



Republic of the Philippines
Province of Negros Oriental
City of Canlaon
OFFICE OF THE CITY MAYOR
PUBLIC EMPLOYMENT SERVICE OFFICE
Contact No. 09630274429
Email add: peso.canlaon@yahoo.com.ph



- I. Mandate** : The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs. Core Services: Labor Market Information.
- II. Vision** : To carry out full employment and equality of employment opportunities for all, and for this purpose, to strengthen and expand the existing employment facilitation service machinery of the government particularly at the local levels there shall be established in all capital towns of provinces, key cities, and other.
- III. Mission** : The PESO aims to ensure prompt and efficient delivery of employment facilitation services as well as to provide timely information on labor market and DOLE Programs. (RA 10691)
- IV. Service Pledge:** The Public Employment Service Office (PESO) is a non-fee charging multi-dimensional employment service facility or entity established in all Local.
- V. The PESO Services involves Internal and External Services**

1. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Per RA 7323, RA10691

- The Special Program for Employment of Students is DOLE’s youth employment bridging program which aims to provide temporary employment to poor but deserving students, Out of school Youth, and dependents of displaced or would be displaced workers during summer/Christmas vacation or any time of the year to augment their family income to support their studies.

Office/Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO), CMO Canlaon City
Classification:	Simple/Complex
Type of Transaction:	G2C – Government to Citizen; G2B– Government toGovernment
Who may avail:	Students/OSY/Undergrad/ sons and daughter of displace workers, dropouts
CHECKLIST OF REQUIREMENTS	
1. Duly accomplished DOLE registration form 2. Birth Certificate SECPA 3. Diploma/TOR/card as to passing grades/Latest certification of grades 4. ITR/Barangay Certificate of Indigency 5. School Certification 6. 2 pcs 1x1 ID picture and 2 pcs passport size picture 7. Duly filled up Employment Contract	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitor PESO FB page for announcement from PESO/DOLE/ Listen to local Radio Stations; May inquire directly at the PESO office or to any legit persons who know about the SPES program (E-Monitor and anunsyo gikan sa PESO -DOLE, Maminaw sa lokal nga Radyo Pangutana diretso sa PESO Office o sa mga lihitomong personal na nahibalo mahitungod sa programa sa SPES) 2. Sign in the clients/visitors log book. Fill out registration form provided by the office (Magpalista sa Logbook sa mga kliyente or bisita. Magsulat sa Formas sa rehistrasyon nga gihatag sa opisina)	- Post/inform/ annouce local media of the SPES-DOLE program (Mag paskil/pahibalo ug anunsyo sa lokal nga medya mahitungod sa programa sa SPES-DOLE) - Conduct meeting with LCE and Brgy. Captain for the allocation of SPES beneficiaries per Brgy. (Schedule ug meeting kauban ang mayor ug kapitan sa Barangay mahitungod sa alokasyon sa benepisyaryo matag-Brgy. Sa SPES) - Register the student/s applicants in the Log Book; provide the NSRS Form.. Provide checklist of requirements (Erehistro ang mga estudyante o' aplikante sa Log book sa office , hatagan ug application	- None	10 min 1 day 10 min	- Mr. Jonel Venida - Ms. Emelia N. Demafelis - Ms. Emelia N. Demafelis - Ms. Jesselyn V. Candelario

