



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO OCCIDENTAL
MUNICIPALITY OF MALITA



MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

CITIZEN'S CHARTER 2024



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO OCCIDENTAL
MUNICIPALITY OF MALITA



MUNICIPAL DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

MANDATE

The MDRRMO should intensify leadership, coordination, command, and control, before, during, and after emergencies and disasters in collaborating with stakeholders in the municipalities, as well as a mandate to perform the mobilization of resources and faster collaboration and partnership with other agencies on disaster risk management.

MISSION

To attain mighty proficient mechanisms for preventing, mitigating, responding, recovering, securing, and monitoring in order to promote disaster awareness within the framework oriented to the management of natural and manmade disaster risks such as floods, landslides, storm surges, fire deforestation, and drought, tsunami, etc.

VISION

To build a resilient municipality and ensure effective management as well as providing measures for reducing disaster risks including projected climate risks and enhancing disaster preparedness and response capabilities at all levels.




Republic of the Philippines
Province of Davao Occidental
Municipality of Malita

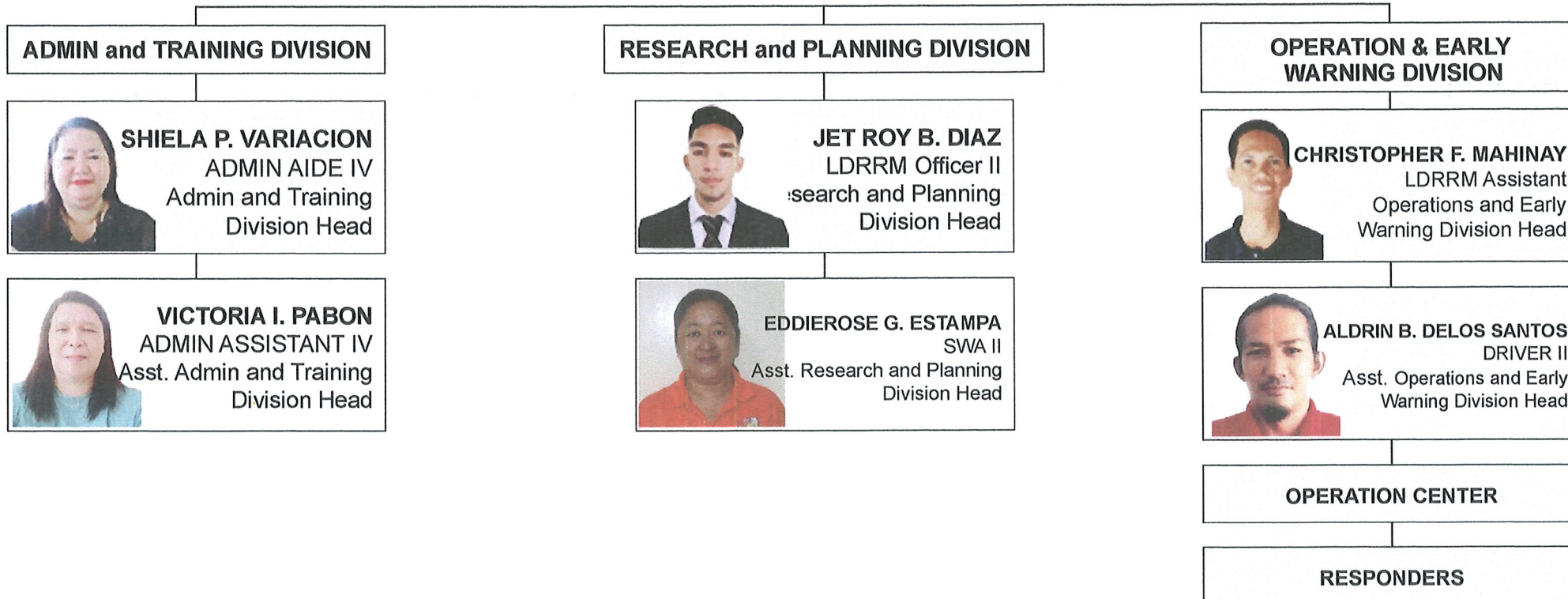


MUNICIPAL DISASTER RISK REDUCTION and MANAGEMENT OFFICE

MDRRMO Organizational Structure



MARLOU D. OMPOD
MDRRMO
MGDH-1



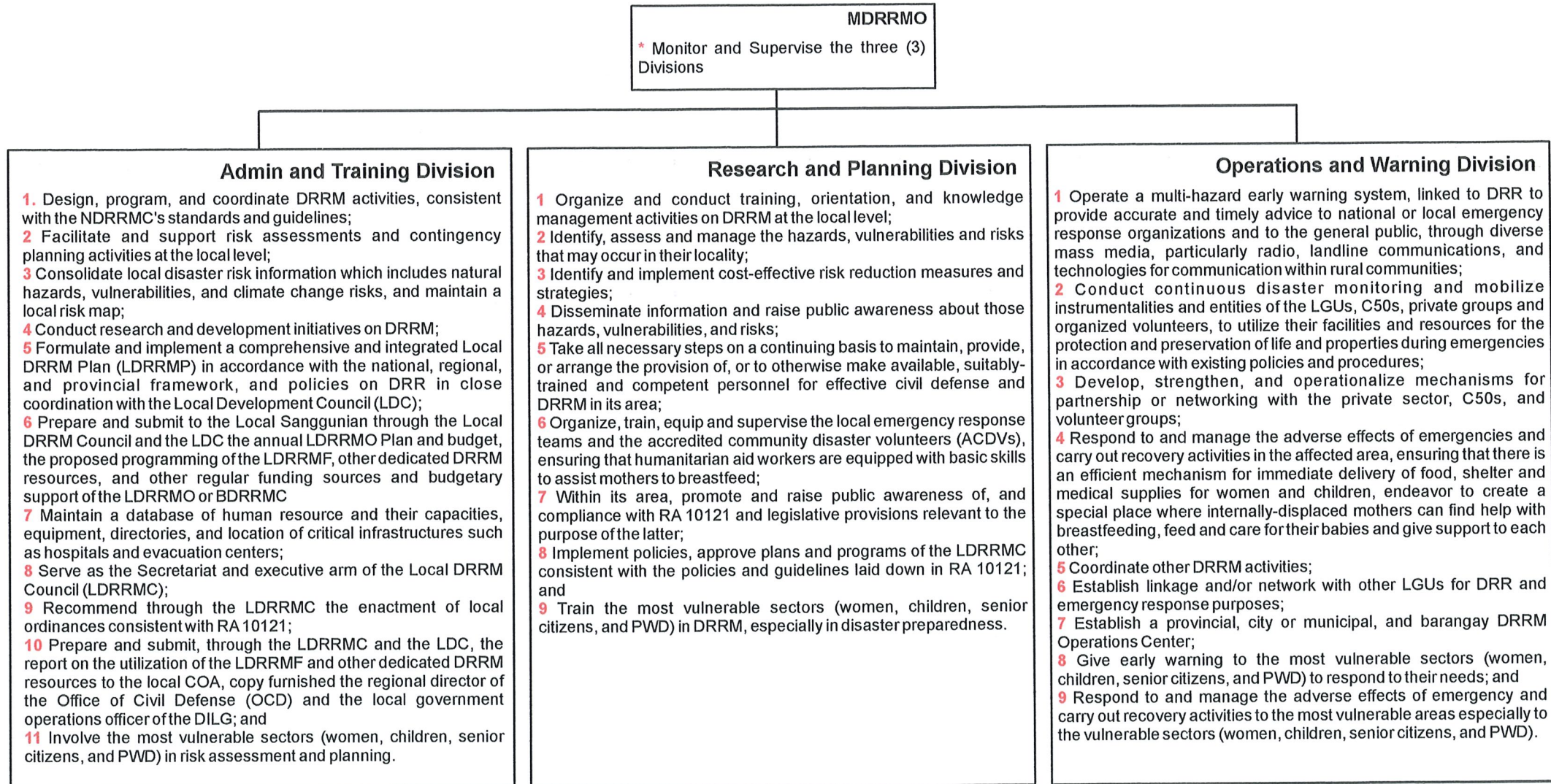


Republic of the Philippines
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MUNICIPAL DISASTER RISK REDUCTION and MANAGEMENT OFFICE

