

HRMO / PESO
Service Category

HP-001 | SUBMISSION OF JOB VACANCIES

Receiving of Job Vacancies to posted in our Municipal Bulletin Board, Official Peso Page and Electronic Bulletin Board

Office or Division		PESO		
Classification		External Services		
Type of Transaction		G2C Government to Citizen, G2G Government to Government		
Who may avail		Employers (walk-in clients)		
Checklist of Requirements		Where to Secure		
1. Resume/ Biodata w/2x2 pictures (1 copy) 2. Transcript of Records (Xerox)/Diploma(1 copy) 3. Certificate of Employment (1 copy) 4. Certificate of Training(1 copy) Other credentials(1 copy each)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit job vacancies	1.0 Receive, review and record job vacancies and other documentary requirements	None	20 minutes	Marvin S. Subala Corazon M. Hacosta
2. Receive duplicate copy of submitted job vacancy with stamp	2.0 Stamp and provide duplicate copy of submitted job vacancy	None	1 minute	

END OF TRANSACTION

NOTE: Allowable period for extension due to unusual or unavoidable circumstances: 20 minutes

HP-002 | EMPLOYMENT REFERRAL SERVICES

To provide employment opportunities for jobseekers either wage or self-employment through referral to various private establishments, government organizations, non-government organizations and overseas employment.

Office or Division	PESO			
Classification	External Services			
Type of Transaction	G2C Government to Citizen, G2G Government to Government			
Who may avail	Jobseekers, Employers, Students, Out of School youth, Migratory Workers, Person with Disabilities(PWDs),Returning Overseas Filipino Workers (OFWs), Displaced Workers			
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> Resume/Biodata with 2x2 picture Transcript of Records Diploma Certificate(s) of Employment Certificate(s) of Training(s), Other Credentials (photocopy only) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to PESO and fill-up the PESO Employment Systems Form (PEIS) Form	1.0 Assist (if needed) the jobseeker/s in filling-up the form	None	5 minutes	Marvin Sandaga-Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez
2. Submit accomplished form	2.0 Check the form submitted if properly filled-up	None	5 minutes	
3. Look/select job vacancy that suits/fits qualifications	3.0 Wait for the job applicant's decision	None	15 minutes	
4. Request for referral and submit required documents	4.0 Prepare referral letter to be signed by the PESO Manager	None	10 Minutes	Marvin Sandaga-Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez
	4.1 Review and affix signature in the referral letter	None	3 minutes	
5. Receive referral letter	5.0 Release referral letter	None	2 minutes	

END OF TRANSACTION

NOTE: Allowable period for extension due to unusual or unavoidable circumstances: 30 minutes

HP-003 | EMPLOYMENT COACHING

To support and assist job seekers decision making to *career* planning and goal setting.

Office or Division		PESO		
Classification		External Services		
Type of Transaction		G2C Government to Citizen, G2G Government to Government		
Who may avail		Jobseekers, Students (Secondary, tertiary, vocational, etc.), Guidance Counselor		
Checklist of Requirements		Where to Secure		
<ol style="list-style-type: none"> 1. Resume/Biodata with 2x2 picture 2. Transcript of Records 3. Diploma 4. Certificate(s) of Employment 5. Certificate(s) of Training(s), 6. Other Credentials (photocopy only) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register and fill up Public Information System (PEIS) form	1.0 Provide PEIS form	None	5 minutes	Marvin S. Subala Corazon M. Hacosta Idelle L. Fernandez Nathan Nartates
2. Decide where to apply, submit PEIS form, and request for referral letter	2.0 Receive and review submitted form	None	10 minutes	
	2.1 Prepare/release referral letter	None	10 minutes	
3. Receive referral letter	3.0 Provide employment coaching before they will be referred for employment	None	20 minutes	

END OF TRANSACTION

HP-004 | Recruitment Assistance to Employers

Supervision of Recruitment activities/interview at PESO overseas and local employment being conducted by the private establishment and overseas recruitment agencies.

A. Special Recruitment Activity (SRA) for Overseas Employment

Office or Division		PESO		
Classification		External Services		
Type of Transaction		G2C Government to Citizen, G2G Government to Government		
Who may avail		Employers		
Checklist of Requirements		Where to Secure		
<p>a. For overseas recruitment agency(ies)/employers:</p> <ul style="list-style-type: none"> Valid POEA License (photocopy) Updated Job Order Balance/verified manpower request. Letter of intent addressed to the Local Chief Executive (LCE) / Provincial Governor No Objection Certificate (NOC) from the Local Chief Executive (LCE)/Provincial Governor Approved Special Recruitment Authority (SRA) from the POEA Notarized Affidavit of Undertaking For foreigners participating in the recruitment activity, Special Working Permit (SWP) from the Bureau of Immigration/POEA 		<p>Philippine Overseas Employment Administration</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate first at PESO to determine the schedule/ date of recruitment activity	1.0 Determine the date of recruitment activity and advice the agency to submit the needed requirements	None	10 minutes	Marvin S. Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez
2. Submit letter of intent addressed to the office of the municipal mayor thru HRMO	2.0 Verify to the POEA the status of the requesting overseas recruitment agency and prepare No Objection Certificate (NOC) for approval of the Provincial Governor	None	10 minutes	
3. Follow-up and receive NOC to PESO	3.0 Release NOC to the requesting office	None	5 working days	