3. Seek Brgy. Certificate of indigency from the Brgy. Captain and forward to PESO Office. (Mangayo ug Brgy. Certipikasyon nga indigent ug ipasa sa PESO Office)	- Form. - Maghimo ug interview. Maghatag og listahan sa mga requirements) - Receive and validate documents submitted and Conduct initial interview (Magdawat ug mag validar sa mga sulat recommendasyon, dayon interbyo sa mga bata)	- None	- 10 minutes	- Ms. Jesselyn V. Candelario - Ms. Emelia N. Demafelis - Ms. Shiela E. Blanco - Veronica V. Mabanag
4. Accomplish the DOLE forms secure the required documents and forward to in-charge (Tiwason ug fill up ang mga pormas sa DOLE. I andam ang mga dukumento)	- Distribute DOLE form to qualified student applicants and provide the check list of requirements for submission and set deadline (Maghatag ug pormas ug checklist sa mga requirements . Maghatag ug tagal sa agsumitar)	- None	- 5 minutes	- Ms. Shiela E. Blanco - Ms. Veronica V. Mabanag
5. Submit duly accomplished forms and other documents (ipasa ang nahuman nga pormas ug forms and other	- Receive the duly filled up SPES forms and other requirements submitted by the applicant/s, check and indorse to PESO Manager	- None	- 5 minutes	- Ms. Shiela E. Blanco

documents)	(Dawaton ang mga nahuman nga mga papelis ug mga requirements nga gipasa sa applicante, e check ug handos sa PESO Manager)			- Ms. Emelia N. Demafelis
6. Present recommendation of the Brgy. Official/City Official to the PESO personnel in-charge (I presenta ang rekomendasyon nga gikan sa Opisya sa Brgy. O' sa syudad sa PESO personnel in-charge)	- conduct final validation of documents /interview and instruct applicant to wait for notification and posting the final list of beneficiaries (Magpatigayon ug final interbyo ug ipakita ang rekomendasyon para aprobahan sa LCE)	- None	- 15 minutes	- Mr. Jonel R. Venida
7. Wait for the schedule of posting of list of qualified applicants (Maghulat sa eskedyul sa posting sa lista sa kwalipikadong aplikante)	- Prepare list of qualified applicants SPES for signature of the LCE -post and require the qualified applicants to fill up all the necessary documents (Magpaskil ug lista sa mga kwalipikado nga aplikante. OSY/ for the SPES programa)	- None	- 15 minutes	- Ms. Emelia N. Demafelis
		- None		- Ms. Emelia N. Demafelis - Jonel Venida
				- Ms. Emelia N.

8. Sign Enrollment/placement Report, Employment Contract and etc. (Mo perma sa Enrollment/placement Report)	- Prepare Enrolment /placement and employment Contract for signature of the student applicants (I andam ang enrollment report ug listahan sa kwalipikado nga nadawat)	- None	- 5 minutes	Demafelis
9. Submit to the PESO Office the duly filled up documents and other docs (Adto sa PESO Office ug ipasa ang kumpletong dokumento)	- Collect all the documents/ requirements submitted by the students as listed in the checklist of requirements (kuhaon ang mga dukumento requirements nga gipasa sa mga estudyante. Nga naa sa listahan sa mga requirements)	- None	- 1 hour	- Ms. Veronica Mabanag - Ms. Emelia N. Demafelis
10. Secure Endorsement letter for work or training assignment (Kuhaon ang Endorsement letter para sa trabaho o training assignment)	- Issue work/training assignment to the student/applicants (Mo isyo ug mohatag ug work o' training assignment sa studyante)	- None	- 2 hours	- Ms. Veronica V. Mabanag
11. Report for work/training as stated in the work /training	- conduct supervision within the training period (Pagpahigayon sa	- None	- 20 days	- Ms. Emelia N. Demafelis - Ms. Veronica V. Mabanag

assignment issued	pagdumala sulod sa panahon sa pagbansay)	- None		
12. Submit and sign DTR and other documents Payroll (Mopasa ug mopirma sa DTR ug uban pa nga dokumento, payroll)	- Receive and check DTR if signed by the in-charge (Brgy. Official) or Trainer and proceed to preparation of payroll (Modawat ug mo check sa DTR kung naa bay pirma sa In-charge nga opisyaes sa brgy. O, sa gitahasan)	- None	- 3 minutes	- Ms. Veronica V. Mabanag - Ms. Emelia N. Demafelis - PESO Staff
13. Sign post employment documents (Perma ug post employment nga dokumento)	- all documents ready for signature of the applicants in support to the release of the 40% salary (Andamon ang tanang dokumento para papirmahan sa aplikante bilang suporting documents) - Prepare transmittal letter address to DOLE attached complete documents of	- None	- 60 minutes	- Ms. Veronica V. Mabanag - Jonel Venida

