



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



THE PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

The Public Employment Service Office (PESO) of Paombong serves as a **non-fee charging multi-employment service facility** established or accredited pursuant to Republic Act No. 8750 otherwise known as the PESO ACT of 1999 in coordination with the Department of Labor and Employment (DOLE). It aims to provide prompt, efficient, and accessible employment and livelihood services to the residents of Paombong.

VISION

A progressive and empowered Paombong community where every citizen has access to decent and sustainable employment opportunities, contributing to inclusive growth and improved quality of life.

MISSION

To deliver efficient, responsive, and equitable employment facilitation and labor market services through strong partnerships with government agencies, private sectors, and the community ensuring that every Paombong resident is equipped, connected, and empowered for gainful employment and livelihood opportunities.

Objectives:

1. To Facilitate Employment Opportunities

Provide efficient and accessible employment facilitation services for jobseekers in Paombong through local and national job referrals, job fairs, and linkages with employers and industries.

2. To Promote Livelihood and Skills Development

Coordinate with training institutions, TESDA, and other partners to conduct livelihood and skills enhancement programs that improve the employability and productivity of Paombong residents.

3. To Strengthen Labor Market Information Services



Maintain and disseminate updated labor market information to assist jobseekers, students, and employers in making informed career and employment decisions.

4. To Support Special Employment Programs

Implement special programs such as the Special Program for the Employment of Students (SPES), Government Internship Program (GIP), and other DOLE-assisted initiatives that benefit marginalized sectors.

5. To Enhance Employer–Employee Linkages

Establish partnerships with local business establishments and industries to match the manpower needs of employers with the available workforce in the municipality.

6. To Promote Local Economic Growth through Employment

Contribute to the reduction of unemployment and underemployment in Paombong by supporting programs that generate sustainable jobs and foster inclusive economic development.

7. To Ensure Efficient Delivery of Employment Services

Provide prompt, transparent, and client-centered employment services in accordance with the standards and guidelines set by the Department of Labor and Employment (DOLE).

Core Functions of PESO:

1. Employment Facilitation

- Provide **job matching, referral, and placement services** for local residents.
- Conduct **job fairs, local recruitment activities, and special recruitment activities**.
- Assist both **employers and jobseekers** in meeting labor needs efficiently.

2. Labor Market Information (LMI)

- Collect, maintain, and disseminate **data on employment trends, in-demand skills, wage rates, and labor supply and demand**.



- Support **jobseekers, students, and employers** in aligning workforce skills with labor market requirements.

3. Skills Development and Training

- Coordinate or provide **skills training programs**, seminars, and workshops to enhance employability.
- Implement programs like **PESO Employment Readiness Seminar (PERS)** and **community-based skills training**.

4. Youth Employment Programs

- Implement **Special Program for Employment of Students (SPES)** and **Government Internship Program (GIP)**.
- Provide opportunities for **students and young graduates** to gain work experience and income support.

5. Livelihood and Emergency Employment Programs

- Implement **TUPAD (Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers)** and **DILP (DOLE Integrated Livelihood Program)**.
- Provide **temporary or emergency employment** for displaced, underemployed, or vulnerable workers.

6. Reintegration and OFW Assistance

- Operate **OFW Help Desk** and **Migrant Advisory and Information Network (MAIN) Desk**.
- Provide **guidance, welfare assistance, and reintegration services** for returning OFWs and their families.

7. Employers' Accreditation and Partnership

- Certify and maintain a **database of accredited employers** offering legitimate job and training opportunities.
- Facilitate **partnerships with private and government institutions** for employment and skills development initiatives.

8. Advocacy and Career Guidance

- Conduct **career guidance, counseling, and labor market orientation** for students, jobseekers, and community members.



- Promote **responsible career choices and lifelong learning** in coordination with schools and training institutions.

PESO Clients:

1. Jobseekers
2. Employers
3. Students
4. Out of School Youth
5. Migratory Workers
6. Persons with Disabilities
7. Returning Overseas Filipino Workers
8. Displaced Workers
9. Planners
10. Labor Market Information Users
11. NGOs
12. Other persons/organizations engaged in Employment Promotion Program

1. EMPLOYMENT FACILITATION

The **Employment Facilitation Program** provides **Paombong residents** with access to **employment opportunities** through **job matching, referrals, and placement services** in partnership with local and national employers.

