



CITY GOVERNMENT OF CALAMBA

CITIZEN'S CHARTER

2024-1st Edition



AGENCY PROFILE

I. Mandate:

Ito ay patakaran ng bansa na isulong ang integridad, pananagutan, at maayos na pangangasiwa sa public affairs, at itaguyod ang epektibo at positibong hakbang laban sa pangungurakot at korapsyon sa gobyerno. Dahil dito, isinabatas ang Republic Act No. 9485 o ang Anti-Red Tape Act (ARTA) noong 2007.

Isinasaad sa Anti-Red Tape Act o ARTA Law na unahin ang interes ng taong-bayan bilang pagbibigay kahulugan sa serbisyo-publiko. Inaatasan ang lahat ng ahensya ng gobyerno na ihatid ang serbisyo-publiko sa epektibo at mahusay na paraan. Layunin nito na alisin ang red tape sa pamamagitan ng pag-aalis ng nakahihirap na pamamaraan ng pagbibigay ng pangunahing serbisyo na nagiging dahilan upang mabuo ang Citizen's Charter sa bawat ahensya ng gobyerno at sangay nito.

Dahil dito, ang Citizen's Charter ay naglalayon na:

1. Magkaroon ng pinabuti at mas pinalinaw na sistema at pamamaraan ng paghahatid ng serbisyo sa bayan;
2. Bawasan ang insidente ng korapsyon;
3. Mapataas ang tiwala at kompyansa ng taong-bayan sa gobyerno; at Itaas ang produksyon at kahusayan bunga ng pagsunod ng mga lingkod-bayan sa batayan ng pagbibigay serbisyo.

II. Vision:

Calamba is a globally-competitive green city with a progressive inclusive economy and resilient community where God-centered people learn, live and work in a safe, secured and healthy environment, and ably led by proactive and integrity-driven leaders.

III. Mission:

Work in partnership with its citizenry to deliver, exceptional, effective, fiscally responsible and gender-responsive services while preserving and protecting the environment and enhancing a high standard of community living.





IV. Service Pledge:

- Walang application o request na ibabalik nang walang kaukulang aksyon (maaring aprubado/di-aprubado)
- Hindi aabot sa tatlong (3) araw na paggawa para sa simple transaction, pitong (7) araw para sa complex transaction at dalawampung (20) araw para sa highly technical transaction.
- Ang dokumento ay limitado sa tatlong (3) pipirma lamang
- Ang taga-hatid ng pangunahing serbisyo ay dapat laging nakasuot ng opisyal na identification card o ID o anumang pagkakakilanlan sa kanya habang nakikipagtransaksyon sa taong-bayan
- Ang bawat opisina ay dapat nagbibigay ng angkop na schedule sa pagbibigay ng pangunahing serbisyo upang masiguro na maasikaso ang mga kliyente anumang oras kahit na lunch break o lampas na ng oras ng pagtatrabaho (maaaring magkaroon ng 7am hanggang 7pm shift sang-ayon sa ilang personnel mechanisms gaya nito ngunit hindi limitado sa rotation system ng mga empleyado, sliding flexi-time, reliever system lalo na sa peak times ng mga transaksyon o paglalaan ng sapat na bilang ng empleyado sa oras ng tanghalian at merienda)
- Ang mga tawag sa telepono ay dapat sagutin sa loob ng dalawang pagtunog nito.
- Ang walk-in clients ay dapat kilalanin sa loob ng 2 minuto lamang
- Ang mga taga-bigay ay dapat maging magalang sa mga kliyente





OFFICE OF THE SANGGUNIANG PANLUNGSOD

EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY HELD LAST MARCH 27, 2023 AT THE COVERED COURT OF BARANGAY CAMALIGAN, CITY OF CALAMBA AT 9:15 IN THE MORNING.

