



**QUEZON CITY
PUBLIC EMPLOYMENT SERVICE OFFICE**

CITIZEN'S CHARTER

2023 (2ND Edition)

I. Mandate

The Quezon City Public Employment Service Office was created to effectively and efficiently implement employment facilitation and generation and other related services through *Quezon City Ordinance No. SP-2657, Series 2017* (PESO rationalization) and operates under these laws:

- a. Republic Act No. 9231 – an Act Amending Republic Act No. 7610, otherwise known as The Special Protection of Children Against Child Abuse, Exploitation and Discrimination
- b. Republic Act 10361 - Kasambahay Law
- c. Republic Act 10869 – Jobstart Philippines Program
- d. Quezon City Ordinance No. SP-1531 S-2005 - Workers Hiring for Infrastructure Project (WHIP)
- e. Quezon City Ordinance No. SP-2125 S-2012 - Reintegration Service Section
- f. Quezon City Ordinance No. SP-2154 S-2012 - An Ordinance Institutionalizing the Quezon City Tripartite Industrial Peace Council
- g. Quezon City Ordinance No. SP-2500 S-2016 - Quezon City Migrants Resource Center
- h. Quezon City Ordinance No. SP-2999 S-2020 - Quezon City Anti-Trafficking in Persons Ordinance Act
- i. Quezon City Ordinance No. SP-3095 S-2022 - Alagang QC Program
- j. Quezon City Ordinance No. SP-3108 S-2022 - Competency Enhancement and Retooling Program
- k. Quezon City Ordinance No. SP-3153 S-2022 -Emergency Employment Program
- l. Quezon City Ordinance No. SP-3183 S-2023 - Government Internship Program
- m. Executive Order No. 34 S-2022 - Reorganizing the Quezon City Council for the Protection of Children
- n. Executive Order No. 41 S-2022 - Task Force Sampaguita
- o. Executive Order No. 20 s-2023 - Designating the Public Employment Service Office as the Interim Secretariat of Informal Economy Development Council

II. Vision

Quezon City is a sustainable City with reliable employment and livelihood opportunities for its constituents contributing to socio-economic development.

III. Mission

PESO as the primary department that provides full employment cycle and lifelong learning which ensures social protection for QCitizens.

IV. Service Pledge

The Public Employment Service Office Management maintains its Quality Policy which ensures the satisfaction of the clients and other interested parties, and compliance with statutory and regulatory requirements relative to the statistics operations and civil registration services. This policy is communicated to ensure that it is understood and applied at all levels of the organization. Comprehension of the Quality Policy is verified through, but not limited to, Internal Quality Audits, Management Reviews and during staff meetings.

The Management is responsible for ensuring that the quality policy is appropriate to its mandate and provides framework for establishing and reviewing quality objectives and goals. This is reviewed periodically to ensure continuing suitability to its mandate and thrusts, including the requirements and needs of its clients.

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1. EMPLOYMENT FACILITATION

The Employment Facilitation program provides services to Quezon City and non-Quezon City residents with employment opportunities through job matching and referrals.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Resume/ Bio Data		Applicant		
SRS Form		Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. New Applicant				
1. Submit resume and secure PESO/SRS form at Window 1	1. Check resume and provide PESO/SRS Form;	None	2 Minutes	Client Assistance Officer
2. Fill-out PESO/SRS form and submit to window 1	2. Receive, verify and encode the filled-out PESO/SRS form and resume	None	5 Minutes	Client Assistance Officer
	3. Job matching and referral;	None	5 Minutes	Client Assistance Officer
	4. Issuance of referral form.	None	3 Minutes	Client Assistance Officer
		Total	15 Minutes	
B. Old Applicant				
Present PESO ID and Submit Resume at Window 1	1. Update and validate applicant's record	None	3 Minutes	Client Assistance Officer
	2. Job matching and Referral;	None	5 Minutes	Client Assistance Officer
	3. Issuance of Referral Form.	None	3 Minutes	Client Assistance Officer
		Total	11 Minutes	

2. EMPLOYERS' ACCREDITATION

The Employers' Accreditation program conducts certification of employers or companies that offer job and training opportunities.

