

## External Services

### 1. Assistance to Clients and Delivery of Basic Services

Assistance to all External and Internal clients on matters relating to the City Government of Legazpi.

<b>Office or Division:</b>	<b>OFFICE OF THE CITY MAYOR</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client, Government to Business Entity (G2B), Government to Government (G2G)			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Prescription		Hospital/ Private Clinic		
Certificate of Death		Office of the Civil Registrar		
Certificate of Indigency		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Assistance to clients seeking queries, advises complaint, medical/ financial/ burial/ educational assistance	1.1 Receive 1.2 Review 1.3 Endorse	None	10 minutes  *Processing time for one client being serve at one time	<i>Administrative Aide IV</i>  <i>Administrative Aide I</i>  <i>Administrative Officer IV</i>  <i>Chief of Staff</i>  <i>Executive Assistant IV</i>
Receiving of Incoming communication for Local Chief Executive	1.1 Receive 1.2 Record 1.3 Forward to LCE 1.4 Endorse	None	15 minutes  *May vary depending on the availability of documents approved by the LCE	<i>Administrative Aide I</i>  <i>Chief of Staff</i>  <i>Administrative Aide IV</i>  <i>Executive Assistant IV</i>

Releasing of Outgoing communication	1.1 Receive 1.2 Record 1.3 Release	None	10 minutes  *Releasing of signed documents may vary depending on the approval of LCE	<i>Administrative Aide I</i>  <i>Community Affairs Assistant II</i>
Appointment of meeting, wedding, courtesy call, and speaking engagement to LCE	1.1 Receive 1.2 Schedule	None	10 minutes  *May vary depending on the flow of discussion per meeting	<i>Community Affairs Assistant II</i>  <i>Chief of Staff</i>
Receiving and releasing of financial document	1.1 Receive 1.2 Review 1.3 Record 1.4 Forward to LCE/EA 1.5 Release	None	20 minutes  *Releasing of signed documents may vary depending on the approval of LCE	<i>Administrative Aide IV</i>  <i>Administrative Aide I</i>  <i>Administrative Officer IV</i>  <i>Executive Assistant IV</i>
	<b>Total:</b>	<b>None</b>	<b>1 hour, 5 minutes</b>	

## External Services

### 1. Preparation of Lease Contract

Contract signing between the stall holder/s and City Government of Legazpi

<b>Office or Division:</b>	<b>CMO-EEMD Albay Public Market</b>			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Albay Market Stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest Community Tax Certificate (CTC)		City Treasurer's Office / Barangay		
Current Mayor's Permit (1 photocopy)		Business Permit Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the day	Acknowledge the client	None	3 minutes	<i>Administrative Aide I</i>
2. Submit the documents to the receiving personnel or Officer In-Charge	Receive and check the requirements	None	5 minutes	<i>Administrative Aide I</i>
	Preparation of Lease Contract	None	15 minutes	<i>Administrative Aide I</i>
3. Sign the prepared Lease Contract	Signing of Lease Contract	None	10 minutes	<i>OIC-Market Supervisor PIO Designate</i>
4. Wait for action / for approval of Lease Contract.	Forwarded the Lease Contract to the City Treasurer's Office, City Mayor's Office and Legal Office for signature and approval.	None	1-3 days	<i>Administrative Aide I</i>
	<b>Total:</b>	<b>None</b>	<b>3 Days, 30 Minutes</b>	

## 2. Securing of Market Clearance

Requirement for securing of Business Permit of the stallholders in the Public Market

<b>Office or Division:</b>	CMO-EEMD Albay Public Market			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Albay Market Stallholders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Barangay Business Clearance		Brgy. 7 Baño, Legazpi City ( Brgy Hall )		
2. Photocopy of <b>Certification of Attendance</b> (Seminar on ESWM)		OCENR – Dap-Dap Legazpi City		
3. Certification of Payment of Market Rental from the Revenue Collector		City Treasurer's Office		
4. Original copy of Official Receipt (O.R). of Market Clearance Fee		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Officer of the day/receiving personnel	Acknowledge the client	None	3 minutes	<i>Officer of the day</i>
2. Submit the documents to the receiving personnel or Officer In-Charge	Receive and check the requirements	None	5 minutes	<i>Administrative Aide I</i>
3. Wait for approval signature of the request.	Approval of Market Clearance to stallholder	None	5 minutes	<i>OIC-Market Supervisor PIO Designate</i>
	Preparation of Market Clearance	None	10 minutes	<i>Administrative Aide I</i>
	Signing of Market Clearance	None	1 minute	<i>OIC-Market Supervisor PIO Designate</i>
4. Receive of Market Clearance	Release of Market Clearance	None	1 minute	
	Recording and Filing of Duplicate copy of Required documents and Market Clearance	None	5 minutes	<i>Administrative Aide I</i>
	<b>Total:</b>	<b>None</b>	<b>30 minutes</b>	

