



**QUEZON CITY  
PUBLIC EMPLOYMENT SERVICE OFFICE**

**CITIZEN'S CHARTER**

2024 (1<sup>ST</sup> 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. Quezon City Ordinance No.SP-3195, S-2023 - Special Program for the Employment of Students (SPES)
- n. Quezon City Ordinance No. SP-3201 S-2023 – An Ordinance Creating a Child Labor Prevention and Elimination Program (CLPEP) Section under the Quezon City Public Employment Service Office
- o. Quezon City Ordinance No. SP-3214 S-2023 – An Ordinance Providing for the Prevention and Elimination of All Forms of Child Labor and Affording Social Protection for the Victims and their Families, and Imposing Penalties for Violation Thereof
- p. Executive Order No. 34 S-2022 - Reorganizing the Quezon City Council for the Protection of Children
- q. Executive Order No. 41 S-2022 - Task Force Sampaguita
- r. Executive Order No. 49 S-2022 - Migration and Development Council
- s. Executive Order No. 20 s-2023 - Designating the Public Employment Service Office as the Interim Secretariat of Informal Economy Development Council
- t. Executive Order No. 28 S-2023 – Task Force Mapagkalingang QC

## 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.



## LIST OF SERVICES

### External Services

<b>Employment Facilitation</b>	<b>5</b>
<b>Employers' Accreditation</b>	<b>7</b>
<b>Workers Hiring for Infrastructure Projects (WHIP)</b>	<b>8</b>
<b>Pre-Employment Financial Aid Program</b>	<b>9</b>
<b>Migration Resource Center Help Desk</b>	<b>10</b>
<b>Workers' Welfare Assistance Program</b>	<b>12</b>



## 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.

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Quezon City Residents and Non-Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume/ Bio Data		Applicant		
SRS Form		Public Employment Service Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>A. New Applicant</b>  1. Submit resume and secure PESO/SRS form at Window 2, 3 or 4.	1.1 Check resume and provide PESO/SRS Form.	None	2 minutes	Job Placement Officer
	1.2 Request the client to sign the attendance sheet.	None	1 minute	Job Placement Officer
2. Fill-out PESO/SRS form and submit to window 2, 3 or 4	2.1 Request the client to sign the attendance sheet	None	5 minutes	Job Placement Officer
	2.2 Update and validate applicant's record;	None	3 minutes	Job Placement Officer
	2.3 Job matching and referral;	None	10 minutes	Job Placement Officer



3. Secure referral form at Window 2, 3, or 4	3.1 Issuance of referral form.	None	2 minutes	Job Placement Officer
		<b>Total</b>	<b>23 minutes</b>	
<b>B. Old Applicant</b>				
1. Present PESO ID and submit resume at Window 2, 3, 4;	1.1 Request the client to sign the attendance sheet	None	1 minute	Job Placement Officer
	1.2 Update and validate applicant's record;	None	5 minutes	Job Placement Officer
	1.3 Job matching and referral	None	10 minutes	Job Placement Officer
2. Secure referral form at Window 2, 3, or 4	2.1 Issuance of referral form.	None	2 minutes	Job Placement Officer
		<b>Total</b>	<b>18 minutes</b>	



## 2. EMPLOYERS' ACCREDITATION

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

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Businesses (G2B)			
<b>Who may avail:</b>	Direct Companies and Manpower Agencies Local and Abroad			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business Permit		Business Permit and Licensing Department		
BIR Certificate (If Non-QC)*		Bureau of Internal Revenue		
SEC/DTI Registration*		Securities and Exchange Commission/ Department of Trade and Industry		
Company Profile*		Applicant		
Job Vacancies with qualification (for local employment)		Applicant		
Job Order (for overseas employment)		Philippine Overseas Employment Administration		
DOLE License (for local manpower agencies)		Department of Labor and Employment		
POEA License (for overseas recruitment agencies)		Philippine Overseas Employment Administration		
List of Clients (for local manpower agencies)		Applicant		
PhilJobnet Registration		Philjobnet.com		
Certificate of No Pending Case*		Department of Labor and Employment – NCR-QCFO		
Letter of Intent addressed to PESO Head		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit complete requirements to Window 5	1.1 Receive and check the documentary requirements;	None	10 minutes	Receiving Clerk
		None	1 day	Section Chief / Division Chief



	1.2 Evaluation and verification of application;	None	10 minutes	PESO Manager
	1.3 Approval of accreditation;	None	1 minute	Receiving Clerk
	1.4 Issuance of certificate of accreditation;			
		<b>Total</b>	<b>1 day and 11 minutes</b>	

Note: Only items marked with asterisks (\*) are necessary for the renewal of accreditation.

### 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.

<b>Office or Division:</b>	Public Employment Service Office/ Public Employment Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Businesses (G2B)			
<b>Who may avail:</b>	Private Construction Companies (Contractor)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent address to PESO Department Head		Employer/ Company		
Notice of Award		Bids and Awards Committee		
Notice to 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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>





1. Submit all necessary requirements to Window 5.	1.1 Receive and check submitted requirements;	None	5 Minutes	Receiving Clerk
	1.2. Evaluate and verify application	None	1 day	Section Chief/ Division Chief
	1.3 Issuance of Certificate of Compliance	None	3 Minutes	PESO Manager/ Receiving Clerk
		<b>Total</b>	<b>1 day and 8 minutes</b>	

#### 4. PRE-EMPLOYMENT FINANCIAL AID PROGRAM

The Pre-Employment Financial Aid Program is designed for Quezon City labor force and employment seekers that aims to provide pre-employment financial assistance and other services.