MEMBERS:

<i>Hon. ANGELITO S. LAZARO, JR.</i>	<i>City Vice-Mayor/ Presiding Officer</i>
<i>Hon. JOSELITO G. CATINDIG</i>	<i>City Councilor</i>
<i>Hon. SATURNINO J. LAJARA</i>	<i>City Councilor</i>
<i>Hon. LEEANNE P. ALDABE-CORTEZ</i>	<i>City Councilor</i>
<i>Hon. DYAN DV. ESPIRIDION</i>	<i>City Councilor</i>
<i>Hon. JUAN C. LAZARO</i>	<i>City Councilor</i>
<i>Hon. PURSINO C. ORUGA</i>	<i>City Councilor</i>
<i>Hon. MOISES E. MORALES</i>	<i>City Councilor</i>
<i>Hon. DOREEN MAY F. CABRERA</i>	<i>City Councilor, Sick Leave</i>
<i>Hon. GERARD R. TERUEL</i>	<i>City Councilor</i>
<i>Hon. ARVIN L. MANGUIAT</i>	<i>City Councilor</i>
<i>Hon. EDISON M. NATIVIDAD</i>	<i>City Councilor</i>
<i>Hon. MARIA KATHRINA V. SILVA-EVANGELISTA</i>	<i>City Councilor</i>
<i>Hon. EDUARDO R. SILVA</i>	<i>City Councilor, ABC-President</i>
<i>Hon. KENNETH P. DELAS LLAGAS</i>	<i>City Councilor, SK-President</i>

ABSENT:

NONE

RESOLUTION NO. 218
Series of 2023

Sponsor: Councilor DYAN DV. ESPIRIDION

A RESOLUTION APPROVING CITY ORDINANCE NO. 758 SERIES OF 2023, "AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA".

WHEREAS, it is hereby declared the policy of the State to maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption;

WHEREAS, Section 458 (a) of Republic Act No. 7160, otherwise known as the Local Government Code of 1991, provides that the Sangguniang Panlungsod, as the Legislative Body of the city, shall enact ordinances, approve resolutions and appropriate funds for the general welfare of the city and its inhabitants;

WHEREAS, to improve the delivery of public service in the Philippines, Republic Act 9485 otherwise known as the Anti-Red Tape Act of 2007 was enacted into law;

WHEREAS, RA 9485 mandates for the formulation of Citizen's Charter in every local government units and other government offices to hasten all government transactions and efficient service to clients;

WHEREAS, Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007", was enacted on May 28, 2018, to provide a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in government;

WHEREAS, the Local Chief Executive indorsed to the Sangguniang Panlungsod updated Citizens Charter of the City of Calamba approved by the Committee on Anti-Red Tape (CART) in its Resolution No. 01, Series of 2023, entitled: "A Resolution Approving the Reengineered Citizens Charter of the City Government of Calamba and Endorsing the same to the Sangguniang Panlungsod for Adoption and Institutionalization";

WHEREAS, Section VI, Declaration of Commitment Duty, of City Ordinance No. 593, Series of 2016, provides that the City Government of Calamba commits and binds itself the duty of updating, reprinting and distributing the City of Calamba Citizen's Charter within one (1) year after every local election;

WHEREAS, in recognition of the need to better improve the quality of service to its constituents, the Sangguniang Panlungsod deems it necessary to establish a more responsive and citizen-friendly governance through the reengineering of the city's Citizens Charter;

NOW THEREFORE, on motion of **Councilor DYAN DV. ESPIRIDION**, **unanimously seconded by all the members present**, be it resolved as it is hereby resolved by the Sangguniang Panlungsod of Calamba City in session assembled, to approve City Ordinance No. 758 Series of 2023, to wit:

CITY ORDINANCE NO. 758
Series of 2023

AN ORDINANCE ADOPTING AND INSTITUTIONALIZING THE REENGINEERED CITIZEN'S CHARTER OF CALAMBA CITY, LAGUNA.

Be it ordained by the Sangguniang Panlungsod in session assembled that:

SECTION I. TITLE. This ordinance shall be known as "**An Ordinance Adopting and Institutionalizing the Reengineered Citizen's Charter of Calamba City, Laguna**".

SECTION II. PURPOSE. This Ordinance is enacted to adopt and institutionalize the Reengineered Citizen's Charter for the City of Calamba, Laguna, for the purpose of updating and providing a program for the adoption of simplified requirements and procedures that reduce red tape and expedite business and non-business related transactions in the City of Calamba pursuant to Republic Act 10032 or "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, Amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

SECTION III. LEGAL COMPLIANCE.

- a. Republic Act 7160 otherwise known as the Local Government Code of 1991.
- b. Republic Act 10032 dated May 28, 2018, "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service, amending for the Purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape of 2007".

- c. Department of the Interior and Local Government (DILG) Memorandum Circular No. 2021-144 dated December 27, 2021, reiterating ARTA Memorandum Circular No. 2021-09, Series of 2021, "Issuance of the Whole-of-Government Reengineering Manual".

