



ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT

NAME OF DEPARTMENT/AGENCY/LGU: PUBLIC EMPLOYMENT SERVICE OFFICE (PESO-ORMOC) / LGU – ORMOC CITY

SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS:

| GOVERNMENT SERVICE | LEGAL BASIS | | OFFICE/AGENCY REGULATIONS | | |
|------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|--------------------------------------------------------|
| | Governing Law(s) (Number and Short Title) | Specific Provision in the Governing Law(s) as Basis | Issuance/Policy Title | Date of Effectivity | Other Issuances/Policies it Effectively Repeals/Amends |
| Referral to Local Employers | Republic Act No. 8759 Public Employment Service Office Act of 1999 | | An Act Institutionalizing A National Facilitation Service Network Through The Establishment Of A Public Employment Service Office In Every Province, Key City And Other Strategic Areas Throughout The Country | February 14, 2000 | Republic Act No. 10691 |
| Gathering Job Vacancies for Labor Market Information | | | | | |
| Employment Coaching | | | | | |
| Career Coaching | | | | | |



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| DOLE Registration of Associations | Presidential Decree No. 442 Labor Code of the Philippines | | A Decree Instituting A Labor Code, Thereby Revising And Consolidating Labor And Social Laws To Afford Protection To Labor, Promote Employment And Human Resources Development And Insure Industrial Peace Based On Social Justice | May 1, 1974 | |
| DOLE Integrated Livelihood Program (DILP) | Department Order No. 137-14 Department Of Labor And Employment Integrated Livelihood And Emergency Employment Programs (DILEEP) | | Guidelines In The Implementation Of The Department Of Labor And Employment Integrated Livelihood And Emergency Employment Programs (DILEEP) | March 28, 2014 | Department Order 173-17 |
| Tulong Panghanapbuhay sa Ating Disadvantaged And Displaced Workers (TUPAD) | | | | | |
| OWWA Help Desk | Republic Act No. 8042 Migrant Workers and Overseas Filipinos Act of 1995 | | Migrant Workers And Overseas Filipinos Act Of 1995 | February 29, 1996 | Republic Act No. 10022 |
| Receiving Job Application | Republic Act No. 8759 Public Employment Service Office Act of 1999 | | An Act Institutionalizing A National Facilitation Service Network Through The Establishment Of A Public Employment | February 14, 2000 | Republic Act No. 10691 |
| Request for Job Posting | | | | | |



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| Requesting for Special/Local Recruitment Activity (SRA/LRA) | | | Service Office In Every Province, Key City And Other Strategic Areas Throughout The Country | | |
| Special Program for Employment of Students | Republic Act No. 7323 An Act to Help Poor But Deserving Students Pursue Their Education by Encouraging Their Employment During Summer and/or Christmas Vacations | | An Act to Help Poor But Deserving Students Pursue Their Education by Encouraging Their Employment During Summer and/or Christmas Vacations | March 30, 1992 | Republic Act No. 9547 |

SERVICE INFORMATION PER GOVERNMENT SERVICE

GOVERNMENT SERVICE: REFERRAL TO LOCAL EMPLOYERS

| SERVICE INFORMATION | | | | | |
|----------------------|-----------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Request Letter | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Submit a letter requesting for resumes of applicants through walk-in or email | Republic Act No. 8759 | 10 Minutes | None |
| | | 2. Receive the documents and signed the transmittal or referral letter | | | |
| | | 3. Fill out the Client Satisfaction Rating Form | | 3 Minutes | |
| TOTAL | | | | 13 Minutes | |



| GOVERNMENT SERVICE: <u>EMPLOYMENT COACHING</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Request Letter | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Submit letter requesting for employment coaching | Republic Act No. 8759 | 3 Minutes | None |
| NSRP Form | | 2. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| | | 3. Attend the employment coaching on the scheduled date and duly fill out the NSRP Form | | 2 Hours | |
| TOTAL | | | | 2 Hours & 6 Minutes | |

| GOVERNMENT SERVICE: <u>CAREER COACHING</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Request Letter | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Submit letter requesting for career coaching | Republic Act No. 8759 | 3 Minutes | None |
| | | 2. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| | | 3. Attend the career coaching on the scheduled date and duly fill out the NSRP Form | | 2 Hours | |
| TOTAL | | | | 2 Hours & 6 Minutes | |



GOVERNMENT SERVICE: DOLE REGISTRATION OF ASSOCIATIONS

SERVICE INFORMATION

| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
|--------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------|------------------------------------------------------------|-----------------------|-----------------------|
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Duly accomplished and notarized Application Form | Presidential Decree No. 442 Labor Code of the Philippines | 1. Approach the PESO Information Desk for inquiry | Presidential Decree No. 442: Labor Code of the Philippines | 3 Minutes | None |
| Name of the association officers and their addresses | | 2. Submit documents for evaluation | | 10 Minutes | |
| Minutes of organizational meeting and Attendance Sheet | | 3. Submit the lacking documents | | 5 Minutes | |
| List of members | | 4. Fill out the Client Satisfaction Rating Form | | 3 Minutes | |
| Financial Report if in existence for at least 1 year | | 5. Wait for the advice of focal person for the approval of DOLE | | 14 Days | |
| Certification, if less than 1 year and has not collected any amount | | | | | |
| Constitution and by-laws accompanied by the names and signatures of ratifying members | | | | | |
| Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members | | | | | |