14. Follow up schedule of release of 60% salary from the LGU if available get the claim slip at the PESO Office and proceed to cash Division. (E Follow up ang schedule of release sa sweldo sa 60% nga sweldo gikan sa LGU.) ug naa na mangayo ug gamay claim	each student.(Preparahon and transmittal letter address to DOLE e attached ang completong dokumento Sa estudyante)	- None	- 5 minutes	- Ms. Emelia N. Demafelis
	- Submit all documents to the DOLE (Ipasa ang tang papelis sa DOLE)			
	- Prepare and process payroll for the 60% salary of student in the LGU and schedule the release (Preparar ug eproseso ang payroll sa 60% nga sa mga studyante gikan sa LGU. E schedule ang pagpanghatag)	- None	- 2 days - 5 days	- Ms. Emelia N. Demafelis
	- Coordinate with CTO/Cashier divisions for the scheduled releases of the SPES Salary and inform all beneficiaries (Pakigkoordinar sa mga dibisyon sa CTO/Cashier para sa gikatakdang pagpagawas sa SPES	- None	- 10 minutes	- Ms. Veronica V. Mabanag - Jonel Venida

slip ug moderetso sa Cash para magpa sweldo. 15. Inquire/follow up the payment of 40% salary of the of the DOLE, if available Get the Reference number from the PESO office and proceed to ML to claim the 40% salary from DOLE (Mangutana /follow up sa sweldo sa DOLE nga 40%)	Salary ug pagpahibalo sa tanang benepisyaryo) - Release the reference number of the student- and let them sign the confirmation sheet issued by the DOLE (Mohatag ug Ref. Number sa mga estudyante og papirmahon sila sa confirmation sheet nga gihatag sa DOLE)		- 3 min -	- Ms. Veronica V. Mabanag
TOTAL		NONE	5 Weeks	

2. NATIONAL SKILLS REGISTRATION PROGRAM

The National Skills Registration is a program initiated by the Department of Labor and Employment through the Public Employment Service Office (PESO) with the main objective of maintaining a continuing nationwide skills registry through its Skills Registry System (SRS) data base.

Office/Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)			
Classification:	Simple/Complex			
Type of Transaction:	G2C – Government to Citizen; G2B– Government to			
Who may avail:	Job Seekers for Local & Overseas employment, Person seeking Wage and Self Employment Assistance, Person seeking Livelihood Training Assistance			
CHECKLIST OF REQUIREMENTS				
1. Brgy. Certification 2. Birth Certificate (SECPA) 3. Passport if available (photocopy) 4. Diploma/Transcript of Record (photocopy) 5. Employment Record/Contract 6. Certificate of TESDA Assessment (photocopy) if any 7. at least 2 valid IDs 8. School Card for High School				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Search for Job opportunities posted at the PESO Page. Visit PESO Office for registration (Pagpangita ug oportunidad sa trabaho og bisan unsang programa sa panginabuhian)	- Register the client in the Visitor's Log Book & provide Registration - Form (NMIS). Interview, assist & check the accomplished form & indorse to IT (Irehistro ang kliyente sa visitas log book ug hatagan ug pormas (NMIS). Interbyohon, assistihan sa pag fill up sa pormas)	- None	- 10 minutes	- Ms. Jesselyn V. Candelario - Ms. Lyka Fe M. Ferolino - Ms. Emelia N. Demafelis
2. Submit required documents (Mosumiter ug mga dokumento)	- Encode the data thru Online Registration . File the duly filled up form for reference during hiring (Encode and data sa online registration, ihan-ay ang mga papeles as reference sa panahon sa pagpanawat) - Call to any licensed agency and refer the applicant for any available job match to the applicant qualification.	- None	- 10 minutes	- Ms. Lyka Fe M. Ferolino - Mr. Jonel R. Venida
3. Follow up updates/status of the registration & any available jobs (Pagpangumusta o update sa kahimtang sa pagparehistro ug unsang	- If no available job or advise the applicant to join the SRA .(Pag-tanaw sa lisensyadong ahensya ug pagkomparar sa sa bisan	- None	- 30 minutes	- Ms. Emelia N. Demafelis - Mr. Jonel R. Venida

