



# CITY COOPERATIVE DEVELOPMENT OFFICE



# CITIZEN'S CHARTER

2026 (1st Edition)

## **I. Mandate:**

To strengthen cooperatives, promote sustainable economic growth, and empower communities by providing technical assistance, access to funding, and training, and to ensure that cooperatives remain viable and beneficial for the members and the society.

## **II. Vision:**

Gensan Cooperatives, a dynamic force for inclusive prosperity, is achieving economic self-sustainability and significant contributions to the local economy and employment through highly effective, responsive, and innovative cooperative development.

## **III. Mission:**

To institutionalize a cooperative ecosystem that supports enterprise development, financial inclusion, and social progress through strategic policies, financing, and partnerships.

## **IV. Quality Policy:**

We, the Local Government of General Santos City, aspire to be globally competitive while enhancing the quality of life of our citizens towards a sustainable future.

We are committed to providing quality service to all the members of our society.

We shall continually strive to improve our city, our people, and our services while we foster the rule of law and equal opportunity for all.

## **V. Service Pledge:**

We, the General Santos City Government Officials and Employees, commit to:

**Guide** you in our transactions with us through our Citizen's Charter;

**Eliminate** delays in transaction;

**Nurture** our public image by not "fixing" nor involving in graft and corruption;

**Establish** transparency in all transactions;

**Review** and improve our processes and systems to serve you better;

**Act** on your queries, suggestions, complaints, & commendations immediately;

**Live** up to our service standards to cater to your needs;

**Satisfy**, even exceed, your reasonable expectations of the services we need to provide; and

**Attend** to all applicants or requesting parties who are within the premises of the office prior to the end of the official working hours and during lunch break.



## LIST OF SERVICES

Page Number

### External Services:

- |   |    |
|---|----|
| 1. PROCESSING OF SPECIAL SUPPORT FUND (SSF)<br>APPLICATION FOR AVAILMENT OF GRANT | 5  |
| 2. PROCESSING OF AVAILMENT OF GRANT OF MONETARY<br>INCENTIVE                      | 11 |



## External Services



## 1. Availment of Special Support Fund (SSF) Grant

Pursuant to Ordinance No. 38 Series of 2025, otherwise known as Ordinance Comprehensively Extending the Special Support Fund for Transport Service Cooperatives Under the PUV Modernization Program, Providing Funds Therefor and for Other Purposes.

|                             |  |   |
|-----------------------------|--|---|
| <b>Office or Division:</b>  | City Cooperative Development Office  |   |
| <b>Classification:</b>      | Complex  |   |
| <b>Type of Transaction:</b> | G2B, G2C   |   |
| <b>Who may avail:</b>       | Any Transport Service Cooperative duly registered with the Cooperative Development Authority and holding a business permit in General Santos City.   |   |
|                             | <b>CHECKLIST OF REQUIREMENT/S</b>  | <b>WHERE TO SECURE</b>                    |
|                             | 1. Duly accomplished Special Support Fund (SSF) Application Form<br><i>(1 Original and 1 Photocopy)</i>  | City Cooperative Development Office       |
|                             | 2. Certification of Registration<br><i>(1 Authenticated Copy and 1 Photocopy)</i>  | Cooperatives Development Authority (CDA)  |
|                             | 3. Latest Articles of Cooperation showing the original incorporators/organizers and the Secretary's Certificate of incumbent officers, together with the Certificate of Filing with Securities and Exchange Commission (SEC) or Certificate of Approval by the Cooperatives Development Authority (CDA)<br><i>(1 Authenticated Copy &amp; 1 photocopy)</i> |   |
|                             | 4. Certificate of Compliance<br><i>(1 Authenticated Copy &amp; 1 Photocopy)</i>  |   |
|                             | 5. Certificate of Good Standing<br><i>(1 Authenticated Copy and 1 Photocopy)</i>   | Office of the Transportation Cooperatives |
|                             | 6. Notice of Selection to operate a route under the Local Public Transport Route Plan (LPTRP) or taxi service in the city.<br><i>(1 Authenticated Copy and 1 Photocopy)</i>  | Department of Transportation              |