MDRRMO Functional Structure



OPERATIONS AND WARNING DIVISION

1. ASSISTANCE FOR RESPONSE IN EMERGENCIES AND PROVISION OF FIRST AID/BLS SERVICE.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizens		
Who may avail:		All		
Checklist of requirements			Where to secure	
a. None			None	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Call or text the ff: HOTLINE NO. 0946-635-3208 TNT 0975-570-8239 TM Or contact control or Emergency Operation Center thru radio.	1. Respond and Advise caller for a first aid.	None	Variable	MDRRMO Responders CHRISTOPHER MAHINAY (Chief of Operations)

2. REQUEST FOR CCTV FOOTAGE

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizens		
Who may avail:		General Public		
Checklist of requirements			Where to secure	
a. Request letter and or police blotter			Client	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
.1. Client will give letter of request and or police blotter report for a copy of CCTV footage	1. Accept and record request letter	No Fees	5 - 10 Minutes	Operation Support Staff - Receiving Clerk
Waiting for the approval	Assign Operations Center (OpCen) officer assigned to handle the request Approval from the Head, MDRRMO	No Fees	variable	Facilitated: CHRISTOPHER MAHINAY Operation Chief Approved: MARLOU OMPOD MDRRM Officer
Viewing of CCTV footage	Assign Operations Center (OpCen) officer assigned to handle the request Giving of copies of CCTV Footages provided it will not be used for legal purposes.	No Fees	10-30 Minutes	Facilitated: NORBERTO JASO Operation Chief Approved: MARLOU OMPOD MDRRM Officer

3. REQUEST OF RADIO COMMUNICATION – CONTACT BARANGAY, ETC.

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizens			
Who may avail:	All			
Checklist of requirements			Where to secure	
NONE			MDRRMO	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
Request to MDRRM Office radio operator to contact other satellite radio for important matter	Ask for complete information and barangay to contact to	None	5-10 minutes	Radio Operator

4. ASSISTANCE FOR HOSPITAL TRANSFERS.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizens		
Who may avail:		All		
Checklist of requirements			Where to secure	
a. PCR			Operation Center - MDRRMO	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Patient's request/consent for hospital transfer.	1. Patient's request/Consent for hospital transfer.	No fees	Variable	MDRRMO RHU (Operation Center)
	1.2 Referral to RHU personnel for assistance.			
	1.3 Transport victim/patient to Nearest hospital.			
	1.4 Endorse victim/patient to hospital in-charge and signs the PCR			

ADMINISTRATIVE AND TRAINING DIVISION

1.1 CONDUCT OF SEMINARS, TRAININGS, ORIENTATIONS ON DRRM AND ORIENTS.

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Technical		
Type of Transactions:		G2C – Government to Citizens, G2G – Gov't. to Gov't.		
Who may avail:		All		
Checklist of requirements			Where to secure	
a. Request letter of the requesting Agency/person and other DRR Stakeholders			MDRRMO –Administrative & Training Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1 Submits request letter addressed to Mayor thru the MDRRMO with the nature of seminar, training or orientation to be conducted	1. Logs-in at the office Visitor's logbook	Expenses for training materials which are not available	Variable	Received and facilitated: JET ROY DIAZ Administrative, and Training Division head
Total				