trabaho ang anaa) 4. Monitor the Schedule of SRA or Training. And prepare for personal interview (Pagbantay sa iskedyl sa SRA o Pagbantay. Ug pagpangandam alang sa personal nga pakighinabi)	unsang anaa nga mga trabaho ug tambagan ang aplikante nga moapil sa SRA) - Inform the applicant on the SRA schedules and or TESDA skills training scheduled. Conduct initial interview and provide the applicant the necessary contact number in case Job opportunities are available (Pagpahibalo sa aplikante sa iskedyl sa SRA ug sa pagbansay sa kahanas sa TESDA. Paghimo sa asiunang pakisusi ug ihatag sa aplikante ang kinahanglan nga numero sa pagkontak kung aduna nay oportunidad sa trabaho)	- None	15 min	- Ms. Emelia N. Demafelis
TOTAL		NONE	1 hour & 5 minutes	

3. OFW HELP DESK

To provide assistance to OFW and their families. To help improve the delivery of services to Overseas Filipino Workers (OFW)
On welfare cases and repatriation, security, safety and protection of OFWs.

Office/Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO), CMO. Canlaon City			
Classification:	Simple/Complex *			
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government			
Who may avail:	OFW and their immediate families			
CHECKLIST OF REQUIREMENTS				
FOR ACTIVE OFW: 1. Unexpired passport 2. Unexpired POEA confirming visa 3. Validity issued travel tickets and 4. POEA/PESO database issued E-receipt of OEC) 5. Barangay Certification 6. 2 pcs 1x1 ID picture / 1 pc passport size picture				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. OFW client or immediate family inquire assistance about their OFW who has problem with her/his employer or any concerns (Kliyente sa OFW o immediate nga pamilya mangayo ug tabang bahin sa ilang OFW nga adunay problema sa iyang amo o bisan unsang kabalaka)	- Register the client in the log book and provide registration form & checklist of requirements (Irehistro ang kliyente sa log book ug ihatag ang porma sa pagparehistro ug checklist sa mga kinahanglanon) - Conduct interview and assessment on need of the client. Check the documents presented as proof of their OFW (Pagpahigayon og interbyu ug pagtasa sa panginahanglan sa kliyente. Susiha ang mga dokumento nga gipresentar isip pruwera sa ilang OFW)	- None - None	- 5 minutes - 10 minutes	- Ms. Jesselyn V. Candelario - Ms. Shiela Fatima E. Blanco
2. Present and discuss the details of the problem of their OFW (Ipresentar ug hisgoti ang mga detalye sa problema sa ilang OFW)	- Put into record the details of the case of the OFW. Provide the Case Intake Sheet. Specifying the dates of the occurrence of every activity that happen, OFW Address in the Philippines, Agency in the		- 30 minutes	- Ms. Shiela Fatima E. Blanco - Ms. Emelia N. Demafelis

