



PUBLIC EMPLOYMENT SERVICE OFFICE

CITIZEN'S CHARTER

2021 (1st Edition)



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I. Quality Policy:

The **Provincial Government of Sorsogon** is committed to provide quality, effective and efficient local government structure and services to ensure the satisfaction of, and be responsive to the needs of its constituents and stakeholders in the areas of healthcare, environment and education, agriculture, rural advancement, disaster risk management, tourism promotion, social welfare and other administrative services. It shall encompass all the functional areas of the Provincial Government, thereby making Sorsogon and Sorsoganons truly First.

To uphold this commitment, we shall:

- Formulate Quality Objectives on all functional areas aligned with the National Government standards, thrusts and programs;
- Strongly comply with the provisions set forth by RA 7160 and other applicable statutory and regulatory requirements;
- Develop human resources in order for them to achieve their full potentials and ensure their active participation through innovative approaches;
- Uphold client focused and output-oriented services at all levels of the Organization through effective communication, collaboration, and values-laden environment thereby achieving client satisfaction as well as that of other stakeholders.

All employees, including those outsourced processes, are enjoined to know the importance of the Quality Management System and their responsibility to ensure the effectiveness and responsiveness of the Organization to anyone who may ask for our help, assistance and guidance.

The **Provincial Government of Sorsogon** shall demonstrate strong leadership and management in the establishment, implementation and continual improvement of the Quality Management System aligned to ISO 9001:2015 across all levels.



LIST OF SERVICES

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**PUBLIC EMPLOYMENT SERVICE
OFFICE**

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PUBLIC EMPLOYMENT SERVICE OFFICE

Internal and External Services



**1. SPECIAL RECRUITMENT ACTIVITY (SRA)
conducted by an agency from its recruitment outside its registered
business address approved by the LGU.**

| | | | | |
|---|--|------------------------|-----------------|---------------------------|
| Office or Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen | | | |
| Who may avail: | All Licensed Agencies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| For an Agency to conduct SRA OVERSEAS | | Agency | | |
| ✓ Submit letter of Intent to conduct Special Recruitment Activity (SRA) | | | | |
| ✓ License to operate from POEA | | | | |
| ✓ Certificate of Registration | | | | |
| ✓ Affidavit of Undertaking | | | | |
| ✓ Business Permit | | | | |
| ✓ Approved Job vacancies from POEA | | | | |
| For an Agency to conduct LRA | | Agency | | |
| ✓ Submit letter of Intent to conduct Local Recruitment Activity (LRA) | | | | |
| ✓ Certificate of Registration/SEC Registration | | | | |
| ✓ Business Permit | | | | |
| ✓ Approved Job vacancies from POEA | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | DURATION | PERSON RESPONSIBLE |
| 1. Send Letter of intent and other documents thru Email or visit the PESO | 1. Check emails or receive letter of intent and other documents. Assess/check completeness of documents | None | 1day | PESO Staff |
| 2. Wait for the No Objection Certificate (NOC) | 2. Prepare No Objection Certificate | None | 1 day | PESO Staff |

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| 3. Conduct the SRA | 3. Facilitate the conduct of the recruitment by the Agency | None | 1 day | PESO Staff |
| 4. Submit Terminal Report to PESO | 4. Sign the Terminal Report of the recruitment agency | None | 1 day | PESO Manager |
| 5. Receive the signed Terminal Report from the PESO | 5. Wait for the deployment Report of the recruitment agency | None | 1 day | PESO Staff |

2. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

one of the employment bridging program of the DOLE in partnership with the Provincial Government of Sorsogon as facilitated by the PESO which aims to provide temporary employment or short term job opportunities to help poor but deserving students pursue their education.

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|---|---|---|-----------------|---------------------------|
| Office or Division: | Public Employment Service Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G – Government to Government | | | |
| Who may avail: | Sr. High School Graduate, College Students & OSY | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Submit Pledge of Commitment to DOLE | | Public Employment Service Office (PESO) | | |
| Registration and Release of NSRP Form1 and SPES Forms | | Public Employment Service Office (PESO) | | |
| Submit Terminal Report/Payroll to DOLE | | Public Employment Service Office (PESO) | | |
| Notice to proceed (NTP) | | Department of Labor and Employment (DOLE) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | DURATION | PERSON RESPONSIBLE |
| 1. Submit the duly filled up NSRP and SPES form | 1. Check the SPES Form | None | 1 week | PESO Staff |
| 2. Check posting of SPES Registrants if Qualified or | 2. Posting of Qualified/Disqualified SPES registrants | None | 1 week | PESO Staff |

| | | | | |
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| Disqualified | | | | |
| 3. Check, Evaluate and select the duly filled up NSRP Form 1 and SPES Form 2 submitted by the student | 3. Checked and evaluated | None | 1 week | PESO Staff |
| 4. Posting of qualified and disqualified SPES Registrants | 4. Posted | None | 1 week | PESO Staff |
| 5. Distribute of SPES forms to be filled up by the qualified SPES applicants | 5. Distributed | None | 1 week | PESO Staff |
| 6. Retrieve SPES forms from the qualified applicants | 6. Retrieved | None | 2 weeks | PESO Staff |
| 7. Check, evaluate and sign SPES documents for submission to DOLE | 7. Checked, evaluated and signed | None | 1 week | PESO Staff and PESO Manager |
| 8. Submit to DOLE | 8. Submitted | None | 1 day | PESO Staff |

3. LIVELIHOOD PROJECT ASSISTANCE (TUPAD/DKSK)

a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers for minimum and maximum period of time.