RESEARCH AND PLANNING DIVISION

1. REQUEST OF DAMAGE VALIDATION/ CERTIFICATION

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transactions:	G2C – Government to Citizens, G2G – Gov't. to Gov't.			
Who may avail:	All			
Checklist of requirements			Where to secure	
a. Incident report from Barangay, Cedula, & Barangay Certification.			MDRRMO – Research and Planning Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
1. Submit pertinent requirements	1. Received, record, and Validate Document	None	5-10 Minutes	EDDIROSE ESTAMPA Research & Planning support staff
2. clients will wait	2. When document are validated, R&P staff will conduct ocular inspection, documentation	None	variable	JET ROY DIAZ Research & Planning Division chief
	Prepare & Submit Report to MDRRM Officer	None	5 - 10 Minutes	JET ROY DIAZ Research & Planning Division chief
	Approval of Validation Report		10-20 Minutes	MARLOU OMPOD
	Released of validation report certification	None	5 minutes	JET ROY DIAZ Research & Planning head

2. FINANCIAL ASSISTANCE

Office or Division:	Municipal Disaster Risk Reduction and Management Office			
Classification:	Complex			
Type of Transactions:	G2C – Government to Citizens, G2G – Gov't. to Gov't.			
Who may avail:	All			
Checklist of requirements			Where to secure	
a. Incident Report b. Barangay Certification c. Cedula d. Validation Report (MDRRMO)			MDRRMO – Research and Planning Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
Submit pertinent requirements	1. Received, record, and Validate Document	None	5 - 10 Minutes	EDDIROSE ESTAMPA Research & Planning support staff
	2. When document are validated, R&P staff will prepare vouchers and other papers	None	Variable	EDDIROSE ESTAMPA Research & Planning support staff
Wait until MDRRM personnel contact for cheque disbursement	Prepare documents and process papers	None	variable	SHIELA VARIACION Admin Aide
	Cheque disbursement	None	variable	Local Treasury Office

3. REQUEST FOR DRRM-RELATED DATA AND/OR MATERIALS

Office or Division:		Municipal Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transactions:		G2C – Government to Citizens, G2G – Gov't. to Gov't.		
Who may avail:		General Public		
Checklist of requirements			Where to secure	
a. request letter (Specify data needed)			MDRRMO – Research and Planning Division	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Responsible Person
Submit request to the Admin and Finance Section of the MDRRMO or thru: email at mdrrmo@gmail.com or send letter to MDRRM office	Acknowledge receipt and process the request	None	5 - 10 minutes	MDRRMO personnel
	Approve and endorse the request to the Research and Planning Section	none	variable	Head of MDRRMO
	Prepare requested documents /materials. If not available, the request will be endorsed to other concerned offices.	None	variable	
	Release the requested data/materials to client thru email or hard copy.	None	5-10 minutes	JET ROY DIAZ Research and planning personnel



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**MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)**

VISION:

The office envisions to have a clean and safe environment and be the model contributor in protecting the environment and natural resources of the municipality.

MISSION:

