



CITY COOPERATIVE OFFICE
Quality Management System

Updated Citizens Charter

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I. ACCREDITATION FROM SANGGUNIANG PANGLUNGSOD

STEP	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Issuance of forms and checklist of requirements	Accreditation and Registration Section	5 mins.	<ul style="list-style-type: none"> ▪ Duly accomplished Application form for Accreditation ▪ Board Resolution duly approved by the organization concerned and notarized ▪ Certificate of Registration with Cooperative Development Authority ▪ List of current officers and members ▪ Original Sworn Statement stating that the CSO is an independent, non- partisan organization and that it will retain its
2	Submission of duly accomplished application form together with the requirements	Client	1 wk.	
3	Evaluation of submitted requirements	Accreditation and Registration Section	10 mins.	
4	Issuance of endorsement letter	City Cooperative Officer	5 mins.	
5	Scheduling of Accreditation/Public Hearing	Sangguniang Panlungsod	1 wk.	
6	Approval of Accreditation	Office of the City Vice Mayor	1 wk.	
7	Release of SP Accreditation Certificate	Sangguniang Panlungsod	1 wk.	



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autonomy while pursuing the advancement of the people's interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular No. 2019-72 dated May 22, 2019, and after securing a Certificate of Accreditation from the concerned Sanggunian

- Annual Accomplishment Report
- Financial Statement
- Profile indicating the purpose and objectives of your organization
- Copy of the Minutes of the Meeting of the organization
- Mayor's Permit and Business License, if doing business in Muntinlupa City
- Prior endorsement through Barangay Council Resolution where the CSO is located/operating



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II. COOPERATIVE LOAN ASSISTANCE PROGRAM (CITY ORDINANCE NO. 2020-140)

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Issuance of checklist of requirements	Administrative and Management Division	5 mins.	<ul style="list-style-type: none"> ▪ Under City Ordinance No. 2020-140 ▪ Letter of Intent – indicating amount and legitimate purpose for the loan applied ▪ Notarized Board Resolution to borrow from the City Government ▪ Feasibility Study ▪ Projected Financial Statement for the next three (3) years <p style="text-align: center; color: red; margin: 10px 0;">Others:</p> <ul style="list-style-type: none"> ▪ Endorsement of City Cooperative Office ▪ Mayor's Permit and Business License ▪ Certificate of Accreditation from Sangguniang Panlungsod ▪ Latest Audited Financial Statement ▪ Bureau of Internal Revenue (BIR) Registration/TIN <ul style="list-style-type: none"> ▪ Certificate of Good Standing from CDA ▪ Articles of Cooperation and By-Laws ▪ Bond of Accountable Officers ▪ List of incumbent officers and their bio-
2	Submission of necessary requirements / documents	Client	1 wk.	
3	Reception of submitted documents	Information Desk Officer	3 mins.	
4	Evaluation of submitted documents	City Cooperative Officer	1 hr.	
5	Issuance of endorsement letter	City Cooperative Officer	5 mins.	
6	Approval of Financial Loan request	Office of the City Mayor	1 day	
7	Scheduling of Public Hearing	Office of the City Vice Mayor	1 wk.	
8	Approval of Loan	Office of the City Vice Mayor	1 wk.	
9	Issuance of post-dated checks	Client	1 day	
10	Acknowledgement of post-dated checks	Treasurer's Office	10 mins.	
11	Release of Loan Proceeds	Treasurer's Office	10 mins.	



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				<p>data with pictures</p> <ul style="list-style-type: none"> ▪ List of members and their address ▪ Post-dated checks
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III. PRE-MEMBERSHIP EDUCATION SEMINAR

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Submission of letter request for Pre-Membership Education Seminar	Client	1 day	<ul style="list-style-type: none"> ▪ Letter of request coming from a concerned organizer who are interested to form a cooperative (at least 15 participants).
2	Reception of letter request for Pre-Membership Education Seminar from Mayor's Office (copy furnished City Cooperative Office)	Information Desk Officer	3 mins.	
3	Approval of request for PMES	City Cooperative Officer	5 mins.	
4	Verification and scheduling of PMES	Education and Training Section	10 mins.	
5	Actual PMES	Education and Training Section	4 hrs.	
6	Issuance of Certificate of Attendance	City Cooperative Officer	30 mins.	



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IV. ORGANIZING NEW COOPERATIVES (Application FOR CDA Registration)

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Submission of Cooperative Name Reservation Request Form (3 names)	Client	3 wks.	<ul style="list-style-type: none"> ▪ Economic Survey ▪ Program of Cooperative Business activities for three (3) years with the corresponding required capitalization ▪ Core Management Team ▪ Certification that all accounting and internal control and basic management system have already installed and verified by the Chairman of the Board ▪ Certification that all incorporating members have undergone or attended Pre-Membership Education Seminar (PMES) verified by the Chairman of the Board ▪ Signature of Cooperators on all pages of the Articles of Cooperation ▪ Complete postal address stating the barangay, District and City Municipality, Zip Code ▪ Indicate contact person and contact number on the folders ▪ Favorable endorsement of proper government agency, if necessary ▪ Bond of Accountable Officers (Chairman, Treasurer, Check Signatories) Sketch of Location
2	Issuance of checklist of requirements	Accreditation and Registration Section	5 mins.	
3	Submission of required documents/requirements	Client	1 month	
4	Evaluation of submitted documents	Cooperative Development Authority (CDA)	1 month	
5	Issuance of CDA Certificate of Registration *Check Online Registration of Coop (E-CoopRIS)	Cooperative Development Authority (CDA)	3 months	



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V. ASSISTANCE IN BUSINESS PERMIT APPLICATION

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Submission of old business permit, barangay clearance, community tax certificate	Client	1 day	<ul style="list-style-type: none"> ▪ Endorsement letter from City Cooperative Office ▪ Copy of old Business Permit Certificate ▪ Cedula
2	Processing of Barangay Permit	Accreditation and Registration Section	15 mins.	
3	Verification of submitted documents	Accreditation and Registration Section	5 mins.	
4	Issuance of endorsement letter	City Cooperative Officer	5 mins.	
5	Submission of documents to BPLO for renewal of Business Permit	Accreditation and Registration Section	15 mins.	
6	Assessment of documents	BPLO	15 mins.	
7	Preparation of final billing of fees	BPLO	15 mins.	
8	Payment of corresponding fees	BPLO	5 mins.	
9	Release of new business permit	BPLO	10 mins.	