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|--|--|---|-----------------|---------------------------|
| Office or Division: | Public Employment Service Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G – Government to Government | | | |
| Who may avail: | Laborers | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Beneficiary Profile Form (OSEC) | | Department of Labor and Employment (DOLE) | | |
| Valid ID/Birth Certificate | | Beneficiary | | |
| Barangay Certification | | Office of the Barangay Captain | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | DURATION | PERSON RESPONSIBLE |
| 1. Submit the beneficiary profile with an attachment: Barangay Certificate, Valid ID and birth | 1. Checked and evaluated; selected the qualified beneficiaries | None | 1 week | PESO Staff |

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| certificate | | | | |
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| 2. Wait for the posting of qualified beneficiaries and notice to proceed (NTP) | 2. Prepared for the posting of qualified beneficiaries | None | 1 week | PESO Staff |
| 3. Attend the orientation | 3. Oriented the qualified beneficiaries | None | 1 day | PESO Staff |
| 4. Received and acknowledged the PPEs | 4. Distributed of PPEs | None | 1 day | PESO Staff |
| 5. Start of work | Monitored the works of beneficiaries | None | Monthly | PESO Staff |

1. Preparation and Submission of Reports

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|---|---|---|-----------------|---------------------------|
| Office or Division: | Public Employment Service Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2C – Government to Citizen, G2G – Government to Government | | | |
| Who may avail: | Various line agencies | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ✓ Communication address to the Governor | | From Public Employment Service Office and other line agencies | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | DURATION | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book and fill up External Client Satisfaction Measurement (ECSM) Survey/Internal Client Satisfaction Measurement (ICSM) Survey. | 1. Assist the client in the office | None | 2 minutes | PESO Staff |
| 2. Submission of DOLE Reports | | | | |
| a. Statistical and Performance Reporting System (SPRS) | a. Classification of Occupational and Industrial Codes for submission to DOLE | None | 20 days | PESO Staff |
| b. Terminal Report for Special Recruitment Activity (SRA) | b. Check the names of the job seekers and to be signed by the | None | 20 minutes | PESO Manager |

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|---|---|------|----------|---------------------------|
| c. Terminal Report of Special Program for the Employment of Student (SPES) | PESO Manager c. Check the masterlist of SPES grantees and accuracy of their signature for submission to DOLE to be signed by the Governor, PESO Manager, PBO and PTO | None | 10 days | PESO Staff/ PESO Manager |
| d. OSEC Form for TUPAD, Beneficiary Profile form, Annex R & Annex P, valid ID and Barangay Certifications | d. Review documents for submission to DOLE | None | 15 days | PESO Staff/PESO Manager |
| e. Monthly Progress Report for TUPAD | e. To be submitted to the DOLE | None | 20 days | PESO Staff & PESO Manager |
| f. Migration and Development Report | f. to be submitted to PPDO | None | Annually | PESO Staff/PESO Manager |

| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | Thru External Client Satisfaction Monitoring form (ECSM) or Internal Client Satisfaction Monitoring form (ICSM) |
| How feedbacks are processed | ECSM and ICSM are being evaluated and rated per month and submitted to Provincial DICO |
| How to file a complaint | Complaint could be address to the Governor-copy furnish PHRMO |
| How complaints are processed | <ol style="list-style-type: none"> 1. Complaints should be address to the Governor, and furnished the PHRMO as chairman of Grievance Committee under Administrative Order No. 18-A-2019. 2. The Grievance Committee will convene to discuss the complaints filed together with the complainant and the office person being complained. <p>The Provincial Legal Officer will represent the Governor during deliberation, being the hearing officer of Administrative Cases under Rules on Administrative Cases in the Civil Service (RACCS).</p> <ol style="list-style-type: none"> 3. Copies of Resolution after the hearing be furnished the Office of the Governor, PHRMO, complainant and the office/person being complained. 4. If the complainant is not satisfied with the action taken by the Grievance Committee, the complainant may elevate the complain to the Civil Service Commission (CSC) Sorsogon Field Office for proper disposition. |

Contact Information of CCB,
PCC, ARTA

It shall also include the following hotline:

- **8888** – Presidential Complaints Center
- **0908-881-6565** – CSC Contact Center ng Bayan
- **478-5093** – Anti-Red Tape Authority

| Office | Address | Contact Information |
|---------------------------------------|--|---------------------|
| PESO-Public Employment Service Office | Capitol Building, Capitol Compound, Brgy. Burabod, Sorsogon City | 09464167190 |