



# **MUNICIPAL GOVERNMENT OF DIPACULAO**

## **CITIZEN'S CHARTER**

2022(3<sup>rd</sup> Edition)

**Mandate:**

To serve primarily as a general-purpose government for the coordination and delivery of basic, regular and delivery of effective governance of the inhabitants within its territorial jurisdiction.

**Vision:**

The Municipality of Dipaculao aims a progressive center of Ecotourism in the Province of Aurora through a unified, God-loving leadership and empowered citizenry towards the realization of holistic development, ecologically balanced and disaster resilient environment for a safer place to live in.

**Mission:**

A participative Ecotourism community and other stakeholders that sustains a socially, economically, environmentally balanced and empowered citizens toward disaster resilient and adaptive municipality through a dynamic and honest leadership in the delivery of basic services, preserving the traditions and culture of Dipaculaeños.



## SERVICE PLEDGE:

We, the officials and employees of the Municipal Government of Dipaculao, Aurora, do hereby pledge our firm commitment to perform our duties and functions with the goals to:

**D**eliver services to the people with respect, proficiency, ease and immediacy to their satisfaction;

**I**nitiate public service that is truly God-centered, customer-oriented and efficiency-driven;

**P**ractise constantly the sense of honesty, transparency, loyalty and dedication in our work and gain the trust and confidence of the people;

**A**nnihilate every thought of self, thereby giving first priority to the needs of the inhabitants/constituents.

**C**ultivate the foster good working relationship with other human resources in each office so as to create an atmosphere of friendliness among us that will lead to an easy and smooth flow of business transaction.

**U**nite in the pursuit of common goal of development and prosperity in our community regardless of position, economic status, religious and political affiliation, cultural and ethnic differences.

**L**ove and value our job no matter how low or high our position is and give the best of our skills and abilities;

**A**spire for greater achievements that will bring glory and pride to our community; and

**O**btain a well-acclaimed municipality which is worthy of emulation when it comes to excellent delivery of services by efficient and dedicated public servants



## LIST OF SERVICES

### PUBLIC EMPLOYMENT SERVICE OFFICE

#### External Services

1. Application for Job Fair/Special Recruitment Act (SRA)
2. Issuance of Application for No Objection Certificate
3. Application for SPES
4. Issuance of Referral of Applicants for  
Manpower Skills Training Programs
5. Issuance of Referral of Application for DOLE  
Integrated Livelihood Program (DILP)
6. Issuance of Referral of Application for



# **PUBLIC EMPLOYMENT SERVICE OFFICE**

## **External Services**



## 1. Application for Job Fair/Special Recruitment Activity (SRA)

A Public Employment Service Office (PESO) is a non-fee charging multi-employment service facility or entity established or accredited pursuant to Republic Act No. 8759 as amended by Republic Act 10691 otherwise known as PESO Act of 2016.

The permit to conduct Job Fair is an authority issued to the requesting private entity to host or sponsor a Job Fair. Job Fair may be conducted, hosted, and sponsored by a registered Non-Government Organization or private entities participated in by Local Employers, Licensed Recruitment Agencies, Private Recruitment and Placement Agency (PRPA) and Private Employment Agency (PEA).

<b>Office or Division:</b>	Office of the Mayor / Public Employment Service Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Non-Government Organization and or private entities.	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Letter of Intent to conduct Job Fair/SRA	Requesting entity
	Company Profile ( 1 photocopy)	Requesting entity
	Department of Labor and Employment (DOLE)/Securities and Exchange Commission (SEC)/Department of Trade and Industries (DTI) Registration whichever applies ( 1 photocopy)	DOLE/SEC/DTI
	Business Permit ( 1 photocopy)	City/Municipality where business is registered
	Location Map of the proposed venue	Requesting entity
	List of Updated Job Vacancies (with number for each post, indicating the required number for males and females ( 1 photocopy)	POEA
	<b>Additional Requirements, based on the nature/type of company/business:</b>	
	Private Employment Agency (PEA) License or License for Private Recruitment Agency (PRPA) ( 1 photocopy)	Department of Labor and Employment