4. Submit NOC and other requirements to POEA for the Issuance of the approved Special Recruitment Authority	4.0 Wait for the agency to submit the approved SRA	None	5 working days (depending on the procedure of POEA)	
5. Submit approved SRA to PESO	5.0 Receive copy of SRA	None	5 minutes	
	5.1 Disseminate information of scheduled interview through posting of job vacancy to bulletin boards. Provision of Job vacancies to City/Municipal PESOs Public Service announcement through social media	None	5 days before the scheduled recruitment activity	
6. Proceed with the recruitment activity	Supervise/assist in the recruitment activity	None	1 day	
7. Submit terminal report	Accept the submitted terminal report	None	15 minutes	
8. Report to PESO the result of Job Placement	Follow-up and record job placement report	None	Within 120 working days	
END OF TRANSACTION				

B. Local Recruitment Activity (LRA)

Office or Division	PESO			
Classification	External Services			
Type of Transaction	G2C Government to Citizen, G2G Government to Government			
Who may avail	Employers			
Checklist of Requirements		Where to Secure		
For private establishment (local employment): <ul style="list-style-type: none"> • Letter of intent addressed to the Local Chief Executive (LCE) / Provincial Governor • Job order/Vacancies • BIR Certificate • Business Mayors Permit • Any of the following: <ul style="list-style-type: none"> ✓ DTI/BDT Registration ✓ Sec Registration ✓ DoLE License for Local/Private Recruitment ✓ CDA Registration for Cooperatives 		DOLE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with PESO to determine the schedule/date of recruitment activity	1.0 The PESO Manager determine the date of recruitment activity	None	15 minutes	Marvin Sandaga-Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez
2. Submit to PESO a letter of intent to conduct recruitment activity addressed to the Municipal Mayor thru HRMO	2.0 Receive and review the letter of request and attached documents	None	10 minutes	
3. Provide information materials to PESO	3.0 Receive information materials	None	10 minutes	
	3.1 Disseminate the information on the schedule of interview & job vacancies by posting in the bulletin board, providing copies of job vacancies Municipal PESOs, and Social Media	None	5 days	

4. Conduct recruitment activity	4.0 Supervise/assist in the conduct of recruitment activity	None	1 day	
5. Submit terminal report	5.0 Accept the submitted terminal report	None	15 minutes	
6. Report to PESO the result of Job Placement	6.0 Follow-up and record job placement report	None	Within 30 working days	

END OF TRANSACTION

2. Submit the requirements needed	2.0 Assess the validity of submitted documents	None	10 minutes	
3. Wait for the schedule of interview	3.0 Assess/evaluate the qualifications of applicant	None	10 minutes	
4. Report for interview at PESO	4.0 Interview the applicant	None	1 day	
5. Wait for the result of application	5.0 Inform applicant on the result/status of their application	None	10 minutes	
	5.1 Brief the applicant about the program	None	10 minutes	
6. Attend SPES Orientation of hired SPES Workers	6.0 Orient/brief SPES Worker	None	2 Hours	
7. Sign SPES Contract and Oath of Undertaking	7.0 Note: Signing of SPES Contract and Oath of Undertaking will follow	None	2 Hours	
8. Go to the area of assignment	8.0 Endorse SPES Workers in their area of assignment	None	2 Hours	

END OF TRANSACTION

HP-006 | SPECIAL PROGRAMS

5.2 JOB FAIR

It is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the jobseekers.

Office or Division	PESO			
Classification	External Services			
Type of Transaction	G2C Government to Citizen, G2G Government to Government			
Who may avail	<p>a. Jobseekers who are:</p> <ul style="list-style-type: none"> • Unemployed • Skilled and unskilled workers • Fresh graduates • Graduates of training institutions • Displaced workers • Employers seeking for advancement <p>b. Employers and agencies:</p> <ul style="list-style-type: none"> • Any company (licensed private) • Recruitment agencies (licensed overseas) <p>Employment agencies and contractors/sub - contractors</p>			
Checklist of Requirements		Where to Secure		
<p>a. For jobseekers/interested applicants:</p> <ul style="list-style-type: none"> • Resume/Biodata • Certificate(s) of Training(s) • Certificate(s) of Employment • Police Clearance/NBI • Valid Passport (for overseas employment) 		<p>NBI/Police Station</p> <p>DFA</p>		
<p>b. For private establishment (local employment):</p> <ul style="list-style-type: none"> • Letter of intent addressed to the Municipal Mayor • Job order/Vacancies • BIR Certificate • Business Mayors Permit 				
<p>c. Any of the following:</p> <ul style="list-style-type: none"> • DTI/BDT Registration • Sec Registration • DoLE License for Local/Private Recruitment • CDA Registration for Cooperatives 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Jobseeker select job vacancies that suits his/her	1.0 Assist the jobseeker on the jobs fair procedural flow	None	30 minutes	Marvin Sandaga-

