# CITY OF IMUS COOPERATIVE, LIVELIHOOD AND ENTREPRENEURIAL, DEVELOPMENT OFFICE

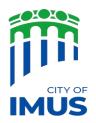
**EXTERNAL SERVICES** 



# 1. REQUEST FOR COOPERATIVE DOCUMENTARY PRINTOUTS

Clients may request for the cooperative documentary printouts for the formulation of cooperative policies and compliance with cooperative development authority requirements.

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OFFICE OR DIVISION	CICLEDO – Cooperative Division					
CLASSIFICATION	Simple	Simple				
TYPE OF TRANSACTION	G2C – Government to Citizen					
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imu	ıs				
CHECKLIS'	Γ OF REQUIREMENTS		WHERE TO SECURE			
Duly Accomplished Request Form -	1photocopy	notocopy CICLEDO – Cooperative Division				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID PROCESSING TIME PERSON RESPONSIBL				
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela C. Cabrera		
2. Undergo the interview with the concerned personnel;		None	10 minutes	Jacquilyn V. Lara		
3. Receive the document	3. Release the document None 1 minutes Jacquilyn V. Lara					
Fill-out Client Satisfaction Rating Form						
TOTAL None 13 minutes						



### 2. REQUEST FOR FINANCIAL ASSISTANCE

Cooperatives operating in the City of Imus may request for financial assistance to other cooperative related activities.

OFFICE OR DIVISION	CICLEDO – Cooperative Division					
CLASSIFICATION	Complex					
TYPE OF TRANSACTION	G2B – Government to Business					
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the Cit	Duly registered cooperatives operating in the City of Imus				
CHECKLIS	T OF REQUIREMENTS		WHERE TO SECURE	E		
Proof of Sangguniang Panlungsod A	Accreditation (1 photocopy)	Client/ Cooperative M	ember			
Request Letter (1 photocopy)		Client/ Cooperative M	ember			
Pertinent attachments for purpose o	f assistance (1 original copy of each document)	Client/ Cooperative M	ember			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit the requirements.	1.1 Receive and inspect the requirements	None	2 minutes	Adela C. Cabrera		
	1.2 Forward the document to the Office of the City Mayor for Approval	None				
	1.3 Transmit to the Sanggunian Panglungsod for the resolution.	None	7 Days	Administrative Unit		
	1.4 Process the voucher.	None				
	1.5 Message the client for the availability of check	None				
2. Receive the check.	2. Release the check.	None	2 minutes	City Treasurer's Office		
,	Fill-out Client Satisfac	tion Rating Form				
	TOTAL	None	1 week and 4 minutes			

NOTE: Processing of Vouchers varies.



### 3. SCHEDULING OF COOPERATIVE TRAINING AND SEMINAR

Officers of cooperatives operating in the City of Imus must comply the training and seminar mandated by the Cooperative Development Authority.

OFFICE OR DIVISION	CICLEDO – Cooperative Division					
CLASSIFICATION	Simple	Simple				
TYPE OF TRANSACTION	G2B – Government to Business					
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the Ci	ty of Imus				
CHECKLIS	T OF REQUIREMENTS		WHERE TO SECUR	E		
Request Letter (1 photocopy)		Client/ Cooperative Me	ember			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID PROCESSING TIME PERSON RESPONSIB				
1. Submit the request	Receive the request and refer the client to the concerned personnel	None	2 minutes	Kristine Joy A. Nuestro		
2. Undergo the interview	2. Interview the client	None	20 minutes	Jacquilyn V. Lara		
3. Confirm the schedule of the training/seminar	3. Record the schedule	None	2 minutes	Jennifer Gandia		
Fill-out Client Satisfaction Rating Form						
TOTAL None 24 minutes						

NOTE: Period of actual conduct of trainings and seminars vary depending on the type of seminar



# 4. SCHEDULING OF NEEDS ANALYSIS FOR ORGANIZATION OF COOPERATIVES (PRIMARY/SECONDARY/LABORATORY)

Assistance to would-be cooperatives by conducting needs analysis and orientation in coops as mandated by Republic Act 9520 otherwise known as the PCC of 2008.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B – Government to Business			
WHO MAY AVAIL THE SERVICE	Groups/Individuals intending to organize coopera	atives		
CHECKLIS'	T OF REQUIREMENTS		WHERE TO SECURE	E
Request letter addressed to the City	o the City Mayor or Department Head (1 photocopy)  Client/Cooperative Member			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to	None	2 minutes	Adela C. Cabrera
	the concerned personnel			
2. Undergo the interview	2. Interview the client	None	55 minutes	Jacquilyn V. Lara
3. Confirm the schedule	3. Schedule the Needs Analysis and	None	2 minutes	Jacquilyn V. Lara
	Orientation			
Fill-out Client Satisfaction Rating Firm				
TOTAL None 59 minutes				

Note: Interview time varies.

