Program Call Center Training Government Internship Program (GIP) Career Guidance & Employment Coaching (CGEC) Workers Hiring for Infrastructure Projects (WHIP) Tulong Panghanapbuhay para sa Ating Disadvantaged Workers (TUPAD) Tulong Alalay sa may Kapansanan (TULAY) DOLE Integrated Livelihood Program (DILP) <p>Quezon City Tripartite Industrial Peace Council (TIPC)</p>	<p>QCG-PESO-SOI-F12-V01 SRS-F01-Nov.2012 QCG-PESO-SOI-F17-V01 QCG-PESO-SOI-F16-V01 SPES-F022 QCG-PESO-SOI-F20-V01 QCG-PESO-SOI-F18-V01 QCG-PESO-SOI-F19-V01 QCG-PESO-SOI-F03-V01 TUPAD-F01 QCG-PESO-SOI-F13-V01 QCG-PESO-SOI-F14-V01 QCG-PESO-SOI-F15-V01</p>