SECTION IV. IMPLEMENTING RULES AND REGULATIONS. Within sixty (60) days from the effectivity date of this Ordinance, the Office of the City Mayor, shall promulgate the rules and regulations for the implementation of the Reengineered Citizen's Charter of the City of Calamba, which shall be deemed effective upon the approval thereof by the Sangguniang Panlungsod.

SECTION V. SEPARABILITY CLAUSE. If any provision of this Ordinance is declared unconstitutional or illegal by any court of competent jurisdiction, other parts or provisions hereof not affected shall continue to be in full force and effect.

SECTION VI. REPEALING CLAUSE. All ordinances, executive orders and administrative issuances or part thereof which are inconsistent with this Ordinance are hereby repealed or modified accordingly.

SECTION VII. EFFECTIVITY. This Ordinance shall take effect fifteen (15) days after its publication in a local newspaper of general circulation and the posting in three (3) conspicuous public places within the city.

ENACTED BY THE SANGGUNIANG PANLUNGSOD OF CALAMBA CITY at its Regular Session held on **March 27, 2023.**

Certified Enacted:


HON. ANGELITO S. LAZARO, JR.
City Vice Mayor

Attested by:


ATTY. NOEL M. VILLANUEVA
SP Secretary

Approved by:


HON. ROSELLER H. RIZAL
City Mayor



We are proud to present to you the revised Citizen's Charter of the City of Calamba. This collaborative effort is our testament in pushing *Ramdam na Reporma* in all government processes and services in the spirit of transparency, efficiency, and most of all, accountability.

Our citizen's charter is not only a document that outlines the services that our city government provides, but most importantly, it institutionalizes the standards of service that we expect to meet. It is important to have a citizen's charter because it helps to ensure that our government is transparent and accountable to the people it serves.

We are not only compliant with Republic Act No. 9485, but we take it with great commitment the essence of public service which is honesty and integrity. This government shall be a message of efficiency in governance. This means that our government should be effective and economical in its use of resources while providing quality service to Calambeños.

Sooner, as we envision Calamba as a digital and later on a Smart City, we will fully maximize the advantages of information and management technology as we digitize our operations. We are fully committed to this vision as we continue to streamline processes, reduce costs, and improve the quality of public administration.

I call on every government worker to uphold firmly and seriously carry out this citizen's charter as this is an essential tool in making our city a better place to live, work, and raise a family because we have the best government.





COOPERATIVES & LIVELIHOOD DEVELOPMENT DEPARTMENT

External Services





1. Pagsasagawa ng Pagsasanay

Ang pagsasagawa ng mga pagsasanay at seminar para sa micro, small at medium enterprises (MSMEs): a.) Pre-Membership Education Seminars, Pre-Registration Seminars, at cooperative mandatory at support training, b.) mga programang pangkabuhayan at c.) pagpapaunlad sa mga produkto at proseso sa pagnenegosyo.

Office or Division :	CLDD - All Division			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Kliyente		
2. Certification of Participation ng nakaraang seminar (photocopy)				
3. Certified True Copy of Certificate of Registration of Business Entity / Cooperative Registration (para sa mga may negosyo) o Barangay Clearance (para sa mga indibidwal)		Business Permits Tricycle Franchising Office o Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kailangang dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang Babayaran	10 minuto	Sr. Cooperative & Development Specialist Cooperatives Development Specialist
	1.2 Pag-apruba sa Request at bigyan ng schedule ng pagsasanay Approved: Tuloy ang proseso Disapproved: Mali ang imporasyong ibinigay o kulang ang mga requirements.		5 minuto	
2. Punan ang Attendance at Evaluation Sheets	2.1 Pagsasagawa ng Pagsasanay	Walang Babayaran	2 araw at 6 oras	Supervising Cooperatives



	2.2 Pagbibigay at Pagkolekta ng Evaluation Sheets		10 minuto	Development Specialist Sr Cooperatives Development Specialist
	2.3 Pagsusuri ng Evaluation Sheet		3 minuto	Cooperatives Development Specialist Administrative Aide
3. Pagtanggap ng Sertipiko ng Pagdalo	3. Ibigay ang Sertipiko		1 oras	Sr Cooperatives Development Specialist II
TOTAL :		None	2 araw, 7 oras at 55 minuto	

2. Assistance sa Pagsasaayos ng Requirements sa Cooperative Development Authority (CDA) Registration

Ang serbisyong ito ay assistance sa mga organisadong grupo sa pagsasaayos ng mga dokumento para sa pagpaparehistro sa Cooperative Development Authority (CDA).