Office or Division:	Public Employment Service Office/ Public Employment Division
Classification:	Complex
Type of Transaction:	Government to Businesses (G2B)

Who may avail:	Direct Companies and Manpower Agencies Local and Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit BIR Certificate (If Non-QC) SEC/DTI Registration Company Profile Job Vacancies with qualification (for local employment) Job Order (for overseas employment) DOLE License (for local manpower agencies) POEA License (for overseas recruitment agencies) List of Clients (for local manpower agencies) PhilJobnet Registration Certificate of No Pending Case Letter of Intent addressed to PESO Head		Business Permit and Licensing Department Bureau of Internal Revenue Securities and Exchange Commission/ Department of Trade and Industry Applicant Philippine Overseas Employment Administration Department of Labor and Employment Philippine Overseas Employment Administration Applicant Philjobnet.com Department of Labor and Employment – NCR-QCFO Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit complete requirements to Window 4	1. Checking of requirements	None	10 minutes	Labor and Employment Officer
	2. Evaluation and Verification of application		1 hour	Division Chief
	3. Approval of Accreditation		5 Minutes	PESO Manager
	4. Issuance of Certificate of Accreditation		3 Minutes	Client Assistance Officer
		Total	1 hour and 18 Minutes	

3. WORKERS HIRING FOR INFRASTRUCTURE PROJECTS (WHIP)

The Workers Hiring for Infrastructure Projects (WHIP) program requires construction companies, including the Department of Public Works and Highways and contractors for government-funded infrastructure projects, to hire 30% of skilled and 50% of unskilled labor requirements from the areas where the project is constructed/located.

Office or Division:	Public Employment Service Office/ Public Employment Division
Classification:	Simple
Type of Transaction:	Government to Businesses (G2B)
Who may avail:	Private Construction Companies (Contractor)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter of Intent address to PESO Department Head	Employer/ Company
Notice of Award	Bids and Awards Committee

Notice of Commence/Proceed		Business Permit and Licensing Department		
List of Labor Requirements		Employer/ Company		
Government Issued IDs of Workers		Government Agencies		
Skills Registry System (SRS) Form		Quezon City Public Employment Service Office		
Pictures of Publications posted in Three (3) Conspicuous Areas		Contractor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all necessary requirements.	1. Receive and check submitted requirements;	None	5 Minutes	Labor and Employment Officer
	2. Evaluate and verify application;	None	10 Minutes	Division Chief
	3. Issuance of Certificate of Compliance.	None	3 Minutes	Client Assistance Officer
		Total	18 Minutes	

4. COMPETENCY ENHANCEMENT AND RETOOLING PROGRAM

This program aims to promote employment opportunities within its jurisdiction and to help in the employment goals of its constituents by providing training for competency enhancement and retooling as an employment intervention that will facilitate recruitment and job placement.

Office or Division:	Public Employment Service Office/ Special Project Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID		District Office / Barangay Hall / QCG Website		
Birth Certificate		Philippine Statistics Authority		
At Least Junior High School Diploma		School Last Attended		
<ul style="list-style-type: none"> • Two (2) Original Copies of Biodata with 2x2 ID Picture • Extra Two (2) 2x2 ID Picture 		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client/s will register online through a link provided in the Quezon City Public Employment Service Office Facebook page. 2. Client/s will submit their physical requirements and answer specific assessments for the training. 3. Client/s who are qualified will receive confirmation text/call.	1. Contact the client/s for initial screening, submission of physical requirements, and assessment.	None	10 Minutes	<i>Frontline Focal Person</i>
	2. Validation of client's application, including the submitted requirements		5 Minutes	<i>Frontline Focal Person</i>
	3. Contact the client/s who are qualified with the schedule and venue of the orientation.		5 Minutes	<i>Frontline Focal Person</i>
		Total	20 Minutes	

5. MIGRATION RESOURCE CENTER HELP DESK

The Migration Resource Center Help Desk (OFW Help Desk) provides information on relevant programs for the migrant sector and facilitates intake, assessment, psycho-social first aid, and referral services for Overseas Filipino workers (OFWs) and their families to local and national programs.

Office or Division:	Public Employment Service Office/ Migration Services Division			
Classification:	Simple			
Type of Transaction:	Government to Citizens (G2C)			
Who may avail:	Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
QCitizen ID		District Office / Barangay Hall / QCG Website		
OFW Profiling Form		Quezon City Migrants Resource Center		
Passport Information Page and arrival stamp		Department of Foreign Affairs		
Photocopy of Overseas Employment Certificate and/or Overseas Contract		Overseas Workers Welfare Administration/ Local Recruitment Agency		
For relatives of OFWs: Proof of Relationship with OFW (i.e., Birth Certificate, Marriage Certificate, etc.)		Philippine Statistics Authority or City Civil Registry Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online OFW Registration and Help Desk: 1. Client/s will visit the QC PESO	1. Provide the client/s with an online registration link.	None	15 minutes	<i>OFW Help Desk Officer</i>

