

**CITIZEN CHARTER
COOPERATIVE DEVELOPMENT OFFICE**

NAME OF SERVICE: Frontline Service and Technical Assistance for Cooperative

Brief Description of the service: A Technical Assistance and Learning/Training Initiatives for the different Cooperatives in Pasig City that promotes total Sustainable Human Development towards conservation of local economy and recovery through Cooperative Philosophies, Values and Principles.

1. Establishment & Registration of New Cooperatives

Office or Division:	Cooperative Development Office (CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Organizations/Associations who would like to establish & recognize themselves as Cooperative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Organizations/Associations who wish to become a Cooperative.
Cooperative's Checklist of Requirements for the Registration of New Cooperative:	Cooperative Development Office (CDO) – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.
Registration Form: (for new Cooperative)	Cooperative Development Authority (CDA), Lower Ground Floor, Grand Residences, #75 Corrigidor St., corner EDSA, Bgy. Ramon Magsaysay, Quezon City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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1	Organization/Association who wish to become a Cooperative must submit a letter of Intent either online or personal.	<p>1.1 Validation of the request/letter of Intent upon receipt.</p> <p>1.2 Make & submit a Letter to CDA & request for PRS (Pre-Registration Seminar) for the Group or Organization who wished to establish a Cooperative & wait for the confirmation from CDA.</p> <p>1.3 Inform Client on the schedule of PRS as confirmed by CDA.</p> <p>1.4 Conduct a PRS schedule to be presided by CDA with the assistance of CDO through on-line platform</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>1-3 days including the waiting period for the confirmation</p> <p>15-30 minutes</p> <p>4-5 hours</p>	<p>Technical Assistant (R. dela Cruz)</p> <p>Office Head</p> <p>R. dela Cruz/ J. Alejandro/ V. Pancho</p> <p>CDA Specialist with the assistance of Office Head & Staff</p>
2	Submit the complete requirement as per Checklist to CDO with photocopy of the said requirements	<p>2.1 Check/Review the completeness & Verify the submitted requirements with Client.</p> <p>2.2 Retain a photocopy of requirements for file.</p>	<p>None</p> <p>None</p>	<p>5-10minutes</p> <p>2-5minutes</p>	<p>R. dela Cruz/ V. Pancho</p> <p>-same as above-</p>
3	Submit the reviewed and complete requirements to CDA for Registration.		Registration Fee is 1/10 th of 1%	1 day	Client

			of the authorized Capital or ₱ 500.00 minimum fee		
TOTAL:				4 Days for the entire process & 6 hours & 15 minutes CDO Technical Support	

2. LGU Accreditation of Newly Registered Cooperatives

Office or Division:	Cooperative Development Office (CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Newly established Cooperatives in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cooperative's Registry Certification	Cooperative Development Authority (CDA), Lower Ground Floor, Grand Residences, #75 Corrigidor St., corner EDSA, Bgy. Ramon Magsaysay, Quezon City.
Endorsement Checklist Form	Cooperative Development Office (CDO) – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a copy of the approved CDA registration with corresponding Registry Number to CDO.	1. Acknowledge the submittal & make a New File Folder	None	1 minute	Client
		2. Fill up the Endorsement Checklist Form based on the attached & reviewed	None	1-3 minutes	V. Pancho

		supporting documents. 3. Officially sign the Endorsement Checklist form to be Endorsed to BPLO	None	30 seconds	Office Head
2	Submit the Business Permit Application with duly signed CDO's Endorsement Checklist Form		Minimum Fee of P1,500.00 Depends on the evaluation of BPLO based on the declaration of the Cooperative	30 – 45 minutes	Client (Cooperative's Representative) & BPLO
TOTAL :				49 minutes and 30 seconds	

3. Cooperative's Business Permit Renewal

Office or Division:	Cooperative Development Office (CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All existing Micro/Small, Medium and Large Cooperatives in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Completion (COC)	Cooperative Development Authority (CDA), Lower Ground Floor, Grand Residences, #75 Corrigidor St., corner EDSA, Bgy. Ramon Magsaysay, Quezon City.
Sworn Undertaking (Note: in the absence or pending COC from CDA)	Cooperative Development Office (CDO) – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.
Endorsement Checklist Form	-same as above-

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.	1.1 LGU accredited Cooperatives; submit a photo copy of their CAPR as CDA's reportorial requirement together with COC & Secure the CDO's Endorsement Checklist Form to BPLO for Business Permit Renewal 1.2 Sworn Undertakings have to be notarized & return to CDO	1.1 Receives & reviews the submitted copies of CAPR and COC. However, in the absence of or pending COC in lieu of CDA's findings, CDO will provide the Sworn Undertaking to the renewing Cooperative;	None	30 – 45 minutes	R. dela Cruz / V. Pancho/ J. Alejandro
		1.2 With the received notarized Sworn Undertakings, CDO Staff will fill up the Endorsement Checklist Form;	None	1-2minutes	-same as above-
		1.3 Officially sign the Endorsement Checklist form to be Endorsed to BPLO.	None	30 seconds	Office Head
2.	Submit the Business Permit Application with duly signed CDO's Endorsement Checklist Form		Minimum Fee of P1,500.00 Depends on the evaluation of BPLO based on the declaration of the Cooperative	30 – 45 minutes	Client (Cooperative's Representative) & BPLO
TOTAL :				1 hour and 32 minutes; 30 seconds	

