



PUBLIC EMPLOYMENT SERVICE OFFICE



1. ISSUANCE OF NO OBJECTION CERTIFICATE (NOC) FOR RECRUITMENT AGENCIES REQUESTING FOR SPECIAL RECRUITMENT AUTHORITY

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| Office/Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business | | | |
| Who may avail: | Agencies Recruiting for Overseas Employment | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| 1. Letter of Intent addressed to the City Mayor | | | RECRUITMENT AGENCY | |
| 2. Valid Department of Migrant Workers (DMW) - Philippine Overseas Employment Administration (POEA) License of Recruiting Agency | | | DMW-POEA | |
| 3. Affidavit of Undertaking | | | DMW-POEA | |
| 4. Valid List of Job Orders | | | RECRUITMENT AGENCY | |
| 5. Agency-issued valid ID of Recruiting Staff | | | RECRUITMENT AGENCY | |
| 6. DMW/POEA - Appointment letter of Recruiting Staff | | | DMW-POEA | |
| 7. Authority to Operate a Branch (if the requesting agency is a branch office) | | | DMW-POEA | |
| 8. PESO Jobs PH or PhilJobnet Registration of Agency | | | Job Portal Website | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1. Provide Customer Registration Logbook and refer customer to person in charge of preparation of NOC | None | 10 minutes | PACD Staff |



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| 2. Submit all documentary requirements | 2.1 Check the completeness of requirements and discuss with customer the set up and processes involved in conduct of recruitment activity | None | 60 minutes | Ms. Analie H. Alog |
| | 2.2. Prepare the No Objection Certificate (NOC), forward it to PESO Manager for signature, and Release NOC to client | None | 40 minutes | Ms. Analie H. Alog Mr. Allan S Freno |
| 3. Receive the No Objection Certificate. | 3. Advise client on the next steps to do after issuance of NOC such as payment to City Treasury Office of SRA Fee, and securing of Mayor's Permit from Public Affairs Section of Office of the City Mayor | None | 5 minutes | Ms. Analie H. Alog |
| TOTAL: | | ₱ 0.00 | 1 hour, 55 minutes | |

2. APPLICATION FOR SPECIAL PROGRAM FOR THE EMPLOYMENT OF THE STUDENTS (SPES)

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| Office/Division: | Public Employment Service Office |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizen |
| Who may avail: | Qualified Students and Out-Of-School Youth |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |



| <ol style="list-style-type: none"> 1. Applicant's photocopy of birth certificate; 2. Except for dependents of displaced or would-be displaced workers: <ol style="list-style-type: none"> a) Applicant whose parents are wage-earners may submit any of the following: <ul style="list-style-type: none"> ● Photocopy of parents' income tax return (ITR); ● Photocopy of parents' certificate of tax exemption issued by BIR; ● Original copy of parents' certificate of low income issued by barangay where they are residing; b) For non-wage earner parents: <ul style="list-style-type: none"> ● Original copy of parent's certificate of indigence or low income; 3. Applicant shall submit the following: <ul style="list-style-type: none"> ● High School: Form 138 (Student's report card from the last school attended); ● College/TechVoc: Copy of grades for the previous semester certified by school registrar; ● Out-of-school youth must submit OSY certification issued by City Social Welfare and Development Office (CSWD); 4. 2X2 Colored photo with white background; lower part of photo must bear the name and signature of the applicant <p>Additional requirement:</p> <ul style="list-style-type: none"> ● Applicant who is under the care of a guardian must submit his/her guardian's Certificate of Guardianship issued by the CSWDO | <ul style="list-style-type: none"> ● Client ● Bureau of Internal Revenue ● Bureau of Internal Revenue ● Barangay Hall ● Barangay Hall ● School ● School ● CSWDO ● Client ● CSWDO | | | |
|---|--|-----------------|-----------------|--------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1. Provide Customer Registration Logbook and refer customer to person in charge of SPES facilitation | None | 10 Minutes | PACD Staff |



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| 2. Submit requirements | 2. Check the completeness of documents give the customer an overview of the employment program | None | 20 minutes | Mr. Ervin Jay M. Balanueco |
| 3. Register and log in to spes.dole12.org.ph | 3.1 Assist client to access spes.dole12.org.ph | None | 50 minutes | Mr. Ervin Jay M. Balanueco |
| | 3.2 Inform applicant that his/her online registration is completed | None | 5 minutes | Mr. Ervin Jay M. Balanueco |
| TOTAL: | | None | 1 hour, 25 minutes | |