|  |   |
|--|---|
| <p>7. Certificate of Compliance indicating units are compliant with the Public Utility Vehicle Modernization Program (PUVMP).<br/><i>(1 Authenticated Copy &amp; 1 Photocopy)</i></p>  |   |
| <p>8. Notice of Loan Approval with Bank Computation Sheet. <i>(1 Authenticated Copy and 1 Photocopy)</i></p>   | <p>Development Bank of the Philippines (DBP) or Land Bank of the Philippines (LBP), and other financial and in-house financing institutions</p> |
| <p>9. Certificate of Completion on Fleet Management Systems.<br/><i>(1 Authenticated Copy and 1 Photocopy)</i></p>   | <p>Any Government-accredited or recognized training provider/agency</p>   |
| <p>10. Certificate of Completion in Financial Management<br/><i>(1 Authenticated Copy and 1 Photocopy)</i></p>   | <p>Any Government-accredited or recognized training provider/agency</p>   |
| <p>11. Audited Financial Report for the past three (3) years preceding the date of project implementation, audited by an independent Certified Public Accountant, to ensure that it has a stable financial condition and that the funds provided by the GO shall not be its source of funds.<br/><i>(1 Authenticated Copy &amp; 1 photocopy)</i></p>   | <p>Transport Service Cooperative<br/>*Independent Certified Public Accountant</p>   |
| <p>12. For transport cooperatives that have been in operation for less than three (3) years, a report of accomplishment or any equivalent proof certified by its Chairperson and Secretary that it had previously implemented similar projects shall be required, in addition to financial reports for the years it has been in operation.<br/><i>(1 Authenticated Copy &amp; 1 photocopy)</i></p> | <p>Transport Service Cooperative</p>  |
| <p>13. Disclosure of other related business, if any, and extent of ownership therein<br/><i>(1 Authenticated Copy &amp; 1 photocopy)</i></p>   |   |



|  |  |
|--|--|
| <p>14. Work and Financial Plan and Sources of Details of the transport cooperative's equity participation in the project<br/><i>(1 Authenticated Copy &amp; 1 photocopy)</i></p>   |  |
| <p>15. Complete Project Proposal approved/signed by its officers, which shall include the objectives, target beneficiaries, feasibility studies, risk assessment, designs, plans, blueprints, charts, etc.<br/><i>(1 Authenticated Copy &amp; 1 photocopy)</i></p>   |  |
| <p>16. Sworn Affidavit of the Secretary of the transport cooperative that none of its cooperators, organizers, directors, or officials is an agent or related by consanguinity or affinity up to the fourth civil degree to the officials of the GO authorized to process and/or approve the proposal, the MOA, and the release of funds<br/><i>(1 Original &amp; 1 Photocopy)</i></p> |  |
| <p>17. Board Resolution indicating their intent to avail Special Support Fund (SSF) and authorizing a representative to process the same<br/><i>(1 Original and 1 Photocopy)</i></p>   |  |

| CLIENT STEPS |   | AGENCY ACTIONS   | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE                  |
|--------------|---|--|-----------------|-----------------|-------------------------------------|
| 1            | Submit an Accomplished Application Form with complete requirements. | Receive and verify the authorized representative's identification to process the claim against the submitted Board Resolution.                                     | None            | 4 days          | City Cooperative Development Office |
| 2.           | No activity   | Check/review/verify if the transport cooperative is eligible and the documents submitted are complete.<br><br>Receive if eligible, and the documents are complete. |                 |                 |                                     |