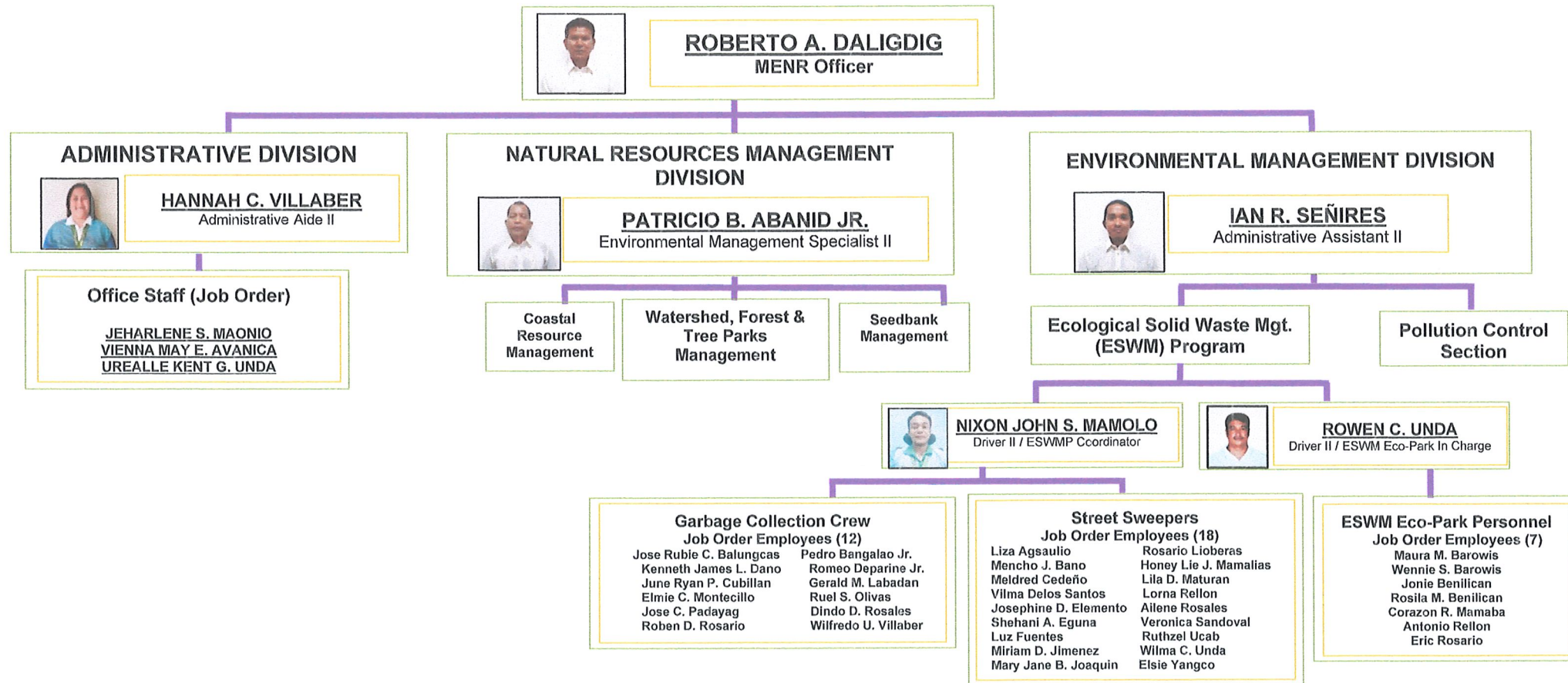
- To sustain management, conserve, preserve and protect the environment and natural resources of the municipality.
- Create an environment friendly and sustainable ecological balance.
- Encourage, educate people or individual the responsibility to maintain a lively and healthy community and participate in the environmental protection program.



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MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)