Fill out Case Intake Sheet (Fill apan ang Case Intake Sheet)	Phil. and Contact No. OFW, date deployed & Contact number and address of the local Agency Gather facts and forward to PESO Manager for further verification (Ibutang sa talaan ang mga detalye sa kaso sa OFW. Ihatag ang Case Intake Sheet. Pagtino sa mga petsa sa panghitabo sa matag kalihokan nga mahitabo, OFW Address sa Pilipinas, Ahensya sa Phil. ug Contact No. OFW, petsa nga na-deploy & Contact number ug adres sa lokal nga Ahensya Tigoma ang mga kamatuoran ug ipasa ngadto sa PESO Manager para sa dugang nga pag-verify)	- None	60 minutes	
3. Wait for Notification from the PESO office (Hulata ang	- Validate the alleged complaint/case of the OFW, email and transmit the written complaint to Local Agency and OWWA for action (Review ang kaso sa OFW, email ug ipadala ang sinulat nga		- 2 weeks	- Ms. Emelia N. Demafelis

Notification gikan sa PESO office)	reklamo ngadto sa Local Agency ug OWWA para aksyonan) - Follow up thru emails /calls to local Agency and OWWA for the possible action taken (Pag-follow up pinaagi sa mga email/tawag sa lokal nga Ahensya ug OWWA alang sa posibleng aksyon nga mahimo) - Notify the requesting client on the actions from OWWA and or the Local Agency discuss through calls and follow up updates from the concern. (Pahibalo sa naghangyo nga kliyente sa mga aksyon gikan sa OWWA ug o sa Lokal nga Ahensya)		30 minutes	- Ms. Emelia N. Demafelis - Ms. Shiela Fatima E. Blanco
			30 minutes	- Ms. Emelia N. Demafelis - Ms. Shiela Fatima E. Blanco
TOTAL		NONE	Indefinite	

2. REGISTRATION OF WORKERS ASSOCIATION

- Rural Workers Association (RWA) refers to an Association of workers organized for the mutual aid and protection of its members or for any legitimate purpose Under PD 442 of the Labor Code of the Philippines as amended, the DOLE is mandated to process the application for registration of workers Association. The purpose is

Office/Division:	Public Employment Service Office, City Mayor’s Office, Canlaon City
Classification:	G2C – Government to Citizen; G2G – Government toGovernment
Who may avail:	Group of work
CHECKLIST OF REQUIREMENTS	
1. Name of Association’s Officers and their respective addresses 2. Minutes of the Organization meeting’s 3. List of the members who participated in the Organizational meeting’s; 4. Annual Financial Reports, if the applicant association has been in existence for 1 year or more; 5. Financial Report not required if application association has been in existence for less than 1 year or has not collected any amount.	

6. Constitution and By Laws, accompanied by the names and signatures or ratifying members
7. Minutes of adoption or ratification of the constitution and By Laws and Date's when the ratification was made.
8. Minutes of adoption is not required if it is done simultaneously with the Organizational meeting and the same is reflected in the minutes of the Organizational meeting

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire & secure application Form or registration of association (Pagkuha ug pormas sa aplikasyon alang sa pagparehistro sa asosasyon)	- Register the client in the log book and provide NSRS form, and endorse the client to the staff in charge. (Irehistro ang kliyente sa log book ug Mohatag ug NSRS ug e forward sya sa incharge nga staff sa RWA..	None	5 minutes	Ms. Jesselyn Candelario
	- Provide the application Form and list of requirements; brief for the documentation assistance. Hatagan ug application form ug listahan sa	None	10 minutes	Mr. Reyamar B. Cornelia

