



City Government of Imus
CITY OF IMUS COOPERATIVE DEVELOPMENT OFFICE

CITIZEN'S CHARTER

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www.imus.gov.ph

CITIZEN'S CHARTER

CITY OF IMUS COOPERATIVE DEVELOPMENT OFFICE

The office leads the projects and programs of the city on cooperative development through strengthening of cooperatives, mainstreaming of cooperative membership, and livelihood & business diversification.

FUNCTIONAL STATEMENT

The City of Imus Cooperative Development Office shall:

1. Formulate developmental plans and programs particularly those which have to do with the integration of cooperative principles and methods in programs and projects which are geared towards improving the livelihood of Imuseños through the creation of business opportunities and/or participation in the cooperative movement;
2. Provide Technical Assistance primarily to the entrepreneur members of cooperatives and to existing micro, small and medium entrepreneurs, new and existing cooperatives, and other livelihood organizations to enhance their viability as an economic enterprise;
3. Be the official forum for the intellectual discussion of cooperative concerns, issue, and problems affecting the livelihood of Imuseños and provide solutions thereof; and
4. Provide assistance to entrepreneurs, cooperatives, and business organizations in establishing forward and backward linkages with strong/big cooperatives, federations and unions, private marketing organizations, economic zones, governmental agencies and non-governmental organizations.



FRONTLINE SERVICES OFFERED

- Request for Cooperative Documentary Printouts
- Request for Financial Assistance
- Scheduling of Cooperative Training and Seminar
- Scheduling of Needs Analysis for Organization of Cooperatives (Primary/ Secondary/ Laboratory)
- Scheduling of Intervention for ailing and distressed cooperatives

FRONTLINE SERVICES PROCEDURE

REQUEST FOR COOPERATIVE DOCUMENTARY PRINTOUTS

Clients may request for the following:

- Cooperative Directory
- Cooperative Policy Templates
- Copies of RA 9520, IRR, and CDA Memorandum Circulars

WHO MAY AVAIL THE SERVICE:

- All residents and non-residents of the City of Imus

REQUIREMENT(S):

- Duly Accomplished Request Form

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the request	Receive the request and refer the client to the concerned personnel	Adela Cabrera	2 minutes
2	Undergo the interview with the concerned personnel	Interview client and print the requested document	Generoso Ramos; Bernardita del Rosario	10 minutes
3	Receive the document	Release the document		



Fill-out the Client Satisfaction Rating Form	
TOTAL DURATION OF ACTIVITY	15 minutes
END OF TRANSACTION	

REQUEST FOR FINANCIAL ASSISTANCE

WHO MAY AVAIL THE SERVICE:

- Duly registered cooperatives operating in the City of Imus

Requirements:

- Proof of Sangguniang Panlungsod (SP) Accreditation
- Request letter
- Pertinent attachments for purpose of assistance

FEES:

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the requirements	Receive and inspect the requirements	Adela Cabrera	5 minutes
		Forward the document to the Office of the City Mayor for Approval	Administrative Unit	1 week
		Transmit to the Sanggunian for the resolution		
		Process the voucher		
2	Receive the check	Release the check	City Treasurer's Office	2 minutes
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				1 week and 7 minutes
END OF TRANSACTION				



Note:

- Processing of Vouchers varies
- For FAs more than Php 10,000.00, the processing lasts for at least one month

SCHEDULING OF COOPERATIVE TRAINING AND SEMINAR

WHO MAY AVAIL THE SERVICE:

- Duly registered cooperatives operating in the City of Imus

Requirements:

- Request letter

FEES:

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the request	Receive the request and refer the client to the concerned personnel	Adela Cabrera	2 minutes
2	Undergo the interview	Interview the client	Generoso Ramos	20 minutes
3	Confirm the schedule of the training/seminar	Record the schedule		
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				22 minutes
END OF TRANSACTION				

Note: Period of actual conduct of Trainings and Seminars vary depending on the type of seminar



SCHEDULING OF NEEDS ANALYSIS FOR ORGANIZATION OF COOPERATIVES

WHO MAY AVAIL THE SERVICE:

- Duly registered cooperatives operating/will be operating in the City of Imus
- Groups intending to organize cooperatives

REQUIREMENT(S):

- Request letter addressed to the City Mayor or Department Head

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the request	Receive the request and refer the client to the concerned personnel	Adela Cabrera	2 minutes
2	Undergo the interview	Interview the client	Emmanuel Santiago; Marx Delmo	55 minutes
3	Confirm the schedule	Schedule the Needs Analysis and Orientation		
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				57 minutes
END OF TRANSACTION				

Note: Period of actual conduct of Needs Analysis vary depending on the case of each party.



SCHEDULING OF INTERVENTION FOR AILING AND DISTRESSED COOPERATIVES

WHO MAY AVAIL THE SERVICE:

- Duly registered cooperatives operating in the City of Imus

REQUIREMENT(S):

- Letter Request
- AoC and ByLaws of the Cooperative
- Policies and other pertinent documents

FEE(S)/CHARGE(S):

None

HOW TO AVAIL THE SERVICE:

STEP	PROCEDURE		DIVISION/ PERSON RESPONSIBLE	DURATION OF ACTIVITY
	CLIENT	DEPARTMENT/ UNIT		
1	Submit the requirements	Receive the request and refer the client to the concerned personnel	Adela Cabrera	2 minutes
2	Undergo the interview	Assess the background of cooperative and the need for Intervention	Emmanuel Santiaguél; Marx Delmo	55 minutes
3	Confirm the schedule	Record the schedule		
Fill-out the Client Satisfaction Rating Form				
TOTAL DURATION OF ACTIVITY				57 minutes
END OF TRANSACTION				



Location: The **City of Imus Cooperative Development Office** is located at the 1st level of Sangguniang Panlungsod Building.

Mr. Emmanuel M. Santiaguel, Ph.D.
City Cooperative Officer

You can also contact us at:
(046) 471 8948

Or email us at:
imuscicdo@gmail.com

