

CITY OF IMUS COOPERATIVE, LIVELIHOOD & ENTREPRENURIAL, AND ENTERPRISE DEVELOPMENT OFFICE

EXTERNAL SERVICES



1. REQUEST FOR COOPERATIVE DOCUMENTARY PRINTOUTS

Clients may request for the cooperative documentary printouts for the formulation of cooperative policies and compliance with cooperative development authority requirements.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	All residents and non-residents of the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form – 1 photocopy		CICLEDO Office - Cooperative Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela Cabrera
2. Undergo the interview with the concerned personnel.	2. Interview client and print the requested document	None	10 minutes	Generoso Ramos Jr. Jennifer Gandia
3. Receive the document	3. Release the document	None	3 minutes	Generoso Ramos Jr. Jennifer Gandia
Fill-out Client Satisfaction Rating Form				
TOTAL		None	12 minutes	



2. REQUEST FOR FINANCIAL ASSISTANCE

Cooperatives operating in the City of Imus may request for financial assistance to other cooperative related.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Complex			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of Sangguniang Panlungsod Accreditation (1 photocopy)		From the Client/Cooperative Member		
Request letter (1 photocopy)		From the Client/Cooperative Member		
Pertinent attachments for purpose of assistance (1 original copy of each documents)		From the Client/Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Receive and inspect the requirements.	None	5 minutes	Kristine Nuestro Administrative Division
	1.2 Forward the document to the Office of the City Mayor for Approval.	None	7 days	
	1.3 Transmit to the Sangguniang Panlungsod for the resolution.	None		
	1.4 Process the voucher.	None	1 month	
	1.5 Message the client for the availability of check.			
2. Receive the check.	2. Release the check	None	2 minutes	City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None	1 month, 8 days	

NOTE: Processing of Vouchers varies. For financial assistance, more than Php 10, 000.00 the processing lasts for at least one month.

3. SCHEDULING OF COOPERATIVE TRAINING AND SEMINAR

Officers of cooperatives operating in the City of Imus must comply the training and seminar mandated by the cooperative development authority.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 photocopy)		From the Client/Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1. Receive the request and refer the client to the concerned personnel.	None	2 minutes	Kristine Nuestro
2. Undergo the interview.	2. Interview the client.	None	10 minutes	Generoso Ramos Jr. Jennifer Gandia
3. Confirm the schedule of the training/seminar	3. Record the schedule	None	2 minutes	Generoso Ramos Jr. Jennifer Gandia
Fill-out Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

NOTE: Period of actual conduct of trainings and seminars vary depending on the type of seminar.



4. SCHEDULING OF NEEDS ANALYSIS FOR ORGANIZATION OF COOPERATIVES (PRIMARY/SECONDARY/LABORATORY)

Assistance to would-be cooperatives by conducting needs analysis and orientation in coops as mandated by republic act 9520 otherwise known as the PCC of 2008.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	Groups/Individuals intending to organize cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter addressed to the City Mayor or Department Head (1 photocopy)		From the Client/Cooperative Member		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1. Receive the request and refer the client to the concerned personnel.	None	2 minutes	Adela Cabrera
2. Undergo the interview	2. Interview the client.	None	55 minutes	Emmanuel Santiagu Generoso Ramos Jr.
3. Confirm the schedule	3. Schedule the Needs Analysis and Orientation	None	2 minutes	Emmanuel Santiagu Generoso Ramos Jr.
Fill-out Client Satisfaction Rating Form				
TOTAL		None	59 minutes	



5. SCHEDULING OF INTERVENTION FOR AILING DISTRESSED COOPERATIVES

Provide assistance in implementing plans and programs for distressed cooperatives and newly organized cooperatives.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 photocopy)			From the Client/Cooperative Member	
CDA – Certificate of Registration (1 copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request.	1. Receive the request and refer the client to the concerned personnel	None	2 minutes	Adela Cabrera
2. Undergo the interview	2. Assess the background of cooperative and the need for intervention	None	55 minutes	Generoso Ramos Jr. Jacquilyn Lara
3. Confirm the schedule	3. Record the schedule	None	2 minutes	Generoso Ramos Jr. Jacquilyn Lara
Fill-out Client Satisfaction Rating Form				
TOTAL		None	59 minutes	

6. ASSISTANCE IN SECURING BUSINESS PERMITS FOR COOPERATIVES

Cooperatives operating in the City of Imus are provided assistance for the immediate processing of their business permits.