2. Submit duly filled up application Form and supporting documents (Isumite and completo nga mga pormas ug ang mga completo nga dokumento sa paagsuporta sa mga dukumento.)	mga requisites ug hatagan ug giya unsaon paghimo sa mga document. - Check the completeness of the form and the documentary requirements if the application and requirements are not complete. Return to the client indicating the lacking . requirements needed and explain, as may be necessary. (Susihon kung kumpleto ug insakto ang nakasulat sa mga pormas, ug kung completo ang mga dokumento. Kung dili kompleto, ibalik sa kliyente ang papelis tudloan unsay kulang nga papelis.) (dinhing dapita wala pa na file ang iyang aplikasyon sa pagrehistro sa iyahang asosasyon.) - Check the completeness of the documents and forward to the	None None	15-20 minutes	Mr. Reymar B. Cornelia
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3. Submit the complete documents (Isumite and completo nga mga dokumento .	PESO Manager. Usisaon ug completo naba ang mga requirements nga gisumeter ug e handos sa PESO manager	None	5 min	Mr. Reymar B. Cornelia
4. Comply all the necessary requirements, reproduction of documents and notarized the documents and submit to the	- Validate and re check all the documents for reproduction of 4 copies each and advice to notarized all the documents.. para ma validate e validar ug e check ug complete na ang document sultihan nga e reproduce and dokumento ug upat n kabuok ug advisan nga ipa notarized and mga papelis/		10 minutes	Ms. Emelia N. Demafelis
	- Forward the complete and notarize documents to the DOLE including the payment and have it received by the DOLE personnel in-charge. (ipasa ang kumpletong dukumento nga nahuman na ug notaryo didto sa DOLE ug iapil ang bayad, ihatag sa in-charge sa DOLE.			Ms. Emelia N. Demafelis
	- Pick up and RWA Certification nga permado sa Dir. Sa DOLE after receiving the notice from	75.00	1 day	Ms. Emelia N. Demafelis

	the DOLE to pick up approved application Kuhaon and RWA Certification nga napermahan na sa Dir. Sa DOLE. Human makadawat ug pahibalo nga approve na ang application para registration - Tawagan ug inform the group/association for the released of their Cert. of registrar. Release the Certificate and take photo documentation - Maghulat ug pahibalo nga gikan sa DOLE sa pagkuha sa naaprobahan na nga aplikasyon. - Pahibaloon ang assosasyon nga naaprobahan na ang ilang Cert. Of Registration aron kini kuhaon sa PESO) ug e release ang Certificate ug mojuha ug Hulagway para ma idokumento.		1 days 3 mintes	Demafelis - Mr. Reymar B. Cornelia - Ms. Emelia N. Demafelis
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	TOTAL	NONE	5 DAYS and 1 minute 25 seconds	
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3. SPECIAL RECRUITMENT ACTIVITY (SRA)

SRA is one of the program of the POEA (Memo No. 2 s 2015) of the POEAThe POEA Licensed Agency will sit down for recruitment at the PESO Office to conduct interview to registered and walk in applicants, through Supervision of the PESO Office. The PESO Office will provide the Licensed Agency the venue for recruitment.

Office/Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) CITY MAYOR’S OFFICE
Classification:	Simple/Complex
Type of Transaction:	G2C – Government to Business; G2G – Government toGovernment
	POEA Licensed Agency
CHECKLIST OF REQUIREMENTS	
1. Letter of intent of the agency	

- 2. Business permit
- 3. Company profile
- 4. License/Certificate of Renewal
- 5. POEA approve Job Order balanced
- 6. Deployment Report

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter of Intent address to the LCE manifesting intention to conduct SRA <i>(Ipadayon ang sulat sa katuyoan sa pakigpulong sa pagpakita sa katuyoan sa pagpakita sa SRA)</i>	Register the client in the log book provide registration form. Provide checklist of requirements initial interview <i>(Irehistro ang kliyente sa log book naghatag sa porma sa pagparehistro. Paghatag checklist sa mga kinahanglanon sa inisyal nga interbyu)</i>	None	5 minuntes	Ms. Jesselyn Candelario
2. Submit or email required documents Call if necessary for expedition of the processing <i>(submit or email gikinahanglang mga</i>	Check the completeness of the requirements; verify the validity of the POEA Licensed. If not complete require for compliance of the requirements and explain, as maybe necessary if complete	None	15-20 minutes	Ms. Emelia N. Demafelis