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| Minutes of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members | | | | | |
| TOTAL | | | | 14 Days & 21 Minutes | |

| GOVERNMENT SERVICE: <u>DOLE INTEGRATED LIVELIHOOD PROGRAM (DILP)</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| DOLE Certificate of Registration | Department Order No. 137-14 Department Of Labor And Employment Integrated Livelihood And Emergency Employment Programs (DILEEP) | 1. Approach the PESO Information Desk for inquiry | Department Order No. 137-14 | 3 Minutes | |
| Business Proposal | | 2. Submit documents for evaluation | | 20 Minutes | |
| | | 3. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| | | 4. Wait for the advice of the focal person as to the result of application | | 30 Days | |
| | | 5. If approved, attend the scheduled turn-over ceremony of DOLE Integrated Livelihood Program | | 2 Hours | |
| TOTAL | | | | 30 Days, 2 Hours & 26 Minutes | |



GOVERNMENT SERVICE: TULONG PANGHANAPBUHAY SA ATING DISADVANTAGED AND DISPLACED WORKERS (TUPAD)

SERVICE INFORMATION

| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
|--------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|---------------------------------|-----------------------|
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Certificate of Indigency | Department Order No. 137-14 Department Of Labor And Employment Integrated Livelihood And Emergency Employment Programs (DILEEP) | 1. Approach the PESO Information Desk for inquiry | Department Order No. 137-14 | 1 Minute | None |
| Valid ID | | 2. Submit certificate of indigency and a copy of Valid ID | | 15 Minutes | |
| Barangay Certification | | 3. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| Photos for Documentation | | 4. Work as assigned by the barangay-in-charge and secure all the necessary documents like Daily Time Record, Barangay Certification and Photos for Documentation purposes to be forwarded to the PESO focal person after 15 days so that payroll can be processed | | 15 Days | |
| Daily Time Record signed by the Punong Brgy/Kagawad-incharge | | | | | |
| TOTAL | | | | 20 Days & 19 Minutes | |



| GOVERNMENT SERVICE: <u>OWWA HELP DESK</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| OFW Information Sheet | Republic Act No. 8042 Migrant Workers and Overseas Filipinos Act of 1995 | 1. Approach the PESO Information Desk for inquiry | Republic Act No. 8042 | 3 Minutes | None |
| | | 2. Fill-out the OFW Information Sheet | | 7 Minutes | |
| | | 3. Answer queries with regards to the accomplished OFW Information Sheet | | 7 Minutes | |
| | | 4. Fill out the Client Satisfaction Rating Form | | 3 Minutes | |
| TOTAL | | | | 20 Minutes | |

| GOVERNMENT SERVICE: <u>RECEIVING JOB APPLICATION</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Resume | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Submit pertinent documents | Republic Act No. 8759 | 2 Minutes | None |
| Application Letter | | 2. Duly Fill-out the NSRP Form | | 5 Minutes | |
| NSRP Form | | 3. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| TOTAL | | | | 10 Minutes | |



| GOVERNMENT SERVICE: <u>REQUEST FOR JOB POSTING</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Request Letter | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Send a letter requesting for Job Vacancy posting including the job details and qualifications through walk-in or email | Republic Act No. 8759 | 1 Minute | |
| Establishment Form | | 2. Duly fill out the establishment form | | 5 Minutes | |
| | | 3. Fill-out the Client Satisfaction Rating Form | | 3 Minutes | |
| TOTAL | | | | 9 Minutes | |

| GOVERNMENT SERVICE: <u>REQUESTING FOR SPECIAL/LOCAL RECRUITMENT ACTIVITY (SRA/LRA)</u> | | | | | |
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| SERVICE INFORMATION | | | | | |
| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Request Letter | Republic Act No. 8759 Public Employment Service Office Act of 1999 | 1. Send a letter requesting for SRA/LRA | Republic Act No. 8759 | 2 Minutes | None |
| Establishment Form | | 2. Duly fill out the establishment form | | 5 Minutes | |
| NSRP | | 3. Fill out the Client Satisfaction Rating Form | | 3 Minutes | |
| | | 4. Attend the scheduled recruitment activity | | 7 Hours | |
| TOTAL | | | | 7 Hours & 10 Minutes | |



GOVERNMENT SERVICE: SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS

SERVICE INFORMATION

| LIST OF REQUIREMENTS | | LIST OF STEPS AND PROCEDURES | | Total Processing Time | Total Fees to be Paid |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------------------|----------------------------------------|-----------------------|
| Requirement | Legal Basis | Client Steps/Procedures as indicated in the Citizen's Charter | Legal Basis | | |
| Bio-data | Republic Act No. 7323 An Act to Help Poor But Deserving Students Pursue Their Education by Encouraging Their Employment During Summer and/or Christmas Vacations | 1. Submit the requirements | Republic Act No. 7323 | 5 Minutes | None |
| Certificate of Live Birth PSA Copy | | 2. If qualified, attend the orientation | | 1 Hour | |
| Parent Indigency | | 3. Work as assigned by the immediate supervisor | | 20 Days | |
| Certificate of Out-of-School Youth (for Osy) | | | | | |
| Certificate of Enrolment | | | | | |
| Copy of Grades | | | | | |
| Application Form | | | | | |
| Employment Contract | | | | | |
| Oath of Undertaking | | | | | |
| TOTAL | | | | 20 Days, 1 Hour & 5 Minutes | |