<p>Migrants Resource Center Facebook page and click on the message button to send an inquiry.</p> <p>2. Client/s must finish the form and submit necessary requirements online.</p>	<p>Contact client/s through e-mail, call, or SMS for validation of information.</p> <p>2. Assess the client/s' needs and refer the client/s to appropriate agency as needed.</p>		<p>10 Minutes</p>	<p><i>OFW Help Desk Officer</i></p>
		<p>Total</p>	<p>25 Minutes</p>	
<p>B. Walk-in OFW Help Desk:</p> <p>1. Client/s will directly visit the QCMRC - Help Desk and fill out OFW Profiling Form. .</p> <p>2. Client/s must submit necessary requirements.</p>	<p>1. Conduct intake interview and assessment of client needs.</p> <p>2. Provision of necessary information and/or psychosocial first aid for distressed clients.</p> <p>3. Refer the client/s to appropriate agency as needed.</p>	<p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p> <p>10 Minutes</p>	<p><i>OFW Help Desk Officer</i></p> <p><i>OFW Help Desk Officer</i></p> <p><i>OFW Help Desk Officer</i></p>
		<p>Total</p>	<p>30 Minutes</p>	

6. QUEZON CITY TRIPARTITE INDUSTRIAL PEACE COUNCIL (QCTIPC)

The Quezon City Tripartite Industrial Peace Council (QCTIPC) is a program that involves the promotion of tripartite industrial peace council's formation, as well as industry tripartite councils, in the national and regional levels affecting labor and management.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division			
Classification:	Complex			
Type of Transaction:	Government to Private Companies / Labor Organizations			
Who may Avail:	Human Resources Managers and Labor Organizations (Officers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement from Head / President / Officer of the Company or Labor Organization		President or Human Resources Manager / Labor Organization		
QC-TIPC Membership Form		QC-TIPC Secretariat / QCPESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill - out the membership form provided by the QC-TIPC Secretariat;	1) Record the information found in the membership form;	None	15 minutes	<i>Client Assistance Officer</i>
2) Submission of endorsement letter from the President / Human Resources Manager of the company (for the management sector) or President of the labor organization (for the labor sector); and	2) Evaluate and verify the membership form that was submitted; and		3 days	<i>Labor and Employment Officer</i>
3) The filled-out membership form, endorsement letter and other necessary documents must be submitted to the QC-TIPC Secretariat or QCPESO.	3) Notify the client about the activities, meetings and other programs of the QC-TIPC.			<i>Labor and Employment Officer</i>
		TOTAL	3 days and 15 Mins	

7. WORKERS' WELFARE ASSISTANCE PROGRAM

The Workers' Welfare Assistance Program aims to help workers by providing legal consultations, referring them to other programs of QCPESO and referring them to other Departments and Offices.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division
Classification:	Complex

Type of Transaction:	Government to Citizens			
Who may Avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Workers' Welfare Assistance Program Form (for clients)		QCPESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Fill out the Workers' Welfare Assistance Program Form (for clients); and	1) Record and verify the details that were provided by the client through the Workers' Welfare Assistance Program Form (for personnel);	None	30 minutes	<i>Client Assistance Officer</i>
2) Submit the Welfare Assistance Program Form (for clients) along with other supporting documents.	2) Conduct interview to the client; and 2) Provide the necessary assistance to the client.		30 minutes	
		TOTAL	1 hour	

8. SKILLED WORKERS' GUILD

This program aims to encourage workers to establish an association and refer them to different programs for their development.

Office or Division:	Public Employment Service Office - Labor Relations and Standards Division		
Classification:	Complex		
Type of Transaction:	Government to Workers' Organization		
Who may Avail:	Group of Workers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
DOLE Application Form		DOLE	
Name of the association officers and their addresses		Applicant	
Minutes of meetings and attendance sheets		Applicant	
List of members		Applicant	

Financial Report (if in existence for at least one year) if less than a year, and has not collected any amount, a certification to this effect		Applicant		
Constitution and by-laws accompanied by the names and signatures of ratifying members		Applicant		
Minutes of adoption or ratification of constitution and by-laws, date(s) when ratification was made and list of ratifying members		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Prepare and present the required documents; and	1) Review and verify the documents that were submitted then return it to the client(s) for notarization; and	None	1 day	<i>Client Assistance Officer</i>
2) Submit the notarized documents.	2) Submit the documents to the DOLE for registration.		1 day	<i>Client Assistance Officer</i>
		TOTAL	2 days	