

**2024 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)
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 – 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
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 Provision of Cooperative Orientation by CDO</p> <p>1.3 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>1.4 Inform Client on the schedule of PRS as confirmed by CDA.</p> <p>1.5 Conduct PRS as scheduled to be presided by CDA with the assistance of CDO through on-line platform or face to face</p>	<p>FREE</p> <p>FREE</p> <p>FREE</p> <p>FREE</p> <p>FREE</p>	<p>30 Minutes</p> <p>1 day depending on the schedule preferred by the requesting party.</p> <p>1-3 days including the waiting period for the confirmation</p> <p>15-30 minutes</p> <p>4-5 hours</p>	<p>CDO Staff (R. dela Cruz)</p> <p>CDO Head of Office</p> <p>CDO Head of Office</p> <p>CDO Staff</p> <p>CDA Specialist with the assistance of CDO Office Head & Staff)</p>

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submit the complete requirement as per Checklist to CDO with photocopy of the said requirements.	2.1 Check/Review the completeness & verify the submitted requirements with Client.	FREE	5-10 minutes	CDO Staff
		2.2 Retain a photocopy of requirements for file.	FREE	2-5 minutes	CDO Staff
3	Submit the reviewed and complete requirements to CDA for Registration.		Registration Fee is 1/10 th of 1% of the authorized Capital or ₱ 500.00 minimum fee	1 day	Client
TOTAL:				5 days for the whole process while 6 hours & 15 minutes for the CDO's guidance and provision of Technical Support/Assistance.	

2. LGU Accreditation of Newly Registered Cooperatives

Office or Division :	Cooperative Development Office
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 Certificate of Registration	Cooperative Development Authority (CDA), Lower Ground Floor, Grand Residences, #75 Corrigidor St., corner EDSA, Bgy. Ramon Magsaysay, Quezon City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement Checklist Form	Cooperative Development Office – 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	FREE	1 minute	Client & CDO Staff
		2. Fill up the Endorsement Checklist Form based on the attached & reviewed supporting documents.	FREE	1-3 minutes	CDO Staff
		3. Officially sign the Endorsement Checklist form to be Endorsed to BPLO	FREE	30 seconds	CDO Head of Office
2	Submit the Business Permit Application with duly signed CDO's Endorsement Checklist Form		Minimum amount of 1,500.00 depending on the assessment of BPLD based on the declared capital by the Cooperative.	30 – 45 minutes	Client (Cooperative's Representative) & BPLD
TOTAL :				49 minutes at 30 seconds	

3. Cooperative's Business Permit Renewal

TANGGAPAN/OPISINA :	Cooperative Development Office
Classification :	Simple
Type of Transaction :	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail :	All existing LGU Accredited Cooperatives in Pasig that are in Micro, Small, Medium and Large category.

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 – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.
Endorsement Checklist Form	Cooperative Development Office – 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.	<p>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</p> <p>1.2 Sworn Undertakings have to be notarized & return to CDO</p>	<p>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;</p>	FREE	30 – 45 minutes	CDO Staff

		1.2 With the received notarized Sworn Undertakings, CDO Staff will fill up the Endorsement Checklist Form	FREE	1-2 minutes	CDO Staff
		1.3 Officially sign the Endorsement Checklist form to be Endorsed to BPLD.	FREE	30 seconds	CDO Head of Office
2.	Submit the Business Permit Application with duly signed CDO's Endorsement Checklist Form		Minimum amount of 1,500.00 depending on the assessment of BPLD based on the declared capital by the Cooperative.	30 – 45 minutes	Client (Cooperative's Representative) & BPLD
TOTAL :				1 hour; 32 minutes & 30 seconds	

4. Capacity Building of Cooperatives & Mandatory Trainings

Office or Division :	Cooperative Development Office
Classification:	Simple
Type of Transaction :	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail :	All existing LGU Accredited Cooperatives in Pasig that are in Micro, Small, Medium and Large category.

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.
Mandatory Training Certificates of CDO Accredited Trainers	Cooperative Development Office – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Pre-Test & Post Test for Trainees Or Coop Attendees	Cooperative Development Office – 6 th Floor, Pasig City Hall, Caruncho Avenue, Bgy. San Nicolas, Pasig City.
Evaluation Form	Cooperative Development Office – 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	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.	FREE	15-30 minutes	CDO Head of Office
		1.2 Meet/Discuss on line with the Accredited Trainers for their availability & tasking for the required Training.	FREE	30-45 minutes	CDO Head of Office
		1.3 Plot the schedule and prepare the necessary details needed for the Training (i.e. digital platform/face to face as mode of Training, module materials, etc.	FREE	30-45 minutes	Supervising Cooperative Development Specialist
		1.4 Provide & send a Confirmatory Letter to the requesting Cooperative.	FREE	5-10 minutes	CDO Head of Office or the Supervising CDS
		1.5 Conduct the Training on line or face-to-face by the Accredited Trainers as Speakers with the Supervision of	FREE	8 hours (for Micro & Small) & 16 hours for Medium and Large Cooperatives	Accredited Trainers & CDO's Head of Office or the Supervising CDS & Staff

		CDO's Head of Office			
		1.6 Monitor the Attendance of Participants every session for Certification	FREE	15-20 minutes	CDO Staff
		1.7 Provide the Evaluation Form to be accomplished by the Participants of every training/seminar & gather/collate every after the Training/Seminar	FREE	15-30 minutes	CDO Staff
		1.8 Evaluate/Assess the Training to gauge the performance & delivery output of the training provider and its content for enhancement	FREE	1 day	CDO Head of Office or the Supervising CDS
		1.9 Prepare & Provide the Training Certificates duly signed by the Trainers & CDO Head of Office for the Participants including Delivery/sending via email to respective Cooperative.	FREE	2-3 days	Head of Office & CDO Staff
TOTAL :				7 days for the entire process of Capacity Building / Mandatory Training & 13 hours for Technical Support and other needs to complete the Training.	

5. Feedback & Complaints Mechanism

Office or Division :	Cooperative Development Office)
Classification :	Simple
Type of Transaction :	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail :	All LGU Accredited Cooperatives in Pasig that are in Micro, Small, Medium and Large category, Partners, Linkage & Resources, Walk In Clients & Other LGU Offices/Department Heads and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Feedback Form	Cooperative Development Office – 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.	FREE	3-5 minutes	CDO Staff
		1.2 Accomplished Feedback & Complaint Form will be gathered and encoded every other day in a week & submit a Customer Feedback Report to the Head of Office.	FREE	3-4 hours in a week	CDO Staff
		1.3 Reviewed & Analyze the report to act on whatever complaint (if any) and provide the immediate feedback to Client on the action taken.	FREE	1-2 araw	Head of Office or the Supervising CDS

		1.4 The manner of sending feedback/actions taken to Client is through email.	FREE	1-2 minutes	Head of Office or the Supervising CDS
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 Head of Office. The Head of Office then; reviewed & analyze the report to act on whatever complaint (if any) and provide a documented action plan as an immediate response to Client as well as to monitor the case/issue based on 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 Head of Office who shall act on the complaint and provide feedback to Client with appropriate action or intervention.
Contact Information	CDO Landline #: 8643-1111 loc. 1650 Head of Office Viber/Mobile: 0926-474-1043 or send all inquiries or complaints to the following email: cdo@pasigcity.gov.ph donalitacruz@gmail.com , pasiglucdo2020@gmail.com