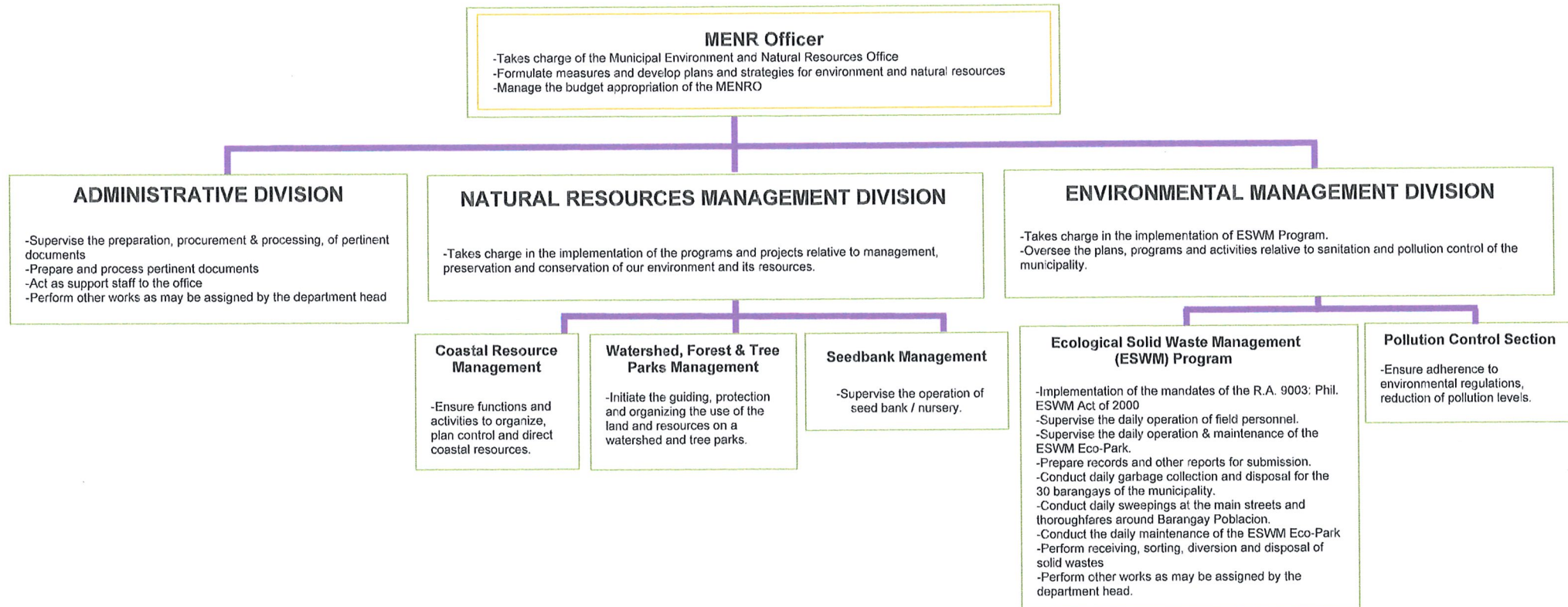
ORGANIZATIONAL CHART





**MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)**

FUNCTIONAL CHART





Republic of the Philippines
Province of Davao Occidental
Municipality of Malita

MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE
(MENRO)

CITIZEN'S CHARTER

FRONTLINE SERVICES OF THE MUNICIPAL ENVIRONMENT AND NATURAL RESOURCES OFFICE

Request for ESWMP Certification as requirement to business permit application (new/renewal) and other purposes.

Schedule of Availability of Service

: Monday to Friday 8:00 AM to 5:00 PM

Who may avail of the service

: Applicants applying for Business Permit & Other Agencies

What are the requirements

: Assessment Form w/ Official Receipt from BPLO; Request Form/Letter

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for ESWMP Certification as requirement to business permit application (new/renewal).	Receive request form	5-10 minutes	Administrative Division / MENRO
2	Wait for the issued order of payment	Verify client's form and issue order of payment	5-10 minutes	Administrative Division / MENRO
3	Pay the indicated amount at MTO	Accept payment and issuance of Official Receipt	Variable	Revenue Collection Officer / MTO
4	Attend the brief orientation/re-orientation on ESWM Program.	Conduct brief orientation / re-orientation on ESWM Program to requesting client.	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
5	Wait for the requested certificate	Prepare ESWM Certificate	5-10 minutes	Administrative Division / MENRO
6		Approve ESWM Certificate	5-10 minutes	MENR Officer
7	Receive the approved certificate	Release ESWM Certificate	5-10 minutes	Administrative Division / MENRO

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for ESWMP Certification on ESWM Program Compliance for any legal purpose.	Receive/Verify Request Form/Letter	5-10 minutes	Administrative Division / MENRO
2	Attend the brief orientation/re-orientation on ESWM Program.	Conduct brief orientation / re-orientation on ESWM Program to requesting client/Person in-charge	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
3	Wait for the requested certificate	Prepare ESWM Certificate	5-10 minutes	Administrative Division / MENRO
4		Approve ESWM Certificate	5-10 minutes	MENR Officer
5	Receive the approved certificate	Release ESWM Certificate	5-10 minutes	Administrative Division / MENRO

