

CITIZEN CHARTER

**PUBLIC EMPLOYMENT
SERVICE OFFICE (PESO)
EXTERNAL SERVICES**



1. ISSUANCE OF MAYOR'S PERMIT TO WORK/OCCUPATIONAL CARD

Any individuals who are newly hired by employers and already employed within the territorial jurisdiction of City of Imus are required to secure Mayor's Permit to Work/Occupational Card which they have to submit to their respective employers as part of their requirements.

| | | | | |
|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------------------------|----------------------------------------------------------|----------------------------------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | SIMPLE | | | |
| TYPE OF TRANSACTION | G2C - Government to Citizen | | | |
| WHO MAY AVAIL THE SERVICE | All employed citizens in the City of Imus | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Duly accomplished application slip | | | Public Employment Service Office | |
| Health Card | | | Imus Health Center | |
| NBI or Police Clearance | | | National Bureau of Investigation (NBI) or Police Station | |
| Community Tax Certificate (Cedula) | | | City Treasurer's Office | |
| Referral/Recommendation Letter (If not Imus Resident) | | | City or Municipality where the client resides | |
| Barangay Certification and Oath of Undertaking (additional requirements for 1st time Job Seekers Act of 2019 - R.A 11261) | | | From Respective Barangay | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry and submit the required documents | 1. Assist and assess the requirements. | None | 1 minute | Manuel L. Sañez |
| 2. Receive the Order of Payment | 2. Release Order of Payment | None | 1 minute | Manuel L. Sañez |
| 3. Pay the required fees. | 3. Receive the payment and issue the Official Receipt (O.R) and Documentary Stamp Tax | Php 80.00 | 5 minutes | City Treasurer's Office |
| 4. Submit the O.R and Register in the log book | 4. Process the request | None | 4 minutes | Claire Genova, Raquel Camacho, Jopearl Jill Manuel |
| 5. Receive the document | 5. Release the document | None | 1 minute | Manuel L. Sañez |
| TOTAL | | Php 80.00 | 12 minutes | |



2. ISSUANCE OF MAYOR'S CLEARANCE

Document issued to individuals who need for local employment (PNP, BFP, AFP, Coast Guard), On-the-Job Training Student, Firearms License, and other legal purposes. Must be Imus resident.

| | | | | |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|------------------------|----------------------------------------------------------|----------------------------------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2C - Government to Citizens; G2G - Government to Government | | | |
| WHO MAY AVAIL THE SERVICE | All residents of City of Imus | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Duly accomplished application slip | | | Public Employment Service Office | |
| NBI or Police Clearance | | | National Bureau of Investigation (NBI) or Police Station | |
| Barangay Clearance | | | From respective barangay | |
| Barangay Certification and Oath of Undertaking (additional requirements for 1st time Job Seekers Act of 2019 - R.A 11261) | | | From Respective Barangay | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry and submit the required requirement | 1. Assess the requirements. | None | 1 minute | Manuel L. Sañez |
| 2. Receive the Order of Payment | 2. Release the Order of Payment. | None | 1 minute | Manuel L. Sañez |
| 3. Pay the required fee | 3. Receive the payment and issue the Official Receipt (O.R) and Documentary Stamp Tax | Php 80.00 | 5 minutes | City Treasurer's Office |
| 4. Submit the requirements and Official Receipt (O.R) | 4 Process the Mayor's Clearance | None | 4 minutes | Claire Genova; Raquel Camacho, Jopearl Jill Manuel |
| | 4.1 Signature of Local Chief Executive (LCE) | | 1 day | Mayor Alex L. Advincula |
| 5. Register in the logbook and receive the document. | 5. Release the document | None | 1 minute | Manuel L. Sañez |
| TOTAL | | Php 80.00 | 1 day and 12 mins | |



3. ISSUANCE OF APPLICANT REFERRAL LETTER FOR EMPLOYMENT

Applicants undergo a pre-qualification process which consists of job matching and counseling, among others prior to the issuance of a job referral/ recommendation letter addressed to a prospective employer/s.

