

Office : MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE

Mandate

The promotion, establishment, and the support of the growth of cooperative enterprises within Malita, Davao Occidental.

Vision

The proliferation of thriving cooperative economy in Malita enabling full economic self-sufficiency, equity, and sustainability empowering individuals and communities to take control of their futures.

Mission

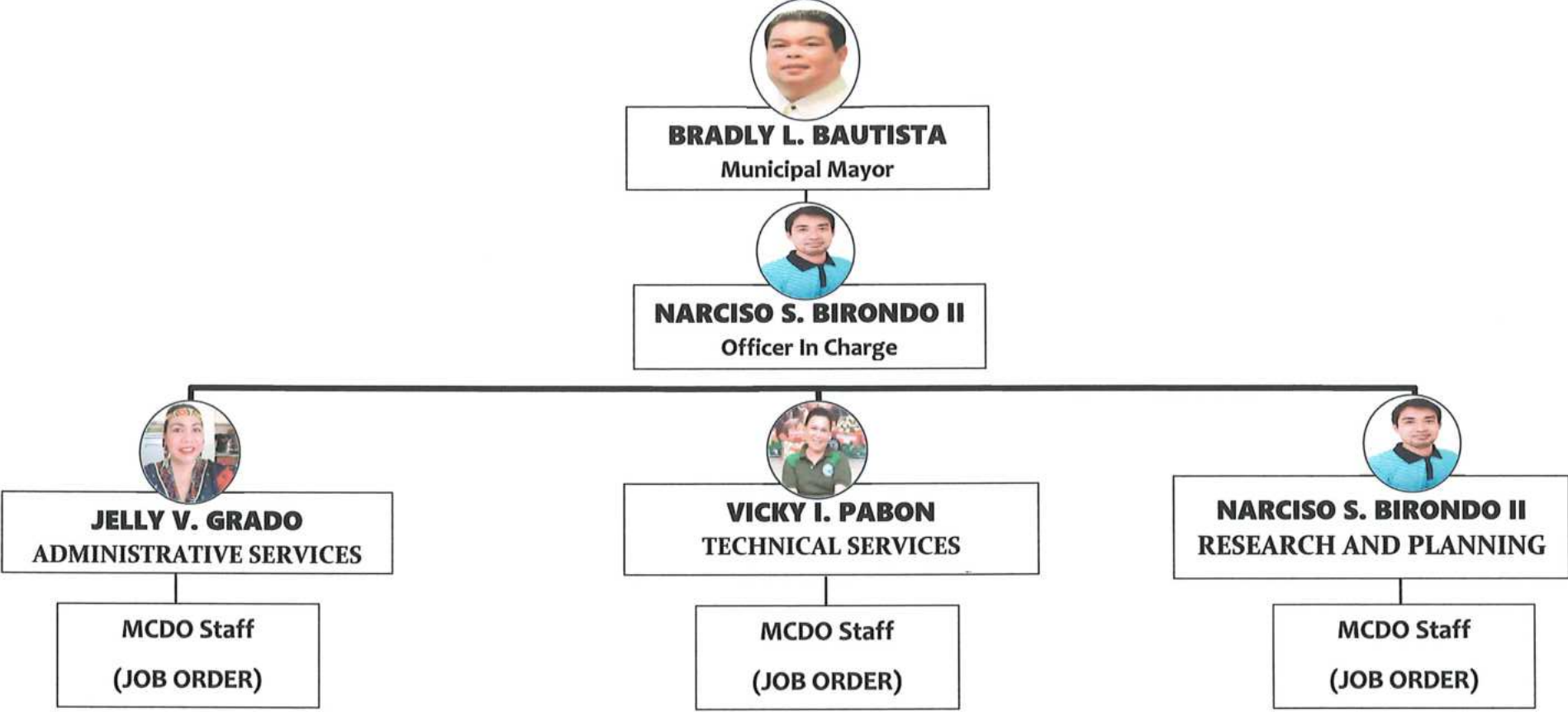
Provide education, technical assistance, and resources to the group of Individuals, whether currently engaged in business or not, interested in establishing or converting to cooperatives. To build a supportive ecosystem that foster the growth of cooperative businesses in our community by promoting the fundamental values of cooperativism to create meaningful opportunities, strengthen local economies, and contribute to a more just and equitable society.

ORGANIZATIONAL OUTCOME:

The Municipal Cooperative Development Office of Malita, is focused on facilitating the growth, success, and sustainability of cooperatives within Malita, Davao Occidental. The MCDO aims to foster a thriving cooperative sector, strengthen cooperative enterprises, and contribute to the economic and social well-being of the community.



**MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE
ORGANIZATIONAL STRUCTURE**





MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE FUNCTIONAL STRUCTURE

Officer In Charge/Department Head

ADMINISTRATIVE SERVICES

- Personnel Administration
- Financial Control
- Logistic Management
- Data Management

TECHNICAL SERVICES

- Cooperative formation and support
- Capacity building
- Facilitation of cooperative access to finance and resources

RESEARCH AND PLANNING

- Cooperative research
- Cooperative development planning.
- Assessment and Evaluation



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO OCCIDENTAL
MUNICIPALITY OF MALITA



MUNICIPAL COOPERATIVE DEVELOPMENT OFFICE (MCDO)

CITIZEN'S CHARTER

NAME OF SERVICE: Frontline Service and Technical Assistance for Cooperative

Brief Description of the service: Technical Support and Education Programs for the different Cooperatives in Malita, Davao Occidental that advances complete Sustainable Human Development towards the conservation and enhancement of local economy through Cooperative Philosophies, Values and Principles.

1) Pre-registration Seminar

Office or Division:	Municipal Cooperative Development Office (MCDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Organizations/Associations who would like to establish &/or transform themselves as Cooperative.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent	Organizations/Associations who wish to become a Cooperative.
Cooperative's Checklist of Requirements for the Registration of New Cooperative:	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012
Registration Form: (for new Cooperative)	Cooperative Development Authority (CDA), 2F, GB Cam Bldg., T. Monteverde St., Poblacion District, Davao City, 8000

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	RESPONSIBLE PERSON
1	Organization/Association who wish to become a Cooperative must submit a letter of Intent either online or personal.	1.1 Validation of the request/letter of Intent upon receipt.	None	30 minutes	Technical Services Staff (Vicky Pabon)
		1.2 Make & submit a Letter to CDA & request for PRS (Pre-Registration Seminar) for the Group or Organization who wished to establish a Cooperative & wait for the confirmation from CDA.	None	variable	Office OIC (NSBirondo)
		1.3 Inform Client on the schedule of PRS as confirmed by CDA.	None	1 day	Jelly Grado
		1.4 Conduct a PRS scheduled to be presided by CDA with the assistance of MCDO	None	4-5 hours	CDA Specialist with the assistance of the MCDO
2	Submit the	2.1 Check/Review the completeness &	None	1 hour	V. Pabon

	complete requirement as per Checklist to MCDO with photocopy of the said requirements	verify the submitted requirements with Client. 2.2 Retain a photocopy of requirements for file.	None	15 – 30 minutes	V. Pabon
3	Submit the reviewed and complete requirements to CDA for Registration.		Registration Fee is 1/10th of 1% of the authorized Capital or P 500.00 minimum fee	1 day	Client

2) LGU Accreditation of Newly Registered Cooperatives

Office or Division:	Municipal Cooperative Development Office (MCDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	Newly established Cooperatives in Malita, Davao Occidental

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Cooperative's Certificate of Registration	Cooperative Development Authority (CDA), 2F, GB Cam Bldg., T. Monteverde St., Poblacion District, Davao City, 8000
Endorsement Checklist Form	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a copy of the approved CDA registration with corresponding Registry Number to MCDO.	1. Acknowledge the submission & make a New File Folder	None	15-30 minutes	Jelly Grado/Client
		2. Fill up the Endorsement Checklist Form based on the attached & reviewed document	None	30 minutes to 1 hour	Jelly Grado
		3. Officially sign the Endorsement Checklist form to be Endorsed to BPLO	None	5-10 minutes	Office OIC (NSBirondo)
2	Submit the Business Permit Application with duly signed MCDO's Endorsement Checklist Form		Minimum Fee of P1,500.00 Depends on the evaluation of BPLO based on the declaration of the Cooperative	variable	Client (Cooperative's Representative) & BPLO

3) Cooperative's Business Permit Renewal

Office or Division:	Municipal Cooperative Development Office (MCDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government

Who may avail:	All existing Micro/Small, Medium and Large Cooperatives in Malita, Davao Occidental.
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CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Completion (COC)	Cooperative Development Authority (CDA), 2F, GB Cam Bldg., T. Monteverde St., Poblacion District, Davao City, 8000
Sworn Undertaking (Note: in the absence or pending COC from CDA)	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012
Endorsement Checklist Form	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	1.1 LGU accredited Cooperatives; submit a photocopy of their CAPR as CDA's reportorial requirement together with COC & Secure the CDO's Endorsement	1.1 Receives & reviews the submitted copies of CAPR and COC. However, in the absence of or pending COC in lieu of CDA's findings, CDO will provide the Sworn Undertaking to the renewing Cooperative;	None	1 to 2 hours	V. Pabon