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 Municipality of Paombong	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplish Request Slip		Public Employment Service Office
Resume		From Applicant
		From Applicant



Other requirements (Barangay Clearance, NBI, Police Clearance, Birth Certificate, TOR/Diploma - if company requires) Valid ID				
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PESO Information Desk Officer for inquiry	1.1 Assess the requirements	None	2 minutes	PESO Staff
	1.2 Issue PESO Employment Information System (PEIS) form and Request Slip		1 minute	PESO Staff
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	8 minutes	PESO Staff
4. Register in log book	4. Prepare the Referral letter	None	3 minutes	PESO Staff
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	PESO Staff
TOTAL		None	15 minutes	

2. EMPLOYERS' ACCREDITATION



The **Employers' Accreditation Program** certifies and validates **employers or companies** that offer **legitimate job and training opportunities** for residents of **Paombong** in coordination with the **Department of Labor and Employment (DOLE)** and partner institutions.

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 Paombong 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 PESO Information Desk Officer for inquiry	1. Assists and refer the company representative to the assigned focal person	None	2 minutes	PESO Staff
2. Proceeds to the assigned personnel and present/ submit the requirements	2.1 Receive and check the documentary requirements;	None	1 day	PESO Manager
	2.2 Evaluation and verification of application	None	10 minutes	
	2.3 Approval of accreditation	None	1 minute	
3. Receive the Certificate of Accreditation	3. Issuance of certificate of accreditation	None	2 minutes	PESO Staff
TOTAL		None	1 day and 15 minutes	

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

3. SPECIAL RECRUITMENT ACTIVITY (SRA) AND LOCAL RECRUITMENT ACTIVITY (LRA)



The **SRA and LRA Programs** assist **Overseas Placement Agencies, local businesses, subcontractor agencies, and companies** in conducting **special and local recruitment activities**, providing Paombong residents with access to employment opportunities **both locally and abroad**.

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 Paombong PESO Recruitment activity
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. Submit or Send the letter of intent and requirements at the Public Employment Service Office	1. Evaluate the authenticity of requirements	None	10 minutes	PESO Staff
	1.1 Notify the company on the approval of the Recruitment Activity		2 minutes	
	1.2 Perform job matching on employee profile database based on education, skills and working experience / job posting thru social media		10 minutes	
	1.3 Invite potential qualified jobseeker thru text to come for exam or		5 minutes	



	interview to be conducted by hiring agency (Local or Overseas)			
2. Conduct Recruitment Activity	Assist the Employer and Applicants	None	5 hours	PESO Staff
3. Placement Report	Consolidate the data from registered and hired jobseekers.	None	3 minutes	PESO Staff
TOTAL		None	5 hours and 30 minutes	

4. JOB FAIR

The **Job Fair** is an employment facilitation strategy designed to bring together jobseekers and employers or overseas recruitment agencies in a single venue on a specific date, helping to save time, cost, and effort for applicants. This event is open to all unemployed individuals, skilled and unskilled workers, fresh graduates, graduates of training institutions, displaced workers, and employees seeking career advancement. During the Job Fair, applicants **can** apply for vacancies suited to their qualifications, while employers have the opportunity to interview and hire qualified workers on the spot. Various government and private agencies are also invited to provide entrepreneurship, livelihood, and skills training assistance.