Philippine Contractors' Accreditation Board (PCAB) License for construction firm and related companies/business ( 1 photocopy)		Department of Trade and Industries		
Cooperative Development Authority (CDA) for cooperative (1 photocopy)		Cooperative Development Authority		
<p>NOTES:</p> <p>Application must be submitted not later than ten (10) working days before the Job Fair.</p> <p>Job Fair shall not exceed three (3) days.</p>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form and the list of requirement from the action officer	1. Provide PESO Job Permit Application Form and list of requirements	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submit to the PESO Manager the filled-out application from and the Letter of Intent with the complete documentary requirements	2.1 Check the completeness of the Application Form and all documentary requirements.			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 For incomplete documents, return the application form and document to the client indicating the lacking document/s and explain, as may be necessary. Application is deemed not filed.	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division
3. Sign in the log-book Note: It the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID for verification puposes	3. Release the Job Fair/ SRA Permit or Letter of Denial/ Disapproval on the scheduled release date	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division
4. Attend orientation on rules and regulation in the conduct of Job Fair/SRA	4. Conduct orientation	None	1 hour and 20 minutes	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>		None	1 hour and 45 minutes	





## 2. Issuance of Application for No Objection Certificate

Application for No Objection Certificate is issued to requesting private entity to host or sponsor a Job Fair. Job Fair may be conducted, hosted, and sponsored by a registered Non-Government Organization or private entities participated in by Local Employers, Licensed Recruitment Agencies, Private Recruitment and Placement Agency (PRPA) and Private Employment Agency (PEA).

<b>Office or Division:</b>	Office of the Mayor / Public Employment Service Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business	
<b>Who may avail:</b>	Non-Government Organization and or private entities	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Letter of Intent to conduct Job Fair		Requesting entity
Company Profile ( 1 photocopy)		Requesting entity
Department of Labor and Employment (DOLE)/Securities and Exchange Commission (SEC)/Department of Trade and Industries (DTI) Registration whichever applies ( 1 photocopy)		DOLE/SEC/DTI
Business Permit( 1 photocopy)		Concerned Local Government Unit
Location Map of the proposed venue		Requesting entity
List of Updated Job Vacancies (with number for each post, indicating the required number for males and females ( 1 photocopy)		Requesting entity
<b>Additional Requirements, based on the nature/type of company/business:</b>		
Private Employment Agency (PEA) License or License for Private Recruitment Agency (PRPA) ( 1 photocopy)		Department of Labor and Employment
Philippine Contractors' Accreditation Board (PCAB) License for construction firm and related companies/business ( 1 photocopy)		Department of Trade and Industries
Cooperative Development Authority (CDA) for cooperative (1 photocopy)		Cooperative Development Authority



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get application form and the list of requirement from the action officer	1. Provide PE-SO Job Permit Application Form and list of requirements	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submit to the PESO Manager the filled-out application form and the Letter of Intent with the complete documentary requirements	Check the completeness of the Application Form and all documentary requirements  For incomplete documents, return the application form and document to the client indicating the lacking document/s and explain, as may be necessary. Application is deemed not filed.	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division
3. Recommend to the LCE to issue No Objection Certificate	3. Prepare the NO Objection Certificate and recommend to the LCE for approval	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division



4. Get the No Objection Certificate and sign in the logbook Note: If the claimant is other than the one who filed the application, submit the letter of authorization together with photocopy of their ID for verification purposes	4. Release the NO Objection Certificate	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>		None	35 minutes	

### 3. Application for Special Program for the Employment of Students (SPES)

Special Program for Employment of Students (SPES) aims to help poor but deserving student and out-of-school youth in pursuing their education by encouraging their employment during summer vacation. The program was created under Republic Act 7323 enacted on March 30, 1992.

Participating government agencies and private companies employ student and out-of-school youth for a minimum of 10 but not more than 45 days.

They are required to pay 60% of the prevailing wage in the area. The remaining 40% is paid by the Department of Labor and Employment (DOLE) upon the student's presentation of her/his enrolment form for the next school year



<b>Office or Division:</b>	Office of the Mayor / Public Employment Service Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Student and OSY's			
<b>Who may avail:</b>	15-25 years old: OSY's, High School/College Student			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Photo copy of Form 138 of the student indicating up to the third grading period of the current school ( 1 photocopy)		School where the student is enrolled		
ITR for employed parent or guardian and Certificate of Tax Exemption to those parent or guardian whose not employed ( 1 photocopy)		BIR		
PSA Birth Certificate ( 1 photocopy)		PSA		
Student ID ( 1 photocopy)		School		
Certificate of Indigency		Local MSWDO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Student or Out of School Youth who intends to continue his or her studies, 15-25 years old  1. Inquires about the SPES Program	1. Assists, interviews and issued SPES Requirements	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submits all the requirements for the SPES Program	2.1 Check the completeness of the documentary requirements	None	10 minutes	<i>PESO Manager</i> Public Employment Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 For incomplete documents, return the application form and document to the client indicating the lacking document/ s and explain, as may be necessary. Application is deemed not filed.			
(SPES Recipients) 3. Attends the SPES Orientation	3. Conducts the SPES Orientation	None	1 hour and 30 minutes	<i>PESO Manager</i> Public Employment Service Division
4. Fill out the employment contract	4. Informs the students when the SPES Program will commence.	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
5. Reports to PESO Office on the first day of employment for work assignment	5. Assigns the work assignment	None	20 minutes	<i>PESO Manager</i> Public Employment Service Division
6. Coordinates with the PESO about the release of 60% of salary	6. Informs the SPES about the date of release of 60% salaries from LGU  Release the salaries of SPES	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division or <i>Cashier of the LGU</i> Municipal Treasury Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Coordinates with the PESO about the release of 40% of salary	7. Inform to SPES to proceeds to DOLE Office in order to inquire the date of release and get the remaining 40% of salary.	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>		None	2 hours and 20 minutes	