## ASSISTANCE TO LOCAL & FOREIGN INVESTORS AVAILING INCENTIVES

<b>Office or Division:</b>	<b>CMO – EEMD Legazpi Public Market</b>			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Community Tax Certificate (CTC)		City Treasurer's Office / Barangay		
2. Current Mayor's Permit (1 photocopy)		Business Permit Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Assistance in stall rental application & Secure of Market Clearance	Provide & submit duly notarized application form with 2x2 picture	None	11 Minutes	<i>Administrative Aide I</i>
	Approval of Application of the Chief of Office	None	11 Minutes	<i>Market Administrator</i>
	Verification of Market Record	None	11 Minutes	<i>Administrative Aide I</i>
	Payment of Market Clearance	50 Pesos	10-15 minutes	<i>City Treasurer's Office</i>
	Approval & Signature of the Chief of Office	None	5-10 minutes	<i>Market Administrator</i>

2. Preparation of Contact of Lease & Letter for Promotional	Recording & Filling of Duplicate Copy	None	15 minutes	<i>Administrative Aide I</i>
	Preparation of the Contact of Lease ready	None		
	for signature of the Chief of Office		5 minutes	<i>Administrative Aide I</i>
	Submission of Contract of Lease for the Treasurer's Office and Mayor for Signature	None	15 minutes	<i>Administrative Aide I</i>
	Submit letter for approval of Chief of Office	None	5 minutes	<i>Administrative Aide I</i>
	Payment for space rental of the Applicant	Mayor's Permit – 200  Space Rental – depends to the area occupied	10-15 minutes	<i>City Treasurer's Office</i>
	3. Weighing Scale Calibration & Installation of Tag Prices	Calibration of weighing scale of the stallholders	None	10-15 minutes
Payment of Calibrated weighing scale of Stallholder		100	30 minutes	<i>City Treasurer's Office</i>
Monitoring of Tag Price of Stallholder		None	30 minutes	<i>Administrative Aide I</i>  <i>Administrative Aide III</i>
	<b>Total:</b>			

## ASSISTANCE TO LOCAL & FOREIGN INVESTORS AVAILING INCENTIVES

<b>Office or Division:</b>	<b>CMO - City Economic &amp; Investment Promotions Division</b>	
<b>Classification:</b>	Simple Transaction	
<b>Type of Transaction:</b>	Government to Client	
<b>Who may avail:</b>	Local & Foreign Investors	
<b>Checklist of Requirement:</b>		<b>Where to Secure:</b>
<b>1. Application for Registration under the Legazpi City Investment Incentive Code of 2019</b>	CEIPD	
<b>2. Documentary Requirements:</b>		
<b>If Single Prop:</b>  <b>a) Copy of Business Name Registration</b> <b>b) Clearance</b> <b>c) Environmental Compliance Certificate (ECC), if applicable</b>  <b>d) Copy of Audited Financial Statements, if the business is already existing</b>	<ul style="list-style-type: none"> <li>- DTI</li> <li>- DOLE/NLRC</li> <li>- DENR</li> </ul>	
<b>If Partnership/Corporation</b>  <b>a) Certified True Copy of its Certificate of Registration issued by SEC</b> <b>b) Articles of Incorporation and by-laws</b> <b>c) Environmental Compliance Certificate (ECC), if applicable</b>  <b>d) Certificate of Good Standing</b> <b>e) Resolution authorizing the filing of Application by the Applicants Board of Directors</b> <b>f) Copy of Audited Financial Statements (if existing)</b>	<ul style="list-style-type: none"> <li>- Securities &amp; Exchange Commission (SEC)</li> <li>- DOLE/NLRC</li> <li>- Securities &amp; Exchange Commission (SEC)</li> <li>- CEIPD</li> </ul>	
<b>For Enterprises registered under an existing incentives law</b>  <b>a) Certified True Copy of the BOI Certificate of Registration</b> <b>b) Copy of documents submitted to the appropriate registration Agency pertaining to their registration</b>	CEIPD	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished form and requirements	1.1 Receive and initial review of the completeness of the duly accomplished forms with requirements	-	10 minutes	<i>Administrative Assistant</i>
	1.2 Evaluate & validate submitted requirements for acceptance	-	1 hour	<i>Local Economic and Investment Promotions Officer (LEIPO)</i>
	1.3 If disapproved, inform the client of the reason thereof & recommend assessment	-	10 minutes	
	1.4 If acceptable, issuance of Letter of Acceptance	-	10 minutes	
	1.5 Endorse application to the Board for review/evaluation	-	3 days	<i>LEIPO/Legazpi Investment &amp; Incentive Board (LIIB)</i>
	1.6 If disapproved, notify applicant thru SMS	-	5 minutes	<i>Local Economic and Investment Promotions Officer (LEIPO)</i>
	1.7 If approved, notify applicant thru SMS of payment of Registration Fee	-		
2. Pay Registration Fee	2.1 Proceed to CTO for payment	1,000.00	10 minutes <i>*Under normal circumstances per transaction</i>	<i>Cashier</i>
3. Claim Certificate	3.1 Validate OR	-	5 minutes	<i>Local Economic and Investment Promotions Officer (LEIPO)</i>
	3.2 Issue Notice of Approval	-	10 minutes	
	3.3 Brief Applicant on Compliance	-	15 minutes	
	<b>Total:</b>	<b>1,000.00</b>	<b>3 Days, 2 hours, 15 minutes</b>	