OFFICE OR DIVISION	CICLEDO – Cooperative Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Businesses			
WHO MAY AVAIL THE SERVICE	Duly registered cooperatives operating in the City of Imus			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mayor's Permit – Old Copy (1 photocopy)			From the Client/Cooperative Member	
Barangay Endorsement (1 photocopy)			Barangay Hall – respective Barangay area	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive the request and refer the client to the concerned personnel.	None	2 minutes	Adela Cabrera
2. Pre-pay the required fees for Cooperative Permit and Cedula.	2.1 Receive payment.	Php 1, 000.00 (Permit) Php 500.00 (CEDULA)	2 minutes	Adela Cabrera
	2.2 Release Business Permit Application Slip	None	2 minutes	
	2.3 Process documents for the renewal of business permits to the concerned offices (BPLO, TO)	None	30 minutes	
	2.4 Forward the document to the office of the City Mayor for approval	None	3 days	Office of the City Mayor
3. Received the documents	3. Release the documents	None	2 minutes	Adela Cabrera
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 days, 38 minutes	

NOTE: Approval of documents varies with the availability of the signatory.

7. CONDUCT LIVELIHOOD AND ENTREPRENEURIAL SKILLS TRAINING (BARANGAY BASED LIVELIHOOD CARAVAN)

Constituents may avail and request this service for those who need to undergo livelihood and entrepreneurial skills training that can be conducted in barangay or training center based.

OFFICE OR DIVISION	CICLEDO - Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	Individuals who needs to undergo livelihood and skills training; Cooperatives, members of cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns	1. Accommodate inquiries and concerns	None	5 minutes	Bernardita Del Rosario
TOTAL		None	5 minutes	



8. PROVIDE ASSISTANCE IN PROMOTING PRODUCTS AND SERVICES

Businesspeople/entrepreneurs, interested individuals, cooperatives and members of cooperatives will be invited and encourage to join the trade fairs to promote their products and services.

OFFICE OR DIVISION	CICLEDO - Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of cooperatives; i9oBusiness people/entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation letter (1 photocopy)		Livelihood and Entrepreneurial Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information	None	10 minutes	Bernardita Del Rosario Nelson Villanueva
	1.2 Provide client with needed information in the form of advice or briefing	None		
2. Confirm the schedule of Trade Fair	2. Record the schedule	None	2 minutes	Nelson Villanueva
TOTAL		None	12 minutes	



9. SCHEDULING OF LIVELIHOOD AND ENTREPRENEURIAL TRAINING AND SEMINAR

Businesspeople/entrepreneurs, interested individuals, cooperatives and members of cooperatives will undergo trainings and seminars for the improvement of their livelihood business dealings to become successful entrepreneurs.

OFFICE OR DIVISION	CICLEDO - Livelihood and Entrepreneurial Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	Interested individuals, cooperatives, members of cooperatives; Business people/entrepreneurs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation letter (1 photocopy)		Livelihood and Entrepreneurial Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit invitation letter	1.1 Receive invitation letter and gather needed materials/information	None	15 minutes	Bernardita Del Rosario Nelson Villanueva
	1.2 Provide client with needed information in the form of advice or briefing	None		
2. Confirm the schedule of Trade Fair	2. Record the schedule	None	2 minutes	Nelson Villanueva
TOTAL		None	17 minutes	



10. REQUEST FOR CREDIT WINDOW FACILITY

Pursuant to Imus City Ordinance No. 03-124 s. 2019 otherwise known as "Imus City Credit Window Facility" shall allocate funds as loan assistance to qualified business enterprise and cooperatives thru a credit window facility.

OFFICE OR DIVISION	CICLEDO - Livelihood and Entrepreneurial Division	
CLASSIFICATION	Simple	
TYPE OF TRANSACTION	G2B - Government to Business	
WHO MAY AVAIL THE SERVICE	Would be/existing entrepreneurs; Cooperative, members of cooperatives	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Would Be Entrepreneurs		
Accomplished Loan Application Form (1 photocopy)	CICLEDO Office -Livelihood and Entrepreneurial Division	
Barangay Certificate / Clearance (1 photocopy)	Respective barangay	
Livelihood Caravan attendance or equivalent training (1 photocopy)	CICLEDO Office -Livelihood and Entrepreneurial Division	
Business Proposal (1 photocopy)	From the Client	
Other documents which may show genuine intent and capacity to implement entrepreneurial activity (1 photocopy)	From the Client	
For Existing Entrepreneurs		
Accomplished Loan Application Form (1 photocopy)	CICLEDO Office -Livelihood and Entrepreneurial Division	
Barangay Certificate / Clearance (1 photocopy)	Respective barangay	
Livelihood Caravan attendance or equivalent training (1 photocopy)	CICLEDO Office -Livelihood and Entrepreneurial Division	
Business Proposal (1 photocopy)	From the Client	
Mayor's Permit (1 photocopy)	Business Permits and Licensing Office, 1 st Floor, Imus City Hall	
DTI Registration (1 photocopy)	Department of Trade and Industries	
BIR Registration (1 photocopy)	Bureau of Internal Revenue, Trece Martirez City, Cavite	
Other documents which may show genuine intent and capacity to implement entrepreneurial activity (1 photocopy)	From the client	
For Cooperatives		
Accomplished Loan Application Form	CICLEDO Office -Livelihood and Entrepreneurial Division	
Certificate of Accreditation from the Sangguniang Panlungsod	Sangguniang Panlungsod, 2 nd Floor, SP Building	
Business Proposal	From the Client	
Mayor's Permit	Business Permits and Licensing Office, 1 st Floor, Imus City Hall	
DTI Registration	Department of Trade and Industries	
BIR Registration	Bureau of Internal Revenue, Trece Martirez City, Cavite	