4. Capacity Building of Cooperatives for Mandatory Trainings

Office or Division:	Cooperative Development Office (CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All existing/established Micro/Small, Medium and Large Cooperatives in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Updated Certificate of Accreditation with Accreditation Number	Cooperative Development Authority (CDA), Lower Ground Floor, Grand Residences, #75 Corrigidor St., corner EDSA, Bgy. Ramon Magsaysay, Quezon City.
Training Certificates of Accredited Trainers	Cooperative Development Office (CDO) – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.
Pre-Test & Post Test for Trainees (Coop Attendees)	-same as above-
Evaluation Form	-same as above-

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Partners/Cooperative; submit a formal letter of request for the required or needed Training to CDO either online (i.e. email) or personal	1.1 Validate the request & discuss with client/partners.	None	15-30 minutes	Office Head
		1.2 Meet/Discuss on line with the Accredited Trainers for their availability & tasking for the required Training.	None	30-45 minutes	-same-
		1.3 Plot the schedule and prepare the necessary details needed for the Training (i.e. digital platform/mode of Training, module materials, etc.)	None	30-45 minutes	R. dela Cruz

		1.4 Provide & send a Confirmatory Letter to the requesting Cooperative.	None	5-10 minutes	Office Head
		1.5 Conduct the Training on line by the Accredited Trainers as Speakers & Supervision of CDO's Officer In-Charge	PhP 6,500.00 (Speakers Honorarium in two sessions & Certificates)	8 hours (4 hours every session = 2days)	Accredited Trainers with Office Head & Staff
		1.6 Monitor the Attendance of Participants every session for Certification	None	15-20 minutes	J. Alejandro
		1.7 Provide the Evaluation Form to be accomplished by the Participants of every training/seminar & gather/collate every after the Training/Seminar	None	15-30 minutes	R. dela Cruz
		1.8 Evaluate/Assess the Training to gauge the performance & delivery output of the training provider and its content for enhancement	None	1 day	Office Head
		1.9 Prepare & Provide the Training Certificates duly signed by the Trainers & OIC of CDO for the Participants including Delivery/sending via email to respective Cooperative.	None	2-3 days	R. dela Cruz / J. Alejandro/ V. Pancho

TOTAL :		5 Days for the entire process of Training & Distribution of Certificates 7 hours Technical Support
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5. Feedback & Complaints Mechanism

Office or Division:	Cooperative Development Office (CDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All existing/established Micro/Small, Medium and Large Cooperatives in Pasig City, Partners Linkage & Resources, & Other LGU Offices/Department Heads and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Feedback Form	Cooperative Development Office (CDO) – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Incoming/Visiting Client for Inquiries and Technical Assistance	1.1 A Feedback & Complaint Form will be given to accomplish by every Client/Cooperative visiting/transacting business with the Office & asked to drop at the designated box on the Receiving Desk.	None	3-5 minutes	J. Alejandro
		1.2 Accomplished Feedback & Complaint Form will be gathered and encoded every other day in a week & submit a Customer Feedback Report to the OIC.	None	3-4 hours	V. Pancho
		1.3 Reviewed & Analyze the report to act on whatever complaint (if any) and provide the	None	1-2 days	Office Head

		immediate feedback to Client on the action taken. 1.4 The manner of sending feedback/actions taken to Client is through email.	None	1-2 minutes	same as above
TOTAL :				12 hours or less in a week for Feedback & Complaints Mechanism.	

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Visiting Clients/Cooperatives are encouraged to accomplish & drop the CDO Feedback & Complaint Form at the designated drop box on the Receiving Desk.
How feedback is processed	Accomplished Feedback & Complaint Form will be gathered and encoded every other day in a week & submit a Customer/Client's Feedback Report to the OIC. The OIC then; reviewed & analyze the report to act on whatever complaint (if any) and provide a documented action plan as an immediate feedback to Client as well as to monitor the action taken.
How to file a complaint	Accomplish the Feedback & Complaint Form and drop at the designated box on the Receiving Desk.
How complaints are processed	Complaint/s received, whether verbal or written shall be immediately forwarded to the Officer In-Charge who shall act on the complaint and provide feedback to Client with the appropriate action taken.
Contact Information	CDO Direct Line: 8640-9188 OIC Viber/Mobile: 0926-474-1043 or send your feedback/complaint through email at; donalitacruz@gmail.com and pasiqlqucdo2020@gmail.com

CA's Notes

Please see to it that the Rows and Columns are aligned for each item. It is advised that you place spaces in between each points for the Public to clearly distinguish the items enumerated.