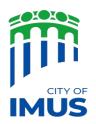


### 5. SCHEDULING OF INTERVENTION FOR AILING DISTRESSED COOPERATIVES

Provide assistance in implementing plans and programs for distressed cooperatives and newly organized cooperatives.

OFFICE OR DIVISION	CICLEDO – Cooperative Division				
CLASSIFICATION	Simple				
TYPE OF TRANSACTION	G2B – Government to Business				
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the Cit	y of Imus			
CHECKLIS	T OF REQUIREMENTS		WHERE TO SECUR	E	
Letter Request (1 photocopy)	Client/ Cooperative Member				
CDA – Certificate of Registration (1	CDA – Certificate of Registration (1 copy)  Client/ Cooperative Member				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the request	Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela C. Cabrera	
2. Undergo the interview	2. Assess the background of cooperative and the need for intervention	d of cooperative and None 55 minutes Jacquilyn V. Lara			
3. Confirm the schedule	3. Record the schedule None 2 minutes Jennifer Gandia				
Fill-out Client Satisfaction Rating Form					
TOTAL None 59 minutes					

Note: Intervention time varies.



### 6. ASSISTANCE IN SECURING BUSINESS PERMITS FOR COOPERATIVES

Cooperatives operating in the City of Imus are provided assistance for the immediate processing of their business permits.

OFFICE OR DIVISION	CICLEDO – Cooperative Division				
CLASSIFICATION	Simple				
TYPE OF TRANSACTION	G2B – Government to Business				
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the Cit	ty of Imus			
CHECKLIS	T OF REQUIREMENTS		WHERE TO SECUR	E	
Mayor's Permit – Old Copy (1 photo	copy)	Client/Cooperative Mo	ember		
Barangay Endorsement (1 photocop	y)	Barangay Hall – response	ective Barangay area		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit the requirements	1.1 Receive the request and refer the client to the concerned personnel.	None	2 minutes	Adela C. Cabrera Gabrielle Casillano	
	1.2 Process documents for the renewal of business permits to the concerned offices (BPLO, TO)	Php 1, 000.00 (Permit) Php 500.00 (Cedula)	30 minutes	Adela C. Cabrera Gabrielle Casillano	
	1.3 Forward the document to the office of the City Mayor for approval	None	3 days	Adela C. Cabrera Gabriella Casillano	
2. Received the documents	2. Release the documents	None	2 minutes		
	Fill-out Client Satisfaction Rating Form				
TOTAL Based on assessment 3 days, 34 minutes					

NOTE: Fees to be paid vary if the cooperative has penalties. Approval of documents vary on the availability of the signatory.



# 7. CONDUCT LIVELIHOOD AND ENTREPRENEURIAL SKILLS TRAINING (BARANGAY BASED LIVELIHOOD CARAVAN)

Constituents may avail and request this service for those who need to undergo livelihood and entrepreneurial skills training that can be conducted in barangay or training center.

OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division				
CLASSIFICATION	Simple				
TYPE OF TRANSACTION	G2C – Government to Citizen				
WHO MAY AVAIL THE SERVICE	Individuals who needs to undergo livelihood and skills training.				
	Cooperatives, members of cooperatives				
CHECKLIS	ST OF REQUIREMENTS WHERE TO SECURE				
None	None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Inquire concerns.	Accommodate inquiries and concerns.  None  3 minutes  Bernardita E. Del Rosario				
Fill-out Client Satisfaction Rating Form					
	TOTAL None 3 minutes				



### 8. PROVIDE ASSISTANCE IN PROMOTING PRODUCTS AND SERVICES

Business people/entrepreneurs, interested individuals, cooperatives and members of cooperatives will be invited and encourage to join the trade fairs to promote their products and services.