OFFICE OR DIVISION	Public Employment Services Office
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2B - Government to Businesses
WHO MAY AVAIL THE SERVICE	All private companies who wish to be part of the job fair to fill-in job vacancies within their company.
<div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div>	



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	FEE S TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBL E
1. Organize Job fair event	1. Prepare and submit letter of Intent to DOLE.	None	5 minutes	PESO Manager



	<p>2. Invite Prospective employers and solicit available job vacancies together with the documentary requirements.</p> <p>3. Encourage the Participating employers to post job vacancies in the PhilJobNet prior to the conduct of Job fair.</p>	<p>None</p> <p>None</p>	<p>2 days</p> <p>15 minutes</p>	<p>PESO Staff</p> <p>PESO Staff</p>
2. Job seekers may proceed to PESO information desk Officer for Pre-registration or may register via link (online)	Promote Job Fair activities thru social media platforms and other communication channels and encourage jobseekers to undergo pre-registration.	None	5 minutes	PESO Staff
2. Conduct of job fair	<p>1. Assist the Employer and Applicants during the recruitment.</p> <p>2. Ensure the timely collection and</p>	<p>None</p> <p>None</p>	8 hours	<p>PESO Staff</p> <p>PESO Staff</p>



	<p>submission of the Job Fair Forms from the participating employers.</p> <p>3. Inform the participating employers to :</p> <p>3.1 Ensure jobseekers who are hired-on-the-spot to proceed to the HOTS booth while those who are considered near hires may be endorsed to TESDA for training opportunities</p> <p>3.2 Ensure the protection of jobseekers' personal data in compliance with the Data Privacy Act of 2012.</p>			PESO Staff
3. Client Feedback	Collect Information on Jobseekers' Journey during the jo fair	None	2 minutes	PESO Staff
TOTAL		None	2 days 8 hours and 27 minutes	

5. Career Development Support Program (CDSP)

The **Career Development Support Program (CDSP)** is part of the mandate of the Public Employment Service Office of Paombong **under** Republic Act 8759 (PESO Act), which requires the office to provide career guidance and counseling to the future workforce. This program helps students make informed decisions about their



education and career paths by exposing them to labor market information and current employment trends. It also encourages the youth to choose careers that match their interests and skills and motivates **Grade 10 students and other learners** to continue their education, preparing them to become productive and responsible members of society.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	Grade 10 Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Invitation Letter		PESO		
2. Proposal Letter		PESO		
3. Attendance Sheet		PESO		
4. Certificate of Participation		PESO		
5. Certificate of Attendance		PESO		
6. Feedback Form		PESO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
PREPARATION				
1. Prepare proposal letter.	1. Submit Letter to SDO requesting Data of Grade 9 and Grade 10 Students.	None	10 Minutes	PESO Manager Career Guidance and Counselling Division
2. Approves proposal letter.	2.1 Prepares Proposal letter to the Mayor for approval.	None	4 hours 10 Minutes	PESO Manager



	2.2 Once approved, PESO prepares request of endorsement letter to the SDO in the conduct of the seminar.			
3. Receives letter and prepares Memo to the students for the conduct of the seminar	3. Provide an invitation letter to the participating Schools with attached Endorsement Letter from the SDO.	None	3 Days	PESO Staff Career Guidance and Counselling Division
4. Confirm the date and provide number of students to participate in the seminar.	4.1 Coordinate with participating Schools regarding the Date of implementation and number of Attendees. 4.2 Finalize the schedule of the seminar per School.	None	3 Days 1 day	PESO Staff Career Guidance and Counselling Division
5. Receives Letter of Invitation.	5.1 Prepares letter of invitation to the Guest Speakers in the conduct of the seminar. 5.2 Receives name of Resource Speaker.	None	15 minutes 5mins	PESO Staff Career Guidance and Counselling Division



TOTAL		None	7 days 4 hours and 40 minutes	
IMPLEMENTATION				
1. Students to fill out attendance sheet.	1. PESO monitors the registration activity.	None	30 minutes	PESO Staff Career Guidance and Counselling Division
2. Participates in the seminar.	2. Conducts the seminar together with the Resource Speaker.	None	4 Hours	PESO Manager Career Guidance and Counselling Division
3. Receives snacks from the approved budget request to the Mayor.	3. PESO take pictures for liquidation purposes.	None	10 minutes	PESO Staff Career Guidance and Counselling Division
4. Answers the post-evaluation test.	4. PESO conducts the post-evaluation (QR Code or form) to the students.	None	5 minutes	PESO Staff Career Guidance and Counselling Division
5. Students receive the Certificate of Attendance.	5. Releasing of Certificate of Attendance to the students.	None	30 mins	PESO Manager Career Guidance and Counselling Division
TOTAL		None	5 hours and 15 minutes	