qualifications				Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Ryan D. Cruz Abelyn M. Gacad Idelle L. Fernandez Alma Angelo Mel Lopez Nathan Nartates
2. Get the title of the position and name/address of the employer/establishment/ recruitment agency	2.0 Assist the jobseeker on the jobs fair procedural flow	None	20 minutes	
3. Jobseeker fill-up the necessary PEIS form	3.0 Assist (if needed) the jobseeker in filling-up of the form	None	2 minutes	
4. Request for a referral slip to be submitted to the employer for interview	4.0 Issue referral slip	None	1 minute	
5. Proceed to the agency table/booth for interview	5.0 Assist the applicants in the location of the Agency	None	Depending on the duration of the interview	
6. For jobseekers who are not qualified, he/she can look for other job vacancies at the assigned job vacancy area For pre - selected jobseekers for overseas employment, follow – up/wait for notice from the recruitment agency before reporting to their office.	6.0 Supervise/monitor the application of the jobseeker	None	5 minutes 1 day	
7. Wait for job placement result	7.0 Follow-up job placement report Inform applicant on the result of job placement	None	Within 30 working days for local employment/ within 120 days for overseas	
8. Jobseeker fill-up the necessary PEIS form	8.0 Assist (if needed) the jobseeker in filling-up of the form	None		

END OF TRANSACTION

HP-007 | OWWA Referral Services

Assist returning Overseas Filipino Workers and family of OFW's referred to OWWA for further services they can avail.

Office or Division		PESO		
Classification		External Services		
Type of Transaction		G2C Government to Citizen, G2G Government to Government		
Who may avail		Overseas Filipino Workers (OFWs),		
Checklist of Requirements		Where to Secure		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to HRMO.	1.0 Assist and Interview OFW or Family of the OFW	None	20 minutes	Marvin S. Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez
2. Request for referral	2.0 Prepare referral letter to be signed by the Migrant Desk Officer.	None	10 Minutes	
3. Receive Referral letter to OWWA.	3.0 Issue the Referral letter	None	5 minutes	

END OF TRANSACTION

HP-008 | JOB APPLICATION

Application for work with the Municipal Government of Bauang is open to all provided that there is a vacant position. Applicants for vacant positions should meet the qualifications required of the position applied for.

Vacancies are posted in the Municipal bulletin board, PESO Facebook page, Electronic Billboard of the municipality and at the Civil Service Commission Provincial Field Office bulletin and published in the CSC Bulletin of Vacant Positions for 15 calendar days. The Human Resource Merit Promotion and Selection Board screen applicants.

Office or Division		HRMO		
Classification		Internal Services/External Services		
		G2G Government to Government ,G2C Government to Citizen		
		All		
Type of Transaction		Where to Secure		
Who may avail				
1. Photocopy of supporting documents such as eligibility/ies, trainings, etc.				
2. Duly accomplished Personal Data Sheet (Form 212) or Curriculum Vitae with picture;		Download form 212 in CSC website(www.csc.gov.ph)		
3. Certificate of employment, service record, if any;				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check with the Municipal Bulletin Board, Facebook Page, Electronic Bulletin Board or Civil Service bulletin for job posting		None		Marvin S. Subala HR-Staff
2. Submit or file application letter specifying the position desired and other requirements needed	2.0 Receive the application letter and complete requirements	None	5 minutes	Marvin S. Subala HR-Staff
	2.1 Submit List of the applicants to the Human Resource Merit Promotion and Selection Board and assess for screening	None	5-10 days after the publication	

3. Receive notice of interview and exam	3.0 Prepare and issue notice of exam and interview	None		Marvin S. Subala Corazon M. Hacosta Emelda R. Nisperos Marvin S. Subala Corazon M. Hacosta Charlyn P. Lopico Emelda R. Nisperos Idelle L. Fernandez Alma L. Angelo
4. Attend the Examination and Interview	4.0 Facilitate examination day, check and record results of examination	None		
	4.1 Sit with the HRMPSB during screening of applicants.			
	4.2 Act as secretariat during screening.	None		
	4.3 Prepare the result of the deliberation or comparative assessment and minutes of meeting.	None		
	4.4 Submit the comparative assessment and resolution to the appointing authority.	None		
	4.5 Select applicant to be appointed.	None		
	4.6 Inform the appointee and require other documents for appointment.	None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Submit additional requirements	5.0 Receive and review documents submitted.			Marvin S. Subala Emelda R. Nisperos Department Head of the requesting office HRMPSB