## Assistance to Clients

<b>Office or Division:</b>	<b>CMO - City Cooperative Development Office</b>			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	PO's, NGO's, GA's, Community / Residents of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<input type="checkbox"/> Letter		<input type="checkbox"/> Letter from the client who requested.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients request and queries initially determined within 5 minutes upon approval.	Client is referred to the City Cooperative Development Officer within 5 minutes upon arrival.	Free	5 minutes	<i>Administrative Aide I</i>
2. Clients request for Orientation, Pre-Registration Seminar referred to City Cooperative Development Office.	Briefing / Advice rendered within the day of inquiry.	Free	5 – 30 minutes	<i>CCDO Officer – designate</i>
	<b>Total:</b>		<b>30 Minutes</b>	

## Pre-Registration Seminar

<b>Office or Division:</b>	CMO - City Cooperative Development Office			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Orientation			
<b>Who may avail:</b>	PO's, NGO's, GA's, Community / Residents of Legazpi			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Attendance of at least 25 initial members.		Private Sector / Barangay who are willing to form a Cooperative.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Conduct of Pre-Membership Seminar (PRS)	Orientation seminar prepared / conducted to would-be coop members for within 10 days upon receipt of request.	None	4 hours orientation	CCDO Officer - designate
	<b>Total:</b>	<b>None</b>	<b>4 Hours</b>	

## Preparation / Registration of Documents

<b>Office or Division:</b>	<b>CMO - City Cooperative Development Office</b>			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Documentary Services			
<b>Who may avail:</b>	Would-be Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Economic Survey</b>		<b>City Cooperative Development Office</b>		
<b>2. Surety Bond (- Chairman)</b> <b>(- Treasurer)</b> <b>(- General Mngr.)</b>				
<b>3. Constitution and By-laws</b>				
<b>4. Articles of Incorporation.</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Constitutions and Bylaws prepared and filled-up economic survey, surety bond and members information sheet attached to all documents, received and referred to the City Cooperative Development Office upon receipt of registration documents with no omission.	Registration of documents, checked / reviewed and referred to City Cooperative Development Officer for endorsement to Cooperative Development Agency for approval and registration within 3 days upon receipt of documents.	Free	5 Days	<i>CCDO Officer – designate</i>
	<b>Total:</b>		<b>5 Days</b>	

## Regulatory Reports

<b>Office or Division:</b>	<b>CMO - City Cooperative Development Office</b>			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Technical Services Assistance in the preparation of Regulatory Reports			
<b>Who may avail:</b>	Registered Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. <b>Mandatory Trainings</b>	<b>Cooperative Development Authority</b>			
2. <b>Social Audit</b>				
3. <b>Performance Audit</b>				
4. <b>Financial Statement</b>				
5. <b>Report Audit by external and Internal auditors</b>				
6. <b>CAPRIS</b>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all regulatory reports / documents needed to the City Cooperative Development Office for checking and review.	Checked, Validate and reviewed required reports upon received / completion forwarded and referred to CDA before due date.	Free	1 day / Coop	<i>CCDO Officer – designate</i>
	<b>Total:</b>	<b>Free</b>	<b>1 Day</b>	

## Trainings / Workshops

<b>Office or Division:</b>	<b>CMO - City Cooperative Development Office</b>			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Conduct of Trainings			
<b>Who may avail:</b>	Registered Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
To attend such as Gender and Development, Records Management, Financial Management, Labor laws, Conflict Management, Strategic Planning Workshop, Book-Keeping, Internal Control, Etc.		CDA – Accredited Training Providers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submitted approved Registration documents to City Cooperative Development Office for inclusion in the lists of registered cooperatives and availment of trainings.	<p>Conducts / facilitate trainings / seminars for enhancements and development of cooperatives.</p> <p>Checked / reviewed transmitted lists of registered cooperatives for inclusion in the trainings to be conducted within the year.</p>	Cooperative Fund	16 hours required by CDA	<i>City Cooperative Development Office</i>
	<b>Total:</b>		<b>16 hours</b>	

## Cooperative Tax Exemptions

<b>Office or Division:</b>	<b>CMO - City Cooperative Development Office</b>			
<b>Classification:</b>	Government			
<b>Type of Transaction:</b>	Tax Incentives Services			
<b>Who may avail:</b>	Registered Cooperatives			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>1. Certificate of Registration</b>		<b>Cooperative Development Authority and Bureau of Internal Revenue</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Application for Tax Exemption	Checked/ reviewed and validated application for tax exemption to be forwarded at BIR.	P 500.00 (BIR)		<i>BIR Personnel /COOP</i>
2. Filing of Business Permit	List of Registered Cooperatives forwarded to Business Center by City Cooperative Dev't Office for filing of Business Permit for reference.	None	10 Minutes	<i>Administrative Aide I</i>
	<b>Total:</b>	<b>P 500.00</b>	<b>10 Minutes</b>	