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OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division				
CLASSIFICATION	Simple				
TYPE OF TRANSACTION	G2B – Government to Business				
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of cooperatives Business people/entrepreneurs				
CHECKLIS*	CHECKLIST OF REQUIREMENTS WHERE TO SECURE				
Invitation Letter (1 copy)	Livelihood and Entrepreneurial Division				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information.	None	2 minutes	Bernardita E. Del Rosario, Nelson C. Villanueva	
	1.2 Provide client with needed information in the form of advice or briefing.	None	5 minutes		
2. Confirm the schedule of Trade	2. Record the schedule	None	2 minutes	Nelson C. Villanueva	
Fair					
	Fill-out Client Satisfac	tion Rating Form			
	TOTAL	None	9 minutes		



### 9. SCHEDULING OF LIVELIHOOD AND ENTREPRENEURIAL TRAINING AND SEMINAR

Business people/entrepreneurs, interested individuals, cooperatives and members of cooperatives will undergo trainings and seminars for the improvement of their livelihood business dealings to become successful entrepreneurs.

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OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division					
CLASSIFICATION	Simple	Simple				
TYPE OF TRANSACTION	G2B – Government to Business					
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of	f cooperatives				
	Business people/entrepreneurs					
CHECKLIST	CHECKLIST OF REQUIREMENTS WHERE TO SECURE					
Invitation Letter (1 copy)	Livelihood and Entrepreneurial Division					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE		
Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information.	None	2 minutes	Bernardita E. Del Rosario, Nelson C. Villanueva		
	1.2 Provide client with needed information in the form of advice or briefing.	None	5 minutes			
2. Confirm the schedule of Training	2. Record the schedule	None	2 minutes	Nelson C. Villanueva		
and Seminar						
	Fill-out Client Satisfac	tion Rating Form				
	TOTAL	None	9 minutes			



### 9. REQUEST FOR CREDIT WINDOW FACILITY

Pursuant to Imus City Ordinance No. 03-124 s. 2019 otherwise known as "Imus City Credit Window Facility" shall allocate funds as loan assistance to qualified business enterprise and cooperatives thru a credit window facility

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OFFICE OR DIVISION	CICLEDO – Livelihood and Entrepreneurial Division				
CLASSIFICATION	Highly-Technical				
TYPE OF TRANSACTION	G2B – Government to Business				
WHO MAY AVAIL THE SERVICE	Would be/existing entrepreneurs.				
	Cooperative, members of cooperatives				
	T OF REQUIREMENTS	WHERE TO SECURE			
For would-be entrepreneurs (1 ph					
Accomplished Loan Application Form	n	CICLEDO Office -Livelihood and Entrepreneurial Division			
Barangay Certificate / Clearance		Respective Barangay			
Livelihood Caravan attendance or ed	quivalent training	CICLEDO Office -Livelihood and Entrepreneurial Division			
Business Proposal		Client			
, , ,	enuine intent and capacity to implement	Client			
entrepreneurial activity.					
For existing entrepreneurs (1 pho	tocopy of each document)				
Accomplished Loan Application Form	n	CICLEDO Office -Livelihood and Entrepreneurial Division			
Barangay Certificate / Clearance		Respective Barangay			
Livelihood Caravan attendance or ed	quivalent training	CICLEDO Office -Livelihood and Entrepreneurial Division			
Business Proposal		CICLEDO Office -Livelihood and Entrepreneurial Division			
DTI Registration		Client/DTI Office			
BIR Registration		Client/BIR Office			
, , ,	enuine intent and capacity to implement	Client			
entrepreneurial activity.					
For Cooperatives (1 photocopy of	each document)				
Accomplished Loan Application Form	n	CICLEDO Office -Livelihood and Entrepreneurial Division			
Certificate of Accreditation from the	Sangguniang Panlungsod	Sangguniang Panlungsod			
Business Proposal		Client			
DTI Registration		Client/DTI Office			
BIR Registration		Client/BIR Office			
Other documents which may show g	enuine intent and capacity to implement	Client			

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of intent and accomplished loan application form	1. Acknowledge receipt of the request and all required documents, with an initial evaluation and screening of the information submitted and advice the client for the credit investigation	None	2 minutes	Dr. George G. Tumamak Jr.
2. Client awaiting updates	2.1 Conduct credit investigation & business financial standing and consequently complete the Background/Credit Information form.	None	10 days	Michael S. Loyola Bernardita E. Del Rosario Nelson C. Villanueva
	2.2 Interview client if he/she is qualified to avail the service.	None		
	2.3 Evaluate & endorse the application for approval.	None		
	2.4 Process documents for check release to concerned offices (CAO, CTO)	None		
	2.5 Inform the client on the status of the request	None		
3. Accept credit assistance	3. Release credit assistance	None	2 minutes	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
	TOTAL	None	10 days and 4 minutes	

NOTE: Processing of Vouchers varies. For credit window facility, the processing lasts for at least two weeks.