	Checklist Form to BPLO for Business Permit Renewal	1.2 With the received notarized Sworn Undertakings, the MCDO Staff will fill up the Endorsement Checklist Form;	None	30 minutes to 1 hour	Jelly Grado
	1.2 Sworn Undertakings have to be notarized & return to CDO	1.3 Officially sign the Endorsement Checklist form to be Endorsed to BPLO.	None	5-10 minutes	Office OIC (NSBirondo)

4) Capacity Building of Cooperatives

Office or Division:	Municipal Cooperative Development Office (MCDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All existing/established Micro/Small, Medium and Large Cooperatives in Pasig City.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Updated Certificate of Accreditation with Accreditation Number	Cooperative Development Authority (CDA), 2F, GB Cam Bldg., T. Monteverde St., Poblacion District, Davao City, 8000
Training Certificates of Accredited Trainers	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012
Pre-Test & Post Test for Trainees (Coop Attendees)	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012

Evaluation Form

Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Partners/Cooperative; submit a formal letter of request for the required or needed Training to MCDO either online (i.e. email) or personal	1.1 Validate the request & discuss with client/partners.	None	30-60 minutes	Office Head (NSBirondo)
		1.2 Meet/Discuss online with the Accredited Trainers for their availability & tasking for the required Training.	None	30-60 minutes	Office OIC (NSBirondo)
		1.3 Plot the schedule and prepare the necessary details needed for the Training (i.e. digital platform/mode of Training, module materials, etc.)	None	30-60 minutes	Jelly Grado

	1.4 Provide & send a Confirmatory Letter to the requesting Cooperative.	None	1 day	Office OIC (NSBirondo)
	1.5 Implementation of the Training by the Accredited Trainers	PhP 6,500.00 (Speakers Honorarium in two sessions & Certificates)	1 – 2 days	Accredited Trainers with Office Head & Staff
	1.6 Monitor the Attendance of Participants every session for Certification	None	15-30 minutes	Jelly Grado
	1.7 Provide the Evaluation Form to be accomplished by the Participants of every training/seminar & gather/collate every after Training/Seminar	None	30-60 minutes	V. Pabon
	1.8 Evaluate/Assess the Training to gauge the performance & delivery output of the training provider and its content for enhancement	None	1 day	Office OIC (NSBirondo)
	1.9 Prepare & Provide the Training Certificates duly signed by the Trainers & OIC of MCDO for the Participants including Delivery/sending via email to respective Cooperative.	None	2-3 days	V. Pabon

5) Feedback & Complaints Mechanism

Office or Division:	Municipal Cooperative Development Office (MCDO)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizens G2B – Government to Business G2G – Government to Government
Who may avail:	All existing/established Micro/Small, Medium and Large Cooperatives in Pasig City, Partners Linkage & Resources, & Other LGU Offices/Department Heads and Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Feedback Form	Municipal Cooperative Development Office (MCDO) – 2F, Municipal Building, LGU Compound, Quezon Ave., Poblacion, Malita, Davao Occidental, 8012

#	CLIENT STEPS	OFFICE ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Incoming/Visiting Client for Inquiries and Technical Assistance	1.1 A Feedback & Complaint Form will be given to all clients transacting business with the Office. They will be requested to accomplish the form & asked to drop at the designated box on the Receiving Desk.	None	30-60 minutes	Jelly Grado

	1.2 Accomplished Feedback & Complaint Form will be gathered and encoded every other day in a week & submit a Customer Feedback Report to the OIC.	None	variable	V. Pabon
	1.3 Reviewed & Analyze the report to act on whatever complaint (if any) and provide the immediate feedback to Client on the action taken.	None	1-2 days	Office OIC (NSBirondo)
	1.4 The manner of sending feedback/actions taken to Client is through email.	None	30-45 minutes	Office OIC (NSBirondo)

Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	Visiting Clients/Cooperatives are encouraged to accomplish & drop the MCDO Feedback & Complaint Form at the designated drop box at the Receiving Desk.
How feedback is processed	Accomplished Feedback & Complaint Form will be gathered and encoded every other day in a week & submit a Customer/Client's Feedback Report to the OIC. The OIC then; reviewed & analyze the report to act on whatever complaint (if any) and provide a documented action plan as immediate feedback to Client as well as to monitor the action taken.
How to file a complaint	Accomplish the Feedback & Complaint Form and drop at the designated box on the Receiving Desk.

How complaints are processed	Complaint/s received, whether verbal or written shall be immediately forwarded to the Officer In-Charge who shall act on the complaint and provide feedback to Client with the appropriate action taken.
Contact Information	MCDO Contact Number: 0966-3063526. Or send your feedback/complaint directly through our office