



**QUEZON CITY
PUBLIC EMPLOYMENT SERVICE OFFICE**

CITIZEN'S CHARTER

2021 (1ST Edition)



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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-1307, Series 2003* – the institutionalization of QCPESO Ordinance and *Quezon City Ordinance No. SP-2657, Series 2017* (PESO rationalization) and operates under these laws:

- A. Republic Act No. 8759 – Public Employment Service Office Act of 1999
- B. Republic Act No. 10691 – an Act Amending the Republic Act No. 8759 or PESO Act of 1999
- C. Republic Act No. 7323 – Special Program for the Employment of Student and Out of School Youth
- D. Republic Act 10869 – Jobstart Philippines Program
- E. Republic Act No. 10361 – Domestic Workers Act
- F. Republic Act No. 9208 – Anti-Trafficking in Person’s Act
- G. Republic Act No. 10022 – An Act Amending Republic Act No. 8042, otherwise known as The Migrant Workers and Overseas Filipinos
- H. 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
- I. Executive Order No. 139 Series 1993 – Kabataan 2000

II. Vision:

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

III. 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

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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**Public Employment Service Office
Employment Facilitation Program**

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		Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	
	3. Refer to company/employer list of applicants matched from job vacancy/ies		10 Minutes	
	Total		30 Minutes	
B. Walk-in Applicants Applicant/s will register using the computer provided by QCPEO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	
	3. Refer to company/employer list of applicants matched from job vacancy/ies		10 Minutes	
	Total		30 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 Business (G2B)			
Who may avail:	Direct Companies and Manpower Agencies Local and Abroad			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 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 		Business Permit and Licensing Department Bureau of Internal Revenue Securities and Exchange Commission/ Department of Trade and Industry Not applicable Not applicable Philippine Overseas Employment Administration Department of Labor and Employment Philippine Overseas Employment Administration Not applicable Philjobnet.com Not applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Employers will send their list of requirements to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Assessment/ Checking of requirements	None	1 Day	<i>Client Assistance Officer</i>
	2. Validation/ Verification of application		1 Day	<i>Labor and Employment Officer</i>
	3. Approval of Accreditation		5 Minutes	<i>PESO Head</i>
	4. Upon request, issuance of Certificate of Accreditation			<i>Client Assistance Officer</i>
		Total	2 Days and 5 Minutes	

Public Employment Service Office
Extended Services

1. 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 contractor 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 Private Companies			
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. Client/s will fill out the Skills Registry System (SRS) Form of Quezon City Public Employment Service Office. 2. Together with the SRS Form, client/s will submit all necessary requirements.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Verification of submitted requirements		10 Minutes	<i>Client Assistance Officer</i>
	3. Endorse to the Project Officer		5 Minutes	<i>Client Assistance Officer</i>
	3. Validation of application by the Project Officer			<i>Project Officer</i>
	4. Issuance of Certificate of Compliance signed by the Office Head			<i>Client Assistance Officer</i>
		Total	20 Minutes	

2. Kasambahay Program

The Kasambahay Program provides assistance for the welfare of domestic workers.

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	
Proof of Residency			Barangay Hall	
Contract between Employer and Employee			Employer	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit the requirement/s.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Endorse to the Project Officer			<i>Client Assistance Officer</i>
	3. Validation of client's application/s		10 Minutes	<i>Project Officer</i>
	4. Contact the client/s		<i>Client Assistance Officer</i>	
		Total	15 Minutes	

3. Call Center Training Program

The Call Center Training Program will provide a call center training to scholars of QC-ICT/GSO Task Force in view of the different knowledge and skills needed to start a contact center career and excel in the call center industry. The training aims to equip trainees with skills and confidence needed to pass the stringent recruitment screening of contact centers.

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	
Proof of Residency		Barangay Hall	
Birth Certificate		Philippine Statistics Authority	

At Least Junior High School Diploma		School Last Attended		
Resume/ Bio Data		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client/s will register online through a link provided in the Quezon City Public Employment Service Office Facebook page.	1. Validation of client's application, including the submitted requirements	None	10 Minutes	<i>Project Officer</i>
	2. Endorsement of client's application/s to the partner Training Institute		5 Minutes	<i>Project Officer</i>
	3. Contact the client/s			
		Total	15 Minutes	

4. Migrant/ Overseas Filipino Program

The Migrant/ Overseas Filipino Program will provide assistance and services to overseas Filipino workers (OFWs) and their families from different programs of local and national government.