#### 4. Issuance of Referral of Applicants for Manpower Skills Training Programs

About the Service:

PESO-Dipaculao refers applicants who want to enroll in the Manpower Skills Training Programs being offered by four (4) existing Training Centers in Aurora. (Technical Education and Skills Development Authority (TESDA), PEACE Center, Sacred Heart Training Center and Aurora Polytechnic College). THE PROGRAM seeks to promote industry and manpower development scheme to make both the LABOR FORCE and MANAGEMENT globally competitive.



<b>Office or Division:</b>		Office of the Mayor/Public Employment Service Division		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C - Government to Client		
<b>Who may avail:</b>		18 years old and above		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly accomplished personal profile			PESO Office	
Form 138 or High School Diploma (1 photo-copy)			School where graduated	
Certificate of Indigency			Local MSWDO	
ALS Certificate			DEPED	
Medical Certificate			Local Health Office	
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for service and state desired training course available in certain period.	1. Conduct interview to the applicants on what training courses he/she is willing to undertake	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submit all needed documents/requirements	Check the completeness of the documentary requirements  For incomplete documents, return the application form and document to the client indicating the lacking	None	15 minutes	<i>PESO Manager</i> Public Employment Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>Document/s and explain, as may be necessary. Application is deemed not filed.</p> <p>With complete requirements, prepare referral letter and endorse to LCE for approval</p>			
3. Mayor signs the letter.	3. Get the approve referral letter	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
4. Sign in the releasing log book	4. Issue referral letter to the applicant and advise him/her to proceed to the training center.	None	5 minutes	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>		None	35 minutes	





## 5. Issuance of Referral of Application for DOLE Integrated Livelihood Program (DILP)

**A. LIVELIHOOD ENHANCEMENT** – to enable the existing livelihood undertakings of self-employed workers in the informal economy grow into viable and sustainable business that provide income at far with the minimum wage earners.

**B. LIVELIHOOD RESTORATION** – to enable the workers in the informal economy who were affected by natural calamities, disasters and armed conflict restore their lost livelihood resources.

**C. LIVELIHOOD FORMATION** – to enable the long-term unemployed poor in the informal economy to engage in livelihood undertaking to make them productive, particularly the youth, differently-abled persons and indigenous people.

<b>Office or Division:</b>	Office of the Mayor / Public Employment Service Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	Farmers, Fisher folks, Ambulant vendors or peddlers, Tricycle or Pedicab drivers and operators, Long term unemployed poor, Registered Cooperative/Non-Government Organization, Unions	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	Certificate of Registration ( 1 photocopy)	Security and Exchange Commission Cooperative Development Authority Department of Labor and Employment
	Constitution and By Laws ( 1 photocopy)	Security and Exchange Commission Cooperative Development Authority Department of Labor and Employment
	DOLE Application Form for Assistance	PESO Office
	Financial Statements	Bookkeeper/Auditor who conduct audit
	List of Officers and Members	Secretary of the organization
	Board Resolution Authorizing the Request for Assistance	Secretary of the organization/BOD
	Project Proposal Template	PESO Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach PE-SO coordinator/ staff regarding livelihood program	1. Conduct interview to the applicants on the livelihood they are applying for. Give complete list of requirements to client	None	15 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submit all needed documents/ requirements,	2 Check the completeness of the documentary requirements For incomplete documents, return the application form and document to the client indicating the lacking document/ s and explain, as may be necessary. Application is deemed not filed.	None	15 minutes	<i>PESO Manager</i> Public Employment Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 With complete requirements, prepare referral letter and endorse to LCE for approval			
3. Endorse to the LCE for signing of the referral letter.	3. Get the approved referral letter and submit all the document to DOLE FO3.	None	1 hour	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>			1 hour and 30 minutes	

**DOLE Regional Office III has the final decision/approval of application and will notify/inform PESO-Dipaculao as to the status of the application.**

## **6. Issuance of Referral of Application OWWA Assistance Programs**

OVERSEAS WORKERS WELFARE ADMINISTRATION

(OWWA-MIGRANT DESK) is offering the following loan programs:

**A. Pre departure Loan (PDL)** – It is a loan granted to OFW to defray the cost of their pre-departure requirements such as placement/processing fees, subsistence allowance, clothing allowance and pocket money.