6. Special Program for Employment of Students (SPES)



The **Special Program for Employment of Students (SPES)** is a DOLE youth employment-bridging initiative implemented by the **PESO of Paombong**. It aims to provide temporary employment to poor but deserving students during summer and/or Christmas vacations, as well as to out-of-school youth and dependents of displaced or to-be-displaced workers throughout the year. The program helps increase the family's income while enabling the beneficiaries to continue their education and gain work experience.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Highly Technical			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	(a) Students who are not less than 15 years old but not more than 30 years old (b) Combined net income tax of the parents, including his own income, if any, which shall not exceed the regional poverty threshold (c) Students have a passing general weighted average (GWA).			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. SPES Application Form		PESO		
2. Birth Certificate		Philippine Statistics Authority (PSA)		
3. Previous and current grades		School where studied or studying		
4. Income Tax Return		Bureau of Internal Revenue (BIR)		
5. Certificate of Indigency		Barangay where the applicant lives		
6. Valid ID of Student and Parent		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit documents to PESO After registration, wait for PESO's advise for schedule of interview	Review and Validate the documents	None	3 minutes	SPES focal
	Schedule the applicant for interview.		2 minutes	



2. Fill out the SPES application form.	2. Provide the application form to the applicant and conduct assessment.	None	5 minutes	SPES focal
3. Submit the required documents and the accomplished SPES application form	<p>3. Accept the requirements and assess whether the documents submitted by the applicant are correct and complete.</p> <p>In case complete – Provide a schedule for orientation.</p> <p>In case of deficiencies – Inform the applicant of any deficiencies</p>	None	5 minutes	SPES focal
4. Attend SPES orientation	<p>3.1 Conduct orientation and discuss reminders / dos and don'ts.</p> <p>3.2 Distribute IDs and reportorial templates to SPES beneficiaries.</p> <p>3.3 Submit the masterlist to DOLE 5 days before the date of</p>	None	<p>1 Hour</p> <p>1 Hour</p> <p>3 minutes</p>	<p>PESO Manager</p> <p>SPES Focal</p> <p>SPES Focal</p>



	implementation or start of the program. 3.4 Deployment of SPES beneficiaries to different departments.		5 mins	PESO Manager
TOTAL		None	2 hours and 23 minutes	

7. Government Internship Program (GIP)

The **Government Internship Program (GIP)**, implemented by the PESO of Paombong, is part of KABATAAN 2000 **under** Executive Order No. 139, s. 1993 and DOLE Administrative Order No. 260-15. It aims to provide young workers with opportunities to gain work experience by engaging them in projects and programs of government agencies at the local and national levels, promoting skills development, public service exposure, and employability.

OFFICE OR DIVISION	Public Employment Services Office
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C – Government to Citizen
WHO MAY AVAIL THE SERVICE	(a) Individuals aged 18 to 30 years; except those hit by disasters or affected by armed conflict, and areas where government regulations that caused displacements are implemented (D.O. No. 204 s.2019, Section 2 (d) and (e) as may be determined by DOLE Regional Offices); (b) Completed High School or Senior High School, or its equivalent level under the Alternative Learning System, or completed Technical-Vocational; (c) No work experience, except for those hit by disasters or affected by armed conflict, and areas where government regulations that caused displacements have been implemented (D.O. No. 204 s.2019, Section 2 (d) and (e) as may be determined by DOLE Regional Offices.
<div> <div>CHECKLIST OF REQUIREMENTS</div> <div>WHERE TO SECURE</div> </div>	