<b>Office or Division:</b>	Public Employment Service Office/ Special Project Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	All residents of Quezon City who are seeking employment or non-QC Residents employed within the city for the first time			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Resume/ Biodata		Applicant		
Skills Registry System (SRS) Form		Public Employment Service Office		
Barangay Clearance		Barangay		
Oath of Undertaking		Barangay		
List of Requirements from Employer		Employer/Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements and secure PESO/SRS form at Window 2.	1.1 Check requirements and provide PESO/SRS Form.	None	2 minutes	Client Assistance Officer
2. Fill-out PESO/SRS form and	2.1 Receive, verify and encode the	None	10 minutes	Client Assistance Officer



submit window 2.	to filled-out PESO/SRS form and resume.			
	2.2 Approve Pre-Employment Financial Aid Program Certification.	None	2 minutes	PESO Manager
	2.3 Issue Pre-Employment Financial Aid Program Certification	None	1 minute	Client Assistance Officer
		<b>Total</b>	<b>15 minutes</b>	

## 5. MIGRANTS RESOURCE CENTER HELP DESK

The Migrants 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.

<b>Office or Division:</b>	Public Employment Service Office/ Migration Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Citizens (G2C)			
<b>Who may avail:</b>	Quezon City Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
Medical Abstract (if needed)		OFW's Attending Physician and Hospital		
For relatives of OFWs: Proof of Relationship with OFW (i.e., Birth Certificate, Marriage Certificate, etc.)		Philippine Statistics Authority or City Civil Registry Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<b>A. New Client/s</b>				
1. Fill out OFW Profiling Form.	1.1 Conduct intake interview and assessment of client needs.*	None	10 Minutes*	OFW Help Desk Officer
	1.2 Provide necessary information and/or psychosocial first aid for distressed clients.	None	10 Minutes	OFW Help Desk Officer
2. Submit necessary requirements.	2.1 Review and check submitted documents.	None	10 Minutes	OFW Help Desk Officer
	2.2 Refer the client/s to appropriate agency as needed.*	None		OFW Help Desk Officer
		<b>Total</b>	<b>30 Minutes</b>	
<b>B. Client/s for Follow Up</b>				
1. Present Migrant Registry ID and submit to MRC Follow - up Desk	1.1 Check client/s details and update OFW's record.	None	5 Minutes	OFW Help Desk Officer
	1.2. Assess for other client needs.	None	10 Minutes	OFW Help Desk Officer
	1.3. Refer the client/s to the appropriate agency as needed.	None	10 Minutes	OFW Help Desk Officer
		<b>Total</b>	<b>25 Minutes</b>	

*\*Duration of Interview and assistance to be provided depends on the concerns/issues raised by the client.*



## 6. 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			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Workers' Welfare Assistance Program Form (for clients)		QCPESO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit accomplished the Workers' Welfare Assistance Program Form	1.1 Receive and verify the submitted form.	None	30 minutes	Client Assistance Officer
	1.2 Conduct an interview.*	None	30 minutes*	Labor and Employment Officer
	1.3 Provide the necessary assistance to the client.*	None		Labor and Employment Officer
		<b>TOTAL</b>	<b>1 hour and 30 minutes</b>	

*\*Duration of Interview and assistance to be provided depends on the concerns/issues raised by the client.*



<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send feedback	<p>Message, Call or email the office at</p> <p>89884242 local 8439  <a href="mailto:peso@quezoncity.gov.ph">peso@quezoncity.gov.ph</a></p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated feedback box.</p>
How feedbacks are processed	<p>Feedbacks received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the feedback.</p> <p>Concerned Division/ Section/ Personnel shall create feedback/ response report and take necessary actions to be taken to address the feedback.</p> <p>The office will also consider the feedback in the creation of pertinent policies and issuances for the improvement of the services.</p>
How to file a complaint	<p>Message, Call or email the office at</p> <p>89884242 local 8439  <a href="mailto:peso@quezoncity.gov.ph">peso@quezoncity.gov.ph</a></p> <p>A feedback form is also available in the front desk and accomplished forms may be dropped in the designated feedback box.</p>
How complaints are processed	<p>Complaints received are being reviewed and evaluated.</p> <p>It will be endorsed to the concerned Division/ Section/ Personnel upon review and evaluation of the complaint.</p>



	<p>Concerned Division/ Section/ Personnel shall create feedback/ response report and take necessary actions to be taken to address the complaint.</p> <p>The office will also consider the complaint in the creation of pertinent policies and issuances for the improvement of the services.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA</p> <p>info@arta.gov.ph  <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>Telephone:        8478-5091   8478-5093   8478-5099</p> <p>PCC        PCC: pcc@malacanang.gov.ph        8888</p> <p>CCB        email@contactcenterngbayan.gov.ph        0908-881-6565</p>

Office	Address	Contact Information
<p>Quezon City            Public            Employment            Service Office</p>	<p>4th Floor Civic Center            Building A, Quezon City            Hall Compound,            Diliman, Quezon City</p>	<p>Telephone:            (8)9884242 local 8439</p> <p>Email:  <a href="mailto:peso@quezoncity.gov.ph">peso@quezoncity.gov.ph</a></p>