Office or Division :	Cooperatives and Livelihood Development Department		
Classification :	Simple		
Type of Transaction :	G2C – Government to Citizen		
Who may avail :	Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter		Kliyente	
2. Orihinal na kopya ng mga dokumentong isusumite sa Cooperative Development Authority (CDA)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Request Letter at ang mga kumpletong dokumento	1.1 Tanggapin at suriin ang mga dokumento	Walang Babayaran	10 minuto	Sr Cooperatives Development Specialist
	1.2 Pag-apruba ng Request Approved: Tuloy ang proseso Disapproved: Mali ang impormasyong ibinigay o kulang ang requirements		5 minuto	
2. Pagsumite ng mga naprosesong dokumento sa CDA	2. Pagsasaayos ng mga dokumento para sa electronic submission sa CDA		1 oras	Cooperatives Development Specialist I
3. Pagtanggap ng Sertipiko ng Pagreregistro mula sa CDA				
TOTAL :		None	1 oras at 15 minuto	



3. Assistance sa Pagkuha ng Certificate of Compliance (COC) sa Cooperative Development Authority (CDA)

Ang Serbisyonang ito ay para sa pagtulong sa pagsasaayos ng mga dokumento para sa pagkuha ng Certificate of Compliance (COC) ng mga kooperatiba mula sa Cooperative Development Authority (CDA).

Office or Division :	CLDD – All Divisions			
Classification :	Simple			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Calamba Cooperatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Kliyente		
2. Orihinal na kopya ng mga dokumentong kailangang isumite sa Cooperative Development Authority upang makakuha ng Certificate of Compliance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang request letter at mga kinakailangang dokumento	1.1 Suriin at isaayos ang mga dokumento	Walang Babayaran	10 minuto	Sr. Cooperatives Development Specialist Cooperatives Development Specialist
	1.2 Pag-apruba sa request Approved: Tuloy ang proseso ng dokumento Disapproved: Mali ang impormasyong ibinigay o kulang ang requirements.		5 minuto	
2. Pagpasa ng mga nprosesong dokumento sa CDA	2. Pagsasagawa ng ulat ng pagsubaybay at pagsasaayos ng taludtod	Walang Babayaran	1 oras	
TOTAL :		None	1 oras at 15 minuto	





4. Assistance sa MSMEs sa pamamagitan ng konsultasyon

Ang konsultasyon para sa micro, small, and medium enterprises (MSMEs) at mga organisasyong pangkabuhayan ay upang mapaunlad ang a.) pagpapatakbo ng negosyo, produkto (label, packaging, taste, color, at atbp.) at proseso, b.) pamamahala ng kooperatiba o c.) pangkabuhayan.

Office or Division :	CLDD – All Divisions		
Classification :	Complex		
Type of Transaction :	G2B – Government to Business		
Who may avail :	Mamamayan ng Calamba		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Request Letter		Kliyente	
2. Certified True Copy ng isa sa mga sumusunod: <ul style="list-style-type: none">• Barangay Clearance• Business Permit• Certificate of Registration		<ul style="list-style-type: none">• Barangay• Business Permits & Tricycle Franchising Office• Cooperative Development Authority o Securities & Exchange Commission	
3. Photocopy ng mga sumusunod na dokumento: <ul style="list-style-type: none">✓ By Laws✓ Artikulo ng Kooperasyon✓ Financial Statement✓ Process Flow		Kliyente	
4. Sample Product			





CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang Request Letter at mga kaukulang dokumento	1.1 Pagsuri sa mga dokumento	Walang Babayaran	10 minuto	Supervising Cooperatives Development Specialist Sr. Cooperatives Development Specialist Cooperatives Development Specialist I
	1.2 Pag-apruba sa request Approved: Tuloy ang proseso Disapproved: Mali ang impormasyong ibinigay o kulang ang requirements		5 minuto	
	1.3 Pagsagawa ng konsultasyon		1 oras	
2. Punan ang Feedback Form	2. Pagtala ng resulta ng feedback form		10 minuto	Cooperatives Development Specialist I
TOTAL :		None	1 oras at 25 minuto	



5. Assistance sa Pagsasagawa ng Enterprise Development Services

Ang pagbibigay ng mga tulong sa MSMEs at mga organisasyong pangkabuhayan ay maisasagawa sa pamamagitan ng mga sumusunod na gawain: a.) pagbibigay ng tulong sa product testing at analysis; b.) mini-market study ng mga lokal na serbisyo at produkto; c.) pagbibigay-daan sa pagbuo ng mga partnerships at linkages na makapagbibigay ng karagdagang tulong teknikal; at d.) promotion ng mga serbisyo at produkto ng MSMEs sa pamamagitan ng trade fairs at product exhibit.