Request for Special Garbage Collection

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
Who may avail of the service : Applicants requesting for special garbage collection
What are the requirements : Official/Formal Request & Official Receipt from MTO

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for Special Garbage Collection	Receive and verify client's letter/request form	5-10 minutes	Administrative Division / MENRO
2	Wait for the issued order of payment	Issue order of payment	5-10 minutes	Administrative Division / MENRO
3	Pay the indicated amount at MTO	Accept payment and issuance of Official Receipt	Variable	Revenue Collection Officer / MTO
4	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection for assessment/verification.	Variable	Environmental Mgt. Division (EMD) / MENRO
5	Wait for MENRO's advise	Issue Notice to Proceed Collection	5-10 minutes	MENR Officer
6	Oversee the actual on-site collection until completion	Perform Garbage Collection and Disposal	Variable	Environmental Mgt. Division (EMD) / MENRO
7		Facilitate receiving and recording of collected solid wastes materials at ESWM Eco-Park for diversion and final disposal	Variable	ESWM Eco-Park In-Charge, Environmental Mgt. Division (EMD) / MENRO

Request for Issuance of Permit to Transport Solid Waste Materials

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
Who may avail of the service : Applicants requesting for special garbage collection
What are the requirements : Official/Formal Request

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Request for Issuance of Permit to Transport Solid Waste Materials	Receive and verify client's letter/request form	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection for assessment/verification.	Variable	Environmental Mgt. Division (EMD) / MENRO
3	Attend to the brief orientation and official instructions by the MENRO	Orient and provide further official instructions to the requesting client.	5-10 minutes	Environmental Mgt. Division (EMD) / MENRO
4	Wait for the approved permit	Prepare Permit to Transport	5-10 minutes	Administrative Division / MENRO
5		Approve Permit to Transport	5-10 minutes	MENR Officer
6	Receive the approved permit to transport	Issue the Permit to Transport and Notice to Proceed transport and disposal	5-10 minutes	MENR Officer
7	Perform the transport and disposal to designated site	Facilitate receiving and recording of collected solid wastes materials at ESWM Eco-Park for diversion and final disposal	Variable	ESWM Eco-Park In-Charge, Environmental Mgt. Division (EMD) / MENRO

ACT ON COMPLAINT CONCERNING ENVIRONMENTAL ISSUES

Submission of Letter of Complaint and/or Conveying of Verbal Report on ESWMP Violations

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
 Who may avail of the service : Complainant from the municipality
 What are the requirements : Letter of Complaint and/or Verbal Report

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Submission of Letter of Complaint and/or Conveying of Verbal Report on ESWMP Violations (littering, throwing, open dumping & illegal transport of solid wastes).	Receive and assess client's letter/report	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection to verify as to the extent of complaint.	Variable	Environmental Mgt. Division (EMD) / MENRO
3		Make recommendation/intervention and necessary action based on assessment made.	Variable	MENR Officer

Submission of Letter of Complaint and/or Conveying of Verbal Report on Unlawful Utilization of Natural Resources.

Schedule of Availability of Service : Monday to Friday 8:00 AM to 5:00 PM
 Who may avail of the service : Complainant from the municipality
 What are the requirements : Letter of Complaint and/or Verbal Report

Steps	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge
1	Submission of Letter of Complaint on unlawful utilization of natural resources	Receive and assess client's letter/report	5-10 minutes	Administrative Division / MENRO
2	Provide guidance in the conduct of on-site inspection	Conduct on-site inspection to verify as to the extent of complaint.	Variable	Environmental Mgt. Division (EMD) / MENRO
3		Make recommendation/intervention and necessary action based on assessment made.	Variable	MENR Officer

