

**Republic of the Philippines
Province of Surigao del Sur
CITY OF BISLIG**

CITY COOPERATIVES OFFICE

LIST OF FRONTLINE SERVICES

1. AVAILING TECHNICAL ASSISTANCE IN THE PREPARATION OF LIVELIHOOD PROJECT PROPOSALS
2. AVAILING LIVELIHOOD ASSISTANCE
3. SECURING LOCAL/OVERSEAS EMPLOYMENT REFERRALS
4. AVAILING THE ZERO-INTEREST LOAN
5. AVAILING THE SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS
6. AVAILING OF THE GOVERNMENT INTERNSHIP PROGRAMS
7. AVAILING THE COOPERATIVE PMES SERVICES

VISION STATEMENT

A Cooperative Society Where There Is Equity, Social Justice And Sustainable Economic Development.

MISSION STATEMENT

Foster and promote growth and viability of cooperative among people of limited means for:

- ❖ *Harnessing people power*
- ❖ *Assuring their self reliance and nurturing well being towards the establishment of a just and equitable society, social justice, equal rights for everybody.*
- ❖ *Sustainable development, unending economic progress towards the continuing improvement of the quality of life of the Filipino people.*

PERFORMANCE PLEDGE

We, The Employees Of The City Cooperative Development Office Of LGU-Bisig City Solemnly Pledge To Follow Faithfully With Utmost Integrity, Commitment And Dedication To Public Service Enshrined In Republic Act No. 9485 And The Philippine Constitution To The Best Interest Of The Citizenry Without Mental Reservation And Purpose Of Evasion.

So Help Us God.

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING OF ZERO-INTEREST LOAN
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ACCREDITED COOPERATIVES OF BISLIG CITY
DURATION OF TRANSACTION	:	1 MONTH, 2 WEEKS, 2 HOURS AND 16 MINUTES
WHAT ARE THE REQUIREMENTS?	:	1. FILLED-UP APPLICATION FORM 2. COOPERATIVE BOARD RESOLUTION 3. CDA REGISTRATION 4. SP RESOLUTION 5. BOND OF ACCOUNTABLE OFFICERS 6. LETTER OF INTENT 7. APPROVED PROJECT PROPOSAL 8. BANK DEPOSIT CERTIFICATION
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits application letter	<ul style="list-style-type: none"> ➤ Accepts and assesses application presented ➤ provides checklist of requirements 	None	None	30 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Coop. BOD Rep.
2	Submits loan requirements	Reviews the loan application requirements	None	Loan Application Form	30 mins.	<ul style="list-style-type: none"> ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV
3		Advises the completeness and/or deficiencies of the application form	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV
4	Complies all the deficiencies or lacking requirements	<ul style="list-style-type: none"> ➤ Reviews and endorses the loan application requirements to City Mayor for approval 	None		30 mins.	<ul style="list-style-type: none"> ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Librado C. Navarro City Mayor ➤ Lovella Getuaban Admin. Asst. II
5		Endorses the approved loan application to the Steering Committee for recommending approval of the City Council	None	None	1 month	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
6		<ul style="list-style-type: none"> -prepares MOA for signature -Submits disbursement voucher with supporting documents to Budget Office, Accounting, Treasurer, Mayor's Office for processing 	None	None	2 weeks	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Belma K. Lomantas OIC, City Budget Officer ➤ Raquel L. Bautista, CPA City Accountant ➤ Roberto V. Viduya, MBA City Treasurer ➤ Librado C. Navarro City Mayor
7		Schedules and advises the coop concerned on the loan release	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV
8	Receives the loan check in formal turn-over by the City Mayor and City Council	Actual turn-over of the check in the presence of the City Mayor and City Council	None	None	20 mins.	<ul style="list-style-type: none"> ➤ Coop. BOD Representative ➤ Jimmy G. Ondona, MPA City Coop. Officer ➤ Librado C. Navarro City Mayor ➤ Atty. Conrad C. Cejoco City Vice-Mayor ➤ All SP Members
9	Issues Official Receipt on loan check		None	None	6 mins.	<ul style="list-style-type: none"> ➤ Coop. BOD Representative
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE : **AVAILING PRE-MEMBERSHIP EDUCATION SEMINAR**
 SCHEDULE OF AVAILABILITY OF SERVICE : **MONDAY TO FRIDAY**
 8:00 AM– 5:00 PM,
 NO LUNCH BREAK
 WHO MAY AVAIL OF THE SERVICES? : **COOPERATIVE MEMBERS**
 DURATION OF TRANSACTION : **1 DAY, 2 HOURS AND 30 MINS.**
 WHAT ARE THE REQUIREMENTS? : **1. LETTER REQUEST ADDRESS TO THE CITY MAYOR THRU THE CCDO**
2. LIST OF PARTICIPANTS, VENUE AND TRAINING MATERIALS
 FEE/S : **NONE**