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		
Proof of Residency		Barangay Hall		
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 Migrants Resource Center Facebook page and click on registration	1. Contact client/s through e-mail, call, or SMS for validation of	None	1 Day	<i>Project Officer</i>

link found on the upper right.	information and needs assessment.			
2. Client/s must finish the form and submit it online.	2. Refer the client/s to appropriate agency as needed.		10 Minutes	<i>Project Officer</i>
		Total	1 Day, 10 Minutes	
B. Walk-in OFW Help Desk: Client/s will directly visit the QCPESO Help Desk Window for migration concerns.	1. Registration/ Assessment of client's concern	None	20 Minutes	<i>Project Officer</i>
	2. Provision of necessary information		10 Minutes	<i>Project Officer</i>
	3. Refer the client/s to appropriate agency as needed		10 Minutes	<i>Project Officer</i>
		Total	40 Minutes	

5. Jobstart Philippines Program

The Jobstart Philippines Program enhances the employability of “at-risk youth” or those who are out of school and not working and with at least a high school education to improve their integration into productive employment.

Office or Division:	Public Employment Service Office/ Public Employment Division			
Classification:	Complex			
Type of Transaction:	Government to Citizens (G2C)/ Government to Business (G2B)			
Who may avail:	Quezon City Residents and Non-Quezon City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Skills Registry System Form		Quezon City Public Employment Service Office		
Birth Certificate		Philippine Statistics Authority		
High School Diploma/ College Diploma		School Last Attended		
Transcript of Records of Highest Educational Level Attainment		School Last Attended		
Training Certificates, if applicable		TESDA		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Applicant/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit the necessary requirements.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching and employment coaching/ career guidance		20 Minutes	<i>Labor and Employment Officer</i>
	3. Refer to company/ employer			<i>Client Assistance Officer</i>
		Total	30 Minutes	

6. Special Program for the Employment of Students and Out-of-School Youth (SPES)

Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging employment during summer or Christmas vacations.

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		
Bio Data		Not Applicable		
SPES Application Form		Quezon City Public Employment Service Office		
Birth Certificate		Philippine Statistics Authority		
Form 138 for High School and Senior High School		School Last Attended		
Recent Grades		School Last Attended		
School Registration/ Certificate of Enrollment		School Last Attended		
Certificate of Indigency				
Salaysay (Personal Narrative), Out-of-School Youth		Not Applicable		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>

		Total	30 Minutes	
B. Walk-in Applicants Applicant/s will register using the computer provided by QCPE SO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	

7. Government Internship Program (GIP)

The Government Internship Program or GIP provides opportunities to young workers and demonstrate their talents and skills in the field of public service.

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		
Bio Data		Not Applicable		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s will register by sending their applications to Quezon City Public Employment Service Office's e-mail address: qcpe so@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	
B. Walk-in Applicants Applicant/s will register using the computer provided by QCPE SO.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Job matching		10 Minutes	<i>Client Assistance Officer</i>
	3. Refer to company/ employer		10 Minutes	<i>Client Assistance Officer</i>
		Total	30 Minutes	

8. Tulong Panghanapbuhay para sa Ating Disadvantaged Workers

Under the Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD), Barangay Ko, Bahay Ko, of the Department of Labor and Employment, QCPESO facilitates the temporary employment for disadvantaged and displaced workers as well as the underemployed and self-employed workers.

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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Residency		Barangay Hall		
Resume/ Bio Data		Not Applicable		
Government Issued ID		Government Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS Form, client/s will submit necessary requirements.	1. Encoding of information found in the Skills Registry Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Verification of requirements submitted by the client/s		10 Minutes	<i>Client Assistance Officer</i>
	3. Endorse to the Project Officer		5 Minutes	<i>Client Assistance Officer</i>
	4. Validation of client's application			<i>Project Officer</i>
	5. Contact the client/s			<i>Client Assistance Officer</i>
		Total	20 Minutes	

9. DOLE Integrated Livelihood Program

This program helps to provide technical and livelihood assistance for the promotion of entrepreneurship and community capacity-building for vulnerable and marginalized workers.