| | | | | |
|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------------|----------------------------------|-------------------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2C - Government to Citizens; G2G - Government to Government | | | |
| WHO MAY AVAIL THE SERVICE | All residents of City of Imus | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Accomplish Request Slip | | | Public Employment Service Office | |
| Resume | | | From Applicant | |
| Other requirements (Barangay Clearance, NBI, Police Clearance, Birth Certificate, TOR/Diploma - if company requires) | | | From Applicant | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry | 1.1 Assess the requirements | None | 1 minute | Manuel L. Sañez |
| | 1.2 Issue PESO Employment Information System (PEIS) form and Request Slip | | 1 minute | Manuel L. Sañez |
| 2. Accomplish request slip and PESO Employment Information System (PEIS) | 2. Check the applicant's requirements and inform the available job vacancies that match him/her | None | 6 minutes | Ruby Marie Pelaez Regine Velasco |
| 4. Register in log book | 4. Prepare the Referral letter | None | 2 minutes | Claire Genova and Raquel Camacho |
| 5. Receive the Referral Letter and proceed to the company to process the job application. | 5. Issue the applicant's referral letter | None | 1 minute | Manuel L. Sañez |
| TOTAL | | None | 11 minutes | |



4. ISSUANCE OF REFERRAL LETTER TO OTHER MUNICIPALITIES AND CITIES

Issued to the applicant as their requirements for processing Mayor's Permit to Work or Occupational Permit to other Municipalities or Cities

| | | | | |
|------------------------------------------------------------------------|--------------------------------------------------------------|------------------------|----------------------------------|----------------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2C - Government to Citizens; G2G - Government to Government | | | |
| WHO MAY AVAIL THE SERVICE | All residents of City of Imus | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Accomplish Request Slip | | | Public Employment Service Office | |
| Barangay Clearance | | | From Respective Barangay | |
| Valid ID | | | Government Issued ID | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry | 1.1 Assess the requirements; | None | 1 minute | Manuel L. Sañez |
| | 1.2 Issue the Request Slip | None | | |
| 2. Register in logbook | 2.1 Check the client's requirements; | None | 5 minutes | Claire Genova; Raquel Camacho |
| | 2.2 Prepare the Referral Letter | None | | |
| 3. Receive the Referral Letter | 3. Issue the Referral Letter | None | 1 minute | Manuel L. Sañez |
| TOTAL | | None | 7 minutes | |



5. ISSUANCE OF COMPANY ACCREDITATION

To secure the legality of the papers submitted by the company before they are allowed to join in job matching activities, posting job vacancies and resume browsing.

| | | |
|----------------------------------|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | |
| CLASSIFICATION | Simple | |
| TYPE OF TRANSACTION | G2B - Government to Businesses | |
| WHO MAY AVAIL THE SERVICE | All companies seeking to join the Imus PESO job matching activities and sorting of applicants resume | |
| | CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| | For Local Company / Manpower Agency | |
| | Letter of Intent | Company |
| | Company Profile | Company |
| | Latest Business Permit | LGU (BPLO) |
| | DOLE Registry of Establishment | Department of Labor and Employment |
| | Certificate of No Pending Cases | Department of Labor and Employment |
| | DO-174 Certificate (for Manpower Agency only) | Department of Labor and Employment |
| | Cooperative Certificate of Registration | Cooperative Development Authority |
| | SEC Registration, DTI Certificate | Securities and Exchange Commission/ Department of Trade and Industry |
| | BIR Certificate | Bureau of Internal Revenue |
| | List of updated Job Vacancies with total number of manpower requirement | Company |
| | For Overseas Company | |
| | Letter of Intent | Company |
| | Company Profile | Company |
| | Copy of POEA License | Philippine Overseas Employment Administration |
| | Approved Manpower-Job Order From POEA | Philippine Overseas Employment Administration |
| | No Pending Cases and DOLE Registered | Department of Labor and Employment |
| | Latest Business Permit | LGU (BPLO) |



| SEC Registration/ DTI Certificate and BIR Certificate | | Securities and Exchange Commission / Department of Trade and Industry / Bureau of Internal Revenue | | |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|-----------------------------|----------------------------------------|
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry | 1. Assists and refer the company representative to the assigned focal person | None | 1 minute | Manuel L. Sañez |
| 2. Proceeds to the assigned personnel and present/ submit the requirements | 2.1 Check the completeness and validate the submitted documents; | None | 2 days | Ruby Marie Pelaez Regine C. Velasco |
| | 2.2 Conduct validation to DOLE/POEA (if needed); | None | | |
| | 2.3 Signature of City PESO Manager | None | | |
| | 2.4 Message the Company for the availability of the Certificate of Accreditation. | None | | |
| 3. Receive the Certificate of Accreditation | 3. Release the Certificate of Accreditation | None | 1 minute | Ruby Marie Pelaez Regine C. Velasco |
| TOTAL | | None | 2 days and 2 minutes | |

Note: If need further evaluation/assessment company/agency will receive their Certificate of Accreditation after 3 days.