	5.2 Submit request for verification of eligibility of appointee to PRC/CSC.			
	5.3 Prepare and process appointment papers			
	5.3 Sign appointment papers.			
	5.4 Forward appointment to the Civil Service Commission			
6. Attend orientation/ briefing	6.0 Conduct orientation/briefing.			
7. Register at the biometric machine	7.0 Assist the appointee in registering at the biometric machine.			Charlyn P. Lopico Abelyn M. Gacad Emelda R. Nisperos Alma L. Angelo Idelle L. Fernandez

END OF TRANSACTION

HP-009 | ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND OTHER PERSONNEL RECORD

The office is responsible in the issuance of certificates of employment, leave credits and other human documents and former employees of LGU-Bauang.

Office or Division		HRMO		
Classification		Internal Services		
Type of Transaction		G2G Government to Government		
Who may avail		All Municipal Offices		
Checklist of Requirements		Where to Secure		
1. Request Form		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for needed document(employment, leave credits, service records, and other personnel records)	1.0 Assist (if needed) the employees in filling up the request form	None	1-2 minutes	Marvin S. Subala Corazon M. Hacosta Emelda R. Nisperos Charlyn P. Lopico Alma L. Angelo
2. Submit accomplished form	2.0 Receive request form, reviews and prepare needed document	None	10 minutes	
3. Wait while request is in process	3.0 Review printed request and countersign	None	3 minutes	
4. Receive the issuance of request	4.0 Forwards print out or record to the HRMO for signature	None	5 minutes	
5.	4.1 Release the record or certifications requested	None	2 minutes	

END OF TRANSACTION

HP-009 | ISSUANCE OF LEAVE APPLICATION

Permanent, Casual and Co-terminus employees are entitled to vacation and sick leave. The office is responsible in the administration of leave of municipal officials and employees.

Office or Division		HRMO		
Classification		Simple		
Type of Transaction		G2G Government to Government		
Who may avail		All Municipal Offices		
Checklist of Requirements		Where to Secure		
1. Request Form(1 copy)		HRMO		
2. In case of Sick Leave exceeding 5 days-Medical Certificate				
3. If leave is 30 days or more-Clearance from money and/or property accountabilities				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Leave Application (Sick, Vacation, Force, Special, Maternity, Magna Carta)	1.0 Assist (if needed) the employees in filling up the request form	None	1-2 minutes	Marvin Sandaga-Subala Corazon M. Hacosta Emelda R. Nisperos Charlyn P. Lopico Abelyn M. Gacad Ryan D. Cruz Alma L. Angelo
2. Submit accomplished form	2.0 Receive request form, check/ review/update tardiness and will go through the computation and process of the Leave application.	None	20 minutes	
	2.1 Prepare and print Leave application (CS Form 6) from the HRIS	None		
3. Receive printed Leave application and signed the application form	3.0 Sign and release requested document	None	5 minutes	
4. Proceed to their respective office and have it approved/disapproved by their department head		None	-	
5. Submit the accomplished form at HRMO for approval/disapproval of the HRMO	5.0 Forward documents to HRMO to signed the Leave	None	20 minutes	
6. Received duly signed Leave application form	6.0 Release Leave application form.	None	5 minutes	

END OF TRANSACTION

FEEDBACK MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback

1. Get a recommendation/suggestion form at the Public Assistance and Complaint Desk (PACD)
2. Write the date
3. Write your name as recommending party, name of office/address, residence address and telephone number
4. Write your name as recommending party, name of office/address, residence address and telephone number
5. Write your recommendation/Suggestion
6. Affix your signature
7. Drop your recommendation/suggestion form at the suggestion box

How feedbacks are processed

How to file complaint

1. Get a Customer action survey form at the Public Assistance and Complaint Desk (PACD).
 2. Write the date.
 3. Write your name, as complaint office/address, residence address and telephone number
 4. Write the name, position and office of the person being complained of.
 5. Write the particulars of complaint
 6. Affix your signature
- Drop your complaint form at the suggestion box

How complaints are processed

Contact Information of CCB, PCC, ARTA

OFFICE OF THE HUMAN RESOURCE MANAGEMENT OFFICER

MARVIN. SUBALA-SANDAGA

MGDH I/HRMO

National highway 2nd floor Municipal Hall

Mac Arthur Highway

Central West, Bauang, La Union

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