|    |  |   |      |                      |                                     |
|----|--|---|------|----------------------|-------------------------------------|
|    |  | If not eligible or documents are not complete, return to the client with a note to let the client comply with the lacking documents |      |                      |                                     |
| 3  | No activity                                      | Prepare and endorse the evaluation sheet for the Department Head's approval.  |      |                      |                                     |
| 4  | No activity                                      | Upon grant approval, prepare the Memorandum of Agreement (MOA)  |      |                      |                                     |
| 5  | No activity                                      | Notify the City Mayor and schedule the Memorandum of Agreement (MOA) Signing  |      |                      |                                     |
| 6  | Attend the Memorandum of Agreement (MOA) Signing | Conduct MOA Signing between the Local Government Unit of General Santos (LGU) and the client  | None | 1 day                | City Mayor's Office                 |
| 7  | No activity                                      | Facilitate the notarization of the Memorandum of Agreement (MOA)  | None | 1 day                | City Cooperative Development Office |
| 8  | No activity                                      | Endorse notarized Memorandum of Agreement (MOA) to the Commission on Audit (COA)  | None |                      |                                     |
| 9  | No activity                                      | Prepare transmittal, OBR, voucher, and other related documents  | None | 1 day and 40 minutes | City Cooperative Development Office |
| 10 | No activity                                      | Endorse to the City Budget Office (CBO) for issuance of OBR   | None |                      |                                     |



|    |             |  |      |         |   |
|----|-------------|--|------|---------|---|
| 11 | No activity | Endorse to City Accountant's Office (CAO) for pre-audit                              | None | 1 day   | City Budget Office  |
| 12 | No activity | Receive and pre-audit financial document   | None | 7 days  | City Accounting Office  |
| 13 | No activity | Endorse to City Treasurer's Office Treasury Operations Revenue Unit (CTO-TORU)       | None |         |   |
| 14 | No activity | Receive and record financial document for fund control                               | None | 1 day   | City Treasurer's Office Treasury Operations Revenue Unit (CTO-TORU) |
| 15 | No activity | Endorse to City Mayor's Office Finance   | None |         |   |
| 16 | No activity | Receive and approve the voucher  | None | 4 hours | City Mayor's Office Finance   |
| 17 | No activity | Endorse the same to the City Treasurer's Office Cash Disbursement Division (CTO-CDD) | None |         |   |
| 18 | No activity | Receive documents, then prepare and sign the check                                   | None | 1 day   | City Treasurer's Office Cash Disbursement Division (CTO-CDD)        |
| 19 | No activity | Endorse to City Administrator's Office   | None |         |   |
| 20 | No activity | Receive and countersign the check by the City Administrator's Office                 | None | 4 hours | City Administrator's Office   |



|                           |   |  |      |            |  |
|---------------------------|---|--|------|------------|--|
| 21                        | No activity   | Endorse back to City Accountant's Office for issuance of Accountant's Advice (AA)  | None |            |  |
| 22                        | No activity   | Receive signed check, then prepare the Accountant's Advice (AA) and transmit the same to the bank  | None | 4 hours    | City Accounting Office                                       |
| 23                        | No activity   | Endorse to City Treasurer's Office Cash Disbursement Division (CTO-CDD)  | None |            |  |
| 24                        | No activity   | Receive check with Accountant's Advice (AA)  | None | 4 hours    | City Treasurer's Office Cash Disbursement Division (CTO-CDD) |
| 25                        | No activity   | Coordinate with the City Cooperatives Development Office (CCDO) to inform the client that the check is available   | None |            |  |
| 26                        | To prepare their official cooperative receipt and a valid ID. | Coordinate with the client to prepare a receipt and valid ID upon claiming the check, then instruct the client to proceed to the City Treasurer's Office Cash Disbursement Division (CTO-CDD) to claim the check | None | 10 minutes | City Cooperative Development Office                          |
| 27                        | Receive and collect the check.                                | Release check  | None | 10 minutes | City Treasurer's Office Cash Disbursement Division (CTO-CDD) |
| <b>TOTAL</b>              |   |  |      | 20 days    |  |
| <b>END OF TRANSACTION</b> |   |  |      |            |  |