6. ISSUANCE OF REFERRAL SLIP FOR ENDORSEMENT TO OWWA ASSISTANCE PROGRAM

All registered members of OWWA can avail many of their services that range from health care, disability and death benefits, scholarships and financial assistance for education and training, workers assistance and on-site services, and social services and family welfare assistance. Referral slip is issued to OWWA members or their families.

| | | | | |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2C - Government to Citizens; G2G - Government to Government; G2B – Government to Business | | | |
| WHO MAY AVAIL THE SERVICE | All registered members of OWWA and their families resident of the City of Imus | | | |
| CHECKLIST OF REQUIREMENTS | | | WHERE TO SECURE | |
| Proof of OFW/OWWA Membership | | | OWWA | |
| Overseas Employment Certificate (OEC) | | | POEA | |
| Termination Document | | | From Applicant | |
| Passport or Travel Documents 2 nd page (with Name and Picture) Latest Departure and Arrival | | | From Applicant | |
| Proof of Relationship to OFW/OWWA Member | | | From Applicant | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry | 1.1 Assess and verify the requirements; | None | 5 minutes | Regine Velasco |
| | 1.2 Interview the applicant and issue the Case Intake Sheet | None | | |



| | | | | |
|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------|-------------------------------------------------------|-------------------|
| 2.1 Register in log book | 2.1 Prepare the referral/endorsement slip | None | 2 minutes | Regine Velasco |
| 2.2. Fill-out the Case Intake Sheet | 2.2 Call OWWA representatives for other possible assistance (if needed) | None | 20 minutes | Regine Velasco |
| | 2.2 Signature of City PESO Manager. | None | 1 minute | Clarita T. Casing |
| 3. Receive the referral/endorsement slip and proceed to OWWA Office | 3. Issue the referral/endorsement slip and advise the applicant to proceed to OWWA Office | None | 1 minute | Regine Velasco |
| TOTAL | | None | 9 minutes (29 minutes if need to call OWWA) | |



7. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

Pursuant to Republic Act No. 7323, as amended by RA 9547 otherwise known as the "Special Program for Employment of Student (SPES)", is an employment-bridging program that aims to provide temporary employment to disadvantaged youth to augment their family's income and help ensure that beneficiaries are able to pursue their education. SPES enhances the employability of youth, who will eventually come to be the country's future workforce. Along with providing students with experience while earning income, it is also designed to increase employment opportunities for young people in the long term.

| | | | | |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------|------------------------|---------------------------|
| OFFICE OR DIVISION | Public Employment Services Office | | | |
| CLASSIFICATION | Simple | | | |
| TYPE OF TRANSACTION | G2G - Government to Government); G2C - Government to Citizen | | | |
| WHO MAY AVAIL THE SERVICE | All Residents of Imus, Students or out-of-school youth (OSY) at least 15 but not more than 30 years of age | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| SPES Form | | PESO Office | | |
| Parent Consent with contact info of guardian (for Minor) | | | | |
| Photocopy of Birth Certificate | | Philippine Statistics Authority (PSA) | | |
| Proof of School Registration (Form 138 or certified true copy of Student's Class Card) | | School | | |
| Barangay Clearance | | From respective barangay | | |
| Barangay Indigency/ CSWD Indigency/ Copy of Latest ITR or Exemption from BIR | | From respective Barangay/ CSWD / BIR | | |
| 2 pcs of Passport Size Picture | | From Applicant | | |
| For OSY, Out-of-School Youth Certification and Good Moral Character issued by Barangay | | From respective barangay | | |
| CLIENT STEPS | AGENCY ACTION | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Approach the Public Assistance Information Desk Officer for inquiry | 1. Assist and refer the applicant to assigned focal person | None | 1 minute | Manuel Sañez |



| | | | | |
|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|-------------|-------------------|-----------------|
| 2. Proceed to the assigned personnel and submit the requirements | 2.1 Check the qualification of the applicant and the completeness and validity of the documents submitted. | None | 3 minutes | Regine Velasco; |
| | 2.2 Issue SPES Form to be accomplished by the applicant. | None | 3 minutes | |
| 3. Fill-out and Submit the accomplished SPES Form | 3.1 Evaluate the accomplished SPES Form. | None | 10 minutes | Regine Velasco |
| | 3.2 Conduct Initial Screening of the applicant. | None | | |
| | 3.3 Advise the applicant with regards to the schedule of interview, orientation and signing of contract and deployment | None | | |
| TOTAL | | None | 17 minutes | |

PESO MANAGER: **Ms. CLARITA T. CASING**

Location Address: **2nd flr., City Public Employment Service Office (PEO), City Government Center, Malagasang I-G, City of Imus, Cavite**

Social Media Account: <https://www.facebook.com/ImusPEO>

