LABOR AND INDUSTRIAL RELATIONS SERVICES

VISION

Foster economic growth, stability, and industrial peace through favorable employment, sustainable entrepreneurial opportunities and effective industrial relations for the workforce of Caloocan City.

MISSION

To be in the forefront in the effective delivery of labor – related services through job placement, labor market information, career guidance, livelihood programs, technical training, and skills development and advocating industrial peace for economic growth and stability.

FRONTLINE SERVICE	IN-CENTER MANPOWER SKILLS TRAINING ENROLLMENT HARD TRADE: Shielded metal arc welding — Electrical installation and maintenance Gas metal arc welding — Automotive servicing Consumer electronics servicing — Small engine Ref and aircon servicing SOFT TRADE: Food processing — Beauty care — Fashion apparel Housekeeping — Massage therapy — Dressmaking Hairdressing — Cookery INFORMATION TECHNOLOGY: Computer operation (basic/ advance) — Cellphone repair technician Computer system servicing	
STEP 1A	Assist applicants in the enrollment.	
STEP 1B	Receive documentary requirements. Refer to technical personnel for interview.	
SERVICE PROVIDER/S	- AJULEN KIM AGUNDAY - JEFFERSON B. QUEMADA - MAE M. GOLOSO	
TIME FRAME	5 – 10 minutes	
REQUIRED DOCUMENT/S	Photocopy of High School (HS) Card/ Diploma (at least HS graduate) Original copy of Barangay Certificate (Caloocan City Residence) Photocopy of Community Tax Certificate (Cedula) Two pieces 1x1 picture Photocopy of any valid Identification Card Photocopy of Birth Certificate Photocopy of Marriage Certificate (for married females) Long Folder	
STEP 2A	Evaluate documentary requirements.	
STEP 2B	Interview applicant	
STEP 2C	Conduct briefing.	
SERVICE PROVIDER/S	JOYCELYN G. AGUILAR	
TIME FRAME REQUIRED FEES	10 – 15 minutes (processing time of enrollees with complete requirements) None	



FRONTLINE SERVICE	LOCAL EMPLOYMENT REFERRALS	
STEP 1A	Provide clients with the National Skills Regi	istration System (NSRS) Form.
STEP 1B	Receive accomplished NSRS Form.Refer to technical personnel for interview.	
SERVICE PROVIDER/S	- SHEILA LYNN MAGRATA	- MAE M. GOLOSO
TIME FRAME	5 to 15 minutes	
REQUIRED DOCUMENT/S	 Bio-data/ Resume Valid Identification Card 	2. 1 x 1 picture4. School credentials (if any)
STEP 2	Interview client.Conduct career guidance counselling, job	o matching and labor market information.
SERVICE PROVIDER/S	– ESTER LARA – PAZ T. GONZALES	- JOCELYN YUPANGCO
TIME FRAME	15 to 20 minutes	
STEP 3	Refer client to company/ employer.	
SERVICE PROVIDER/S	- SHEILA LYNN MAGRATA	– MARIA VILMA MANGALIMAN
TIME FRAME	10 minutes	
REQUIRED FEES	None	

	LABOR COUNSELING SERVICES
FRONTLINE SERVICE	- BATAS KASAMBAHAY
	- CHILD LABOR PROTECTION AND ANTI-ILLEGAL RECRUITMENT
	- OVERSEAS FILIPINO WORKER (OFW) REINTEGRATION
	- CAREER GUIDANCE
	- LABOR MARKET INFORMATION AND LIFE SKILLS TRAINING
	 LABOR CASE ASSISTANCE AND DISPUTE RESOLUTION
STEP 1	 Receive request letter from clients needing counselling services.
	 Refer to technical personnel for evaluation of request.
SERVICE PROVIDER/S	- AJULEN KIM AGUNDAY - MAE M. GOLOSO
TIME FRAME	15 – 30 minutes
STEP 2A	 Assess and evaluate the issues presented by the requesting party.
	 Interview client regarding request.
STEP 2B	Refer client to concerned agencies – Department of Labor and Employment (DOLE),
	for appropriate action.
SERVICE PROVIDER/S	- EMILIO RESUELLO II - PAZ T. GONZALES
TIME FRAME	30 minutes
REQUIRED FEES	None

FRONTLINE SERVICE STEP 1	OTHER PROGRAMS AND SERVICES - EMPLOYER'S ACCREDITATION WITH PESO - TULONG PANGHANAPBUHAY SA ATING DISPLACED WORKERS (TUPAD) - CALOOCAN CLEAN-UP LIVELIHOOD ASSISTANCE PROGRAM (CLAP) - KABUHAYAN STARTER PACKS FOR THE INFORMAL SECTORS - LIVELIHOOD AND KABUHAYAN ASSISTANCE FOR SOLO PARENTS, PWDS AND DISPLACED OFWS - SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES) - LIVELIHOOD AND KABUHAYAN ASSISTANCE TO PARENTS OF CHILD LABORERS (LCPC PROGRAM) - SCHOOL TO WORK EMPLOYMENT FACILITATION PROGRAM (JOBSTART CALOOCAN) - COMMUNITY OUTREACH AND DEVELOPMENT PROGRAMS - ALTERNATIVE LIVELIHOOD ORIENTATION AND DEMONSTRATIONS FOR INFORMAL SECTORS - Receive request letter addressed to the head for special programs from clients. - Require detail of clients for assessment, approval and follow-up.	
SERVICE PROVIDER/S	– AJULEN KIM AGUNDAY– ESTRELLA L. RETURAN– MAE M. GOLOSO	
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	1. Request Letter 2. Other attachments depending on request	
STEP 2	 Assess and evaluate the request and all attached documents. 	
SERVICE PROVIDER/S	 EMILIO RESUELLO II JOYCELYN G. AGUILAR ESTER D. LARA — PAZ T. GONZALES — JOCELYN R. YUPANCO	
STEP 3	Inform client upon confirmation and approval of request	
SERVICE PROVIDER/S	- AJULEN KIM AGUNDAY - MAE GOLOSO - ESTER D. LARA	
TIME FRAME	Within 3 working days	
REQUIRED FEES	None	

Accomplish the Feedback Form available in the office and drop in the designated Comment and Suggestion Box located at the Front Desk or send queries through any of the following form of correspondence:

Email Address: liro.caloocan@gmail.com

Telephone Numbers: (02) 288 – 8811 to 21 loc. 2245

(02) 336 – 5704