Office or Division :	CLDD - PDM Division			
Classification :	Highly Technical			
Type of Transaction :	G2C – Government to Citizen			
Who may avail :	Kwalipikadong Mamamayan ng Calamba			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form for Product Testing Assistance		Cooperatives and Livelihood Development Department		
2. Certified True Copy ng isa sa mga sumusunod: <ul style="list-style-type: none"> ✓ Barangay Clearance ✓ Business Permit ✓ Certification of Registration 		<ul style="list-style-type: none"> ✓ Barangay Hall ✓ Business Permits & Tricycle Franchising Office ✓ Cooperative Development Authority o Securities and Exchange Commission 		
3. Sample Product / Coop Profile / Service Profile		Aplikante		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Punan ng request form / requisition form at isumite ang mga kinakailangang dokumento at sample product	1.1 Tanggapin at suriin ang request form at ang mga kinakailangang dokumento para sa pagsasagawa ng serbisyo	Walang babayaran	20 minuto	Supervising Cooperatives Development Specialist Sr. Cooperative Development Specialist Cooperative Development Specialist II
	1.2 Isagawa ang paunang interview at konsultasyon		30 minuto	
	1.3 Pagtakda ng uri ng serbisyon angkop sa pangangailangan/ request ng kliyente		20 minuto	



2. Pagsasagawa ng isang Action Plan para sa kaukulang serbisyo na ipinagkaloob	2.1 Paggawa ng Action Plan		5 oras	
	2.2 Ipaliwanag ang Action Plan		1 oras	
3. Lagdaan ang Action plan				
	3. Isagawa ang Action Plan			
4. Punan ang Evaluation Form	4.1 Ibigay ang Evaluation Form		5 minuto	
	4.2 Itala ang resulta ng Evaluation Form at kaukulang update		2 oras	
TOTAL :		None	2 oras at 50 minuto	

Note: Ang Pagsasagawa ng serbisyo ay maaring tumagal ng higit labingsiyam (19) na araw dahil sa research and testing

6. Pagtulong sa pamamagitan ng Business Incubation

Ito ay isinasagawa sa pamamagitan ng pamamahagi ng pasimula o karagdagang materyales o mga kagamitang pangkabuhayan

Office or Division :	CLDD - LDM Division
Classification :	Simple
Type of Transaction :	G2C - Government to Citizen
Who may avail :	Kwalipikadong Mamamayan ng Calamba
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certification of completion ng mga pagsasanay	Aplikante
2. Alinman sa mga sumusunod: <ul style="list-style-type: none"> • DTI Registration • BMBE Registration • SEC Registration • Business Permits • CDA Registration 	<ul style="list-style-type: none"> • DTI • Securities and Exchange Commission • BPTFO • CDA



3. Voter's ID or Certificate		Comelec		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Isumite ang mga kinakailangan dokumento	1.1 Tanggapin at suriin ang mga dokumento at bigyan ng schedule ng orientation	Walang babayaran	20 minuto	Supervising Cooperatives Development Specialist Sr. Cooperatives Development Specialist
	1.2 Isagaw ang orientation		1 oras at 30 minuto	
	1.3 Ibigay ang livelihood package		1 oras	
	1.4 Igawad ang Sertipiko ng Pagtanggap		30 minuto	
TOTAL			3 oras at 30 minuto	

7. Pagproseso at Pagbigay ng CLDF Loan

Ang tulong pinansyal ay ginagawa para sa pag-unlad ng mga proyektong pangkabuhayan ng MSMEs at mga organisasyong pangkabuhayan gamit ang City Livelihood Development Fund (CLDF).