**B. Family Assistance Loan (FAL)** – It is a loan granted to currently employed OWWA – member or OFW for their legitimate dependents/families who suffered or affected during emergency situations

**C. OWWA EDUCATION FOR DEVELOPMENT SCHOLARSHIP PROGRAM (EDSP)** – It is a scholarship grant offered to qualified beneficiaries/dependents of OWWA members who would like to enroll in any 4-5 year baccalaureate course.

**D. OWWA – OFW LIVELIHOOD PROJECT** – It is a livelihood assistance project, as an interest-free loan and extended to Distress OFW's who suffered abuse and unfinished contractor terminated by the employer.



<b>Office or Division:</b>	Office of the Mayor / Public Employment Service Division		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C – Government to Client		
<b>Who may avail:</b>	OFW, Legitimate families/dependent of OFW, Legitimate dependents of OFW		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Pre-Departure Loan (PDL)			
Duly accomplished PDL Application Form		PESO Office	
Passport and Visa ( 1 photocopy)		DFA	
Duly processed Employment Contract ( 1 photocopy)		Employer	
Proof of OWWA Membership ( 1 photocopy)		OWWA	
Two (2) valid ID's		Any two Government Agencies issuing ID's such as: UMID, LTO, PRC License, Voter's ID, SSS, Pag-ibig, NBI Clearance, Postal ID, LGU ID, Solo Parent ID, PWD ID, Senior Citizen ID	
Overseas Employment Certificate (1 Photocopy)		OWWA	
Family Assistance Loan (FAL)			
Duly Accomplished FAL Application Form		PESO Office	
Two (2) valid ID's		Any two Government Agencies issuing ID's such as: UMID, LTO, PRC License, Voter's ID, SSS, Pag-ibig, NBI Clearance, Postal ID, LGU ID, Solo Parent ID, PWD ID, Senior Citizen ID	
Passport and Visas		DFA	
Proof of OWWA Membership		OWWA	
C. Education for Development Scholarship Program			
High School Graduate		School where he/she graduated	
Certificate from Government Physician that she/he is physically Fit/in good health		Physician	
Certificate that the dependent passed the admission test of the school where student intent to enroll		College/University where she/he intend to enroll	
Certificate that the dependent of OFW passed the examination test administered by partner agency (DOST)		DOST	
Duly accomplished application form		PESO Office	



D. OFW Livelihood Project				
Termination of Contract ( 1 photocopy)		Employer		
Passport indication the date of exit with sticker( 1 photocopy)		Client in possession		
Certificate of attendance in Entrepreneurial Development Training of OFW's		DOLE FO III		
Two Valid ID's		Any government issued such as: UMID, LTO, PRC License, Voter's ID, SSS, Pag-ibig, NBI Clearance, Postal ID, LGU ID, Solo Parent ID, PWD ID, Senior Citizen ID		
Business Plan/Project proposal		PESO Office		
Testimony/Salaysay		Client Brief History		
Sketch Site of the Project		Client/ project location		
Barangay Clearance		Barangay where client reside		
Birth Certificate ( 1 photocopy)		PSA		
Duly Accomplished application form		PESO Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach staff, inquire about the programs.	1. Conduct interview to the applicants on the livelihood they are applying for. Give complete list of requirements to client	None	15 minutes	<i>PESO Manager</i> Public Employment Service Division
2. Submit all the documentary requirements.	2. Check the completeness of the documentary requirements	None	15 minutes	<i>PESO Manager</i> Public Employment Service Division



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>For incomplete documents, return the application form and document to the client indicating the lacking document/s and explain, as may be necessary. Application is deemed not filed.</p> <p>With complete requirements, prepare referral letter and endorse to LCE for approval</p>			
3. Endorse to the LCE for signing of the referral letter.	3. Get the approved referral letter and submit all the document to DOLE FO3.	None	1 hour	<i>PESO Manager</i> Public Employment Service Division
<b>TOTAL:</b>		None	1 hour and 30 minutes	