

**CITY OF IMUS COOPERATIVE,  
LIVELIHOOD AND ENTREPRENEURIAL,  
DEVELOPMENT OFFICE  
EXTERNAL SERVICES**

**CITIZEN'S CHARTER**



[www.cityofimus.gov.ph](http://www.cityofimus.gov.ph)

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.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C – Government to Citizen			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form – 1photocopy		CICLEDO – Cooperative Division		
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 the concerned personnel	None	2 minutes	Adela C. Cabrera
2. Undergo the interview with the concerned personnel;	2. Interview client and print the requested document	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.

<b>OFFICE OR DIVISION</b>	CICLED0 – Cooperative Division			
<b>CLASSIFICATION</b>	Complex			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Duly registered cooperatives operating in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof of Sangguniang Panlungsod Accreditation (1 photocopy)		Client/ Cooperative Member		
Request Letter (1 photocopy)		Client/ Cooperative Member		
Pertinent attachments for purpose of assistance (1 original copy of each document)		Client/ Cooperative Member		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>1 week and 4 minutes</b>	

*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.

<b>OFFICE OR DIVISION</b>	CICLEDO – Cooperative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Duly registered cooperatives operating in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1 photocopy)		Client/ Cooperative Member		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request	1. 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				
<b>TOTAL</b>		<b>None</b>	<b>24 minutes</b>	

*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 cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to 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 the concerned personnel	None	2 minutes	Adela C. Cabrera
2. Undergo the interview	2. Interview the client	None	55 minutes	Jacquilyn V. Lara
3. Confirm the schedule	3. Schedule the Needs Analysis and Orientation	None	2 minutes	Jacquilyn V. Lara
Fill-out Client Satisfaction Rating Form				
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.

<b>OFFICE OR DIVISION</b>	CICLEDO – Cooperative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Duly registered cooperatives operating in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (1 photocopy)		Client/ Cooperative Member		
CDA – Certificate of Registration (1 copy)		Client/ Cooperative Member		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	2. Assess the background of cooperative and the need for intervention	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				
<b>TOTAL</b>		<b>None</b>	<b>59 minutes</b>	

*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.

<b>OFFICE OR DIVISION</b>	CICLEDO – Cooperative Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Duly registered cooperatives operating in the City of Imus			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Mayor's Permit – Old Copy (1 photocopy)		Client/Cooperative Member		
Barangay Endorsement (1 photocopy)		Barangay Hall – respective Barangay area		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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				
<b>TOTAL</b>		<b>Based on assessment</b>	<b>3 days, 34 minutes</b>	

*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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns.	1. 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.

<b>OFFICE OR DIVISION</b>	CICLEDO – Livelihood and Entrepreneurial Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Interested individuals, cooperatives, members of cooperatives Business people/entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation Letter (1 copy)		Livelihood and Entrepreneurial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 Fair	2. Record the schedule	None	2 minutes	Nelson C. Villanueva
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	

## 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.

<b>OFFICE OR DIVISION</b>	CICLEDO – Livelihood and Entrepreneurial Division			
<b>CLASSIFICATION</b>	Simple			
<b>TYPE OF TRANSACTION</b>	G2B – Government to Business			
<b>WHO MAY AVAIL THE SERVICE</b>	Interested individuals, cooperatives, members of cooperatives Business people/entrepreneurs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Invitation Letter (1 copy)		Livelihood and Entrepreneurial Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 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 and Seminar	2. Record the schedule	None	2 minutes	Nelson C. Villanueva
Fill-out Client Satisfaction Rating Form				
<b>TOTAL</b>		<b>None</b>	<b>9 minutes</b>	

## 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

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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<b><i>For would-be entrepreneurs (1 photocopy of each document)</i></b>			
Accomplished Loan Application Form		CICLEDO Office -Livelihood and Entrepreneurial Division	
Barangay Certificate / Clearance		Respective Barangay	
Livelihood Caravan attendance or equivalent training		CICLEDO Office -Livelihood and Entrepreneurial Division	
Business Proposal		Client	
Other documents which may show genuine intent and capacity to implement entrepreneurial activity.		Client	
<b><i>For existing entrepreneurs (1 photocopy of each document)</i></b>			
Accomplished Loan Application Form		CICLEDO Office -Livelihood and Entrepreneurial Division	
Barangay Certificate / Clearance		Respective Barangay	
Livelihood Caravan attendance or equivalent 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	
Other documents which may show genuine intent and capacity to implement entrepreneurial activity.		Client	
<b><i>For Cooperatives (1 photocopy of each document)</i></b>			
Accomplished Loan Application Form		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 genuine intent and capacity to implement		Client	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 advise 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				
<b>TOTAL</b>		<b>None</b>	<b>10 days and 4 minutes</b>	

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