3. APPLICATION FOR DOLE INTEGRATED LIVELIHOOD PROGRAM (DILP)

| Office/Division: | Public Employment Service Office | | | |
|---|--|------------------------|------------------------|----------------------------|
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Informal Sector Workers; Displaced Workers; Marginalized Sector Workers; Non-4Ps Beneficiaries | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1.1 Provide Customer Registration Logbook and refer customer to person in charge of livelihood facilitation | None | 10 Minutes | PACD Staff |
| | 1.2 Interview the client and evaluate his/her eligibility to avail of the project (Process stops at this point if client is deemed ineligible to avail of the project) | None | 20 Minutes | Mr. Ervin Jay M. Balanueco |
| 3. Fill out DILP Beneficiary Profile Form and Simple Business Plan | 3. Guide the client on how to fill out DILP Beneficiary Profile Form and Simple Business Plan | None | 2 hours | Mr. Ervin Jay M. Balanueco |
| 4. Receives further instructions | 4.1 Instruct client to wait for approval of his/her livelihood proposal | None | 5 minutes | Mr. Ervin Jay M. Balanueco |
| TOTAL: | | None | 2 hours, 35 minutes | |





4. APPLICATION FOR EMERGENCY EMPLOYMENT/DOLE TUPAD

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|---|--|------------------------|------------------------|----------------------------|
| Office/Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Displaced Workers, Unemployed; Underemployed Workers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1.1 Provide Customer Registration Logbook and refer customer to person in charge of emergency employment program | None | 10 Minutes | PACD Staff |
| | 1.2 Interview the client and evaluate his/her eligibility (Process stops at this point when client is deemed ineligible to avail of the project) | None | 20 Minutes | Mr. Ervin Jay M. Balanueco |
| 2. Provide service provider with data needed for emergency employment application | 2. Collect from client the necessary data for emergency employment application | None | 1 hour | Mr. Ervin Jay M. Balanueco |
| 3.Receives further instructions | 3. Instruct client to wait for approval of his/her application for emergency employment | None | 5 minutes | Mr. Ervin Jay M. Balanueco |



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| TOTAL: | None | 1 hour, 40 minutes | |
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5. APPLICATION FOR OWWA ASSISTANCE PROGRAMS

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|---|--|------------------------|--|---|
| Office/Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Migrant Workers, Returning OFWs | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Passport or any document that proves that the client is an OFW | | | Department of Foreign Affairs or Embassy | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1. Provide Customer Registration Logbook and refer customer to Public OFW Desk Officer (PODO) or staff | None | 10 Minutes | PACD Staff |
| 2. Answer evaluation questions by PODO or staff | 2.1. Interview the client; determine the type of OWWA assistance he/she can avail of; and inform him/her what type of assistance he/she can avail of | None | 40 minutes | Ms. Patricia B. Villa |
| | 2. Fill out PODO Referral Form in behalf of client and bring the form to the PODO for signature | None | 20 minutes | Mr. Allan S. Freno Ms. Patricia B. Villa |



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| | 2.3. Scan the following documents: a. passport/document of client b. PODO Referral Form After scanning the documents, e-mail the same to OWWA Regional Office | None | 40 minutes | Ms. Patricia B. Villa |
| 3. Receive confirmation from PODO staff that scanned passport and PODO Referral Form have been successfully emailed to OWWA Region Office | | None | 5 minutes | Ms. Patricia B. Villa |
| TOTAL: | | None | 1 hour, 55 minutes | |

6. APPLICATION FOR OWWA SCHOLARSHIP PROGRAMS

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|----------------------------------|----------------------------------|------------------------|------------------------|---------------------------|
| Office/Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Dependents of Active OFWs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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|---|---|------|--------------------|-----------------------|
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1. Provide Customer Registration Logbook and refer customer to Public OFW Desk Officer or staff | None | 10 Minutes | PACD Staff |
| 2. Answer evaluation questions by PODO or staff | 2. Interview the client; determine his/her eligibility to apply for a scholarship program | None | 50 minutes | Ms. Patricia B. Villa |
| 3. Client receives checklist of requirements for scholarship program of OWWA | 3. Provide client with checklist of requirements to be complied with and advise him/her when and where to submit the application documents for OWWA scholarship | None | 20 minutes | Ms. Patricia B. Villa |
| TOTAL: | | None | 1 hour, 20 minutes | |

7. CONDUCT OF INTAKE INTERVIEW WITH FAMILY MEMBER OR RELATIVE OF A DISTRESSED OFW ABROAD

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|----------------------------------|---|------------------------|------------------------|---------------------------|
| Office/Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | Family member/relative of distressed OFWs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |



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|---|---|------|--------------------|---|
| 1. Proceed to Public Assistance and Complaints Desk (PACD) and sign Customer Registration Logbook | 1. Provide Customer Registration Logbook and refer customer to Public OFW Desk Officer or staff | None | 10 Minutes | PACD Staff |
| 2. Provide to interviewer details of distressed OFW family member | 2. Conduct intake interview to the client | None | 60 minutes | Mr. Allan S. Freno Ms. Patricia B. Villa |
| 3. Receives confirmation that Intake Interview FORM has already been emailed to OWWA 12. | 3. Scan Intake interview form and send scanned copy to OWWA 12 through email | None | 30 minutes | Ms. Patricia B. Villa |
| TOTAL: | | None | 1 hour, 40 minutes | |