Office or Division :	CLDD - LDM Division
Classification :	Simple
Type of Transaction :	G2B – Government to Business
Who may avail :	Cooperatives and Individual Entrepreneurs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Photocopy ng mga sumusunod: <ul style="list-style-type: none"> • Cedula • Barangay Clearance • Voter's ID / Certification • Photo of Business • Business Permit or Farm Plan 	<ul style="list-style-type: none"> • Barangay Hall • Comelec • Aplikante • Business Permts & Tricycle Franchising Office
2. Recent 2x2 ID Picture (2 pcs)	Aplikante



3. Photocopy ng mga sumusunod (kung isang kooperatiba): <ul style="list-style-type: none"> • Application thru Project Proposal • Business Permit • Certificate of Compliance • Certificate of Tax Exemption for Cooperatives (BIR Form 1945) • GA Resolution 		<ul style="list-style-type: none"> • Aplikante • Business Permits & Tricycle Franchising Office • Cooperative Development Authority • BIR • Aplikante 		
4. Eligible Co-Maker				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magtungo sa Tanggapan ng CLDD	1. Isagawa ang Oryentasyon		1 oras	Cooperatives Development Specialist
2. Isumite ang mga kinakailangang dokumento	2.1 Tanggapin at suriin ang mga dokumento at isagawa ang Interview	Walang Babayaran	30 minuto	Cooperatives Development Specialist
	2.2 Pagbisita ng Credit Investigator		2 oras	Administrative Aide IV CLDD Staff
	2.3 Suriin ang isinumiteng aplikasyon: Approved: Tuloy ang proseso Disapproved: Dahil Walang Negosyo, maling impormasyon ang ibinigay o kulang ang mga requirements		30 minuto	Supervising Cooperatives Development Specialist Sr. Cooperatives Development Specialist Cooperatives Development Specialist I
3. Lagdaan ang Kontrata	3.1 Iprisinta at palagdaan ang kontrata at papeles	Walang Babayaran	15 minuto	Cooperatives Development Specialist I





	<p>3.2 Panayam sa Co-Maker:</p> <p>Kung Qualified: Lagdaan ang kontrata at abisuhan sa nakatakdang araw ng pamimigay ng tseke</p> <p>Kung hindi Qualified: Disapproved o hindi na ipoproseso ang dokumento</p>		10 minuto	
4. Tanggapin ang Tseke	4. Ibigay ang Tseke at abisuhan ang kliyente na kumuha ng Loan Payment Protection Insurance (LPPI) at ipanotaryo ang kopya ng Loan Contract.		1 oras	Cooperatives Development Specialist I
TOTAL :		None	5 oras at 50 minuto	

Note: Ang CLDF Loan ay makukuha ng hindi hihigit sa isang (1) buwan sapagka't dadaan pa ito sa proseso sa mga sumusunod na tanggapan: Mayor's Office, Accounting Office, City Administration Office at Treasury Office.



VI. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey na nakalagay sa ibabaw ng suggestion box sa harapan ng opisina2. Isulat ang Feedback/Suggestion sa tao or opisinang nagbigay serbisyo.
How feedbacks are processed	<ol style="list-style-type: none">1. Kada Biyernes ito ay kinukuha ng tauhan ng opisina (Administrative Officer) para i-compile at i-record ang lahat ng feedback/suggestion na isinumite.2. Ang Feedback/Suggestion na may kaugnayan sa opisina or tao ay kailangan sagutin sa loob ng tatlong (3) araw3. Ang Kasagutan ng Opisina/Tao ay sasabihin or ipapadala sa Kliyente. <p><i>Para sa inquiries and follow-ups, ang kliyente ay pwedeng tumawag sa numerong: (049) 545-6789 loc 8000 or 8219/8220(CHRM Office)</i></p> <p><i>Email Address:</i> <i>chrnocalamba2001@gmail.com</i></p>
How to file a complaint	<ol style="list-style-type: none">1. Kumuha ng Client Satisfaction Survey (CSR) sa ibabaw ng suggestion box sa harapan ng opisina.2. Isulat ang reklamo at kung sino ang inirereklamo.
How complaints are processed	<ol style="list-style-type: none">1. Isumite ang reklamo sa Tanggapan ng City Human Resource Management Office o direkta sa opisinang inirereklamo.2. Hintayin ang aksyon sa loob ng 5 hanggang 15 minuto
Contact Information of ARTA, CCB, PCC	ARTA : complaints@arta.gov.ph PCC : 8888 CCB : 0908-8816565 (sms) : contactcenterngbayan@gov.ph : 1-6565