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits letter-request	Prepares letter of response of availability/ inavailability of CCDO resources	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Coop. BOD Rep.
2	Submits prospective participants	Meeting of CCDO staff to serve as Resource Speakers/Facilitators on topics assigned	None	None	30 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
3	Prepares training venue, facilities and sound system	<ul style="list-style-type: none"> ➤ Prepares Training Design ➤ Prepares training materials 	None	None	30 mins. 1 hour	<ul style="list-style-type: none"> ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV
4	Attends to the PMES activity	Actual conduct of PMES	None	None	1 day	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
5		Awards certificate of PMES completion of attendance	None	None	20 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II ➤ Coop. Chairman
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING LIVELIHOOD ASSISTANCE FOR NON-COOPERATIVES
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ALL QUALIFIED CONSTITUENTS OF BISLIG CITY
DURATION OF TRANSACTION	:	1 MONTH, 2 WEEKS, 2 HOURS AND 11 MINUTES
WHAT ARE THE REQUIREMENTS?	:	1. FILLED-UP APPLICATION FORM 2. LETTER OF INTENT 3. APPROVED PROJECT PROPOSAL 4. LIST OF BENEFICIARIES
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits Letter of Intent	<ul style="list-style-type: none"> ➤ Accepts and assesses letter of intent ➤ Discusses list of requirements with the association representative individual proponent 	None	None	5 mins. 30 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
2	Prepares loan requirements and livelihood project proposal to CCDO	Reviews the loan application requirements	None	Loan Application Form	30 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
3		Advises the completeness and/or deficiencies of the application form	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
4	Complies any deficiencies/lacking requirements	Reviews and endorses the loan application requirements to City Mayor for approval	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
5		Endorses the loan application to City Mayor for approval on loan funded by Congressional/National Government Line Agencies and foreign donors	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Librado C. Navarro City Mayor ➤ Cong. Florencio C. Garay Congressman, 2nd Dist. ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II
6		Endorses the approved loan application to the Steering Committee for recommending approval of the City Council	None	None	1 month	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II ➤ Atty. Conrad C. Cejoco City Vice-Mayor ➤ All SP Members
7		<ul style="list-style-type: none"> ➤ Submits disbursement voucher with supporting documents to Budget Office, Accounting, Treasurer, Mayor's Office for processing ➤ Prepares promissory note for signature 	None	None	2 weeks	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Rachael L. Aguaviva Admin. Officer II ➤ Belma K. Lomantas OIC - City Budget Officer ➤ Raquel L. Bautista, CPA City Accountant ➤ Roberto V. Viduya, MBA City Treasurer
8		Schedules and advises the coop concerned on the loan release	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV
9	Receives the loan check in formal turn-over by the City Mayor and City Council	Actual turn-over of the check in the presence of the City Mayor and City Council	None	None	20 mins.	<ul style="list-style-type: none"> ➤ Coop. BOD Representative ➤ Jimmy G. Ondona, MPA City Coop. Officer ➤ Librado C. Navarro City Mayor ➤ Atty. Conrad C. Cejoco City Vice-Mayor ➤ All SP Members
10	Issues acknowledgement Receipt on loan check		None	None	6 mins.	<ul style="list-style-type: none"> ➤ Association Representative
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING TECHNICAL ASSISTANCE IN THE PREPARATION OF LIVELIHOOD PROJECT PROPOSALS
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 12:00 NN – 1:00 PM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	ACCREDITED COOPERATIVES OF BISLIG CITY
DURATION OF TRANSACTION	:	2 WEEKS, 5 HOURS AND 25 MINUTES
WHAT ARE THE REQUIREMENTS?	:	1. NAME OF PROJECT, LOCATION AND PERTINENT DATA
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Submits letter of request to avail technical assistance on proposed livelihood project	➤ Accepts/assess letter of intent	None	None	5 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Rachael L. Aguaviva Admin. Officer II
		➤ Discusses list of requirements and pertinent data			30 mins.	
2	Submits pertinent data required	Reviews the required data as to validity and usefulness	None	None	30 mins.	<ul style="list-style-type: none"> ➤ Rachael L. Aguaviva Admin. Officer II ➤ Marian L. More Admin. Aide IV
3	Immediately complies any deficiency/ lacking requirements	➤ Advises the completeness and or deficiency of the data submitted	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Rachael L. Aguaviva Admin. Officer II ➤ Marian L. More Admin. Aide IV ➤ Almar B. Autida Admin. Officer V
		➤ Prepares the draft of the livelihood project proposal			10 mins.	
		➤ Prepares the draft of the livelihood			2 weeks	
4	Attends to the evaluation and finalization of the draft livelihood project proposal	Convenes the office Technical Working Group to evaluate and finalize the project proposal	None	None	3 hours	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Almar B. Autida Admin. Officer V ➤ Rachael L. Aguaviva Admin. Officer II ➤ Marian L. More Admin. Aide IV
5	Receives copy of the livelihood project proposal	Endorses the livelihood project proposal to the possible sources of financial assistance	None	None	1 hour	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Rachael L. Aguaviva Admin. Officer II
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING SPECIAL PROGRAM FOR THE EMPLOYMENT OF STUDENTS (SPES)
SCHEDULE OF AVAILABILITY OF SERVICE	:	SUMMER VACATION (APRIL TO MAY)
WHO MAY AVAIL OF THE SERVICES?	:	1. GRADUATING HIGH SCHOOL STUDENTS OR; 2. COLLEGE LEVEL BUT NOT GRADUATING 3. AT LEAST 15 YEARS BUT NOT MORE THAN 25 YEARS OLD
DURATION OF TRANSACTION	:	5 HOURS
WHAT ARE THE REQUIREMENTS?	:	1. FILLED-UP APPLICATION FORM 2. EMPLOYMENT CERTIFICATE 3. CONTRACT OF EMPLOYMENT 4. PERSONAL DATA SHEET <u>CERTIFIED TRUE MACHINE COPY OF THE FF:</u> 5. HIGH SCHOOL REPORT CARD 6. INDIVIDUAL INCOME TAX RETURN OF THE PARENTS/GUARDIAN 7. BIRTH CERTIFICATE 8. SCHOOL FINANCIAL STATEMENT

