



CITY MAYOR'S OFFICE
CITY COOPERATIVE DEVELOPMENT OFFICE



Assistance to Clients

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Advice or Inquiry			
Who may avail:	PO's, NGO's, GA's, Community / Residents of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>Community Affairs Assistant II</i>
		Total	35 mins	

Pre-Registration Seminar

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Orientation			
Who may avail:	PO's, NGO's, GA's, Community / Residents of Legazpi			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Conduct of Pre-Membership Seminar (PRS) / Orientation on Coop Development Organization.	Orientation seminar prepared / conducted to would-be coop members for within 10 days upon receipt of request.	N/A	4 hours orientation	<i>Community Affairs Assistant II</i>
		Total	4 hours	

Preparation / Registration of Documents

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Documentary Services			
Who may avail:	Would-be Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Constitutions and By-laws 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>Community Affairs Assistant II</i>
		Total	5 days	



Regulatory Reports

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Technical Services Assistance in the preparation of Regulatory Reports			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>Community Affairs Assistant II</i>
		Total	1 day	

Trainings / Workshops

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Conduct of Trainings			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submitted approved Registration	Conducts / facilitate			



documents to City Cooperative Development Office for inclusion in the lists of registered cooperatives and availment of trainings.	trainings / seminars for enhancements and development of cooperatives. Checked / reviewed transmitted lists of registered cooperatives for inclusion in the trainings to be conducted within the year.	Cooperative Fund	16 hours required by CDA	<i>Administrative Aide I</i> <i>Community Affairs Assistant II</i>
		Total	16 hours	

Cooperative Tax Exemptions

Office or Division:	City Cooperative Development Office			
Classification:	Government			
Type of Transaction:	Tax Incentives Services			
Who may avail:	Registered Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application for Tax Exemption	Checked/reviewed and validated application for tax exemption to be forwarded at BIR.	P 500.00 (BIR)	10 mins.	<i>Administrative Aide I</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 mins.	<i>Administrative Aide I</i>
		Total	20 mins.	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Answer the client feedback form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the Office.
How feedbacks are processed	<p>Every Friday, the Administrative Officer opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to City Cooperative Development Office.</p> <p>The answer of the Office is then relayed to the citizen through email, call or text message.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 742-6136</p>
How to file a complaint	<p>Answer the client complaint form and drop it at the designated drop box at the Public Assistance and Complaints Desk of the Office.</p> <p>Complaints can also be filed via email . Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident



	<p>- evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: 742-6136</p>
How complaints are processed	<p>The Administrative Officer opens the complaints drop box on a daily basis and evaluates each complaint. E-mailed complaints are printed for submission to and appropriate action by the Office.</p> <p>The Administrative Officer forward the complaint to the City Cooperative Development Office for investigation.</p> <p>The Administrative Officer will make the necessary action and give feedback to the client.</p>
Contact Information of City Cooperative Development Office	<p>A. CMO Special Services – City Cooperative Development Office 3rd Floor, Main Building</p> <p>Gina Marie A. Belchez 09103339650</p>