dokumento Tawag kon gikinahanglan para sa ekspedisyon sa pagproseso) 3. Pay permit Fee to CTO follow up the issuance of NOC (Pay Permit Fee sa CTO Sundan ang Pag-isyu sa NOC)	indorse to the PESO manager for further verification clarification and quires and instructions. Require to comply (verify ang validity sa POEA Licensed. Kung dili kompleto nga kinahanglanon alang sa pagsunod sa mga kinahanglanon ug ipasabut, kung kinahanglan kung kompleto nga i-indorse sa tagdumala sa PESO alang sa dugang nga pagpatin-aw sa verification ug mga pangutana ug instruksyon. Kinahanglan nga motuman)	None		
	Affix receipt of payment-Issued by CTO Affix nga pagdawat sa pagbayad nga gi-isyu sa CTO	1,000.00	5 minutes	Ms. Jesselyn Candelario
	Issue No Objection Certificate specifying the date and personnel representative who will sit down during the activity. ug Isyu ug Sertipiko nga Wala'y Pagsupak nga nagpiho sa petsa	None	5 minutes	Ms. Emelia N. Demafelis

4. Sit down for SRA activity and conduct interview to registered and walk in applicants. (paglingkod alang sa kalihokan sa SRA ug ipahigayon ang personal nga pakigsulti sa narehistro ug mga nisulod ra mga mga applicants)	ug mga personahe nga representante nga molingkod sa kalihokan)	None	10 minutes	Ms. Jesselyn Candelario
	Process and Mayor's permit to conduct SRA for signature of the LCE. E process and mayor's permit nga maghimo sila ug special Recruitment Activity.	none	2 days	Ms. Emelia N. Demafelis
	Arrange venue for the conduct of SRA at the PESO office. And inform other interested applicants. (Paghatag lugar alang sa pagpahigayon sa SRA sa PESO Office. Ug ipahibalo sa ubang mga interesado nga mga aplikante.)		2 days	Ms. Jesselyn Candelario
	Register all walk in applicants (Irehistro ang tanan nga paglakaw sa mga aplikante) Supervise the conduct of SRA (Pagdumala sa pagpahigayon sa SRA)		2 days	Ms. Emelia N.

5. Prepare Terminal Report for counter signing of the PESO Manager (Pag-andam sa Terminal Report alang sa Counter Signing sa Peso Manager)	Counter sign Terminal Report and file copies (Counter sign Terminal Report ug mga kopya sa file)		3 minutes	Demafelis Ms. Emelia N. Demafelis
TOTAL		NONE	indefinite	

4. TRAINING FOR WORK SCHOLARSHIP PROGRAM (TWSP)

- TWSP is one of the program of TESDA which aims to provides immediate interventions to produce the needed skilled and certified workers and fill up the unfilled jobs in key industry sectors in the country.
- This program provides financial support to students /beneficiary of the program

Office/Division:	PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)
Classification:	Simple/Complex
Type of Transaction:	G2C – Government to Citizen; G2B – Government to Business; G2G – Government to Government
Who may avail:	Interested students, OSY, none working adults who are 18 years old and above and had finished their high school.
CHECKLIST OF REQUIREMENTS	

1. Brgy. Certification 2. Birth Certificate (SECPA) 3. High School card/form 137/TOR for college applicants)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. May inquire through calls ,online messenger and or visit PESO office to inquire any scholarship program. (mangutana pinaagi sa tawag, mensahe sa messenger o mo bisita sa PESO office aron mangutana kabahin sa Scholarship program.)asosasyon)	- Answer all calls and require to visit PESO Office to fill up registration form. (Tubagon ang tanang tawag pangutana unya sultihan nga moadto sa PESO Office para magpa rehistro.)	- None	5 minutes	- Emelia N. Demafelis
	- Register the client in the log book , provide registration form and checklist of requirements. (Irehistro ang kliyente sa log book hatagan sa mga pormas. Hatagan ug listahan sa mga	- None	- 3-5 minutes	- Ms. Jesselyn Candelario