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

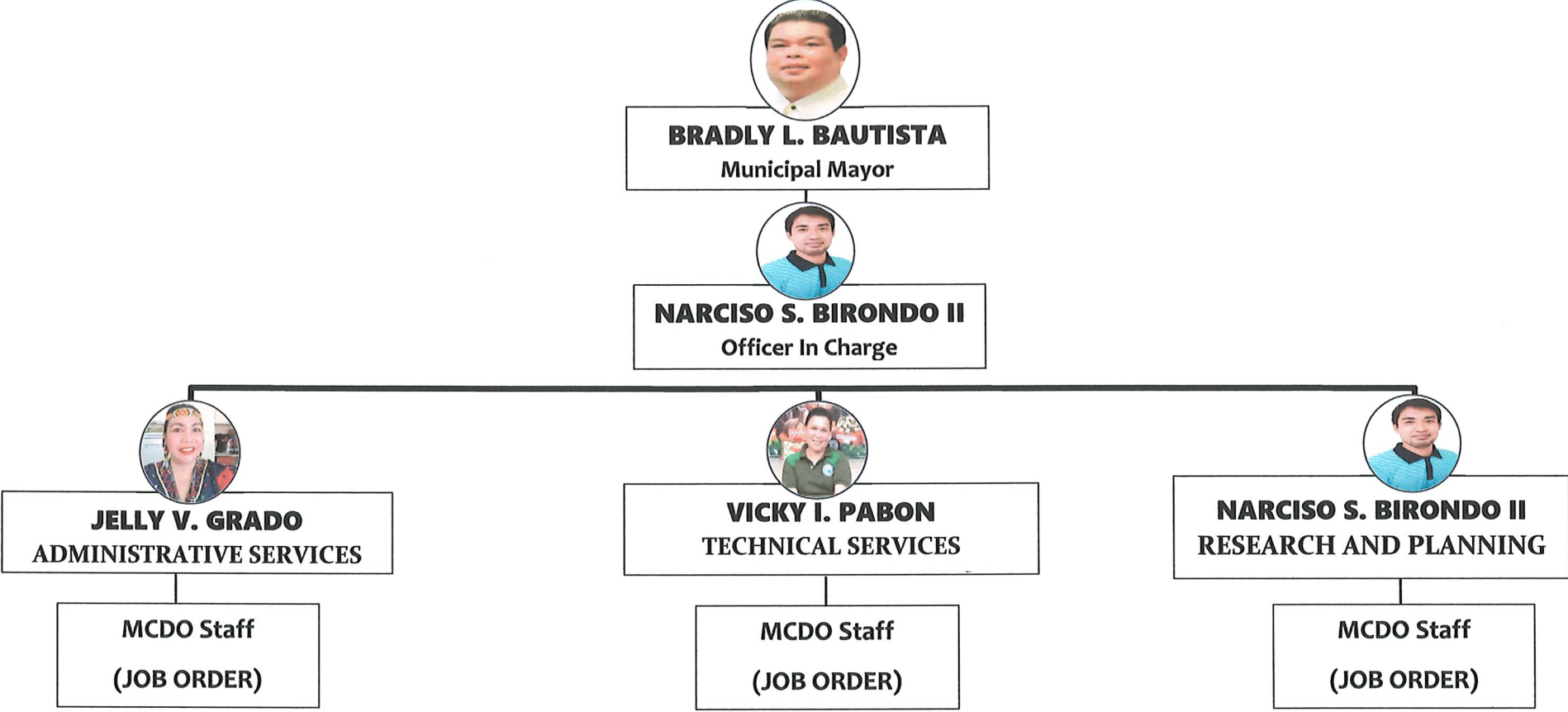
Provide education, technical assistance, and resources to the group of Individuals, whether currently engaged in business or not, interested in establishing or converting to cooperatives. To build a supportive ecosystem that foster the growth of cooperative businesses in our community by promoting the 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
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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