Other documents which may show genuine intent and capacity to implement entrepreneurial activity		From the client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of intent and accomplished loan application form	1.1 Acknowledge receipt of the request and all required documents, with an initial evaluation and screening of the information submitted and advice the client for the credit investigation	None	5 minutes	Nelson Villanueva
	1.2 Conduct credit investigation & business financial standing and consequently complete the Background/Credit Information form.	None	1 week	Nelson Villanueva; Bernardita Del Rosario; Maria Fides Escalada
	1.3 Interview client if he/she is qualified to avail the service	None	2 weeks	
	1.4 Evaluate & endorse the application for approval	None		
	1.5 Process documents for check release to concerned offices (Accounting Office, CTO)	None		
	1.6 Inform the client on the status of the request	None		
2. Accept credits assistance	2. Release credit assistance	None	2 mintues	Nelson Villanueva; City Treasurer's Office
Fill-out Client Satisfaction Rating Form				
TOTAL		None	3 weeks, 7 minutes	

NOTE: Processing of Vouchers varies. For credit window facility, more than Php 10, 000.00, the processing lasts for at least one month

11. CONSULTATION AND CRISIS INTERVENTION

Local economic enterprise officers, personnel, stakeholders may avail this service to deal with their inquiries and concerns regarding on the status of their lee unit.

OFFICE OR DIVISION	CICLEDO - Economic Enterprise Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2C - Government to Citizens			
WHO MAY AVAIL THE SERVICE	LEE Personnel, Stakeholders, Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid ID (1 original copy)			From the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire concerns	1. Accommodate inquiries and concerns	None	5 minutes	George Tumamak Jr.
TOTAL		None	5 minutes	



12. QUALITY ASSURANCE SOLUTION

Provide assistance in monitoring, checking and maintenance of enterprise system and its operation to ensure quality service to stakeholders.

OFFICE OR DIVISION	CICLEDO - Economic Enterprise Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	LEE Personnel, Stakeholders, Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter (1 photocopy)			Enterprise Division (CICLEDO Office)	
Policies and other pertinent documents (1 photocopy of each documents)			Enterprise Division (CICLEDO Office)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	1. Receive the request and refer client to the concerned personnel	None	2 minutes	Lily Jane Estrellas
2. Undergo the interview	2. Assess the background of LEE unit and the need for solution	None	10 minutes	George Tumamak Jr. Michael Loyola
3. Confirm the schedule	3. Record the schedule	None	2 minutes	George Tumamak Jr. Michael Loyola
Fill-out Client Satisfaction Rating Form				
TOTAL		None	14 minutes	

13. LOCAL ECONOMIC ENTERPRISES TEAM MANAGEMENT PROGRESS SCHEME

The local economic enterprises, workforce shall undergo developmental activities to foster an effective, efficient, and well-defined unit.

OFFICE OR DIVISION	CICLEDO - Economic Enterprise Division			
CLASSIFICATION	Simple			
TYPE OF TRANSACTION	G2B - Government to Business			
WHO MAY AVAIL THE SERVICE	LEE Personnel, Stakeholders, Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Invitation letter (1 photocopy)			From the client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the invitation letter	1. Receive the letter and refer client to the concerned personnel	None	2 minutes	Lily Jane Estrellas
2. Undergo personal interview	2. Interview the client	None	10 minutes	George Tumamak Jr. Michael Loyola
3. Confirmation of the schedule for the activities	3. Set the schedule	None	3 minutes	George Tumamak Jr. Michael Loyola
TOTAL		None	15 minutes	