2. Submit duly filled up application Form and supporting documents. (Isumite and completo nga mga pormas ug ang mga completo nga dokumento sa paagsuporta sa mga dokumento)	kinahanglanon para sundanan sa pag complete) - Check the completeness of the form and the documentary requirements per check list. If the requirements are incomplete. return the documents to the client indicating the lacking requirements and explain, as may be necessary.	- None	- 10 minutes	- Veronica V. Mabanag
	(Susihon kung kumpleto ug insakto ang nakasulat sa mga pormas, ug kung completo ang mga dokumento. Kung dili kompleto, ibalik sa kliyente ang papelis tudloan unsay kulang nga papelis.	- None		
3. Submit the complete documents .(Isumite and completo nga mga dokumento.)	- Discuss, coach the client and give enlightenment about the different TESDA Scholarship program to fit the desire of the client. (estroyahon ug hatagan ug kahayag ang klleyente unsa nga program ang dapat para niya.)	- None	- 5-10 minutes	- Ms. Emelia N. Demafelis
	- Include the list of beneficiary of the training, ask his contact number.. (iapil sya sa listahan sa training nga iyang gusto	- None		- Emelia N. Demafelis

4. Attend the Training Induction Program (TIP)	pangayoan ug numero para matawagan.) - Arrange the venue of the TIP to be conducted. (ihan-ay the lugar asa himoon ang TIP nga pagahimoon)	- None	- 1 days	Emelia N. Demafelis Veronica V. Mabanag
5. Join the TWSP training until the duration of the training	- Arrange the venue of the TWSP training. (ihan-ay the lugar asa himoon ang TIP nga pagahimoon) - Arrange accommodation of the trainer (ihan-ay ang pinuy-anan sa trainer) - Supervise the conduct of the training . (paga tan-awon ug supervise and training) - Facilitate the conduct of TESDA NC2 Assessment after the training. (ihan-ay pagahimuon and TESDA NC2 Assessment inug kahuman sa training) -		- 1 days - 1 days - 1 days	Emelia N. Demafelis Veronica V. Mabanag Emelia N. Demafelis Emelia N. Demafelis Veronica V. Mabanag
TOTAL		NONE	4 DAYS & 30 min.	

DIRECTORY

**PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)
CANLAON CITY, NEGROS ORIENTAL**

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JOSE CHUBASCO B. CARDENAS
City Mayor



EMELIA N. DEMA FELIS
SLEO/PESO Manager



REYMAR CHARLES B. CORNELIA
RWA In-charge



SHIELA FATIMA E. BLANCO
OFW In-charge



VERONICA V. MABANAG
Clerk Designate/Training In-charge



JESSELYN V. CANDELARIO
Information Desk



JONEL R. VENIDA
I.T./ENCODER



LEMUEL M. NEMEÑO
Driver



LYKA M. FEROLINO
Encoder



RICHEL P. DEMA FELIS
Trainer NCII

VI. FEEDBACK MECHANISM:

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Client will be provided Feedback and rating form for them to answer and put it in the feedback and complaints drop box Administrative Services Contact Info 09639274429 and or email to peso.canlaon@yahoo.com.ph)

How feedback is processed?	The Officer incharge verifies the nature of the queries and feedback every after working day. The same will be referred to the concerned personnel for validation. After validation the Office Manager will inform the citizen or client will be informed via e-mail or phone call. For follow-ups or queries, the contact information are as follows: 09630274429 email address peso.canlaon@yahoo.com.ph)
How to file complaint?	To file a complaint against the Authority, provide the following details via e-mail: - Full name and contact information of the complainant - Narrative of the complain - Evidences - Name of the person being complained For follow-ups or queries, the contact information are as follows: 09630274429 email address peso.canlaon@yahoo.com.ph)
How complaints are processed?	All complaints received against the Authority will be processed by the Anti-Red Tape Unit (ARTU) of the Authority The ARTU browses, evaluates, and determines the complaints received on a daily basis. The ARTU shall coordinate with the concerned Office to answer the complaint and shall investigate, if