



Republic of the Philippines
CITY GOVERNMENT OF TACLOBAN
CITY COOPERATIVES DEVELOPMENT AND LIVELIHOOD ASSISTANCE OFFICE
Tacloban City, Leyte

CITIZEN'S CHARTER

Frontline Services	Procedure	Time	Responsible Person/s	Requirements	Amount Payable
I. Coop Organization and Registration	<ul style="list-style-type: none"> • Coop Orientation • Indorse to CDA for Pre Registration Seminar (PRS) • Review printed draft for review and corrections • Return corrected registration to proponent or final printing 	<p>Approximately Two (2) hours</p> <p>One (1) day</p> <p>One (1) hour</p> <p>Within one (1) day after review</p>	<p>MARIEL T. MATE, JULIUS CAESAR A. TRINCHEFRA & BLISZEL D. GACITA</p> <p>Mariel</p> <p>Ma. Theresa I. Omo</p> <p>Ma. Theresa I. Omo</p>	<ul style="list-style-type: none"> • o. of members at least 15 • Pre-membership Education Seminar (PMES) • Initial paid- up capital of at least P15,000.00 • Articles of Cooperation and By-Laws • Bond of Accountable Officers 	None
II. Institutional Development of Cooperatives	<ul style="list-style-type: none"> • Request for CDA mandated and other trainings • Consultation and Mentoring • Mediation and Conciliation 	<p>Thirty (30) minutes</p> <p>One to Two (1-2) Hours</p> <p>Within three (3) days after request</p>	<p>MARIEL T. MATE , JULIUS CAESAR A. TRINCHEA & BLISZEL D. GACITA</p> <p>RUENA M. MATE/ MA. THERESA I. OMOY</p> <p>RUENA M. MATE/ JULIUS A. TRINCHEA/ MA. THERESA I. OMOY</p>	<ul style="list-style-type: none"> • Resource Persons • Venue • Participants • Training Kits • Request • By appointment or request 	<p>None</p> <p>None</p>

III. Additional Capital for Business	I. Coop Fund: <ul style="list-style-type: none"> • Inquiry on Guidelines and Requirements • Processing of loan applications 	Fifteen (15) minutes Three (3) days	IDA C. CABUDOY, MA. THERESA I. OMOY & GIL ABADINES	<ul style="list-style-type: none"> • Loan Application • Project Proposal • Photocopy of CDA Registration • Certificates of Good Standing • Income Statement • Balance Sheet • Cash Flow • Board Resolution to Borrow • List of Officers • Certificates of Loan Security, if applicable <p>Guidelines on Loan Security</p> <ul style="list-style-type: none"> - Loan from P10,000.00-100,000.00 (Collateral free) - Over P100,000.00- P200,000.00 (Collateral option) <p>Such as:</p> <ul style="list-style-type: none"> • Real Estate Mortgage • Chattel Mortgage <p>Other Security that may be required and approves by the COOP FUND Mgt. Com.</p>	Service fee of 1% upon approved loan take out
	II. F4 Fund: <ul style="list-style-type: none"> • Inquiry on Guidelines and Requirements • Processing of loan applications 	Fifteen (15) minutes Three (3) days	IDA C. CABUDOY, MA. THERESA I. OMOY & GIL ABADINES	<ul style="list-style-type: none"> • Preliminary Loan Counseling • Loan Application with 2x2 ID picture • Project Proposal • Inspection of Existing Business • Business/ Special Permit ((After Loan Approval) <ul style="list-style-type: none"> - Cedulla - Application for Business Permit - Brgy. Clearance - Police Clearance - RPT - Health Clearance 	Service fee of 1% upon approved loan take out
IV. Entrepreneurial Development	<ul style="list-style-type: none"> • Request for participation in livelihood trainings 	Listed within Ten (10) minutes	JUDE P. ADORNADO , MARIZA E. BALLAIS & TRISTAN M. SANTIAGO	<ul style="list-style-type: none"> • No. of Participants • Venue • Materials • Meals 	None

V. Administrative Receives all incoming documents and requests from clients, other offices and Departments	<ul style="list-style-type: none"> • Receive requests for recording of document/request and endorse to the person in-charge 	Five (5) minutes	ANALYN N. VILLARINO MICHELE L. MORALES	<ul style="list-style-type: none"> • Original Copy of request with contact number 	None
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Prepared by:


ANALYN N. VILLARINO
 Administrative Officer (Designate)

Noted by:


RUENA M. MATE
 City Cooperatives Officer