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Applies at the City Public Employment Service Office (PESO)	<ul style="list-style-type: none"> ➤ Registers all students applicants ➤ Provides list of requirements 	None	SPES Prescribed Forms (DOLE)	5 mins. 5 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV
2	Submits required documents	<ul style="list-style-type: none"> ➤ Reviews/assess the documents submitted ➤ Interviews the applicants and informs him/her if qualified/disqualified 	None	None	5 mins. 10 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
3	Attends Pre-employment orientation	Conducts Pre-employment Orientation	None	None	1 hour	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
4	Participates in the one (1) week Community Service	Supervises the SPES participants in the community service	None	None	2 hours	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer
5	Attends the actual jobs assigned by the PESO in an office or fieldwork for 15 working days	<ul style="list-style-type: none"> ➤ Issues Job Order to SPES participants for deployment ➤ Advises the office concerned regarding the deployment of SPES participants 	None	None	10 mins. 1 hour	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer
6	Attends to culmination meeting for compliance of requirements	Informs the requirement to support the claim of their wages	None	None	5 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV
7	Submits the complete documents to support claim of wages	Prepares the payroll and voucher for payment of their wages 60% from LGU and 40% DOLE	None	Accounting Forms	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV
8	Acknowledges receipt of money from LGU Bislig City and check from the DOLE Regional Office	Endorses the payroll with required documents to the City Budget, Accounting and City Treasurer Offices for processing and DOLE Caraga Regional Office	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Marian L. More Admin. Aide IV ➤ Belma K. Lomantas OIC - City Budget Officer ➤ Raquel L. Bautista, CPA City Accountant ➤ Roberto V. Viduya, MBA City Treasurer ➤ DOLE Regional Office
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE	:	AVAILING OF GOVERNMENT INTERSHIP PROGRAM (ON –THE-JOB-TRAINING)
SCHEDULE OF AVAILABILITY OF SERVICE	:	MONDAY TO FRIDAY 8:00 AM – 5:00 PM, NO LUNCH BREAK
WHO MAY AVAIL OF THE SERVICES?	:	GRADUATING COLLEGE STUDENTS FROM DIFFERENT COLLEGE/UNIVERSITIES
DURATION OF TRANSACTION	:	45 MINUTES
WHAT ARE THE REQUIREMENTS?	:	1. LETTER REQUEST FROM SCHOOL HEAD 2. MEDICAL CERTIFICATE 3. WAIVER OF RIGHTS 4. IN-PLANT TRAINING CONTRACT
FEE/S	:	NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Makes initial visit to PESO for arrangement of possible accommodation to internship program	Advises the applicants to submit the requirements needed	None	None	5 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
2	Submits Letter of Intent and endorsement from the school head with complete requirements	Interviews and orients the applicants and office assignment and submits accomplishment reports	None	None	10 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
3	Reports to the office assignment	Issues office order re: assignment of office and formal endorsement to the Department Head concerned	None	Office Order Form	10 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
4	Reports daily on working days at the office assignment on prescribed time	Conducts periodic supervision	None	Monitoring Form Sheet	10 mins.	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer ➤ Marian L. More Admin. Aide IV
5	Informs the PESO Manager on its completion of the internship period with accomplishment reports submitted	Issues Certificate of Completion on the internship program	None	Certificate of Completion Form	10 mins	<ul style="list-style-type: none"> ➤ Jimmy G. Ondona City Coop. Officer
END OF TRANSACTION						