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VI. ASSISTANCE FOR THE ISSUANCE OF CERTIFICATE OF GOOD STANDING

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Issuance of forms and checklist of requirements	Monitoring and Assessment Section	5 mins.	<ul style="list-style-type: none"> ▪ Excerpts of the minutes of the latest general assembly meeting with election rules ▪ Received copy of the mandatory reports submitted to the CDA (audited financial statement, cooperative annual performance report (CAPR), performance audit report, social audit report and list of seminars attended by BOD and officers ▪ Latest copy of the bond of accountable officers ▪ Specific business undertaken by the cooperatives Letter request to the Regional Director of CDA-MEO indicating the purpose of the issuance of CGS
2	Submission of requirements/documents needed	Client	1 wk.	
3	Reception of submitted documents	Monitoring and Assessment Section	5 mins.	
4	Inspection of requirements/documents	Monitoring and Assessment Section	10 mins.	
5	Submission of documents to CDA	Monitoring and Assessment Section Registration Section	half day	
6	Final evaluation of requirements	Cooperative Development Authority (CDA)	30 mins.	
7	Issuance of order of payment	Cooperative Development Authority (CDA)	10 mins.	
8	Acceptance of payment	Cooperative Development Authority (CDA)	10 mins.	
9	Release of Certificate of Compliance	Cooperative Development Authority (CDA)	5 mins.	



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VII. ASSISTANCE IN FILING OF CERTIFICATE OF TAX EXEMPTION

STEP	PROCEDURE	PERSON	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	<p>Submission of Board Resolution requesting Certified True Copy of FS and Certificate of Registration plus Attachments:</p> <p>a. Request letter for CDA requesting Certified True Copy of Articles and By-Laws and Certificate of Compliance</p> <p>b. Letter request for renewal of tax exemption to Revenue District Officer (RDO)</p>	Client	2-3 days	<p># For Original Issuance of Certificate of Tax Exemption (CTE):</p> <ol style="list-style-type: none"> Certified True Copies of the Articles of Cooperation and By-Laws, as certified by the Cooperative Development Authority (CDA) Certified True Copy of the current Certificate of Good Standing/Certificate of Good Compliance issued by the CDA, effective on date of application Certified True Copy of the new Certificate of Registration issued by the CDA under the new Cooperative Code, as certified by the CDA Photocopy of the BIR Certificate of Registration (BIR Form No. 2303) of the Cooperative Original copy of Certification under Oath of the List of Cooperative Members with their capital contributions and respective Taxpayer Identification Number (TIN) prepared by authorized official of the Cooperative. In the absence of the said TIN, provide full name and their capital contribution. <i>(Non-submission by the Cooperative of the member's TIN requirement within six (6) months from the</i>
2	Submission of the required documents/requirements to BIR	Monitoring and Assessment Section	5 mins.	
3	Evaluation of submitted documents	BIR	1 month	
4	Issuance of Certificate of Tax Exemption	BIR	30 mins.	



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issuance of the CTE shall be ground for the revocation of the CTE.)

For Renewal of certificate of Tax Exemption (CTE):

1. Certified True Copy of the Certificate of Registration issued by the CDA under the new Cooperative Code, as certified by the CDA
2. Certified True Copy of the Latest Articles of Cooperation and the Latest By-Laws of the Cooperative, as certified by the CDA
3. Certified True Copy of the current Certificate of Good Standing/Certificate of Good Compliance issued by the CDA, effective on date of application ***(No application for exemption will be processed in the absence thereof or submission of an expired Certificate of Good Standing)***
4. Certified True Copy of latest financial statements of the immediately preceding year duly audited by a BIR accredited independent certified public accountant.



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VIII. TECHNICAL ASSISTANCE TO PRIMARY COOPERATIVES

STEP	SERVICE PROVIDER	PROCEDURE	PERSON-IN-CHARGE	TIME DURATION	FORMS AND DOCUMENTS NEEDED
1	Submission of Reportorial Requirements	Disseminate Memorandum for submission of documents in complying with the requirements of the Cooperative Development Authority CCDA)	Monitoring and Assessment Section	1 day	# Reportorial Requirements: 1. Cooperative Annual Progress Report (CAPR) 2. Audited Financial Statement 3. Performance Audit Report 4. Social Audit Report 5. List of Officers Attending Seminars 6. Report on Mediation and Conciliation Committee 7. Governance and Management Audit Report List of Officers and Training Undertaking
2	Consultative Meeting	Dissemination of letter of invitation to have discussion, evaluation, clarification between primary cooperatives with CDA and CCO	Monitoring and Assessment Section	1 day	
3	Distribution of Calendar of Activities of Cooperatives	Disseminate information regarding schedule of activities of cooperatives/update information on important dates regarding cooperative activities	Monitoring and Assessment Section	1 day	
4	Outreach Program	Conduct of outreach and community service program	CCO	1 day	