1. GIP Application Form		PESO		
2. Birth Certificate		Philippine Statistics Authority (PSA)		
3. Transcript of Records (TOR); or Form 137 / Form 138; or Diploma or Certificate of Graduation; or Certification from school / institution or any document / evidence		School where studied.		
4. Certificate of Indigency		Barangay where the applicant lives.		
5. Updated Resume		Applicant		
6. 2x2 pic (white background with name & signature) and Valid ID		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and submit documents to PESO After registration, wait for PESO's advise for schedule of interview	Review and Validate the documents Schedule the applicant for interview.	None	3 minutes 2 minutes	GIP focal
2. Fill out the GIP application form.	2. Provide the application form to the applicant and conduct assessment.	None	5 minutes	GIP focal
3. Submit the required documents and the accomplished GIP application form	3. Accept the requirements and assess whether the documents submitted by the applicant are correct and complete. In case complete – Provide a	None	5 minutes	GIP focal



	<p>schedule for orientation.</p> <p>In case of deficiencies – Inform the applicant of any deficiencies</p>			
4. Attend SPES orientation	<p>3.1 Conduct orientation and discuss reminders / dos and don'ts.</p> <p>3.4 Distribute IDs and reportorial templates to SPES beneficiaries.</p> <p>3.5 Submit the masterlist to DOLE 5 days before the date of implementation or start of the program.</p> <p>3.4 Deployment of SPES beneficiaries to different departments.</p>	None	<p>1 Hour</p> <p>1 Hour</p> <p>3minutes</p> <p>5 mins</p>	<p>PESO Manager</p> <p>GIP Focal</p> <p>GIP Focal</p> <p>PESO Manager</p>
TOTAL		None	2 hours and 23 minutes	

8. OFW Help Desk and Migrant Advisory and Information Network Desk (MAIN)

The **OFW Help Desk** and **Migrant Advisory and Information Network (MAIN)**



Desk in Paombong, managed by the **PESO Office**, provide comprehensive assistance and support to Overseas Filipino Workers (OFWs) and their families. The Overseas Workers Welfare Administration (OWWA) assigns a Family Welfare Officer to oversee the desks, provide orientation on OWWA programs and services, and ensure timely guidance, welfare assistance, and access to resources for returning, current, and aspiring OFWs. Through the MAIN Desk, the PESO also offers **information dissemination, counseling, and referral services** to help OFWs make informed decisions regarding overseas employment and reintegration.

OFFICE OR DIVISION	Public Employment Services Office			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	PESO Help Desk and Migrant Advisory and Information Network (MAIN)			
WHO MAY AVAIL THE SERVICE	Overseas Filipino Workers (OFWs) and their families			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook		PESO		
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 OFW/ Migrant Help Desk Officer for inquiry	1.1 Assess and verify the requirements;	None	5 minutes	OFW/ Migrant Help Desk Officer
	1.2 Interview the applicant and issue	None	10 minutes	



	the Case Intake Sheet			
2.1 Register in log book	2.1 PESO provide the Log book	None	2 minutes	OFW/ Migrant Help Desk Officer
2.2. Fill-out the Case Intake Sheet	2.2 Call OWWA/ DMW representatives for other possible assistance (if needed)	None	5 minutes	OFW/ Migrant Help Desk Officer
	2.3 Prepare the referral/endorsement slip	None	5 minutes	PESO Manager
3. Receive the referral/ endorsement slip and proceed to DMW/ OWWA Office	3. Issue the referral/endorsement slip and advise the applicant to proceed to OWWA Office	None	3 minutes	PESO Manager
TOTAL		None	30 minutes	

FEEDBACK AND COMPLAINT MECHANISM	
How to send feedback	All clients are encouraged to accomplish feedback survey and drop the forms to the PESO drop box.
How feedback is processed	All feedback forms are compiled and discussed among the PESO personnel for assessment and appropriate action plan.



How to file a complaint	Write a complaint letter addressed to the PESO Manager and/or request for a schedule of dialogue with forms.
How complaints are processed	All verbal or written complaints received, will be responded accordingly by PESO Manager.
PESO contact	<p>PESO MANAGER: MS. MERCY GRACE M. VENTURA</p> <p>Location Address: 2nd floor, Public Employment Service Office (PESO), ANNEX Building, Municipality of Paombong</p> <p>Facebook Account: https://www.facebook.com/peso.paombong</p> <p>Email Account: peso_paombong@yahoo.com</p>