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		Not applicable		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Online Job Registration Applicant/s can register by sending their applications, including the necessary requirements, to Quezon City Public Employment Service Office's e-mail address: qcpeso@gmail.com.	1. Processing of applicant's data	None	10 Minutes	<i>Client Assistance Officer</i>
	2. Contact the applicant for possible assistance		5 Minutes	<i>Client Assistance Officer</i>
		Total	15 Minutes	
B. Walk-in Applicants 1. Applicant/s will fill out the Skills Registry System (SRS) Form. 2. Together with the SRS, applicant/s will submit the necessary requirements.	1. Encoding of information found in the Skills Registry System Form	None	5 Minutes	<i>Client Assistance Officer</i>
	2. Validation of applicant's data		15 Minutes	<i>Labor and Employment Officer</i>
	3. Contact the client for possible assistance		5 Minutes	<i>Client Assistance Officer</i>
		Total	25 Minutes	

10. Quezon City Tripartite Industrial Peace Council

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:	HR Managers and Labor Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Endorsement from Company Executives/ Officers of the Labor Organization	HR Managers/ Labor Organization

QCTIPC Membership Forms		QCTIPC Secretariat		
Skills Registry System Form		Quezon City Public Employment Service Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/s will register and fill out a Quezon City Tripartite Industrial Peace Council (QCTIPC) Form from the QCTIPC Secretariat.	1. Encoding of information found in the Quezon City Tripartite Industrial Peace Council Form and Skills Registry System Form	None	10 Minutes	<i>Client Assistance Officer</i>
2. Client/s will fill out the Skills Registry System (SRS) Forms.	2. Verification of client's membership form		1 Day	<i>Client Assistance Officer</i>
3. Client/s will secure an endorsement letter from the HR Manager/ President of the Company (for management representatives) or the President of the Labor Organization (for labor union/ organization representative).	3. Endorse to the Project Officer			<i>Client Assistance Officer</i>
4. Together with the filled-out QCTIPC Form and SRS Form, client/s will submit all necessary requirements to QCPESO.	4. Validation of client's application		10 Minutes	<i>Project Officer</i>
	5. Notify the client for meetings, activities, and other programs in relation to Labor Relations			<i>Client Assistance Officer</i>
		Total	1 Day, 20 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>In this period of the “new normal,” jobseekers and employers can send their feedback thru our social media platforms such as the following:</p> <p>QCPESO Facebook page (https://www.facebook.com/QuezonCityPESO)</p> <p>QCPESO Email Address (peso@quezoncity.gov.ph or qcpeso@gmail.com)</p> <p>KA-QC Facebook page (https://www.facebook.com/PESOKaQC)</p> <p>QCPESO MIGRANTS RESOURCE CENTER Facebook page (https://www.facebook.com/quezoncitypesomrc)</p> <p>QCPESO MIGRANTS RESOURCE CENTER Email Address (qcpeso.mrc@gmail.com)</p>
How feedbacks are processed	Communications officers check and validate queries and questions of our jobseekers and employers from time to time. Afterward, answers are immediately provided to the recipients.
How to file a complaint	People and companies can file a complaint by writing a “letter of complaint” and addressed to the PESO Manager.
How complaints are processed	If there are complaints, the Client Assistance Officer assesses and validates them first before giving any feedback or assistance. Rest assured, all inquiries and complaints are carefully and thoughtfully handled.
Contact Information of CCB, PCC, ARTA	<p>Contact Center ng Bayan (CCB) E-mail Address: email@contactcenterngbayan.gov.ph Contact Number: 09088816565</p> <p>Presidential Complaint Center (PCC) E-mail Address: pcc@malacanang.gov.ph Contact Number: 63(2)-87368645</p> <p>Anti-Red Tape Authority (ARTA) E-mail Address: info@arta.gov.ph Contact Number: 63(2)-84785091</p>

Office	Address	Contact Information
Quezon City Public Employment Service Office (QCPESO)	4F Civic Center Building A, Quezon City Hall Compound, Mayaman Street, Quezon City 1100	8988-4242 loc. 8435