CITIZEN'S CHARTER

CITY COOPERATIVES OFFICE

TYPE OF FRONTLINE SERVICE : **SECURING LOCAL/OVERSEAS EMPLOYMENT REFERRALS**

SCHEDULE OF AVAILABILITY OF SERVICE : MONDAY TO FRIDAY
8:00 AM TO 5:00 PM
NO LUNCH BREAK

WHO MAY AVAIL OF THE SERVICES? : ALL INTERESTED CONSTITUENTS SEEKING FOR AN EMPLOYMENT

DURATION OF TRANSACTION : 2 HOURS AND 5 MINUTES

WHAT ARE THE REQUIREMENTS? : 1. EMPLOYER'S LETTER REQUEST
2. POEA REGISTRATION
3. JOB ORDERS
4. MAYOR'S PERMIT

FEE/S : NONE

HOW TO AVAIL OF THE SERVICE?

Step	Applicant	Service Provider	Fee/s	Form/s	Duration of Activity	Responsible Person
1	Consults local/overseas employment available	➤ Provides application form for manpower registration	None	Manpower Registration Form	5 mins	➤ Marian L. More Admin. Aide IV
		➤ Reviews personal profile of the applicant			10 mins.	➤ Jimmy G. Ondona City Coop. Officer
2	Attends interview and employment counseling	Conducts personal interview and employment counseling	None	None	30 mins	➤ Jimmy G. Ondona City Coop. Officer
3	Informs his/her choice of employment either local or overseas	Prepares written referral to local employer and or licensed agencies	None	None	20 mins	➤ Marian L. More Admin. Aide IV
4	Acknowledge receipt of referral	Makes follow-up to local employer and recruitment agency concerned	None	None	1 hour	➤ Jimmy G. Ondona City Coop. Officer
END OF TRANSACTION						